



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

**OFFICE OF**  
**WORKFORCE**  
**OPPORTUNITY**

---

# WIOA POLICY AND PROCEDURES MANUAL

---

**PY25.V1 Released July 9, 2025**

The NH Business and Economic Affairs/OWO is a proud member of the American Job Center Network and of the NH WORKS system and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

## Table of Contents

<b>ACRONYM GLOSSARY .....</b>	<b>9</b>
<b>EQUAL OPPORTUNITY.....</b>	<b>16</b>
<b>ACCOMMODATIONS FOR INDIVIDUALS WITH DISABILITIES POLICY _____</b>	<b>17</b>
<b>ADA CHECKLIST POLICY _____</b>	<b>18</b>
<b>ALTERNATIVE DISPUTE RESOLUTION (ADR) POLICY _____</b>	<b>19</b>
<b>ATTACHMENTS: .....</b>	<b>20</b>
How to Request Mediation with The Office of Workforce Opportunity .....	22
WIOA/OWO Mediation Request Form .....	23
Sample Letter of Acknowledgment of Receipt for Mediation Request .....	24
Notice of Mediation.....	25
Memorandum of Agreement .....	26
Final Disposition Outline .....	27
Notice of Right to File with The US Department of Labor .....	28
<b>ASSURANCES POLICY _____</b>	<b>29</b>
<b>BABEL NOTICE REQUIREMENT POLICY _____</b>	<b>31</b>
<b>ATTACHMENTS: .....</b>	<b>31</b>
Sample Babel Notice .....	32
Babel Notice Requirement Policy – Propio Instruction (Provided Only in PDF Form) .....	34
<b>CORRECTIVE ACTIONS – EO COMPLIANCE POLICY _____</b>	<b>36</b>
<b>ATTACHMENTS: .....</b>	<b>36</b>
Notice of Non-Compliance with Section 188 of The Workforce Innovation and Opportunity Act .....	38
Final Determination Notice of Non-Compliance with Section 188 of The Workforce Innovation and Opportunity Act .....	40
Final Order for Sanctions Due to Non-Compliance with Section 188 of The Workforce Innovation and Opportunity Act .....	41
<b>EQUAL OPPORTUNITY POLICY _____</b>	<b>42</b>
<b>ATTACHMENTS: .....</b>	<b>44</b>
How to Register a Formal Civil Rights Complaint with NH Department of Business and Economic Affairs Office of Workforce Opportunity .....	45
Civil Rights Complaint Form .....	46
Sample Letter of Acknowledgment of Receipt for Civil Rights Complaint.....	47
Notice of Hearing .....	48
Final Disposition Outline .....	49
Notice of Right to Appeal .....	50
<b>EQUAL OPPORTUNITY GRIEVANCE PROCEDURE NOTICE POLICY _____</b>	<b>51</b>
<b>ATTACHMENTS: .....</b>	<b>51</b>
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice English (Provided Only in PDF Form).....	52
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice Spanish (Provided Only in PDF Form).....	55
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice French (Provided Only in PDF Form).....	58

Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice Arabic (Provided Only in PDF Form).....	61
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice Dari (Provided Only in PDF Form) .....	64
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice Pashto (Provided Only in PDF Form).....	67
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice Swahili (Provided Only in PDF Form).....	70
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice Ukrainian (Provided Only in PDF Form).....	73
<b>INTERGRATED SETTING: INDIVIDUALS WITH DISABILITIES POLICY</b> .....	<b>76</b>
<b>RELIGIOUS ACCOMMODATION POLICY</b> .....	<b>78</b>
<b>SAME SEX MARRIAGE POLICY</b> .....	<b>79</b>
<b>SANCTIONS – EQUAL OPPORTUNITY POLICY</b> .....	<b>80</b>
<b>SERVICE ANIMALS PROVIDING ACCOMMODATION POLICY</b> .....	<b>82</b>
<b>SEXUAL HARASSMENT POLICY</b> .....	<b>84</b>
<b>SITE SELECTION TO ASSURE ACCESSIBILITY POLICY</b> .....	<b>87</b>
<b>OPERATIONS</b> .....	<b>89</b>
<b>ALL PROGRAMS</b> .....	<b>90</b>
BASIC SKILLS/EDUCATION SERVICE POLICY.....	91
ATTACHMENTS: .....	94
Basic Skills/Education Services Request .....	95
Basic Skills/Education Services Approval Checklist.....	97
Basic Skills/Education Services Student Agreement .....	98
WIOA Student Participation Time Sheet .....	99
WIOA Basic Skills/Education Services Evaluation Form .....	100
Release of Credential Information .....	101
CASE NOTE POLICY .....	102
ATTACHMENT:.....	102
Case Note Policy – The Art of Writing Case Notes (Provided Only in PDF Form).....	103
CO-ENROLLEMENT POLICY IN WIOA TITLE I PROGAMS POLICY .....	118
CONFIDENTIALITY POLICY .....	120
ATTACHMENT:.....	120
Confidentiality Statement .....	121
CREDENTIAL POLICY .....	122
CUSTOMER SATISFATION SURVEY POLICY.....	125
ATTACHMENT:.....	125
WIOA Customer Satisfaction Survey.....	126
DATA VALIDATION POLICY .....	147
ATTACHMENTS: .....	151
JMS Data Validation and Data Integrity Process - WIOA.....	152
Common Elements .....	154
Source Documentation List .....	159
DEFICIENT IN BASIC SKILLS CRITERION POLICY .....	169

ATTACHMENT:.....	169
WIOA Limited English Proficiency Basic Skills Deficient Certification .....	170
DETERMINING LOW LITERACY POLICY .....	171
DOCUMENTATION OF DISABILITY FOR ELGIBILITY POLICY .....	172
ATTACHMENT:.....	173
Disability Self Attestation for WIOA.....	174
DOCUMENTATION OF LOW INCOME/PUBLIC ASSISTANCE POLICY .....	175
ATTACHMENT:.....	175
WIOA Income Computation Sheet .....	176
DUAL ENROLLEMNT POLICY IN WIOA TITLE I AND TITLE III PROGRAMS POLICY .....	177
ELIGIBLE TRAINING PROVIDER POLICY AND PROCEDURES .....	179
ATTACHMENT:.....	190
Eligible Training Provider Policy and Procedures – Training Provider Assurances Form (Provided Only in PDF Form).....	191
EQUAL OPPORTUNITY GRIEVANCE PROCEDURE NOTICE POLICY .....	195
ATTACHMENTS: .....	195
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice English (Provided Only in PDF Form).....	196
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice Spanish (Provided Only in PDF Form).....	199
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice French (Provided Only in PDF Form).....	202
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice Arabic (Provided Only in PDF Form).....	205
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice Dari (Provided Only in PDF Form) .....	208
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice Pashto (Provided Only in PDF Form).....	211
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice Swahili (Provided Only in PDF Form).....	214
Equal Opportunity Grievance Procedure Notice Policy – WIOA Grievance Procedure Notice Ukrainian (Provided Only in PDF Form).....	217
EXIT FROM WIOA TITLE I PROGRAMS POLICY.....	220
EXIT/PLACEMENT INFORMATION POLICY .....	223
HIGH DEMAND OCCUPATION LIST POLICY .....	225
ATTACHMENT:.....	225
High Demand Occupation List Policy – High Demand Occupation List (Provided Only in PDF Form) .....	226
INDIVIDUAL TRAINING ACCOUNT (ITA) POLICY.....	241
ATTACHMENTS: .....	245
Individual Training Account Request for Training Vendor Selection .....	246
Individual Training Account WIOA Student Training Agreement.....	248
WIOA Student Financial Aid Transmittal Form.....	249
WIOA Student Participation Time Sheet .....	251
Release of Credential Information .....	253
MARKETING POLICY .....	254
MEASURABLE SKILLS GAIN POLICY.....	257
PERSONALLY IDENTIFIABLE INFORMATION (PII) POLICY.....	262
PUBLICATION RELEASE POLICY.....	265

<b>ATTACHMENTS:</b> .....	<b>265</b>
<b>Publication Release Form</b> .....	266
<b>Youth Publication Release Form</b> .....	267
RAPID RESPONSE POLICY .....	268
RECORD RETENTION POLICY.....	273
RESPONSIBILITIES FOR REPORTING INSTANCES OF SUSPECTED FRAUD, PROGRAM ABUSE, AND CRIMINAL CONDUCT POLICY .....	275
SELECTIVE SERVICE REGISTRATION POLICY .....	279
<b>ATTACHMENT:</b> .....	<b>282</b>
<b>Failure to Register for Selective Service Self-Attestation Statement</b> .....	283
SELF-ATTESTATION POLICY .....	284
<b>ATTACHMENTS:</b> .....	<b>284</b>
<b>WIOA Self Attestation</b> .....	285
STATE LEVEL MONITORING POLICY AND PROCEDURE .....	286
STEVENS AMENDMENT POLICY .....	292
<b>ATTACHMENT:</b> .....	<b>293</b>
<b>Stevens Amendment Policy – Stevens Amendment Compliance Power Point (Provided Only in PDF Form)</b> .....	294
SUPPORT SERVICES POLICY .....	312
UNDEREMPLOYED POLICY .....	316
VERTERANS AND ELIGIBLE SPOUSES PRIORITY OF SERVICE POLICY.....	318
WAIVER REQUEST POLICY .....	323
<b>ATTACHMENT:</b> .....	<b>323</b>
<b>WIOA Waiver Request Form</b> .....	324
<b>ADULT</b> .....	<b>325</b>
ADULT PRIORITY OF SERVICE POLICY .....	326
ASSESSMENT POLICY (ADULT AND DISLOCATED WORKER).....	329
ENROLLMENT AFTER EXIT SERVICES POLICY .....	331
<b>ATTACHMENT:</b> .....	<b>331</b>
<b>WIOA Enrollment After Exit Form</b> .....	332
FOLLOW UP/POST EXIT SERVICES POLICY .....	333
INCOME GUIDELINES FOR DETERMINING WIOA ELIGIBILITY POLICY.....	335
ON-THE-JOB TRAINING POLICY .....	338
<b>ATTACHMENTS:</b> .....	<b>341</b>
<b>On–The–Job Employer Eligibility Checklist</b> .....	342
<b>On–The–Job Documentation Checklist</b> .....	344
<b>On–The–Job Training Contract</b> .....	345
<b>On–The–Job Trainee Agreement</b> .....	352
<b>On–The–Job Training Invoice</b> .....	353
<b>On–The–Job Trainee Work Evaluation</b> .....	354
<b>On–The–Job Training Site Visit Summary</b> .....	355
<b>On–The–Job Training Contract Modification</b> .....	358
TRANSITIONAL EMPLOYMENT POLICY .....	359
<b>DISLOCATED WORKER</b> .....	<b>360</b>
ASSESSMENT POLICY (ADULT AND DISLOCATED WORKER).....	361
DISLOCATED WORKER ELIGIBILITY POLICY .....	363

ATTACHMENT:.....	365
Dislocated Worker Eligibility Policy – Dislocated Worker Eligibility Criteria Documentation Checklist (Provided Only in PDF Form).....	366
ENROLLMENT AFTER EXIT SERVICES POLICY .....	370
ATTACHMENT:.....	370
WIOA Enrollment After Exit Form .....	371
FOLLOW UP/POST EXIT SERVICES POLICY .....	372
ON-THE-JOB TRAINING POLICY .....	374
ATTACHMENTS: .....	377
On–The–Job Employer Eligibility Checklist .....	378
On–The–Job Documentation Checklist.....	380
On–The–Job Training Contract.....	381
On–The–Job Trainee Agreement .....	388
On–The–Job Training Invoice.....	389
On–The–Job Trainee Work Evaluation .....	390
On–The–Job Training Site Visit Summary .....	391
On–The–Job Training Contract Modification.....	394
TRANSITIONAL EMPLOYMENT POLICY .....	395
<b>YOUTH</b> .....	<b>396</b>
AGE OF COMPULSORY SCHOOL ATTENDANCE POLICY .....	397
ASSESSMENT POLICY (YOUTH).....	398
ATTACHMENTS: .....	400
Verbal Interview Staff Key.....	401
Verbal Interview (Youth) .....	404
WIOA Youth Self-Assessments.....	407
Employability Competency Assessment Summary .....	410
DOCUMENTATION OF FOSTER CARE BARRIER FOR ELIGIBILITY POLICY .....	411
ELIGIBILITY POLICY (YOUTH).....	412
ENROLLMENT AFTER EXIT POLICY (YOUTH) .....	415
ATTACHMENTS: .....	416
WIOA Youth Enrollment After Exit Form.....	417
FIVE PERCENT INCOME EXCEPTION FOR WIOA YOUTH PROGRAM POLICY .....	418
FOLLOW UP POLICY (YOUTH).....	420
ATTACHMENTS: .....	422
WIOA Youth Communication Plan in Follow Up.....	423
FREE AND REDUCED LUNCH ELIGIBILITY POLICY .....	424
INCENTIVE POLICY (YOUTH).....	425
ATTACHMENT:.....	427
WIOA Youth Incentive Form .....	428
INCOME GUIDELINES FOR DETERMINING WIOA ELIGIBILITY POLICY.....	430
PROGRAM ELEMENT POLICY (YOUTH).....	433
ATTACHMENT:.....	435
Program Element Policy (Youth) – 14 Youth Program Elements: Definitions, Examples, And Reporting (Provided Only in PDF Form).....	436
WORK EXPERIENCE POLICY (YOUTH).....	457
ATTACHMENTS: .....	460
Work Experience Employer Eligibility Checklist.....	461

Work Experience Documentation Checklist .....	462
Work Experience Training Contract .....	463
WIOA Work Experience Agreement .....	464
Work Experience Training Outline .....	468
Work Experience Trainee Agreement .....	469
Work Experience Time Sheet .....	470
Work Experience Trainee Work Evaluation .....	471
Work Experience Training Site Visit Summary .....	472
Work Experience Training Contract Modification .....	475
YOUTH IN NEED OF ADDITIONAL ASSISTANCE POLICY .....	476
<b>ELIGIBLE TRAINING PROVIDER LIST</b> .....	<b>478</b>
ELIGIBLE TRAINING PROVIDER POLICY AND PROCEDURES .....	479
ATTACHMENT: .....	490
Eligible Training Provider Policy and Procedures – Training Provider Assurances Form (Provided Only in PDF Form) .....	491
HIGH DEMAND OCCUPATION LIST POLICY .....	495
ATTACHMENT: .....	495
High Demand Occupation List Policy – High Demand Occupation List (Provided Only in PDF Form) .....	496
<b>STATE WORKFORCE INNOVATION BOARD (SWIB)</b> .....	<b>511</b>
CONFLICT OF INTEREST POLICY .....	512
PUBLIC ACCESS TO BOARD MEETINGS POLICY .....	514
RESPONSIBILITIES FOR REPORTING INSTANCES OF SUSPECTED FRAUD, PROGRAM ABUSE, AND CRIMIAL CONDUCT POLICY .....	515
<b>NH WORKS POLICIES</b> .....	<b>519</b>
NH WORKS ONE-STOP CENTER CERTIFICATION POLICY GUIDANCE .....	520
RECORD RETENTION POLICY .....	525
RESPONSIBILITIES FOR REPORTING INSTANCES OF SUSPECTED FRAUD, PROGRAM ABUSE, AND CRIMINAL CONDUCT POLICY .....	527
STATE LEVEL MONITORING POLICY AND PROCEDURES .....	531
<b>NH WORKS GUIDANCE LETTERS AND DIRECTIVES</b> .....	<b>536</b>
NH WORKS CONSORTIUM .....	537
NH WORKS GUIDANCE LETTER NO 01-05 .....	539
NH WORKS GUIDANCE LETTER NO 01-06 .....	542
ATTACHMENT: .....	544
NH Works Guidance Letter NO 01-06 – NH Work Partner Referral Form (Provided Only in PDF Form) .....	545
NH WORKS GUIDANCE LETTER NO 01-08 .....	553
NH WORKS GUIDANCE LETTER NO 03-05 .....	556
NH WORKS GUIDANCE LETTER NO 04-05 .....	559
NH WORKS GUIDANCE LETTER NO 05-05 .....	562
ATTACHMENT: .....	564
NH Works Guidance Letter NO 05-05 – Customer Satisfaction Survey (Provided Only in PDF Form) .....	565
<b>SCSEP (SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM)</b> .....	<b>567</b>
EQUAL OPPORTUNITY AND GRIEVANCE PROCEDURE POLICY - SCSEP .....	568
ATTACHMENTS: .....	568
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP) .....	569

**EQUAL OPPORTUNITY AND GRIEVANCE PROCEDURE NOTICE** ..... 569  
PARTICIPANT DURATIONAL LIMIT POLICY - SCSEP ..... 571  
PARTICIPANT TERMINATION POLICY - SCSEP..... 572  
RESPONSIBILITIES FOR REPORTING INSTANCES OF SUSPECTED FRAUD, PROGRAM ABUSE,  
AND CRIMINAL CONDUCT ..... 575



# ACRONYM GLOSSARY

## Workforce System Acronym Glossary

The following is a list of acronyms typically used in the workforce development profession. Some acronyms are specific to New Hampshire, while others are recognized nationally. This list is not intended to be all-inclusive.

<b>AARP</b>	American Association of Retired Persons
<b>ABE</b>	Adult Basic Education
<b>ABAWD</b>	Able-bodied Adults with Dependents
<b>ACINET</b>	America’s Career Information Network – CareerOneStop
<b>ACRN</b>	America’s Career Resource Network
<b>ADA</b>	Americans with Disabilities Act
<b>AJB</b>	America’s Job Bank – CareerOneStop
<b>AJC</b>	America’s Job Centers – One Stop Centers
<b>ALMIS</b>	America’s Labor Market Information System
<b>ANB</b>	Aid to the Needy Blind
<b>APTD</b>	Aide to the Permanently and Totally Disabled
<b>ASL</b>	America’s Service Locator – CareerOneStop
<b>ASTD</b>	American Society for Training and Development
<b>AWEP</b>	Alternative Work Experience Placement
<b>BAT</b>	Bureau of Apprenticeship and Training
<b>BIA</b>	Business and Industry Association
<b>BEAS</b>	Bureau of Elderly and Adult Services
<b>BLS</b>	Bureau of Labor Statistics – US Dept. of Labor
<b>BMCAP</b>	Belknap Merrimack County Community Action Program
<b>BRG</b>	Business Relations Group – US Dept. of Labor
<b>BRI</b>	Benefit Rights Interview

<b>CAP</b>	Community Action Program
<b>CAPHR</b>	Community Action Partnership Hillsborough and Rockingham Counties
<b>CBO</b>	Community Based Organization
<b>CBT</b>	Computer-based Training
<b>CCSNH</b>	Community College System of NH
<b>CDF</b>	Career Development Facilitator
<b>CESER</b>	Center for Employment Security Education & Research
<b>CEU</b>	Continuing Education Unit
<b>CFR</b>	Code of Federal Regulations
<b>CRC</b>	Civil Rights Center – US Dept. of Labor ETA
<b>CRC</b>	Certified Rehabilitation Counselor
<b>CRT/CT</b>	Classroom Training
<b>CPRW</b>	Certified Professional Resume Writer
<b>CTE</b>	Career Technical Education
<b>CWDP</b>	Certified Workforce Development Professional
<b>CWEP</b>	Community Work Experience Placement
<b>CWP</b>	Center for Workforce Preparation – US Chamber of Commerce
<b>DCYF</b>	Division of Children, Youth and Families, DHHS
<b>DD</b>	Development Disability
<b>DED</b>	Division for Economic Development
<b>DFA</b>	Division of Family Assistance, DHHS
<b>DHHS</b>	Dept. of Health & Human Services
<b>DO</b>	DHHS District Office
<b>DOL</b>	Department of Labor (State DOL or USDOL)
<b>DOLETA</b>	US Department of Labor, Employment & Training Administration
<b>DOSO</b>	Division of One-Stop Operations or One-Stop Division – USDOL
<b>DBEA</b>	Department of Business and Economic Affairs
<b>DVOP</b>	Disabled Veterans Outreach Program
<b>DWG</b>	National Dislocated Worker Grant Programs

<b>DWP</b>	Dislocated Worker Program
<b>EO or EEO</b>	Equal Employment Opportunity
<b>ELMI</b>	Economic & Labor Market Information Bureau
<b>EITC</b>	Earned Income Tax Credit
<b>EP</b>	Employability Plan
<b>ERI</b>	Eligibility Review Interview
<b>ESL</b>	English as a Second Language
<b>ESOL</b>	English for Speakers of Other Languages
<b>ETA</b>	Employment and Training Administration, US Dept. of Labor
<b>ETEAMS</b>	WIOA Case Management System
<b>ETP(L)</b>	Eligible Training Provider (list)
<b>EZ</b>	Enterprise Zone
<b>FAFSA</b>	Free Application for Federal Student Aid
<b>FAP</b>	Fuel Assistance Program (CAP)
<b>FAP</b>	Family Assistance Program (DHHS)
<b>FBO</b>	Faith-Based Organization
<b>FEMA</b>	Federal Emergency Management Agency
<b>FLSA</b>	Fair Labor Standards Act
<b>FMLA</b>	Family Medical Leave Act
<b>FSS</b>	Family Services Specialists
<b>FSP</b>	Family Self-sufficiency Plan
<b>FTE</b>	Full-Time Equivalency
<b>FY</b>	Fiscal Year
<b>G&amp;C</b>	Governor & Council
<b>GAO</b>	General Accounting Office
<b>GSIL</b>	Granite State Independent Living
<b>GPRA</b>	Government Performance and Results Act
<b>HIPPA</b>	Health Insurance Portability and Accountability Act
<b>HiSET</b>	High School Equivalency Test, Published by Educational Testing Service

<b>IDG</b>	Interagency Directors Group
<b>IMS</b>	Information Management System
<b>IEP</b>	Individual Employment Plan
<b>INS</b>	Immigration and Naturalization Services
<b>IPE</b>	Individualized Plan for Employment
<b>ISS</b>	Individual Service Strategy
<b>ISY</b>	In-School Youth (WIOA Youth Programs)
<b>IT</b>	Information Technology
<b>ITA</b>	Individual Training Account
<b>JAN</b>	Job Accommodation Network
<b>JAG</b>	Jobs for American Graduates
<b>JJS</b>	Juvenile Justice System
<b>JMS</b>	Job Match System (JMS)
<b>JTF</b>	Job Training Fund is now WorkInvestNH
<b>LEA</b>	Local Education Agency
<b>LEAP</b>	Lifestyles for Employment, Achievement and Purpose
<b>LEO</b>	Local Elected Official
<b>LEP</b>	Limited English Proficiency
<b>LLSIL</b>	Lower Living Standard Income Level
<b>LMA</b>	Labor Market Area
<b>LMI</b>	Labor Market Information
<b>LO</b>	Local Office (NHES)
<b>LVER</b>	Local Veterans Employment Representative
<b>LWIOA</b>	Local Workforce Innovation and Opportunity Area
<b>MEAD</b>	Medicaid for Employed Adults with Disabilities
<b>MIS</b>	Management Information System
<b>MOA</b>	Memorandum of Agreement
<b>MOU</b>	Memorandum of Understanding
<b>MSFW</b>	Migrant and Seasonal Farm Workers

<b>NACo</b>	National Association of Counties
<b>NAICS</b>	North American Industry Classification System
<b>NASWA</b>	National Association of State Workforce Agencies
<b>NAWB</b>	National Association of Workforce Boards
<b>NAWDP</b>	National Association of Workforce Development Professionals
<b>NGA</b>	National Governors Association
<b>NHED</b>	NH Department of Education
<b>NHDOL</b>	NH Department of Labor
<b>NHEP</b>	New Hampshire Employment Program
<b>NHES</b>	New Hampshire Employment Security
<b>NAMI</b>	National Alliance of Mental Illness
<b>NJCA</b>	National Job Corps Association
<b>OAA</b>	Old Age Assistance
<b>O*NET</b>	Occupational Information Network
<b>OAS</b>	Office of Adult Services – USDOL
<b>OATEL</b>	Office of Apprenticeship- Training, Employment & Labor Services – USDOL
<b>ODEP</b>	Office of Disability Employment Policy – US Dept. of Labor
<b>OES</b>	Occupational Employment Statistics
<b>OIG</b>	Office of Inspector General
<b>OIS</b>	Occupational Information Systems
<b>OJC</b>	Office of Job Corps – USDOL
<b>OJT</b>	On-the-Job-Training
<b>OOH</b>	Occupational Outlook Handbook
<b>OSHA</b>	Occupational Safety and Health Administration – USDOL
<b>OSY</b>	Out of School Youth (WIOA Youth Programs)
<b>OWCP</b>	Office of Workers' Compensation Programs – USDOL
<b>OWO</b>	Office of Workforce Opportunity (Formerly WOC)
<b>OYS</b>	Office of Youth Services – USDOL
<b>PACIA</b>	Performance Accountability & Customer Information Agency

<b>PARW</b>	Professional Association of Resume Writers
<b>PDT</b>	Professional Development Team
<b>PIC</b>	Parent Information Center
<b>PIRL</b>	Participant Information Record Layout
<b>PY</b>	Program Year
<b>RCA</b>	Rockingham Community Action
<b>RESEA</b>	Reemployment Services and Eligibility Assessment
<b>RFB</b>	Request for Bid
<b>RFP</b>	Request for Proposal
<b>RFQ</b>	Request for Qualifications
<b>SAC</b>	State Apprenticeship Council
<b>SBA</b>	Small Business Association
<b>SBVI</b>	Services for Blind and Visually Impaired
<b>SCSEP</b>	Senior Community Service Employment Program
<b>SDA</b>	Service Delivery Area
<b>SGA</b>	Solicitations for Grant Applications
<b>SIC</b>	Standard Industrial Classifications
<b>SNAP</b>	Supplemental Nutrition Assistance Program (Food stamps)
<b>SNHS</b>	Southern New Hampshire Services, Inc. (Now CAPHR)
<b>SOC</b>	Standard Occupational Classification
<b>SWCS</b>	Southwestern Community Services
<b>SWIB</b>	State Workforce Innovation Board
<b>TA</b>	Technical Assistance
<b>TAA</b>	Trade Adjustment Act
<b>TAG</b>	Technical Assistance Guide
<b>TANF</b>	Temporary Assistance for Needy Families
<b>TEGL</b>	Training and Employment Guidance Letter
<b>TEIN</b>	Training and Employment Information Notice
<b>TEN</b>	Training and Employment Notice

<b>UC/UI</b>	Unemployment Compensation/Insurance
<b>UNH</b>	University of NH
<b>USDOL</b>	United States Department of Labor
<b>VETS</b>	Veterans' Employment and Training Service – USDOL
<b>VR</b>	Vocational Rehabilitation
<b>WARN</b>	Worker Adjustment and Retraining Notification Act
<b>WEN</b>	Workforce Excellence Network – National Association of Workforce Boards
<b>WFD</b>	Workforce Development
<b>WIOA</b>	Workforce Innovation and Opportunity Act
<b>WIB</b>	Workforce Innovation and Opportunity Board
<b>WIC</b>	Women, Infants and Children (Nutritional Program)
<b>WOC</b>	“Council” – Workforce Opportunity Council
<b>WINH</b>	WorkInvestNH
<b>WOTC</b>	Work Opportunity Tax Credit
<b>WNNH</b>	WorkNowNH
<b>WRIS</b>	Wage Record Interchange System



---

# EQUAL OPPORTUNITY

---

---

# ACCOMMODATIONS FOR INDIVIDUALS WITH DISABILITIES POLICY

---

Policy #: 1998-P-01 Previous #: 000-082

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

## **PURPOSE:**

To transmit the NH Office of Workforce Opportunity (OWO) policies and procedures for ensuring an environment which promotes reasonable accommodations for individuals with disabilities.

## **POLICY:**

It is the policy of the OWO that the OWO, One-Stop Partners, and WIOA-Title I recipients/subrecipients will make reasonable accommodation to the known physical or mental limitations of otherwise qualified applicants, employees, or participants with disabilities, unless it can be shown that such accommodations would impose an undue hardship on program operations.

For purposes of this policy, reasonable accommodation means any change or adjustment to a training or work environment that permits a qualified applicant, participant, or employee with a disability to participate in the application process, to perform the essential function of the job, or to enjoy the benefits or privileges of employment equal to those enjoyed by others.

Examples of accommodations include, but are not limited to:

- acquiring or modifying equipment or devices
- job restructuring
- part-time or modified work schedules
- providing readers or qualified interpreters
- making the workplace or program facility accessible to and usable by individuals with disabilities

## **PROCEDURE(S):**

1. Decisions regarding reasonable accommodation for individuals with disabilities will be determined on a case-by-case basis.
2. Individuals who are not satisfied with accommodations provided may file a grievance or EO complaint in accordance with the equal opportunity policy.
3. Individuals will not be forced to accept an accommodation if they choose not to.

## **ACTION:**

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

---

# ADA CHECKLIST POLICY

---

Policy #: 2024-P-03

Appendix #: 2024-A-01r

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity (OWO) policies and procedures regarding the requirement to have an Americans with Disabilities Act (ADA) checklist on file.

## **POLICY:**

The Americans with Disabilities Act (ADA) requires state and local governments businesses, and non-profit organizations to provide goods, service, and programs to people with disabilities on an equal basis with the rest of the public. It is the policy of the Office of Workforce Opportunity, that all NH Works partners, subrecipients, and vendors be accessible to all individuals.

## **PROCEDURE(S):**

Upon entering into a contract and/or Memo of Understanding (MOU) to provide services to individuals, the subrecipient shall provide the OWO with a copy of the completed [ADA Checklist for Existing facilities](#) for each location where Title I services will be provided. OWO will accept a completed checklist that is no more than 5 years old. If the checklist is older than 5 years, a new checklist must be completed and submitted to OWO. To access the list, please <https://www.adachecklist.org>

## **ACTION:**

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

LINK: [ADA Checklist for Existing Facilities](#)

---

# ALTERNATIVE DISPUTE RESOLUTION (ADR) POLICY

---

Policy #: 1998-P-02 Previous #: 000-27c

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity (OWO) policies and procedures for alternative dispute resolution on complaints alleging illegal discrimination and non-civil rights grievances.

## **POLICY:**

It is the policy of the OWO that mediation shall be the alternative dispute resolution choice available to civil rights and non-civil rights complainants/grievants. New Hampshire state agencies may follow their own internal policies, procedures and disciplinary guidelines when implementing this policy, as such policies and procedures recognize the constraints imposed by the Collective Bargaining Agreement, the NH Division of Personnel Rules, the NH Administrative Procedures Act and other applicable state laws and regulations. This means that not all complaints or grievances are appropriate or subject to mediation.

For purposes of this policy, mediation is defined as a voluntary attempt by the parties to reach resolution (settlement) of disputed issues through discussion. The mediator is a neutral person who attempts to help disputing parties without having the authority, as an arbitrator does, to impose settlement. A mediator can only act as a catalyst in translating, suggesting, cajoling, persuading, or, at times, recommending possible ways of solving the dispute. The parties can reject the mediator's participation at any time. A mediator can refuse to intervene or participate if he/she determines that the dispute is not suitable for mediation, or if settlement is not the true goal of the parties.

## **PROCEDURE(S):**

1. Who may request mediation: Any individual who has filed a formal discrimination/harassment complaint or non-civil rights grievance.
2. When to request mediation: A request for mediation must be filed within 15 calendar days of the formal filing of a complaint or grievance. Requests initiated more than 15 calendar days from the date of the formal filing of the complaint or grievance will not be considered due to statutory time frames for investigation and resolution.
3. Where to file request: Requests for mediation may be filed with the OWO EO Officer, 100 North Main Street Suite 100 Concord, NH 03301, Telephone: (603) 271-0355 TDD: 1-800-735-2964. With respect to Title I WIOA-funded organizations, requests may also be filed with the One-Stop Partner or WIOA-subrecipient, who will forward it to the OWO EO Officer for proper processing.
4. How to file: Each request shall be in writing and shall:
  - a. be signed by the complainant/grievant or his/her authorized representative.
  - b. Contain the complainant/grievant's name and address or specify another means of contact;
  - c. Identify the person(s) and/or legal entity complained against (the respondent); and

- d. Reference the original complaint/grievance OR describe the allegations in sufficient detail to allow determination of whether the request for mediation
    - i. is appropriate under the circumstances alleged (this means that not all complaints or grievances are appropriate or subject to mediation), and
    - ii. was filed timely
  - e. Upon receipt of a written request for mediation, the OWO EO Officer shall promptly contact the Respondent and arrange, as soon as possible, a time and location convenient to the parties. Arrangements shall include securing a neutral mediator for the session. If the complaint/grievance involves a One-Stop Partner or WIOA-subrecipient who is a state agency, the OWO EO Officer shall coordinate with the appropriate agency to screen the request and arrange the mediation. NOTE: State agencies shall follow their internal policies and procedures for ADR. See Above Policy Statement.
5. All parties to the mediation shall understand and agree that the details of the mediation session(s) are strictly confidential. Discussion of session details with others, with the exception of a party's legal representation, is strictly forbidden. Notes taken by any party, including the mediator, shall be destroyed at the end of the session. The identities of the parties shall be revealed only to the extent necessary to complete the mediation process.
  6. While representation of the parties is permitted, the goal of mediation is to facilitate an agreement between the complainant and respondent. Thus, representatives shall refrain from participating in the discussions between the parties and be available only for private consultation (caucus) outside of the mediation room. The mediator shall allow each party to initially state their story without interruption from the other party. Discussion will be encouraged after the initial stories have been told. Should the parties fail to respect this basic premise, the mediator may conclude that mediation is not possible under the circumstances and cancel the mediation.
  7. Mediation is not the forum to right past wrongs, and formal rules of evidence are not followed in mediation. Either party may present whatever information they feel is necessary to clarify the issues for resolution. However, since the goal of mediation is to facilitate an agreement for future behavior between the parties, attempts to "prove" past facts will be allowed only to the extent necessary to move the parties forward towards settlement.
  8. Every attempt will be made to encourage resolution between the parties, and such resolution shall be formalized with a written agreement that all parties sign prior to the end of the mediation. All parties shall receive a copy of the signed agreement. In the event agreement cannot be reached, and the parties feel that an additional mediation session will not be conducive towards reaching agreement, the complainant has the right to file with the CRC within 30 days of the date of the failed mediation, or 90 days from the date of the original complaint, whichever date occurs first.
  9. In the event that the ADR agreement is breached, the non-breaching party may file a complaint with the CRC within 30 days of the alleged breach. If the CRC determines that there has been a breach, the complainant may file a complaint with the CRC based upon his/her original allegation(s), and the CRC will waive the time deadline for filing such a complaint.

**ACTION:**

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

**ATTACHMENTS:**

1. How To Request Mediation

2. Mediation Request Form
3. Sample Letter of Acknowledgement
4. Notice Of Mediation
5. Memorandum of Agreement
6. Final Disposition Outline
7. Notice Of Right to File With CRC

Forms To Be Used for Filing A Civil Rights/EO Complaint With U.S. Dept. Of Labor, Directorate of Civil Rights:

*Director*

*Civil Rights Center (CRC) U.S. Department of Labor*

*200 Constitution Avenue, NW Room: N-4123*

*Washington, DC 20210*

Link: [DIRECTORATE'S COMPLAINT INFORMATION FORM](#), and

Link: [PRIVACY ACT CONSENT FORM](#)



## How to Request Mediation with The Office of Workforce Opportunity

Any applicant, client, potential contractor, contractor or other aggrieved party who seeks to file a civil rights complaint as a result of equal opportunity discrimination (on the basis of race, color, religion, sex, national origin, age, disability, genetics, political affiliation or belief, or citizenship/status as a lawfully admitted immigrant authorized to work in the U.S.) or a non-civil rights grievance may choose mediation as an alternative method of dispute resolution.

1. A written request for mediation must be prepared and submitted to the EO Officer. This should be done by completing an OWO Mediation Request Form which includes the following information:
  - a. Your address, business and/or home phone.
  - b. Reference or original complaint/grievance or
  - c. Date and detailed description of the alleged discriminatory act or grievance, and
  - d. Name and title of others involved in the situation (if any).
2. All requests for mediation must be submitted within 15 calendar days of the alleged act(s). Requests received after this time period may not be considered due to statutory time frames for investigation and resolution of the complaint/grievance.
3. The Office of Workforce Opportunity shall arrange mediation no later than 45 days from date of receipt of the request. The location and time shall be reasonably convenient for all parties.
4. If the mediation does not result in a successful resolution, the complainant may file a complaint with the Director of the Civil Rights Center, U.S. Department of Labor within 30 days of the date of mediation or within the statutory 90-day resolution period, whichever is soonest.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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





## Sample Letter of Acknowledgment of Receipt for Mediation Request

DATE

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RE: \_\_\_\_\_ vs. \_\_\_\_\_

Dear \_\_\_\_\_,

This is to acknowledge the receipt of your Equal Opportunity/non-Civil Rights Complaint/Grievance. Mediation will be scheduled as soon as possible, but within the next 45 days, at a time and location reasonably convenient to the parties.

If you have any additional information or questions concerning your complaint/grievance, please do not hesitate to contact me at

Office of Workforce Opportunity  
100 North Main Street Suite 100  
Concord, NH 03301

Phone: 1-603-271-0355  
TDD: 1-800-735-2964

Sincerely,

Equal Opportunity Officer

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



### Notice of Mediation

COMPLAINANT/GRIEVANT:

RESPONDENT:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

YOU ARE HERBY NOTIFIED THAT MEDIATION WILL BE HELD

_____ DATE	_____ TIME
---------------	---------------

PLACE BEFORE A NEUTRAL MEDIATOR

CONCERNING:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**INSTRUCTIONS:**

The goal of mediation is to seek an agreement between the parties, which focuses on future behavior. It is not meant to right a past wrong. The mediation will be conducted informally. Technical rules of evidence or procedures will apply. You MAY bring to the mediation all documents previously received or relative to this matter, but the mediator may, if he/she chooses, limit the presentation of such information. If you prefer you may, at your own expense, be accompanied by an attorney, but that person will be asked to not participate in the discussion between the parties. If a party having received notice fails to appear, the mediation will be cancelled. If time permits, another session may be scheduled, but if this is impractical, the complainant will be notified of his/her right to file a complaint/grievance directly with the Department of Labor.

Inquiries can be addressed to:

Name: Equal Opportunity Officer  
Address: Office of Workforce Opportunity  
100 North Main Street Suite 100  
Concord, NH 03301

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



### Memorandum of Agreement

COMPLAINANT: \_\_\_\_\_

Vs.

RESPONDENT: \_\_\_\_\_

DATE FILED: \_\_\_\_\_

We hereby agree to the provisions listed below in settlement of the above Equal Opportunity Complaint/Civil Rights Grievance:

\_\_\_\_\_  
EO OFFICER                      Date

\_\_\_\_\_  
RESPONDENT                      Date

\_\_\_\_\_  
COMMISSIONER                      Date  
NH DEPT. OF BUSINESS  
AND ECONOMIC AFFAIRS

\_\_\_\_\_  
COMPLAINANT                      Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Final Disposition Outline

COMPLAINANT: \_\_\_\_\_

RESPONDENT: \_\_\_\_\_

DISPOSITION:

SUMMARY OF COMPLAINT/GRIEVANCE:

FACT FINDINGS:

REGULATIONS AND/OR POLICIES RELIED ON:

CONCLUSION:

EO OFFICER: \_\_\_\_\_  
Date

APPROVAL: \_\_\_\_\_  
Commissioner  
NH Dept. of Business  
and Economic Affairs  
Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Notice of Right to File with The US Department of Labor

Complainant: \_\_\_\_\_

Vs.

Respondent: \_\_\_\_\_

Failure to reach resolution at mediation results in the right of any party to the Complaint listed above to file with the Director of Civil Rights Center, U.S. Department of Labor, utilizing the process previously outlined and the following forms:

1. *COMPLAINT INFORMATION FORM, and*
2. *PRIVACY ACT CONSENT FORM*

U.S. Department of Labor  
Director, Civil Rights Center  
200 Constitution Avenue, NW., Room: N-4123  
Washington DC 20210

**Filing with the CRC must be within 30 days of the failed mediation or 90-day resolution period, whichever occurs first.**

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# ASSURANCES POLICY

---

Policy #: 2018-P-01 Previous #: 2018-001

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

## **PURPOSE:**

The Workforce Innovation and Opportunity Act (WIO) and the NH Works Consortium require compliance with 29 CFR Part 38 Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and opportunity Act.

## **POLICY:**

29 CFR Part 38.25 requires the provision of a grant applicant's obligation to provide written assurances. For all NH Works partners utilizing WIOA funds, each NH Work partner must include the following assurance:

"As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it has the ability to comply with the nondiscrimination and equal opportunity provisions of the following laws and will remain in compliance for the duration of the award of federal financial assistance:

- A. Section 188 of the Workforce Innovation and Opportunity Act (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I- financially assisted program or activity;
- B. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;
- C. Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- D. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- E. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

As a recipient of WIOA Title I financial assistance, all funded agencies will comply with 29 CFR part 38 and all other regulations implementing the laws listed above."

The assurance is considered incorporated by operation of law in the grant, cooperative agreements, contracts, MOU's or other arrangement whereby Federal financial assistance under Title I of WIOA is made available, whether it is explicitly incorporated in such document and whether there is a written agreement between the Department and the recipient, between the Department and the Governor, between the Governor and the recipient, or between recipients. The assurance also may be incorporated in such grants, cooperative agreements, contracts, or other arrangements by reference.

## **PROCEDURE(S):**

The above assurance needs to be added to all NH Works Partner websites, Plans, Request for Proposals, grant applications, Memorandum of Understanding, Contracts, Agreements, internal and external handbooks written notices, recruitment and orientation materials that have been developed to serve WIOA funded programs, client, and personnel.

**ACTION:**

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

---

# BABEL NOTICE REQUIREMENT POLICY

---

Policy #: 2020-P-04 Previous #: 2020-P-004

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

## **PURPOSE:**

To provide guidance on compliance with the requirements of the Babel Notice.

## **POLICY:**

[29 CFR 38.9\(g\)\(3\)](#): “Recipients must include a “Babel notice,” indicating in appropriate languages that language assistance is available, in all communications of vital information, such as hard copy letters or decisions or those communications posted on websites.”

A Babel notice is a short notice included in a document or electronic medium (e.g., website, “app,” email) in multiple languages informing the reader that the communication contains vital information and explaining how to access language services to have the contents of the communication provided in other languages.

## **PROCEDURE(S):**

When a communication contains vital information, a Babel notice needs to be included with the document. Attached is a sample notice to assist in compliance with this Babel notice requirement. It is being provided in 10 of the most common non-English languages spoken in the United States. The notice can be translated into other languages based on the needs of the community. Also note that the Babel notice does not replace the obligations for recipients to provide individualized language services.

WIOA Title I staff must provide a Babel notice with all communication considered vital information. Title I staff may utilize the NH Department of Business and Economic Affairs contract with Propio, an online translation service to access interpreter services if needed. Translation services must be initiated by staff following the instructions provided in the Propio attachment.

## **ACTION:**

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

## **ATTACHMENTS:**

1. Sample Babel Notice
2. Propio Instructions



## Sample Babel Notice

### English

**IMPORTANT!** This document contains **important information** about your rights, responsibilities and/or benefits. It is critical that you understand the information in this document, and we will provide the information in your preferred language at no cost to you. **Call (xxx) xxx-xxxx** for assistance in the translation and understanding of the information in this document.

### Spanish

**¡IMPORTANTE!** Este documento contiene **información importante** sobre sus derechos, responsabilidades y/o beneficios. Es importante que usted entienda la información en este documento. Nosotros le podemos ofrecer la información en el idioma de su preferencia sin costo alguno para usted. **Llame al (xxx) xxx-xxxx** para pedir asistencia en traducir y entender la información en este documento.

### Chinese – Traditional

**重要須知！**本文件包含**重要資訊**，事關您的權利、責任，和／或福利。請您務必理解本文件所含資訊，而我們也將使用您偏好的語言，無償為您提供資訊。請致電**(xxx) xxx-xxxx**洽詢翻譯及理解本文件資訊方面的協助。

### Vietnamese

**LƯU Ý QUAN TRỌNG!** Tài liệu này chứa **thông tin quan trọng** về quyền hạn, trách nhiệm và/hoặc quyền lợi của quý vị. Việc hiểu rõ thông tin trong tài liệu này là rất quan trọng, và chúng tôi sẽ cung cấp miễn phí cho quý vị thông tin này bằng ngôn ngữ mà quý vị ưa dùng. **Hãy gọi (xxx) xxx-xxxx** để được hỗ trợ về việc thông dịch và hiểu thông tin trong tài liệu này.

### Tagalog

**MAHALAGA!** Naglalaman ang dokumentong ito ng **mahalagang impormasyon** tungkol sa iyong mga karapatan, responsibilidad at/o benepisyo. Napakahalaga na nauunawaan mo ang impormasyong nakapaloob sa dokumentong ito, at ibibigay namin nang libre ang impormasyon sa pinili mong wika. **Tumawag sa (xxx) xxx-xxxx** upang humingi ng tulong sa pagsasaling-wika at pag-unawa sa impormasyong nasa dokumentong ito.

### French

**IMPORTANT!** Le présent document contient **des informations importantes** sur vos droits, vos responsabilités et/ou vos avantages. Il est essentiel que vous compreniez les informations figurant dans ce document, et nous vous fournissons gratuitement les informations dans la langue de votre choix. **Appelez au (xxx) xxx-xxxx** pour obtenir de l'aide pour la traduction et la compréhension des informations contenues dans le présent document.

### Haitian Creole

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**ENPÒTAN!** Dokiman sa a gen **enfòmasyon enpòtan** ladan konsènan dwa, responsablite ak/oswa avantaj ou yo. Li ap vrèman enpòtan pou ou konprann enfòmasyon yo ki nan dokiman sa a, epi n ap ba ou enfòmasyon sa yo nan lang ou prefere a gratis. **Rele (xxx) xxx-xxxx** pou jwenn asistans pou tradui ak pou konprann enfòmasyon ki nan dokiman sa a.

### Portuguese

**IMPORTANTE!** Este documento contém **informações importantes** sobre os seus direitos, responsabilidades e/ou benefícios. É essencial que compreenda as informações constantes neste documento, as quais disponibilizaremos, gratuitamente, na língua à sua escolha. **Contacte o número (xxx) xxx-xxxx** para solicitar ajuda para traduzir e compreender as informações contidas neste documento.

### Arabic

**مهم!** يحتوي هذا المستند على **معلومات مهمة** حول حقوقك ومسؤولياتك و/أو فوائدها. من الأهمية بمكان فهم المعلومات الواردة في هذا المستند، وسنوفر المعلومات بلغتك المفضلة دون تحميلك أي تكلفة. **اتصل على الرقم (xxx) xxx-xxxx** للحصول على مساعدة في ترجمة المعلومات الواردة في هذا المستند وفهمها.

### Russian

**ВАЖНО!** В настоящем документе содержится **важная информация** о ваших правах, обязанностях и/или преимуществах. Крайне важно, чтобы вы поняли информацию, содержащуюся в данном документе, а мы бесплатно предоставим вам эту информацию на выбранном вами языке. **Позвоните по телефону (xxx) xxx-xxxx** для получения помощи в переводе и понимании информации, содержащейся в данном документе.

### Korean

**중요!** 본 문서는 귀하의 권리, 책임 및/또는 이익에 관한 **중요한 정보**를 포함하고 있습니다. 귀하가 본 문서에 있는 정보를 이해하는 것은 대단히 중요하며, 귀하가 원하는 언어로 정보를 제공받으실 수 있습니다. **(xxx) xxx-xxxx**로 전화하여 본 문서에 있는 정보의 번역 및 이해를 위해 도움받으시길 바랍니다.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Babel Notice Requirement Policy – Propio  
Instruction (Provided Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**

## Propio Instruction






**To access an interpreter, dial**  
**781-678-4751**

**Provide required information:**

**Caller's First and Last Name**

**Agency**

**Program**

**State ID#**

**Client ID: 27357**

**Back-up Service Line: 1-866-386-1284**

**By Tablet** - Select the Propio One application, enter access code, select language.

**App**



**By Web Browser on a desktop** - Go to [ONE.PROPTO-LS.COM](https://ONE.PROPTO-LS.COM) enter access code, select language, then click start call.



**Access Code: ixsvmg**

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# CORRECTIVE ACTIONS – EO COMPLIANCE POLICY

---

Policy #: 2012-P-01 Previous #: 2012-000-085

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

## **PURPOSE:**

To transmit the NH Workforce Opportunity (OWO) policies and procedures for corrective actions and/or sanctions in the event a recipient, subrecipient, vendor, staff, or participant is in non-compliance of Section 188 of the Workforce Innovation and Opportunity Act (WIOA).

## **POLICY:**

The OWO will follow similar procedures utilized by the Civil Rights Center to ensure enforcement to effect compliance with the nondiscrimination and equal opportunity provisions of WIOA. Sanctions permitted by statute or regulation may be imposed only after all appeal rights have been exhausted. State agencies shall follow their internal policies, procedures, and disciplinary policies for staff-related issues.

## **PROCEDURE(S):**

1. In the event that monitoring activities or formal complaints indicate a lack of compliance with Section 188 of WIOA, the OWO shall attempt to resolve the non-compliance through education and/or consultation with the recipient, subrecipient, vendor, staff member, or participant.
2. Should non-compliance continue and collaborative educational efforts fail, the OWO may issue a Warning notice.
3. If, after 15 days from the date of the Warning, compliance has not been achieved, the OWO may issue a Final Determination Notice, which will indicate the potential sanctions which may be imposed and inform the party of his/her right to request a hearing within 30 days from the date of the Final Determination. NOTE: Personnel issues will be subject the organization's internal personnel policies, procedures, and disciplinary guidelines.
4. Should a hearing be requested, the policies of OWO shall be followed.
5. Should a hearing **not** be requested, the OWO may proceed with the sanction deemed most appropriate for the circumstances.
6. Appropriate sanctions include, but are not limited to, suspension or termination, in whole or in part, from the program (or funding source); referral to the N.H. Attorney General's Office, with a request that the AG's Office obtain compliance; deferral of new grant funding; and/or any action as may be provided by law.

## **ACTION:**

All recipients, subrecipients, vendors, staff and participants must be knowledgeable of this directive.

## **ATTACHMENTS:**

1. Notice of Non-Compliance with Section 188
2. Final Determination of Notice of Non-Compliance with Section 188

### 3. Final Order for Sanctions Due to Non-Compliance with Section 188



## Notice of Non-Compliance with Section 188 of The Workforce Innovation and Opportunity Act

Party/Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone: \_\_\_\_\_

Through monitoring or the receipt of EO complaint(s), it has been determined that you are not in compliance with Section 188 of WIOA, as implemented by 29 CFR part 37. Non-compliance is evidenced by the following:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This notice is an official **WARNING** that begins the corrective actions/sanctions process. You have fifteen (15) days from the date of this warning to correct the matters noted above. Failure to do so may result in a Final Determination of Non-Compliance Notice.

Should you receive a Final Determination of Non-Compliance Notice, you have the right to request a hearing on this matter. The request must be in writing and be received by the OWO EO OFFICER, 100 North Main St. Suite 100, Concord, NH 03301 no later than thirty (30) days from the date of Final Determination Notice. The request for a hearing should include an answer to the issues noted in the Final Determination Notice.

Failure to request a hearing will result in a final decision by OWO that non-compliance exists and has not been corrected. The OWO may, within 45 days, then Order sanctions, which may include, but not be limited to:

1. suspension or termination, in whole or in part, from the program (or funding source);
2. referral to the N.H. Attorney General, with a request that the AG obtain compliance;
3. deferral of new grant funding; and/or
4. any action as may be provided by law.

**NOTE:** Sanctions permitted by statute or regulation may be imposed only after all appeal rights have been exhausted.

The Final Order may be appealed, within thirty (30) days of the date of the Order, directly with the Civil Rights Center, U.S. Department of Labor, or a request for review by OWO may be filed.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

Any case reviewed by OWO under the above paragraph must be decided within 180 days of the notification of such review. If OWO fails to issue a Final Decision and Order within the 180-day period, the initial decision and order of OWO becomes the Final Decision.

---

OWO EO Officer

Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Final Determination Notice of Non-Compliance with Section 188 of The Workforce Innovation and Opportunity Act

Party/Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone: \_\_\_\_\_

On \_\_\_\_\_ you were issued a Warning Notice of Non-Compliance for the following EO matters:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Since you have failed to correct the matters noted above, this Final Determination Notice has been issued.

**You have the right to request a hearing.** You must do so in writing within thirty (30) days from the date of this notice. Your request must be sent to the OWO EO Officer, 100 North Main St. Suite 100, Concord, NH 03301.

Failure to request a hearing will result in this Final Determination becoming the Final Order for Sanctions.

Sanctions include but are not limited to:

1. suspension or termination, in whole or in part, from the program (or funding source);
2. referral to the N.H. Attorney General, with a request that the AG obtain compliance;
3. deferral of new grant funding; and/or
4. any action as may be provided by law.

**NOTE:** Sanctions permitted by statute or regulation may be imposed only after all appeal rights have been exhausted.

OWO EO Officer

Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Final Order for Sanctions Due to Non-Compliance with Section 188 of The Workforce Innovation and Opportunity Act

Party/Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone: \_\_\_\_\_

On \_\_\_\_\_ you were issued a Final Determination of Non-Compliance for the following EO matters:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Since you have failed to request a hearing within 30 days of the Final Determination of Non-Compliance Notice noted above, this Final Order for Sanctions has been issued.

Sanctions imposed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**You have the right to request to appeal or request a review of this decision to order sanctions.** You must do so in writing within forty-five (45) days from the date of this order.

Your request for an **appeal** must be sent to the Civil Rights Center, U.S. Department of Labor, 200 Constitution Avenue, NW, Rm N-4123, Washington D.C. 20210.

Your request for a review must be sent to the OWO EO Officer, 100 North Main St. Suite 100, Concord, NH 03301. A decision on the review must be issued within 180 days of the date of the initial decision.

Sanctions permitted by statute or regulation may be imposed only after all appeal rights have been exhausted.

OWO EO Officer

Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# EQUAL OPPORTUNITY POLICY

---

Policy #: 2018-P-05 Previous #: 2018-005

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

## **PURPOSE:**

To provide guidance regarding equal opportunity under the Workforce Innovation and Opportunity Act which requires compliance with [29 CFR Part 38](#) Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act (WIOA).

**Section 188 of the workforce Innovation and Opportunity Act provides for equal opportunity within all WIOA funded programs.**

## **POLICY:**

It is the policy of the New Hampshire Works Consortium and partner agencies to assure nondiscrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA financially assisted program or activity.

## **PROCEDURE(S):**

The WIOA Career Specialist shall explain and provide the WIOA Grievance Procedure Notice to all individuals who are applying for services under WIOA. As part of the application process, a signed copy of the notice must be included in the individual's Job Match System file and a copy must be provided to the individual. This notice will be provided in the individual's language of choice.

**Who may file:** Any covered individual who believes that he or she has been discriminated against based on race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I-financially assisted program or activity.

**When to file:** A formal complaint must be filed within 180 days of the alleged discriminatory act(s). Complaints initiated more than 180 days from the date of the alleged discrimination may be extended for good cause by the Director of CRC.

**How to file:** Each complaint shall be in writing and shall:

1. Be signed by the complainant or his/her authorized representative;
2. Contain the complainant's name and address, or specify another means of contact;
3. Identify the person(s) and/or legal entity complained against (the respondent); and
4. Describe the complainant's allegations in sufficient detail to allow determination of whether the complaint
  - a. falls under OWO, One-Stop Partner, or WIOA-Recipient jurisdiction
  - b. was timely filed, and

- c. has apparent merit.
5. Upon receipt of a written complaint alleging discrimination, the OWO EO Officer shall promptly log the complaint and forward it to the appropriate One-Stop Partner or WIOA-Recipient to
  - a. initiate review and/or investigation of the complaint, or;
  - b. provide notice, as appropriate, to all parties including the complainant and the respondent of the specific charges;
  - c. inform the complainant and respondent of their right to representation;
  - d. inform the complainant and respondent of their right to present evidence;
  - e. inform the complainant and respondent of their right to rebut evidence presented by others;
  - f. inform the complainant of their right to select an alternative method of dispute resolution, such as mediation; and
  - g. make a decision strictly on the evidence.

**Where to file:** Complaints may be filed with the Department of Business and Economic Affairs, Office of Workforce Opportunity (OWO) Equal Opportunity (EO) Officer, 100 North Main Street Suite 100, Concord, NH, 03301, Telephone: (603) 271-0355 TDD: 1-800-735-2964 relay 711. With respect to WIOA-funded organizations, complaints may also be filed with the One-Stop Partner or WIOA-subrecipient, who will forward it to the OWO EO Officer for proper logging and processing if appropriate.

Complaints may alternatively be filed directly with the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue, NW, Rm N-4123, Washington, D.C. 20210. Telephone: (202) 219-7026, TDD: 1-800-326-2577.

- The identity of the complainant shall be kept confidential except to the extent necessary to carry out the purposes of [29 CFR 38](#), including the conducting of any investigation, hearing or judicial proceeding arising hereunder. When consent has been provided for release of complainant's identity, disclosure should be under the conditions which will promote receipt of confidential information.
- No person shall intimidate, threaten, coerce, or discriminate against any individual for the purpose of interfering with any right or privilege secured by Equal Opportunity policies or because he/she has made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing in this part.
- OWO, the One-Stop Partner, or WIOA-subrecipient shall process the complaint within 90 days and offer a resolution to the complainant. If by the end of 90 days, complaint processing has not been completed, or the complainant has not been notified of the resolution, the complainant or his/her representative may, within 30 days of the expiration of the 90-day period or upon notification of resolution, file with CRC.
- OWO, the One-Stop Partner, or WIOA-subrecipient shall notify the complainant immediately in writing upon determining that it does not have jurisdiction over a complaint that alleges a violation of the nondiscrimination and equal opportunity provisions of WIOA. The notification shall include the basis for such determination, as well as a statement of the complainant's right to file a written complaint with the Director of CRC within 30 days of receipt of the notification.
- The complainant has the choice of an Alternative Dispute Resolution rather than the customary process. The complainant must request ADR within 10 days of filing the complaint. If an agreement is not reached under ADR, the complainant may file with the CRC. In the event that the ADR agreement is breached, the non-breaching party may file a complaint with the CRC within 30 days of the date on

which the party learns of the alleged breach. If the CRC determines that there has been a breach, the complainant may file a complaint with the CRC based upon his/her original allegation(s), and the CRC will waive the time deadline for filing such a complaint.

**ACTION:**

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

**ATTACHMENTS:**

1. HOW TO REGISTER A CIVIL RIGHTS COMPLAINT
2. CIVIL RIGHTS COMPLAINT FORM
3. SAMPLE LETTER OF ACKNOWLEDGEMENT
4. NOTICE OF HEARING
5. FINAL DISPOSITION OUTLINE
6. NOTICE OF RIGHT TO APPEAL

FORMS TO BE USED FOR FILING A CIVIL RIGHTS/EO COMPLAINT WITH U.S. DEPT. OF LABOR,  
DIRECTORATE OF CIVIL RIGHTS

*Director*

*Civil Rights Center*

*ATTENTION: Office of External Enforcement*

*U.S. Department of Labor*

*200 Constitution Avenue, NW*

*Room N-4123*

*Washington, DC 20210*

Link: [DIRECTORATE'S COMPLAINT INFORMATION FORM](#), and

Link: [PRIVACY ACT CONSENT FORM](#)



## How to Register a Formal Civil Rights Complaint with NH Department of Business and Economic Affairs Office of Workforce Opportunity

Any applicant, client, potential contractor, contractor or other aggrieved party who seeks to file a civil rights complaint as a result of equal opportunity discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I- financially assisted program or activity must follow this procedure if choosing to file the complaint with the Office of Workforce Opportunity.

1. A written complaint, detailing the specific action deemed to be discriminatory, must be prepared and submitted to the EO Officer. This should be done by completing an OWO Civil Rights Complaint Form which includes the following information:
  - a. Your address, business and/or home phone
  - b. Nature of the complaint,
  - c. Date and detailed description of discriminatory act, and
  - d. Name and title of others involved in the situation (if any).
2. All Civil Rights Complaints must be submitted within 180 days of the alleged unfair or discriminatory act. An extension may be provided for good cause by the Director, CRC.
3. The Office of Workforce Opportunity shall investigate and offer a resolution to the complainant within ninety (90) days from the date of receipt of the Civil Rights Complaint.
4. If the complainant is dissatisfied with OWO's resolution of the Civil Rights complaint, the complainant may file a complaint with the Director of the Civil Rights Center, U.S. Department of Labor within 30 days of the receipt of the final resolution or 90-day resolution period.
5. The complainant has the option of choosing mediation as an alternative method of dispute resolution (ADR). If the complainant wishes to pursue mediation, and resolution is not reached, the complainant may file a complaint with the Director of the Civil Rights Center, U.S. Department of Labor within 30 days of the date of ADR meeting, or 90-day resolution period.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



### Civil Rights Complaint Form

<p>Complainant:</p> <p>Name:</p> <p>Address:</p> <p>Telephone Number:</p>	<p>Respondent: <i>(the agency or person against whom you believe discriminated)</i></p> <p>Name:</p> <p>Address:</p> <p>Telephone Number:</p>
<p>Provide Details of the Complaint and indicate the discriminatory action.</p> <p>Include relevant names, dates, and locations of incidents. <b>If</b> additional space is required, attach a sheet of paper with the complainant's signature.</p>          <p>_____</p> <p>Complainant's Signature                      Date</p>	<p>Date of Alleged Discrimination:</p>       <p>OTHER PROCEDURES:</p> <p>Have you filed an action with U.S. Department of Labor, court or other agency based on the incidents noted in your complaint? If so, where and with whom?</p>       <p>Where: _____</p> <p>Who: _____</p>       <p>Complaint Received: _____</p> <p>Date: _____</p>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Sample Letter of Acknowledgment of Receipt for Civil Rights Complaint

DATE

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RE \_\_\_\_\_ vs. \_\_\_\_\_

Dear \_\_\_\_\_,

This is to acknowledge the receipt of your Equal Opportunity/Civil Rights Complaint dated \_\_\_\_\_.

Investigation, which may include a hearing, will be conducted and a decision will be rendered within ninety (90) days from the date your complaint was filed.

If you have any additional information or questions concerning your complaint, please do not hesitate to contact me at:

NH Department of Business and Economic Affairs  
Office of Workforce Opportunity  
100 North Main Street Suite 100  
Concord, NH 03301

Phone: 603-271-7275  
Relay NH 1-800-735-29541

Sincerely,

Equal Opportunity Officer

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Notice of Hearing

COMPLAINANT: (Name and Address)

RESPONDENT: (Name and Address)

_____	_____
_____	_____
_____	_____
_____	_____

YOU ARE HEREBY NOTIFIED THAT A HEARING WILL BE HELD:

_____	_____
Date	Time

\_\_\_\_\_

Place

BEFORE A HEARING OFFICER

CONCERNING:

You are entitled to appear, with witnesses, if any, at the above scheduled hearing to offer evidence as to the issue(s) raised in an Equal Opportunity/Civil Rights Complaint. You should bring to the hearing this notice and all documents previously received relative to this matter. The hearing will be conducted informally. Technical rules of evidence or procedures will not apply. You may have the Hearing Officer question the witnesses if you wish. If you prefer you may, at your own expense, be represented by an attorney. If a party having received notice fails to appear, the hearing will nevertheless proceed, and the Hearing Officer will review and consider such evidence as is available. A decision will be made within ninety (90) days from the date on which the complaint was filed.

Inquiries can be addressed to:

Name: Equal Opportunity Officer  
 Address: NH Department of Business and Economic Affairs  
 100 North Mains Street Suite 100 Concord, NH 03301  
 Telephone: 603-271-7275  
 Relay NH 1-800-735-2964

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Final Disposition Outline

COMPLAINANT: \_\_\_\_\_

RESPONDENT: \_\_\_\_\_

DISPOSITION:

SUMMARY OF COMPLAINT/GRIEVANCE:

FACT FINDINGS:

REGULATIONS AND/OR POLICIES RELIED ON:

CONCLUSION:

EO OFFICER: \_\_\_\_\_  
Date

APPROVAL: \_\_\_\_\_  
Commissioner  
NH Dept. of Business  
and Economic Affairs  
Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Notice of Right to Appeal

Complainant: \_\_\_\_\_

vs.

Respondent: \_\_\_\_\_

Any party to the Equal Opportunity Complaint listed above who is not satisfied with the Office of Workforce Opportunity's resolution of the issue or who has not received a decision within ninety (90) days of filing of the complaint may file with the Secretary, U.S. Department of Labor, utilizing the process previously outlined and the following forms which are available online at: CRC Complaint Forms

1. COMPLAINT INFORMATION FORM, **and**
2. PRIVACY ACT CONSENT FORM.

Filing with the US Dept. of Labor must be within 30 days of the date of receiving the Notice of Final Action.

Complaints and Privacy Act Consent forms may be submitted to CRC in the following ways:

Sent by postal mail to:

Director  
 Civil Rights Center  
 U.S. Department of Labor  
 200 Constitution Avenue, NW., Room: N-4123  
 Washington DC 20210  
 ATTN: Office of External Enforcement

Faxed to:

202-693-6505, Attention Office of External Enforcement (limit 15 pages)

Emailed to:

[CRCEXternalComplaints@dol.gov](mailto:CRCEXternalComplaints@dol.gov)

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# EQUAL OPPORTUNITY GRIEVANCE PROCEDURE NOTICE POLICY

---

Policy #: 2024-P-07 Previous #: NONE

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

## **PURPOSE:**

To provide guidance regarding providing the equal opportunity grievance procedure to all individuals enrolling in a Workforce Innovation and Opportunity Act (WIOA) Title I funded program.

## **POLICY:**

It is the policy of the New Hampshire Works Consortium and partner agencies to assure nondiscrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA financially assisted program or activity. Individuals receiving assistance from a WIOA Title I funded program shall be provided the process for filing a grievance if they believe they have been discriminated against.

## **PROCEDURE(S):**

As part of the application process the WIOA Career Specialist (WCS) shall explain equal opportunity and will provide the WIOA Grievance Procedure Notice to all individuals who are applying for services under a WIOA Title I funded program. The individual will be asked to sign a copy of the notice and will be provided an additional copy to keep for future reference. The ECS will upload the signed notice into the documents section of the Job Match System (JMS) as part of the application process.

If English is not the individuals first language, the grievance procedure notice shall be provided in the language that the individual indicates in their JMS registration.

## **ACTION:**

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

## **ATTACHMENTS:**

1. WIOA Grievance Procedure Notice English
2. WIOA Grievance Procedure Notice Spanish
3. WIOA Grievance Procedure Notice French
4. WIOA Grievance Procedure Notice Arabic
5. WIOA Grievance Procedure Notice Dari
6. WIOA Grievance Procedure Notice Pashto
7. WIOA Grievance Procedure Notice Swahili
8. WIOA Grievance Procedure Notice Ukrainian

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice English (Provided Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**

## WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) GRIEVANCE PROCEDURE NOTICE

Any applicant or program participant, who wishes to file a grievance as a result of perceived unfair treatment, discrimination, or violation of WIOA regulations, must follow the appropriate procedure outlined below. If a problem arises when being considered for a service or while enrolled, you should first try to work out a satisfactory solution with the service or training provider, or in OJT, with your employer. If that does not solve the problem, contact the Office of Workforce Opportunity Equal Opportunity Officer. He/she will try to help you find a solution that meets your needs as well as those of the service or training provider or employer. If you are still not satisfied, you may file a formal grievance or written complaint.

- A. You may file a written complaint to begin the formal process (one can be obtained from your Youth Specialist, Career Navigator or the EO Officer on file). This written complaint must detail the specific grievance and include the following information:
  1. Your name, address, business, and home telephone number
  2. Nature of the grievance
  3. Regulations or policies violated, if known
  4. Date of alleged act
  5. Name and title of others involved in the situation
- B. All non-civil rights grievances must be submitted within 90 days of the alleged incident.
- C. The Grievance Officer may contact you and/or other parties relevant to the complaint to obtain additional information and may convene a formal hearing. As an alternative, you may request a formal mediation process using an impartial mediator.
- D. The Office of Workforce Opportunity EO Officer will render a decision within ninety (90) days of receipt of the complaint.
- E. If you are dissatisfied with the decision, you may choose to file your complaint with the Director of the Office of Workforce Opportunity in Concord, NH. Information regarding this process will accompany the OWO EO's decision.
- F. Appeals must be filed within 60 days of the receipt of the decision being appealed.

THE NH DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS, OFFICE OF  
WORKFORCE OPPORTUNITY

LISA GERRARD, EQUAL OPPORTUNITY OFFICER (EEO)  
100 North Main Street, Suite 1, Concord, NH 03301  
Phone: 603-271-0355 Relay:211

### EQUAL OPPORTUNITY IS THE LAW NOTICE

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I—financially assisted program or activity.

Participant's Initials \_\_\_\_\_

The recipient must not discriminate in any of the following areas: deciding who will be admitted, or have access, to any WIOA Title I–financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

#### WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIOA Title I–financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either: the recipient’s Equal Opportunity Officer (or the person whom the recipient has designated for this purpose);

THE NH DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS, OFFICE OF  
WORKFORCE OPPORTUNITY

LISA GERRARD, EQUAL OPPORTUNITY OFFICER (EEO)

100 North Main Street, Suite 1, Concord, NH 03301

Phone: 603-271-0355 Relay:211

or

Director, Civil Rights Center (CRC), U.S. Department of Labor  
200 Constitution Avenue NW, Room N-4123, Washington, DC 20210  
or electronically as directed on the CRC website at [www.dol.gov/crc](http://www.dol.gov/crc).

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

I have read and/or had this form read to me. I understand my rights to file a grievance. I understand that I may ask for help in filing a grievance from the EO/Grievance Officer.

---

Signature of Applicant/Participant

---

Date

2 **ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice Spanish (Provided Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**

## LEY DE OPORTUNIDADES Y DE INNOVACIÓN DE LA FUERZA LABORAL (WIOA) AVISO DE PROCEDIMIENTO DE QUEJA

Todo postulante o participante de un programa que desee presentar una queja por haber percibido un trato injusto, discriminación o violación de los reglamentos de la WIOA debe seguir el procedimiento adecuado que se describe a continuación. Si surge un problema cuando se lo considera para un servicio o mientras se encuentra inscrito, primero debe intentar encontrar una solución satisfactoria con el proveedor de servicios o de capacitación, o en el caso de una capacitación en el trabajo (OJT, por sus siglas en inglés), con su empleador. Si eso no resuelve el problema, comuníquese con el/la oficial de igualdad de oportunidades (EO, por sus siglas en inglés) de la Oficina de Oportunidades Laborales (OWO, por sus siglas en inglés). El/La oficial intentará ayudarlo a encontrar una solución que satisfaga sus necesidades, así como también las del proveedor de servicios o capacitación o del empleador. Si aún no se está satisfecho, puede presentar una queja formal o una reclamación por escrito.

- A. Puede presentar una reclamación por escrito para comenzar con el proceso formal (puede obtener una de su especialista en juventud, asesor profesional o del oficial de EO registrado). Esta reclamación por escrito debe detallar la queja específica e incluir la siguiente información:
  1. Su nombre, dirección, número de teléfono profesional y particular
  2. Naturaleza de la queja
  3. Reglamentos o políticas infringidos, si los conoce
  4. Fecha del supuesto acto
  5. Nombre y cargo de otras personas involucradas en la situación
- B. Todas las quejas no relacionadas con derechos civiles deben presentarse dentro de los 90 días a partir del supuesto incidente.
- C. El oficial de quejas puede comunicarse con usted y/o con otras partes implicadas en la reclamación para obtener información adicional y puede convocar una audiencia formal. Como alternativa, usted puede solicitar un proceso de mediación formal en la que participe un mediador imparcial.
- D. El/La oficial de EO de la Oficina de Oportunidades Laborales emitirá una decisión dentro de los noventa (90) días posteriores a la recepción de la reclamación.
- E. Si no está satisfecho con la decisión, puede elegir presentar su reclamación ante el director de la Oficina de Oportunidades Laborales en Concord, NH. La información relacionada con este proceso acompañada a la decisión del/de la oficial de EO de la OWO.
- F. Las apelaciones deben presentarse dentro de los 60 días posteriores a la recepción de la decisión que se apela.

THE NH DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS, OFFICE OF  
 WORKFORCE OPPORTUNITY  
 LISA GERRARD, EQUAL OPPORTUNITY OFFICER (EEO)  
 100 North Main Street, Suite 1, Concord, NH 03301  
 Teléfono: 603-271-0355    Retransmisión: 211

### AVISO: LA IGUALDAD DE OPORTUNIDADES ES LA LEY

Es contrario a la ley que este beneficiario de asistencia financiera federal discrimine de la siguiente forma: contra toda persona en los Estados Unidos por motivos de raza, color, religión, sexo (incluye embarazo, parto y condiciones médicas relacionadas, estereotipos sexuales, condición de transgénero e identidad de género), origen nacional (incluido el dominio limitado del inglés), edad, discapacidad o afiliación o creencia política, o contra todo beneficiario, postulante o participante de programas que reciban asistencia financiera conforme al Título I de la Ley de Oportunidades y de Innovación de la Fuerza Laboral, sobre la base de la condición de ciudadanía de la persona o de la participación en todo programa o actividad que reciba asistencia financiera conforme al Título I de la WIOA.

Iniciales del participante \_\_\_\_\_

El beneficiario no debe discriminar en ninguna de las siguientes áreas: cuando decida quién será admitido o tendrá acceso a todo programa o actividad que reciba asistencia financiera conforme al Título I de la WIOA; cuando brinde oportunidades en el programa o en la actividad o en el trato hacia personas en relación con estos; o cuando tome decisiones relativas a empleo en la administración del programa o de la actividad, o relacionadas con estos.

Los beneficiarios de asistencia financiera federal deben tomar medidas razonables para asegurar que las comunicaciones con personas con discapacidades sea tan eficaz como la comunicación con otras personas. Esto significa que, a pedido de la persona y sin costo alguno para ella, los beneficiarios deben proporcionar ayuda y servicios auxiliares apropiados a las personas calificadas que tengan discapacidades.

## QUÉ HACER SI CONSIDERA QUE HA SUFRIDO DISCRIMINACIÓN

Si usted cree que ha sufrido discriminación en un programa o actividad que recibe asistencia financiera conforme al Título I de la WIOA, puede presentar una reclamación dentro de los 180 días a partir de la fecha de la supuesta violación ante alguna de las siguientes entidades: el oficial de igualdad de oportunidades del beneficiario o la persona que el beneficiario ha designado para este fin;

THE NH DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS, OFFICE OF  
WORKFORCE OPPORTUNITY

LISA GERRARD, EQUAL OPPORTUNITY OFFICER (EEO)

100 North Main Street, Suite 1, Concord, NH 03301

Teléfono: 603-271-0355    Retransmisión: 211

o

Director, Civil Rights Center (CRC), U.S. Department of Labor

200 Constitution Avenue NW, Room N-4123, Washington, DC 20210

o de forma electrónica como se indica en el sitio web del Centro de Derechos Civiles (CRC, por sus siglas en inglés) en [www.dol.gov/crc](http://www.dol.gov/crc).

Si presenta su reclamación ante el beneficiario, debe esperar hasta que el beneficiario emita un aviso de acción final por escrito o hasta que hayan pasado 90 días (lo que ocurra primero) antes de la presentación ante el Centro de Derechos Civiles (vea la dirección anterior). Si el beneficiario no le envía un aviso de acción final por escrito dentro de los 90 días posteriores a la presentación de la reclamación, puede presentar una reclamación ante el CRC antes de recibir ese aviso. Sin embargo, debe presentar la reclamación ante el CRC dentro de los 30 días del plazo de 90 días (en otras palabras, dentro de los 120 días posteriores a la fecha en la que presentó la reclamación ante el beneficiario). Si el beneficiario le envía un aviso de acción final por escrito sobre su reclamación, pero usted no está satisfecho con la decisión o resolución, puede presentar una reclamación ante el CRC. Debe presentar su reclamación ante el CRC dentro de los 30 días posteriores a la fecha en la que recibió el aviso de acción final.

He leído y/o me han leído este formulario. Entiendo mis derechos de presentar una queja. Entiendo que puedo pedir ayuda para presentar una queja al oficial de EO/quejas.

---

Firma del postulante/participante

---

Fecha

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program.  
2 Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice French (Provided Only in PDF Form)**

This is the TOC Link for the attachment. The attachment begins on next page.

## LOI SUR L'INNOVATION ET LES OPPORTUNITÉS DE MAIN-D'ŒUVRE(WIOA) AVIS SUR LA PROCÉDURE DE RÈGLEMENT DES GRIEFS

Tout postulant ou participant au programme, qui souhaite déposer un grief en raison de la perception d'un traitement injuste, d'une discrimination ou d'une violation des règlements de la WIOA, doit suivre la procédure appropriée décrite ci-dessous. Si un problème survient lors de la prise en considération d'un service ou pendant l'inscription, vous devez d'abord essayer de trouver une solution satisfaisante avec le prestataire de service ou de formation ; ou, si le problème survient lors d'une formation en cours d'emploi (OJT, selon l'acronyme anglais), avec votre employeur. Si cela ne résout pas le problème, contactez le/la responsable de l'égalité des chances (EO, selon l'acronyme anglais) du Bureau des opportunités d'emploi (OWO, selon l'acronyme anglais). Il/elle essaiera de vous aider à trouver une solution qui réponde à vos besoins ainsi qu'à ceux du prestataire de services ou de formation ou de l'employeur. Si le résultat ne vous satisfait toujours pas, vous pouvez donc déposer un grief formel ou une plainte écrite.

- A. Vous pouvez déposer une plainte écrite pour entamer la procédure formelle (disponible auprès de votre spécialiste de la jeunesse, votre responsable de navigation de carrière ou le/la responsable de l'EO dans le dossier). Cette plainte écrite doit détailler le grief spécifique et inclure les informations suivantes :
  1. Votre nom, adresse, et numéro de téléphone professionnel et personnel
  2. La nature du grief
  3. Les règlements ou politiques violés, si vous les connaissez
  4. La date du fait allégué
  5. Le nom et le titre des autres personnes impliquées dans la situation
- B. Tous les griefs non liés aux droits civils doivent être soumis dans les 90 jours suivant l'incident allégué.
- C. Le/La responsable des griefs peut vous contacter et/ou contacter d'autres parties concernées par la plainte pour obtenir des informations supplémentaires, et peut convoquer une audience formelle. Vous pouvez également demander une procédure de médiation formelle avec un médiateur impartial.
- D. Le/La responsable de l'EO du Bureau des opportunités d'emploi rendra une décision dans les quatre-vingt-dix (90) jours suivant la réception de la plainte.
- E. Si la décision ne vous satisfait pas, vous pouvez choisir de déposer votre plainte auprès du directeur du Bureau des opportunités d'emploi à Concord, NH. Les informations concernant ce processus accompagneront la décision du/de la responsable de l'EO du OWO.
- F. Les recours doivent être déposés dans les 60 jours suivant la réception de la décision faisant l'objet du recours.

THE NH DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS, OFFICE OF  
WORKFORCE OPPORTUNITY

LISA GERRARD, EQUAL OPPORTUNITY OFFICER (EEO)

100 North Main Street, Suite 1, Concord, NH 03301

Téléphone : 603-271-0355    Relais : 211

### AVIS : LA LOI PRONE L'ÉGALITÉ DES CHANCES

La loi interdit au destinataire de l'aide financière fédérale de pratiquer une discrimination sur les bases suivantes : contre tout individu aux États-Unis, sur la base de la race, la couleur, la religion, le sexe (y compris la grossesse, l'accouchement et les troubles de santé connexes, les stéréotypes sexuels, le statut de transgenre et l'identité sexuelle), l'origine nationale (y compris en raison de compétences limitées en anglais), l'âge, le handicap ou l'affiliation politique ou la croyance, ou contre tout bénéficiaire, postulant ou participant à des programmes financièrement aidés en vertu du Titre I de la Loi sur l'innovation et les opportunités de main d'oeuvre, sur la base du statut de citoyen de la personne physique ou la participation à tout programme ou activité bénéficiant d'une aide financière en vertu du Titre I de la WIOA.

Initiales du participant \_\_\_\_\_

Le destinataire ne doit pas pratiquer de discrimination dans aucun des domaines suivants : décider qui sera admis ou aura accès à tout programme ou à toute activité bénéficiant d'une aide financière en vertu du Titre I de la WIOA ; offrir des opportunités ou privilégier toute personne dans le cadre dudit programme ou de ladite activité ; ou prendre des décisions en matière d'emploi dans l'administration dudit programme ou de ladite activité, ou en relation avec ces derniers.

Les destinataires de l'aide financière fédérale doivent prendre des mesures raisonnables pour veiller à ce que les communications avec les personnes handicapées soient aussi efficaces que les communications avec d'autres personnes. Cela signifie que, sur demande et sans frais pour les individus, les destinataires sont tenus de fournir des aides et des services complémentaires appropriés aux personnes handicapées qualifiées.

## QUE FAIRE SI VOUS PENSEZ AVOIR FAIT L'OBJET DE DISCRIMINATION

Si vous pensez que vous avez subi une discrimination dans le cadre d'un programme ou d'une activité financièrement aidée en vertu du Titre I de la WIOA, vous pouvez déposer une plainte dans les 180 jours suivant la date de la violation alléguée, soit auprès du responsable de l'égalité des chances du destinataire, soit auprès de la personne que le destinataire a désignée à cet effet ;

THE NH DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS, OFFICE OF  
WORKFORCE OPPORTUNITY

LISA GERRARD, EQUAL OPPORTUNITY OFFICER (EEO)

100 North Main Street, Suite 1, Concord, NH 03301

Téléphone : 603-271-0355 Relais : 211

ou

Director, Civil Rights Center (CRC), U.S. Department of Labor

200 Constitution Avenue NW, Room N-4123, Washington, DC 20210

ou par voie électronique, en suivant les indications données sur le site Web du Centre des droits civils (CRC, selon l'acronyme anglais) à l'adresse suivante : [www.dol.gov/crc](http://www.dol.gov/crc).

Si vous déposez votre plainte auprès du destinataire, vous devez attendre soit que le destinataire émette un avis d'action finale par écrit, soit que 90 jours se soient écoulés (selon la première éventualité), avant de déposer une plainte auprès du Centre des droits civils (CRC) (voir l'adresse ci-dessus). Si le destinataire ne vous remet pas un avis d'action finale par écrit dans les 90 jours suivant la date où vous avez déposé votre plainte, vous pouvez déposer une plainte auprès du CRC avant de recevoir cet avis. Toutefois, vous devez déposer votre plainte auprès du CRC dans les 30 jours suivant du délai de 90 jours (en d'autres termes, dans les 120 jours à compter de la date où vous avez déposé votre plainte auprès du destinataire). Si le destinataire vous donne un avis d'action finale par écrit concernant votre plainte, mais que la décision ou la résolution ne vous satisfait pas, vous pouvez déposer une plainte auprès du CRC. Vous devez déposer votre plainte auprès du CRC dans les 30 jours à compter de la date à laquelle vous avez reçu l'avis d'action finale.

J'ai lu et/ou on m'a lu ce formulaire. Je comprends mes droits de déposer un grief. Je comprends que je peux demander de l'aide pour déposer un grief au/à la responsable de l'EO/responsable des griefs.

\_\_\_\_\_  
Signature du postulant/participant

\_\_\_\_\_  
Date

2

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice Arabic (Provided Only in PDF Form)**

This is the TOC Link for the attachment. The attachment begins on next page.

## قانون الابتكار وفرص القوى العاملة (WIOA) إخطار إجراءات التظلم

يجب على أي متقدم أو مشارك في البرنامج، يرغب في تقديم تظلم نتيجة ما يعتبره معاملة غير عادلة أو تمييزاً أو انتهاكاً للوائح (WIOA) إتباع الإجراءات الملائمة الموضحة أدناه. في حال حدوث مشكلة أثناء النظر في إمكانية حصولك على خدمة أو خلال عملية التسجيل، فيتعين عليك أولاً محاولة الوصول إلى حل مرضٍ مع مقدم الخدمة أو التدريب، أو مع رب العمل خاصتك إذا كان ذلك ثناء التدريب في موقع العمل. إذا لم يؤد ذلك إلى حل المشكلة، فاتصل بمسؤول تكافؤ الفرص في مكتب فرص القوى العاملة. هو/ هي سيحاول مساعدتك في إيجاد حل يلبي احتياجاتك وكذلك احتياجات مقدم الخدمة أو التدريب أو رب العمل. إذا كنت لا تزال غير راضٍ، فيمكنك تقديم تظلم رسمي أو شكوى خطية.

A. يمكنك تقديم شكوى خطية لبدء العملية الرسمية ( يمكن الحصول عليها من إحصائي الشباب أو المستكشف المهني أو مسؤول تكافؤ الفرص خاصتك في الملف). يجب أن تبين هذه الشكوى الخطية بالتفصيل التظلم المحدد و أن تشمل المعلومات التالية:

1. اسمك وعنوانك وعملك ورقم هاتفك المنزلي
2. طبيعة التظلم
3. اللوائح أو السياسات المنتهكة، إن عُلمت
4. تاريخ الفعل المزعوم
5. الاسم والمسمى الوظيفي للأفراد الآخرين المتورطين في الموقف

- B. يجب تقديم جميع التظلمات غير المتعلقة بالحقوق المدنية خلال 90 يوماً من وقوع الحادث المزعوم.
- C. قد يقوم موظف المظالم بالاتصال بك و/أو بالأطراف الأخرى ذات الصلة بالشكوى للحصول على معلومات إضافية وقد يدعو إلى عقد جلسة استماع رسمية. كبديل لذلك، يمكنك طلب عملية وساطة رسمية باستخدام وسيط محايد.
- D. سيقوم مسؤول تكافؤ الفرص في مكتب فرص القوى العاملة بإصدار قرار في غضون تسعين (90) يوماً من تسلم الشكوى.
- E. في حال كنت غير راضٍ عن القرار، فيمكنك اختيار تقديم شكوك إلى مدير مكتب فرص القوى العاملة في كونكورد، نيوهامبشير. سيصاحب المعلومات المتعلقة بهذه العملية قرار مسؤول تكافؤ الفرص في مكتب فرص القوى العاملة.
- F. يجب تقديم الطعون خلال 60 يوماً من استلام القرار الذي يتم الطعن فيه.

دائرة الاعمال والشؤون الاقتصادية في نيوهامبشير، مكتب فرص القوى العاملة  
ليزا جيرارد، مسؤولة تكافؤ الفرص (EEO)

100 North Main Street, Suite I, Concord, NH 03301  
الهاتف: 603-271-0355 خط الترحيل (Relay): 211

### تكافؤ الفرص هو إخطار القانون

يتعارض مع القانون قيام هذا المستفيد من المعونة المالية الفيدرالية بالتمييز بناءً على الاسس التالية: ضد أي فرد في الولايات المتحدة، على اساس العرق، اللون، الدين، الجنس (بما في ذلك الحمل، الولادة، والحالات الطبية المرتبطة بذلك، القوالب النمطية على اساس الجنس، حالة المتحولين الجنسيين، والهوية الجنسية)، الاصل القومي (بما في ذلك المهارة المحدودة في استخدام اللغة الانجليزية)، العمر، الاعاقة، أو الانتماء أو المعتقد السياسي، أو ضد أي مستفيد من، أو متقدم على أو مشارك في البرامج المدعومة ماليًا بموجب الباب الاول من قانون الابتكار وفرص القوى العاملة (WIOA Title I)، على اساس حالة المواطنة الخاصة بالفرد أو الاشتراك في أي من البرامج أو الانشطة المدعومة ماليًا بموجب (WIOA Title I).

الحروف الاولى من اسم المشارك \_\_\_\_\_

يجب على المستفيد عدم التمييز في المجالات التالية: تحديد من سيتم قبوله، أو سيتاح له الوصول لبرامج أو أنشطة (WIOA Title I) المدعومة ماليًا؛ توفير الفرص في، أو معاملة أي شخص يرتبط بمثل تلك البرامج أو الخدمات؛ أو اتخاذ قرارات التوظيف في إدارة، أو فيما يتعلق بهكذا برنامج أو نشاط.

يجب على المستفيد من المساعدة المالية الفيدرالية اتخاذ خطوات معقولة لضمان أن يكون التواصل مع الأفراد ذوي الإعاقة فعالاً بقدر عملية التواصل مع الآخرين. وهذا يعني أنه بناءً على الطلب وبدون تكلفة يتحملها الفرد، يتعين على المستفيد تقديم المساعدات والخدمات الملائمة للأفراد ذوي الإعاقة المؤهلين.

ماذا تفعل إذا كنت تعتقد أنك قد تعرضت للتمييز

إذا كنت تعتقد أنك قد تعرضت للتمييز في برنامج أو نشاط مدعوم ماليًا بموجب (WIOA Title I)، فيمكنك تقديم شكوى خلال 180 يومًا من تاريخ الانتهاك المزعوم مع أي من: مسؤول تكافؤ الفرص الخاص بالمستفيد (أو الشخص الذي عينه المستفيد لهذا الغرض)؛

دائرة الاعمال والشؤون الاقتصادية في نيوهامبشير، مكتب فرص القوى العاملة

ليزا جيرارد، مسؤولة تكافؤ الفرص (EEO)

100 North Main Street, Suite I, Concord, NH 03301

الهاتف: 603-271-0355 خط الترحيل (Relay): 211

أو

المدير، مركز الحقوق المدنية (CRC)، وزارة العمل الأمريكية

200 Constitution Avenue NW, Room N-4123, Washington, DC 20210

أو الإلكترونيًا تبعًا للتوجيهات الموجودة على موقع (CRC) الإلكتروني: [www.dol.gov/crc](http://www.dol.gov/crc)

إذا قمت بتقديم شكواك إلى المستفيد، فيجب عليك الانتظار إما حتى يصدر المستفيد إخطارًا مكتوبًا بالإجراء النهائي، أو حتى مرور 90 يومًا (أيهما كان أقرب)، قبل تقديم شكوى إلى مركز الحقوق المدنية (انظر العنوان أعلاه). إذا لم يقدم لك المستفيد إخطارًا مكتوبًا بالإجراء النهائي في غضون 90 يومًا من اليوم الذي قدمت فيه الشكوى الخاصة بك، فيمكنك تقديم شكوى إلى CRC قبل استلام ذلك الإشعار. ومع هذا، يجب عليك تقديم الشكوى الخاصة بك إلى CRC في غضون 30 يومًا من الموعد النهائي البالغ 90 يومًا (بمعنى آخر، في غضون 120 يومًا بعد اليوم الذي قدمت فيه شكواك إلى المستفيد). إذا قام المستفيد بإعطائك إخطارًا مكتوبًا بالإجراء النهائي فيما يخص الشكوى الخاصة بك، ولكنك غير راضٍ عن القرار أو الحل، يمكنك تقديم شكوى إلى CRC. يجب عليك تقديم شكوى CRC الخاصة بك في غضون 30 يومًا من تاريخ استلامك إخطار الإجراء النهائي.

لقد قرأت/ أو تمت قراءة هذا النموذج لي. أنا اعي حقوقي في تقديم تظلم. وأعي أنه يمكنني طلب المساعدة في تقديم التظلم من مسؤول تكافؤ الفرص/التظلم.

التاريخ

توقيع المتقدم/المشارك

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice Dari (Provided Only in PDF Form)**

This is the TOC Link for the attachment. The attachment begins on next page.

## قانون نوآوری و فرصت های نیروی کار (WIOA)

### اطلاعیه رویه شکایت

مرتبطی ای شرکتکننده در برنامه WIOA، شرکت خود را ثبت کند، بعد از رویه ثبت یک در زیرتوضیح داده شده است پیروی کنید. اگر هنگام در نظر گرفتن یک سرویس یا در حین ثبت نام شرکتی پیش آمد، بلکه بعد از یک راه حل رضایت بخش را از راه دهنده خدمات آموزشی در QIT کافر می خرد یا کنونی با این کار مشکل حل شد، با ما موفرت های بی بهره تر نیروی کار تماس بگیرید. ط س عی خو انکر به ش م کم ک کننتا راه لخی پی دکنی کنونی از های ش ما و هم چنین از راه دهنده خدمات آموزشی کافر ما ربر آورد کنید. اگر قوز رضی می توی د، می توی د شرکت رس می و شرکت تکتبی از ای می د.

A. ش ما می توی د شرکت تکتبی ای ش رو عی و سه رس می رس (ای شرکت را می توان از بعضی جوانان، هایش غلی ای مأمور EO موجود در و سیدی و تفکر کرد.) این شرکت تکتبی ای شرکت خاص را شرح دهد و شامل عمل و امتزای ریشد:

1. نام، آدرس کسب و کار و شماره تلفن منزل شما

2. ماهیت شرکت

3. مقررنی و علای سی ای رقیض شده، و صورت طالع

4. بت ای خب هام

5. نام و عنوان ای رافر اد دگری در موق عیت

B. کلهه نکایات غیر رضی بعد ظرف 90 روفس از وقوع حثه مورد ادع اارسال شود.

C. ما موی ریدگی به نکایات مکن است بنا شها و/ای سر طر طرف های مرتبط باشکلتت ماسی گود تا عمل و امتزای ریب ه دست آورد و مگاست جل سورسی گی رس می تکی ل دهبه جوان چگزی ن، می توی ددر خواستی ک فرط ن رس می می رگهی با استفاده از یک ریطبی طرف می د.

D. ما مور EO رصت های رضوی کار ظرف نود (90) روز پس از یافت شرکت تصرم می گیری خو انکر د.

E. اگر از تصرم نارطی می د، می توی د شرکت خود ربا مودفرت فرصت های نیروی کار در کنکور د، NH ارسال کنید. عمل و مات موطبه طر فرط تصرم می OWO EO همراه خو انکر د.

F. در خواستت جدی نظری ای د ظرف 60 روز پس از وصول ای ت جدی نظرخو انکر د.

اداو بازگلی و اموراقتصادی NH دفتر  
فرصت نیروی کار

لهزا جرارد، ما موفرت های ربر (EEO)  
100 جاده طلی ش ملی، س ویت 1 کنکور د، NH 03301  
شماره تلفن: 603-271-0355  
Relay: 211

### فرصت برابر اعلامیه قانون است

نتیجی ضری ای طوری افتکننده کم م ملی فدرال هو اس اس ملی فر خال فقل ن است: عله ه هرفردی در ای ال تم حده مو اس اس نژاد، رنگ، مذهب، نسیت) از لجه بار داری، زطمان، و شر ططیش کی مبط کلش ه های نسی، وض عیت ترا خیریتی، و هیت نسی) (نش ملی از جمله م هارت محدودنگلی) (سن، نشونی، ایوانتگی ای اتق اس یلی ها بر خال ف مرتفع، بعضی ای شرکتکننده در برنامه ای یک تحت جوان اقل و نوآوری و فرصت نیروی کار کم م ملی می کننده بر اس اس وض عیت ش هون دفرد ای امش اکت در م WIOA جوان I بنامه ی علهت با کم م ملی.

حروف اول نام شرکتکننده \_\_\_\_\_

گزارش‌دهنده بیلد در پیچیدگی از زمینه‌های زیربنایی ضوابط و دست‌نویس‌های در مورد اینکه چگونه به هر یک از این‌ها با استفاده از WIOA Title I می‌شود به آن دسترسی خواهد داشت. این فرصت‌ها با استفاده از این بخش در رابطه با این برنامه‌ها؛ یا از طریق خدمات مشاوره‌ای در اداره یا در ارتباط با این برنامه‌ها می‌تواند.

در این زمینه‌ها، کارکنان کارکنان می‌توانند بیلد اقدامات خود را انجام دهند تا اطمینان حاصل شود که ارتباطات با افراد دارای معلولیت به اندازه‌ای مرتبط با دیگران باشد. این بدان معناست که در صورت درخواست و بدون هیچ هزینه‌ای برای فرد، در این زمینه‌ها کارکنان ملزم به ارائه کمک‌ها و خدمات کمکی‌ها به افراد دارای معلولیت هستند.

اگر هیچ‌کس را نتوانید پیدا کنید، لطفاً به ما اطلاع دهید.

اگر فکر می‌کنید که تحت‌تأثیر این برنامه‌ها هستید، می‌توانید با ما تماس بگیرید. ما می‌توانیم به شما کمک کنیم تا از این حقوق خود را بشناسید. اگر شما می‌خواهید که این حقوق خود را بشناسید، می‌توانید با ما تماس بگیرید. ما می‌توانیم به شما کمک کنیم تا از این حقوق خود را بشناسید. ما می‌توانیم به شما کمک کنیم تا از این حقوق خود را بشناسید.

اداره کار و امور اقتصادی NH دفتر

فرصت‌های شغلی

لیزا جرارد، مامور فرصت‌های برابر (EEO)  
100 جاده ملی شملی، سویت 1 کینگسورد، NH 03301  
شماره تلفن: 603-271-0355  
Relay: 211

یا

مدیر مرکز حقوق مدنی (CRC)، وزارت کار ایالت نهم

20210 Constitution Avenue NW 200، بنطاق N-4123، واشینگتن، دی سی

وب‌سایت الکترونیکی مطابقت با وب سایت CRC به آدرس [www.dol.gov/crc](http://www.dol.gov/crc).

گزارش‌دهنده خود را از زندگی و شغلی که می‌خواهد به نظر برسد. این بدان معناست که اگر شما می‌خواهید که این حقوق خود را بشناسید، می‌توانید با ما تماس بگیرید. ما می‌توانیم به شما کمک کنیم تا از این حقوق خود را بشناسید. ما می‌توانیم به شما کمک کنیم تا از این حقوق خود را بشناسید.

من می‌توانم به شما کمک کنم تا از این حقوق خود را بشناسید. من می‌توانم به شما کمک کنم تا از این حقوق خود را بشناسید. من می‌توانم به شما کمک کنم تا از این حقوق خود را بشناسید.

تایخ

اجرای تحقیقاتی شرکت‌کننده

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice Pashto (Provided Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**

## د کاري ځواک د نوښت او فرصتونو قانون (WIOA) د شکایت د پروسیجر خبرتیا

د پروگرام هر غوښتونکی یا گډون کوونکی، چې غواړي د ناعادلانه چلند، تبعیض، یا WIOA د مقرراتو څخه د سرغړونې په اړه شکایت ثبت کړي، باید په لاندې ډول ذکر وړ پروسیجر تعقیب کړي. که چېرې د یو خدمت په پام کې نیولو او یا د نوملیکني پر مهال کومه ستونزه رامنځته شوه، لومړی باید تاسو هڅه وکړئ چې د خدمت یا زده کړو د چمتو کوونکي، OJT یا خپل گمارونکي سره د رضایت وړ د حل لاره چاره ومومئ. که چېرې دې کار ستونزه حل نه کړه، د کاري ځواک دفتر د مساوي فرصتونو له مسوول سره اړیکه ونیسئ. هغه به هڅه وکړي چې د حل داسې لاره چاره ومومي چې ستاسو، د خدمتونو یا زده کړو چمتو کوونکي او یا کار گمارونکي اړتیاوو ته ځواب ووايي. که چېرې تاسو اوس هم راضي نه یاست، تاسو کیدای شي یو رسمي یا لیکلی شکایت ثبت کړئ.

A. تاسو کولای شئ د رسمي پروسیجر د پیل لپاره یو لیکلی شکایت ثبت کړئ (تاسو کولای شئ هغه د ځوانانو له متخصص، د دندې لارښود او یا په دوسیه کې د EO له مسوول څخه ترلاسه کړئ). دا لیکلی شکایت باید د ځانگړي شکایت جزئیات وړاندې کړي او لاندې معلومات پکې شامل وي:

1. ستاسو نوم، پته، کار او بار او د کور د تېلېفون شمېره

2. د شکایت ماهیت

3. که چېرې ولیدل شي چې مقررات او پالیسي تر پښو لاندې شوي دي

4. د ادعا شوي اقدام نېټه

5. په دې حالت کې د نورو ښکېلو کسانو نوم او سرلیک

B. ټول غیر مدني شکایتونو باید د ادعا شوي پېښې وروسته د 90 ورځو په لړ کې وسپارل شي.

C. شکایت ته د رسېدنې چارواکي به له تاسو او نور ښکېلو اړخونو سره اړیکه ونیسي تر څو د شکایت په اړه لا زیات معلومات ترلاسه کړي او کیدای شي د اوریدنې رسمي ناسته ترسره کړي. د ځایناستي په توگه، تاسو کولای شئ د ناپلوي منځگړي په واسطه د رسمي منځگړیتوب پروسیجر غوښتنه وکړئ.

D. د کاري ځواک د فرصتونو EO مسوول به د شکایت له ترلاسه کولو وروسته د 90 ورځو په لړ کې پریکړه وکړي.

E. که چېرې تاسو له پریکړې څخه راضي نه یاست، تاسو کولای شئ د کاري ځواک د فرصت د دفتر له ډایریکټر سره په کنکورډ، NH کې خپل شکایت ثبت کړئ. د دې پروسیجر په اړوند معلومات به د EO OWO پریکړې سره مل وي.

F. د پریکړې په اړه د استئناف غوښتنې له ترلاسه کولو وروسته باید استئناف غوښتنه د 60 ورځو په لړ کې ترسره شي.

NH د سوداگري او اقتصادي چاروو ډیپارټمنټ، د کاري ځواک د فرصتونو دفتر

LISA GERRARD د مساوي فرصتونو مسووله (EEO)

100 North Main Street, Suite 1, Concord, NH 03301

تېلېفون: 603-271-0355 211:Relay

### مساوي فرصت د قانون خبرتیا ده

د لاندې مواردو پر بنسټ د فدرال مالي مرستو د ترلاسه کوونکي سره تبعیض کول د قانون خلاف گڼل کېږي. په متحده آیالتونو کې د نژاد، رنگ، دین، جنسیت (د میندواړی، د ماشوم زیربڼې، اړوند روغتیايي شرایط، جنسي چلند، دوه جنسیتي حالت او جنسیتي هویت)، ملي ریښې (په محدوده کچه په انګلیسي ژبه د مهارت په گډون)، سن، معلولیت، د سیاسي باورونو او یا هر ذینفع، غوښتونکي او یا گډون کوونکي په ضد چې د کاري ځواک د نوښت او فرصت قانون د لومړۍ مادې تر چتر لاندې مالي مرستې ترسره کوي، د یوه فرد د تابعیت د حالت یا د WIOA د لومړي سرلیک تر چتر لاندې په مالي پروگرام یا فعالیت کې گډون کوونکی.

د گډون کوونکي د سرلیک لومړي توري \_\_\_\_\_

ترلاسه کونکی باید په لاندې برخو کې د هېڅ یوې پر بنسټ تبعیض ترسره نه کړي: د دې په اړه پریکړه کول چې څوک باید د WIOA د لومړي سرلیک د مالي مرستې یا فعالیت په پروگرام کې ومنل شي یا هغوی ته لاسرسی ولري، د دې پروگرام یا فعالیت وړاندې له یو چا سره ځانګړی چلند کول او د دې پروگرام یا فعالیت اړوند په اداره کې د ګومارنې اړوند پریکړې ترسره کول.

د فدرال د مالي مرستو ترلاسه کونکی باید معقول اقدامات ترسره کړي تر څو ډاډ ترلاسه شي چې د معلولیت لرونکو اشخاصو سره اړیکه د نورو سره د اړیکې په اندازه اغېزناک دي. په دې معنی چې د غوښتنې په صورت کې او شخص په باندې د هېڅ ډول لګښت پرته، ترلاسه کونکي اړ دي چې په شرایطو برابر و معلولیت لرونکو اشخاصو ته مناسبې مرستې او خدمتونه برابر کړي.

که چېرې په دې باور یاستئ چې تبعیض مو تجربه کړی دی په دې حالت کې باید تاسو څه وکړئ

که چېرې تاسو فکر کوئ چې له تاسو سره د WIOA د لومړي سرلیک د مالي مرستو پروگرام یا فعالیت تر چتر لاندې تبعیض شوی دی، تاسو کولای شئ د شکایت د ادعا څخه وروسته د 180 ورځو په لړ کې، خپل شکایت له لاندې برخو څخه له یوې ته واستوئ: د مساوي فرصت ترلاسه کونکي چارواکي (او یا هغه شخص چې د همدې موخې د ترلاسه کولو لپاره ټاکل شوی وي)

د NH د سوداګرۍ او اقتصادي چاروو ډیپارټمنټ، د کاري ځواک د فرصتونو دفتر

LISA GERRARD د مساوي فرصتونو مسووله (EEO)

100 North Main Street, Suite 1, Concord, NH 03301

تلیفون: 211 603-271-0355 Relay:

یا

د متحده آیالتونو د کار وزارت، د مدني حقونو د مرکز، ډایرکټر

200 Constitution Avenue NW, Room N-4123, Washington, DC 20210

او یا په مستقیم ډول د مدني حقونو د مرکز (CRC) ویب سایټ ته د [www.dol.gov/crc](http://www.dol.gov/crc) پټې له لارې په الکترونيکي ډول واستوي.

که چېرې تاسو له یوه ترلاسه کونکي سره شکایت ثبت کړی وي، تاسو باید د ترلاسه کونکي لخوا د خبرداري د خبرتیا تر خپرولو، یا تر 90 ورځو تر تیریدو پورې (هر یو چې ژر وي)، یا د مدني حقونو د مرکز سره له ثبتولو وړاندې (پورته پټې ته مراجعه وکړئ) صبر وکړئ. که چېرې ترلاسه کونکي تاسو ته د وروستي اقدام په اړه د شکایت د ثبتولو له ورځې وروسته د 90 ورځو په لړ کې لیکلې خبرتیا در نه کړه، تاسو کولای شئ د خبرتیا له ترلاسه کولو وړاندې له CRC سره شکایت ثبت کړئ. په همدې حال کې، تاسو باید له CRC سره خپل شکایت د 90 ورځو ضرب العجل پر مهال د 30 ورځو په لړ کې ثبت کړئ (په بله معنی تاسو باید له ترلاسه کونکي سره د شکایت ثبتولو وروسته د 120 ورځو په لړ کې شکایت ثبت کړئ). که چېرې ترلاسه کونکي ستاسو د شکایت په اړه د وروستي اقدام اړوند خبرتیا در کړه، مګر تاسو له پریکړې یا حل څخه راضي نه وئ، تاسو کولای شئ له CRC سره شکایت ثبت کړئ. تاسو باید د وروستي اقدام د خبرتیا له ترلاسه کولو وروسته د 30 ورځو په لړ کې له CRC سره شکایت ثبت کړئ.

ما دا فورمه ولوستله یا ما ته ولوستل شوه. زه د شکایت وړاندې کولو اړوند په خپلو حقونو باندې پوهیږم. زه پوهیږم چې کولای شم د شکایت په ثبت کولو کې د EO/ شکایت ثبتولو له مسوول څخه د مرستې غوښتنه وکړم.

نېټه

د غوښتونکي/ ګډون کونکي لاسلیک

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice Swahili (Provided Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**

**SHERIA YA UBUNIFU WA NGUVU KAZI NA FURSA (WIOA)  
 TAARIFA YA UTARATIBU WA MALALAMIKO**

Mwombaji maombi au mshiriki yeyote wa mpango, ambaye anataka kuwasilisha malalamiko kwa sababu ya kutendewa isivyo haki, ubaguzi, au ukiukaji wa kanuni za WIOA, lazima afuate utaratibu ufaao ulioainishwa hapa chini. Ikiwa tatizo litatokea wakati wa kuzingatiwa kwa huduma au wakati wa kujiandikisha, unapaswa kujaribu kwanza kupata suluhisho ya kuridhisha na mtoa huduma au mtoa mafunzo, au katika OJT, na mwajiri wako. Iwapo hilo halitatu tatizo, wasiliana na Afisa wa Fursa Sawa wa Nafasi ya Wafanyakazi. Atajaribu kukusaidia kupata suluhu inayokidhi mahitaji yako pamoja na yale ya mtoa huduma au mtoa mafunzo au mwajiri. Ikiwa bado hujaridhika, unaweza kuwasilisha malalamiko rasmi au malalamiko yaliyoandikwa.

- A. Unaweza kuwasilisha malalamiko yaliyoandikwa ili kuanza mchakato rasmi (moja inaweza kupatikana kutoka kwa Mtaalamu wako wa Vijana, Mwelekezaji wa Kazi au Afisa wa EO kwenye faili). Malalamiko haya yaliyoandikwa lazima yaeleze kwa undani malalamiko mahususi na yajumuishe taarifa ifuatayo:
  1. Jina lako, anwani, biashara, na nambari ya simu ya nyumbani
  2. Asili ya malalamiko
  3. Kanuni au sera zilizokiukwa, ikiwa zinajulikana
  4. Tarehe ya kitendo kinachodaiwa
  5. Jina na cheo cha wengine waliohusika katika hali hiyo
- B. Malalamiko yote yasiyo ya haki za kiraia lazima yawasilishwe ndani ya siku 90 baada ya tukio linalodaiwa.
- C. Afisa wa Malalamiko anaweza kuwasiliana nawe na/au wahusika wengine wanaohusika na malalamiko ili kupata maelezo ya ziada na anaweza kuitisha usikilizaji rasmi. Kama kabadala, unaweza kuomba mchakato rasmi wa upatanishi kwa kutumia mpatanishi asiye na upendeleo.
- D. Afisa wa EO wa Fursa ya Wafanyakazi atatoa uamuzi ndani ya siku tisini (90) baada ya kupokea malalamiko.
- E. Ikiwa haujaridhika na uamuzi huo, unaweza kuchagua kuwasilisha malalamiko yako kwa Mkurugenzi wa Ofisi ya Nguvu Kazi huko Concord, NH. Taarifa kuhusu mchakato huu itaambatana na uamuzi wa OWO EO.
- F. Rufaa lazima ziwasilishwe ndani ya siku 60 baada ya kupokelewa kwa uamuzi unaokatiwa rufaa.

IDARA YA BIASHARA NA UCHUMI YA NH, OFISI YA FURSA YA WAFANYAKAZI  
 LISA GERRARD, AFISA WA FURSA SAWA (EEO)  
 100 North Main Street, Suite 1, Concord, NH 03301  
 Simu: 603-271-0355 Relay:211

**FURSA SAWA NI NOTISI YA SHERIA**

Ni kinyume cha sheria kwa mpokeaji huyu wa usaidizi wa kifedha wa Shirikisho kubagua kwa misingi ifuatayo: dhidi ya mtu yeyote nchini Marekani, kwa misingi ya mbari, rangi, dini, jinsia (ikiwemo ujauzito, kujifungua, na hali zinazohusiana za kiafya, dhana potofu kuhusu jinsia, hali ya watu waliobadili jinsia, na utambulisho wa kijinsia), asili ya taifa (ikiwemo ufahamu mdogo wa Kiingereza), umri, ulemavu, au uhusiano wa kisiasa au imani, au, dhidi ya mnufaika yeyote wa, mwombaji, au mshiriki katika mipango inayosaidiwa kifedha chini ya Kifungu cha I cha Sheria ya Ubunifu na Fursa ya Wafanyakazi, kwa misingi ya hali ya uraia wa mtu binafsi au kushiriki katika mpango au shughuli yoyote ya Title I ya WIOA inayosaidiwa kifedha.

Herufi za Kwanza ya Jina la Mshiriki \_\_\_\_\_

Mpokeaji lazima asibague katika mojawapo ya maeneo yafuatayo: kuamua ni nani atakayekubaliwa, au kupata ufikiaji, kwa mpango au shughuli yoyote ya Title I ya WIOA inayosaidiwa kifedha; kutoa fursa, au kumtendea mtu yeyote kuhusiana na, mpango au shughuli kama hiyo; au kufanya maamuzi ya ajira katika usimamizi wa, au kuhusiana na, mpango au shughuli hiyo.

Wapokeaji wa usaidizi wa kifedha wa shirikisho lazima wachukue hatua zinazofaa ili kuhakikisha kwamba mawasiliano na watu wenye ulemavu yanafaa sawa na mawasiliano na wengine. Hii inamaanisha kwamba, kwa ombi na bila gharama yoyote kwa mtu binafsi, wapokeaji wanatakiwa kutoa usaidizi na huduma zinazofaa kwa watu waliohitimu wenye ulemavu.

#### UTAKACHOFANYA UKIAMINI KWAMBA UMEBAGULIWA

Iwapo unafikiri umebaguliwa chini ya mpango wa usaidizi wa kifedha wa Title I wa WIOA au shughuli, unaweza kuwasilisha malalamiko ndani ya siku 180 kuanzia tarehe ya madai ya ukiukaji na: Afisa wa Fursa Sawa wa mpokeaji (au mtu ambaye mpokeaji amemteua kwa kusudi hili);

IDARA YA BIASHARA NA UCHUMI YA NH, OFISI YA FURSA YA WAFANYAKAZI  
LISA GERRARD, AFISA WA FURSA SAWA (EEO)  
100 North Main Street, Suite 1, Concord, NH 03301  
Simu: 603-271-0355 Relay:211  
au

Mkurugenzi, Kituo cha Haki za Kiraia (CRC), Idara ya Kazi ya Marekani  
200 Constitution Avenue NW, Room N-4123, Washington, DC 20210  
au kielektroniki kama ilivyoelekezwa kwenye tovuti ya CRC katika [www.dol.gov/crc](http://www.dol.gov/crc).

Ukiwasilisha malalamiko yako kwa mpokeaji, ni lazima usubiri hadi mpokeaji atoe Notisi iliyoandikwa ya Hatua ya Mwisho, au hadi siku 90 zipite (yoyote itakayotangulia), kabla ya kuwasilisha kwenye Kituo cha Haki za Kiraia (angalia anwani hapo juu). Ikiwa mpokeaji hatakupa Notisi iliyoandikwa ya Hatua ya Mwisho ndani ya siku 90 baada ya siku ambayo uliwasilisha malalamiko yako, unaweza kuwasilisha malalamiko kwa CRC kabla ya kupokea Notisi hiyo. Hata hivyo, lazima uwasilishe malalamiko yako ya CRC ndani ya siku 30 za tarehe ya mwisho ya siku 90 (kwa maneno mengine, ndani ya siku 120 baada ya siku ambayo uliwasilisha malalamiko yako kwa mpokeaji). Ikiwa mpokeaji atakupa Notisi iliyoandikwa ya Hatua ya Mwisho kuhusu malalamiko yako, lakini hujaridhika na uamuzi au azimio hilo, unaweza kuwasilisha malalamiko kwa CRC. Ni lazima uwasilishe malalamiko yako ya CRC ndani ya siku 30 kutoka tarehe ambayo ulipokea Notisi ya Hatua ya Mwisho.

Nimesoma na/au nimesomewa fomu hii. Ninaelewa haki yangu ya kuwasilisha malalamiko. Ninaelewa kwamba ninaweza kuomba usaidizi wa kuwasilisha malalamiko kutoka kwa EO/Afisa wa Malalamiko.

---

Saini ya Mwombaji/Mshiriki

---

Tarehe

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice Ukrainian (Provided Only in PDF Form)**

This is the TOC Link for the attachment. The attachment begins on next page.

---

## ЗАКОН ПРО ІННОВАЦІЇ ТА МОЖЛИВОСТІ ДЛЯ РОБОЧОЇ СИЛИ (WIOA) ПОВІДОМЛЕННЯ ПРО ПРОЦЕДУРУ РОЗГЛЯДУ СКАРГ

Будь-який заявник або учасник програми, який бажає подати скаргу через несправедливе ставлення, дискримінацію або порушення правил WIOA, повинен дотримуватися відповідної наведеної нижче процедури. Якщо у вас виникла проблема під час розгляду вашої кандидатури на отримання послуги або під час навчання, ви повинні спочатку спробувати знайти задовільне рішення з постачальником послуги або тренінгу, або, у випадку навчання на робочому місці, з вашим роботодавцем. Якщо це не вирішило проблему, зверніться до Фахівця з питань рівних можливостей Управління з питань трудових відносин. Він/вона намагатиметься допомогти вам знайти рішення, яке відповідає вашим потребам, а також потребам постачальника послуг, навчального закладу або роботодавця. Якщо ви залишаєтеся незадоволеними, можете подати офіційну претензію або письмову скаргу.

- A. Ви можете подати письмову скаргу, щоб розпочати офіційний процес (бланк скарги можна отримати у вашого спеціаліста з питань молоді, кар'єрного радника або співробітника відділу кадрів, зазначеного у вашому досьє). Ця письмова скарга має містити детальний опис конкретної скарги та наступну інформацію:
1. Ваше ім'я, адреса, робочий та домашній номер телефону
  2. Зміст скарги
  3. Порушені правила або політики, якщо це відомо
  4. Дата ймовірного інциденту
  5. Імена та посади інших осіб, залучених до ситуації
- B. Усі скарги, що не стосуються цивільних прав, необхідно подавати протягом 90 днів після ймовірного інциденту.
- C. Фахівець з розгляду скарг може зв'язатися з вами та/або іншими сторонами, що мають відношення до скарги, для отримання додаткової інформації, а також може призначити офіційне слухання. В якості альтернативи ви можете звернутися до офіційного процесу медіації із залученням неупередженого посередника.
- D. Фахівець з питань рівних можливостей Управління з питань трудових відносин винесе рішення протягом дев'яноста (90) днів з моменту отримання скарги.
- E. У разі незадоволення рішенням, ви можете подати скаргу директору Управління з питань трудових відносин у Конкорді, штат Нью-Гемпшир. Інформація про цей процес буде супроводжувати рішення Виконавчого директора Управління з питань трудових відносин.
- F. Апеляція подається протягом 60 днів з моменту отримання рішення, що оскаржується.

ДЕПАРТАМЕНТ З ПИТАНЬ БІЗНЕСУ ТА ЕКОНОМІКИ,  
УПРАВЛІННЯ З ПИТАНЬ ТРУДОВИХ ВІДНОСИН  
ЛІЗА ДЖЕРРАРД, ФАХІВЕЦЬ З ПИТАНЬ РІВНИХ МОЖЛИВОСТЕЙ (ЕЕО)  
100, Норт-Мейн-стріт, Сьют 1, Конкорд, Нью-Гемпшир, 03301  
Телефон: 603-271-0355 додатковий номер: 211

### РІВНІ МОЖЛИВОСТІ - ЦЕ ЗАКОН

Для цього одержувача федеральної фінансової допомоги є незаконною дискримінація за наступними ознаками: проти будь-якої особи в США на підставі раси, кольору шкіри, релігії, статі (включаючи вагітність, пологи та пов'язані з ними медичні стани, статеві стереотипи, трансгендерний статус та гендерну ідентичність), національного походження (включаючи недостатній рівень володіння англійською мовою), віку, інвалідності, політичної приналежності або переконань, або проти будь-якого бенефіціара, заявника або учасника програм, що отримують фінансову підтримку відповідно до Розділу I Закону про інновації та можливості для робочої сили на підставі громадянства або участі в будь-якій програмі або діяльності, що фінансується за Розділом I Закону про інновації та можливості для робочої сили.

Ініціали учасника \_\_\_\_\_

---

Одержувач не повинен допускати дискримінації в будь-якій з наступних сфер: прийняття рішення про те, хто буде допущений або матиме доступ до будь-якої програми або діяльності, що фінансується за Розділом I Закону про інновації та можливості для робочої сили; надання можливостей або відношення до будь-якої особи у зв'язку з такою програмою або діяльністю; або прийняття кадрових рішень в адміністрації або у зв'язку з такою програмою чи діяльністю.

Одержувачі федеральної фінансової допомоги повинні вживати розумних заходів для забезпечення того, щоб комунікація з особами з обмеженими можливостями була такою ж ефективною, як і комунікація з іншими людьми. Це означає, що за запитом і безоплатно для особи одержувачі зобов'язані надавати відповідні допоміжні засоби та послуги кваліфікованим особам з обмеженими можливостями.

## ЩО РОБИТИ, ЯКЩО ВИ ВВАЖАЄТЕ, ЩО ЗАЗНАЛИ ДИСКРИМІНАЦІЇ

Якщо ви вважаєте, що зазнали дискримінації в рамках програми або діяльності, що фінансується за Розділом I Закону про інновації та можливості для робочої сили, ви можете подати скаргу протягом 180 днів з дати ймовірного порушення до: фахівця з питань рівних можливостей одержувача (або особи, яку одержувач призначив для цієї мети).

ДЕПАРТАМЕНТ З ПИТАНЬ БІЗНЕСУ ТА ЕКОНОМІКИ,  
УПРАВЛІННЯ З ПИТАНЬ ТРУДОВИХ ВІДНОСИН  
ЛІЗА ДЖЕРРАРД, ФАХІВЕЦЬ З ПИТАНЬ РІВНИХ МОЖЛИВОСТЕЙ (ЕЕО)  
100, Норт-Мейн-стрит, Сьют 1, Конкорд, Нью-Гемпшир, 03301  
Телефон: 603-271-0355 додатковий номер: 211  
або

Директор Центру громадянських прав (CRC) Міністерства праці США  
200, Констіт्यूшн-авеню, північний захід, кімната №4123, Вашингтон, округ Колумбія, 20210  
або в електронному вигляді, як зазначено на веб-сайті CRC за адресою [www.dol.gov/crc](http://www.dol.gov/crc) .

Якщо ви подали скаргу до одержувача, вам слід дочекатися або письмового повідомлення про остаточне рішення, або закінчення 90 днів (залежно від того, що настане раніше), перш ніж подавати скаргу до Центру громадянських прав (див. адресу вище). Якщо одержувач не надав вам письмове повідомлення про остаточне рішення протягом 90 днів з моменту подання скарги, ви можете подати скаргу до Центру громадянських прав до отримання такого повідомлення. Однак ви повинні подати скаргу за Центру громадянських прав протягом 30 днів після закінчення 90-денного терміну (іншими словами, протягом 120 днів після подання скарги одержувачу). Якщо одержувач надасть вам письмове повідомлення про остаточне рішення за вашою скаргою, але ви незадоволені рішенням або резолюцією, ви можете подати скаргу до Центру громадянських прав. Ви повинні подати скаргу до Центру громадянських прав протягом 30 днів з дати отримання повідомлення про остаточне рішення.

Я прочитав та/або мені зачитали цю форму. Я розумію свої права на подання скарг. Я розумію, що можу звернутися за допомогою у поданні скарги до Виконавчого директора/Фахівця з розгляду скарг.

---

Підпис заявника/учасника

---

Дата

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# INTERGRATED SETTING: INDIVIDUALS WITH DISABILITIES POLICY

---

Policy #: 2018-P-12 Previous #: 2018-0012

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

## **PURPOSE:**

To transmit the NH Office of Workforce Opportunity (OWO) policies and procedures for ensuring an integrated setting for individuals with disabilities.

## **POLICY:**

It is the policy of the Office of Workforce Opportunity, One-Stop Partners, and WIOA-Title I recipients/subrecipients will make reasonable efforts to provide qualified individuals with disabilities effective and equal opportunity to participate or benefit from programs or services funded under WIOA.

This goal does not preclude offering separate or special programs specifically designed to meet the needs of individuals (including specific classes) with disabilities. However, individuals with disabilities cannot be excluded from the regular (mainstream) program or activity or be forced/restricted to participate in separate or special programs or activities if they meet the minimal criteria established for participating in the regular program.

A "***qualified individual with a disability***" means:

1. With respect to employment, an individual with a disability who, with or without reasonable accommodation, is capable of performing the essential functions of the job in question;
2. With respect to services, an individual with a disability who meets the essential eligibility requirements for the receipt of such services;
3. With respect to employment and employment-related training programs, an individual with a disability who meets the eligibility requirements for participation under WIOA and who, with or without reasonable accommodation, is capable of performing the essential functions of the job or meets the qualifications of the training program, as applicable.

## **PROCEDURE(S):**

1. WIOA recipients, subrecipients, and vendors are prohibited from denying services or benefits to a qualified individual with a disability.
2. The requirements provide for equality of opportunity, but do not guarantee equality of results.
  - a. Individuals with disabilities must be provided an equally effective opportunity to participate in or benefit from a recipient's aids, benefits, and services.
3. The major principles of mainstreaming are:
  - a. Individuals with disabilities will be integrated to the maximum extent appropriate. Separate programs are permitted where necessary to ensure equal opportunity.
  - b. A separate program must be appropriate to the particular individual or group of individuals.

- c. Individuals with disabilities cannot be excluded from the regular program or required to accept special services or benefits.
4. Generally, the WIOA recipient, subrecipient, or vendor may not ask an applicant for employment or training whether he or she has a disability or the nature of severity of a disability. However, this prohibition does not apply to inquiries required or necessitated by federal law or regulation, including:
- a. record keeping and reporting;
  - b. determining, where appropriate, eligibility for a WIOA-funded program or activity;
  - c. determining the extent to which the recipient is operating its WIOA-funded program or activity in a nondiscriminatory manner;
  - d. other use authorized by the nondiscrimination/equal opportunity provisions of WIOA.
- When making such inquiries, the recipient should tell applicants for employment or training:
- a. the purpose of the inquiry,
  - b. that the confidentiality of the information will be safeguarded, and
  - c. that refusal to provide the information will not subject the individual to any adverse treatment.
5. Where testing is a part of the selection process, the tests must, if necessary, be modified so that they reflect job skills or aptitudes, rather than hearing, visual, speaking, or manual skills (unless the tests are specifically designed to measure these skills).
6. Applicants may be asked about their ability to perform job or training functions.

**ACTION:**

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

---

# RELIGIOUS ACCOMMODATION POLICY

---

Policy #: 2014-P-01 Previous #: 2014-1

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity (OWO) policies and procedures for Religious Accommodation.

## **POLICY:**

Title VII of the Civil Rights Act of 1964 prohibits employers from discriminating against individuals because of their religion in hiring, firing, and other terms of employment. The Act also requires employers to reasonably accommodate the religious practices of an employee or prospective employee, unless to do so would create an undue hardship upon the employer (see also 29 CFR 1605). Flexible scheduling, voluntary substitutions or swaps, job reassignments and lateral transfers are examples of accommodating an employee's religious beliefs.

## **PROCEDURE(S):**

Employers cannot schedule examinations or other selection activities in conflict with a current or prospective employee's religious need, inquire about an applicant's future availability at certain times, maintain a restrictive dress code, or refuse to allow observance of a Sabbath or religious holiday, unless the employer can prove that not doing so would cause an undue hardship on the employer.

An employer can claim undue hardship when accommodating an employee's religious practices if allowing such practices requires more than ordinary administrative costs. Undue hardship also may be shown if changing a bona fide seniority system to accommodate one employee's religious practices denies another employee the job or shift preference guaranteed by the seniority system.

An employee whose religious practices prohibit payment of union dues to a labor organization cannot be required to pay the dues but may pay an equal sum to a charitable organization.

Mandatory "new age" training programs, designed to improve employee motivation, cooperation or productivity through meditation, yoga, biofeedback or other practices, may conflict with the non-discriminatory provisions of Title VII. Employers must accommodate any employee who gives notice that these programs are inconsistent with the employee's religious beliefs, whether or not the employer believes there is a religious basis for the employee's objection.

Service Providers will take steps necessary to ensure that Religious Accommodation occurs in programs, projects, and activities, funded through federal WIOA Title-I funds. Particular attention to this subject should be made when considering potential worksites for On-the-Job training (OJT), Work Based Learning (WBL) or summer employment activities.

## **ACTION:**

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

---

# SAME SEX MARRIAGE POLICY

---

Policy #: 2018-P-07 Previous #: 2018-007

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

## **PURPOSE:**

The [Workforce Innovation and Opportunity Act \(“WIOA”\)](#) and the New Hampshire Works Consortium require compliance with DOL’s Employment and Training Administration’s policy on same-sex marriages. On June 26, 2013, the Supreme Court found that [Section 3 of the Defense of Marriage Act \(DOMA, codified at 1. U.S.C. section 7\)](#) violates the U.S. Constitution. Because that section no longer controls the definition of marriage or spouse under the federal framework for ETA workforce grant programs, DOMA no longer bars the recognition of same-sex marriages in such programs. As with the Department of Labor, NH Works policy is to recognize lawful same-sex marriages as broadly as possible to the extent that federal law permits, and to recognize all marriages valid in the jurisdiction where the marriage was celebrated.

## **POLICY:**

[TEGL 26-13](#) dated June 18, 2014 entitled Impact of the U.S. Supreme Court’s Decision in United States v. Windsor on Eligibility and Services Provided Under Workforce Grants Administered by the Employment and Training Administration section 5 states:

“Consistent with the Supreme Court’s Windsor decision and with ETA’s policy of treating all individuals equally, regardless of sexual orientation, ETA interprets gender specific terms of marriage such as “widow,” “widower,” “husband,” and “wife” to include married same-sex spouses.”

The definition of family means two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories:

- a. A husband, wife, and dependent children
- b. A parent or guardian and dependent children
- c. A husband and wife

Although the definition of “family” uses the terms husband and wife, both ETA and NH Works requires grantees to apply these terms in a gender-neutral manner so that same-sex married couples are included in the definition of family.

## **PROCEDURE(S):**

N/A

## **ACTION:**

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

---

# SANCTIONS – EQUAL OPPORTUNITY POLICY

---

Policy #: 2018-P-13 Previous #: 2018-0013

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

## **PURPOSE:**

The Workforce Innovation and Opportunity Act (“WIOA”) and the New Hampshire NH Works Consortium require compliance with 29 CFR Part 38 Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act.

## **POLICY:**

It is the policy of the NH Works Consortium that any action to suspend, terminate, deny or discontinue WIOA financial assistance must be limited to the particular political entity, or part thereof, or other recipient (or grant applicant) as to which the finding has been made, and must be limited in its effect to the particular program, or part thereof, in which the noncompliance has been found.

No order suspending, terminating, denying or discontinuing WIOA financial assistance will become effective until after all appeal rights have been exhausted or waived and the respective agency Commissioner (or designee) has issued a Final Determination or Notification of Breach of Conciliation Agreement.

## **PROCEDURE(S):**

1. Once all appeal rights have been exhausted or waived, the respective NH Works partner may impose whatever sanctions noted in the Final Order for Sanctions.
2. Sanctions include, but are not limited to:
  - a. Suspension or termination, in whole or in part, from the program (or funding source);
  - b. Referral to the N.H. Attorney General, with a request that the AG obtain compliance;
  - c. Deferral of new grant funding; and/or
  - d. Any action as may be provided by law.
3. When the NH Works Partner Agency withholds funds from a recipient or grant applicant under this policy, the NH Works Partner agency may disburse the withheld funds directly to an alternate recipient. In such case, the NH Works Partner will require any alternate recipient to demonstrate:
  - a. The ability to comply with these regulations; and
  - b. The ability to achieve the goals of the nondiscrimination and equal opportunity provisions of WIOA.
4. A grant applicant or recipient adversely affected by a Final Order may at any time petition the respective NH Works Partner Commissioner to restore its eligibility to receive WIOA financial assistance.
  - a. A copy of the petition must be served on the parties to the original proceeding that led to the Final Decision and Order.
  - b. The petition must be supported by information showing the actions taken by the grant applicant or recipient to bring itself into compliance.

- c. The grant applicant or recipient has the burden of demonstrating that it has satisfied the requirement.
- d. While proceedings under this section are pending, sanctions imposed by the Final Decision must remain in effect.
- e. The respective NH Works Partner Commissioner must issue a written decision on the petition for restoration. If it is determined that the grant applicant or recipient has not brought itself into compliance, he or she must issue a decision denying the petition.
- f. Within 30 days of its receipt of the Commissioner's decision, the recipient or grant applicant may file a petition for review of the decision by the Secretary of the US Department of Labor, setting forth the grounds for its objection to the Commissioner's decision to be handled within 14 days.

**ACTION:**

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

---

# SERVICE ANIMALS PROVIDING ACCOMMODATION POLICY

---

Policy #: 2020-P-10 Previous #: 2020-P-010

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

## **PURPOSE:**

The [Workforce Innovation and Opportunity Act \(“WIOA”\)](#) and the New Hampshire Works Consortium require compliance with [29 CFR Part 38 Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act.](#)

## **POLICY:**

### [29 CFR 35.16](#)

It is the policy of the NH Works Partners to permit the use of a service animal by an individual with a disability. However, there may be exceptions that may cause the removal of a service animal from the premises if:

1. The animal is out of control and the animal’s handler does not take effective action to control it; or
2. The animal is not housebroken.

If a partner property excludes a service animal for one of the reasons identified above, the NH works partner must give the individual with a disability the opportunity to participate in the WIOA financially assisted service, program, or activity without having the service animal on the premises.

**Animal under handler’s control:** A service animal must be under the control of its handler. A service animal must have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal’s safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler’s control (e.g., voice control, signals, or other effective means).

**Care or supervision:** A NH Works Partner is not responsible for the care or supervision of a service animal.

**Inquiries:** NH Works Partner staff or programs funded with WIOA funds must not ask about the nature or extent of a person’s disability but may make two inquires to determine whether an animal qualifies as a service animal. S/he may ask if the animal is required because of a disability and what work or task the animal has been trained to perform. Furthermore, s/he must not require documentation, such as proof that the animals has been certified, trained, or licensed as a service animal. Generally, program staff may not makes these inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., the dog is observed guiding an individual who is blind or has low vision, pulling a person’s wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability).

**Access to areas of a recipient’s facilities:**

1. In general: Individuals with disabilities must be permitted to be accompanied by their service animals in all areas of the recipient's facilities where members of the public, participants in services, programs or activities, beneficiaries, registrants, applicants, eligible applicants/registrants, applicants for employment and employees, or invitees, as relevant, are allowed to go.
2. Use of service animals in food preparation areas: An employee, applicant or beneficiary with a disability who needs to use a service animal in a food preparation area must be allowed to do so unless the employer, after an individualized assessment, can demonstrate, that the presence of the service animal presents a direct threat to health and safety that cannot be eliminated or reduced by a reasonable accommodation to the employee, applicant or beneficiary.

**Surcharges:** Programs funded with WIOA funds must not ask or require an individual with a disability to pay a surcharge because of the individual's service animal, even if people accompanied by pets are required to pay fees or comply with other requirements generally not applicable to people without pets. If a recipient normally charges individuals for the damage they cause, an individual with a disability may be charged for damage caused by the individual's service animal.

**PROCEDURES:**

N/A

**ACTION:**

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

---

# SEXUAL HARASSMENT POLICY

---

Policy #: 1998-P-03 Previous #: 000-065

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity (OWO) policies and procedures for ensuring a work environment free from sexual harassment.

## **POLICY:**

It is the policy of the OWO that sexual harassment by or against any employee or program client of the OWO, One-Stop Partners, or WIOA-Title I recipients/subrecipients will not be tolerated. New Hampshire State Agencies shall follow their internal policies, procedures, and disciplinary guidelines when implementing this policy.

For purposes of this policy, sexual harassment is defined to include unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- such conduct has the purpose or effect of interfering with an individual's work performance or creating a hostile or offensive work environment.
- Submissions to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual.
- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment. ([Sec. 1604.11 of the EEO's guidelines on Sex Discrimination](#))

Examples of conduct which may, if continued or repeated, constitute sexual harassment are:

- unwelcome sexual propositions
- graphic comments about a person's body
- derogatory or sexually explicit statements about an actual or supposed sexual relationship
- unwelcome touching, patting, pinching, or leering
- derogatory gender-based humor

## **PROCEDURE(S):**

1. **Who may file:** Any individual who believes that he or she has experienced, or been the victim of, sexual harassment. Any individual may also submit complaints whether or not the individual was personally subjected to harassment. Complaints may be filed regardless of whether the behavior occurred on or off duty, if it results in work-related sexual harassment.
2. **When to file:** Complaints should be filed as soon after the alleged act(s) as possible.
3. **Where to file:** Complaints may be filed with the individual's immediate supervisor, who will forward it to the OWO EO Officer, or with the OWO EO Officer, 100 North Main Street, Suite 100, Concord, NH, 03301, Telephone: (603) 271-0355 TDD: 1-800-735-2964.

Complaints may alternatively be filed directly with the Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue, NW, Rm N-4123, Washington, D.C. 20210. Telephone: (202) 219-7026, TDD: 1-800-326-2577.

4. **How to file:** Complaints by individuals experiencing the harassment may be verbal or written and shall:
  - a. Identify the person(s) and/or legal entity complained against (the respondent); and
  - b. Describe the complainant's allegations in sufficient detail to allow the OWO or appropriate State Agency EO Officer to
    - i. conduct a preliminary review/investigation in an effort to resolve the issue without further formal action being taken,
    - ii. prepare a written statement of action taken, with a copy to all appropriate parties, and, in the event a formal administrative investigation is required,
    - iii. conduct a formal administrative investigation as outlined in these procedures.

**NOTE:** Complaints by individuals other than the victim shall be in writing

- c. Upon receipt of a verbal or written complaint alleging harassment, the OWO EO Officer shall
  - i. promptly log and initiate review and/or investigation of the complaint;
  - ii. provide notice, as appropriate, to all interested parties;
  - iii. inform all interested parties of their ability to submit information relevant to the complaint; and
  - iv. make a decision strictly on the evidence.
- d. Investigations shall be conducted with particular care to preserve the confidentiality of all persons involved. Only those who have an immediate need to know, including, but not limited to, the investigator, the complainant, and the alleged harasser or retaliator shall be provided with the identity of the complainant and allegations.
- e. No employee or program client shall be required to file a complaint with supervisor who is hostile to that individual, and/or who engages in conduct or has been alleged to have engaged in conduct which could be considered sexual harassment. No person shall intimidate, threaten, coerce, or discriminate against any individual for the purpose of interfering with any right or privilege secured by Equal Opportunity policies or because he/she has made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing.
- f. OWO shall process the complaint within thirty (30) days and offer a resolution to the complainant.
- g. Investigation shall be based on behavior, intent, and frequency. Resolution may include, but not be limited to
  - i. disciplinary action against the harasser or retaliator,
  - ii. removal of all records from the victim's file that may have been tainted by the sexual harassment, and replacement with records that more accurately reflect the victims work performance,
  - iii. financial restitution to the victim,
  - iv. opportunities for the victim to transfer, although the victim would not be required to take a transfer.
- h. Supervisory staff or management who knew that work-related harassment was occurring in his/her chain of command and failed to take action as required under this policy may also be subject to disciplinary action.

- i. Any party who objects to the discipline they have received as a result of the implementation of this policy may file a grievance.
- j. Nothing in this policy should be construed to prohibit an individual from filing a complaint of sexual harassment with any appropriate State or Federal Enforcement Agency.

**ACTION:**

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

---

# SITE SELECTION TO ASSURE ACCESSIBILITY POLICY

---

Policy #: 2012-P-05 Previous #: 2012-005

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity (OWO) policies and procedures for ensuring accessible programs, activities, and services to individuals with disabilities.

## **POLICY:**

It is the policy of the OWO, that the OWO, One-Stop Partners, and WIOA Title-I recipients, subrecipients and vendors will not deny the benefits of its programs, activities, and services to individuals with disabilities because its facilities are inaccessible. All aspects of the program or activity should be accessible; however, each facility or every part of an existing facility need not be totally accessible, as long as arrangements are made to ensure full participation by individuals with disabilities.

## **PROCEDURE(S):**

Program accessibility may be achieved by a number of methods: Providing access to facilities through **structural** methods--altering existing facilities or acquiring or building additional ones may be the most efficient way to provide program accessibility. However, alternatives to structural changes to achieve program accessibility may also be pursued. **Non-structural methods** include:

- redesign of equipment,
- reassignment of classes or other services to accessible buildings or sites,
- home visits,
- delivery of services at alternate accessible sites, and
- use of auxiliary aids.

Where methods other than facility renovation and construction are successful in achieving program accessibility, the time and expense of renovating facilities may be avoided.

**Signs:** Recipients, subrecipients and vendors must provide signs at a primary entrance to each of its inaccessible facilities, directing users to a location at which they can obtain information about accessible facilities. In addition, the international symbol for accessibility should be used at each primary entrance of an accessible facility and appropriate signs should direct individuals with disabilities to accessible secondary facilities, for example, restrooms, lunchrooms, water fountains, etc.

**Transition Plan:** Where structural changes to facilities are required, the (sub) recipient/vendor must develop a transition plan with the assistance of interested persons, including qualified individuals with disabilities, and make that plan available for public inspection. The plan must:

- Identify physical obstacles in the recipient's facilities that limit the accessibility of its program or activity to qualified individuals with disabilities.
- Describe in detail the methods that will be used to make the facilities accessible as expeditiously as possible or within a 3-year period.
- Specify the schedule for taking the steps necessary to achieve full program accessibility and, if the time period of the transition plan is longer than 1 year, identify steps that will be taken during each year of the transition period.
- Name of the person responsible for implementing the plan.

**Training Sites:** All recipient/subrecipient/vendor training site locales shall be handicap-accessible including, at a minimum, entrance, classroom, and restrooms. If the training site is not handicap-accessible, an alternative plan of delivering training must be approved in advance and indicated in the contract. Programs that are not accessible and without an alternative plan will not be re-funded until accessibility is achieved.

**ACTION:**

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



---

# OPERATIONS

---



---

# ALL PROGRAMS

---

---

# BASIC SKILLS/EDUCATION SERVICE POLICY

---

Policy #: 2020-P-22 Previous #: 2020-P-022

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

## **PURPOSE:**

**Background:** The purpose of this policy is to outline a process for provision of Basic Skills/ Education Services. These services are provided to eliminate/lessen barriers that customers may face to enter and successfully complete an occupational training program, to obtain employment, and/or to ensure job retention.

## **POLICY:**

**Guidelines:** Participants will receive a comprehensive assessment and the development of an Individual Employment Plan (IEP)/Individual Service Strategy (ISS) prior to approval of Basic Skills/Education Services. WIOA Career Specialists (WCS) will work with customers to put in place a support system to address barriers, (i.e. transportation, childcare needs, etc.) to employment as well as completion of Basic Skills/Education Services. The IEP/ISS will define the purpose of and justification for the Basic Skills/Education Services. Once the program is approved, the funds will be obligated. Verification of continued progress consistent with the IEP/ISS is required by the WIOA Career Specialist.

The following stipulations pertain to the delivery of Basic Skills/Education Services:

1. Financial Assistance is contingent upon the availability of WIOA funds.
2. Basic Skills/Education Services will only be provided to individuals who have received assessment services indicating/documenting a need for basic skills/education services.
3. Basic Skills/Education Services will only be provided when they are appropriate and necessary to enable participants to obtain their employment goal (or other interim employment-related goal if literacy issues prevent development of an employment/career goal) as documented in the IEP/ISS.
4. The Basic Skills/Education Authorization must be approved prior to the delivery of services.
5. Basic Skills/Education Services are available only when the participant is unable to obtain similar funding assistance through other programs/agencies in the community.
6. If the customer finds full-time employment during the duration of the Basic Skills/Education program, continued enrollment will be reviewed on a case-by-case basis by the WIOA Program Manager.
7. If a customer withdraws from a program before its completion, the WIOA Career Specialist (WCS) will initiate the necessary steps to recapture the unused funds.

**Types of assistance:** Financial assistance may be provided for customers who meet the above-mentioned eligibility criteria.

Basic Skills/Education Services are generally intended to be short-term services not to exceed six months and may include the following:

1. Hi-Set/GED Testing and/or Hi-Set/GED Preparatory classes.

2. Adult Basic Education/Literacy Classes including Reading, Writing, Mathematics and Basic Computer Literacy
3. English for Speakers of Other Languages (ESOL) classes
4. Basic Drivers Education programs for individuals that do not have a driver's license. Individuals who have lost their license due to other issues are not eligible for this service.

**Allowable amount:** Basic Skills/Education Services may be provided to customers at a maximum amount of \$1,000 per program year.

**Waiver:** A Waiver Request is required for programs exceeding the \$1,000 maximum and must include a justification detailing the need for services with a total amount over \$1,000 and the customer's financial need. All waiver requests must be approved by the OWO Program Manager utilizing the forms included in the Waiver Request Policy (2020-P-011).

**Program continuation / refund process:** In the event a customer finds full time employment during the course of his/her basic skills/education program, continuation will be reviewed on a case-by-case:

1. Employment in the same field as the occupational goal.
2. Amount of wages.
3. Time remaining in the training contract.
4. Refund availability.

If a customer withdraws from a program before its completion, the WIOA Career Specialist will initiate the steps necessary to recapture the unused funds according to the training vendor's refund policies. When refunds are captured, they are processed in accordance with subrecipient's fiscal policies.

### **PROCEDURE(S):**

**Assessment/ Program Selection:** Basic Skills/Education Services are developed for eligible WIOA participants who have completed a comprehensive assessment. The assessment must result in a demonstrated need and the services to be provided are needed to obtain their employment goal.

The WIOA Career Specialist will document justification for and delivery of services in the Individual Employment Plan (IEP)/Individual Service Strategy (ISS) in the Job Match System (JMS) case management system as well as Service Details screens and case notes. Notes should contain information regarding the following items.

1. The justification of the need for Basic Skills/Education Services.
2. Documentation of the customer's ability to sustain him/herself while in the Basic Skills program.
3. Explanation of how unmet needs will be satisfied.
4. Identification and justification of supportive services needed.
5. Documentation regarding partner agency involvement.
6. Description of the customer's progress during the program.

Upon identification of appropriate program providers, the participant will contact provider(s) for the purpose of obtaining first-hand knowledge such as: school environment; program specific details; cost of tuition, books, and fees; start/end date of the program; and any other needs/information required for a successful program experience.

Once a participant has selected a program of interest, he/she will work with their WIOA Career Specialist to complete a “Basic Skills/Education Request Form.” This form will contain all necessary fields of information collected by the participant to enable the WIOA Career Specialist to process the paperwork.

The WIOA Career Specialist, in approving the plan, needs to ensure there is no duplication of funds and that all other avenues to cover program costs have been explored and exhausted.

**Voucher process:** WIOA Career Specialist complete a Basic Skills/Education Services Packet that is scanned and saved in the Job Match System participant’s document file.

1. Basic Skills/Education Services Request
2. Basic Skills/Education Services Approval Checklist
3. Basic Skills/Education Services Voucher
4. Basic Skills/Education Services Student Agreement
5. Assessment Summary

A Waiver Request is required for programs exceeding the \$1,000 maximum and must include a justification detailing the need for services with a total amount over \$1,000 and the customer’s financial need. All waiver requests must be approved by the OWO Program Manager utilizing the forms included in the Waiver Request Policy (2020-P-011).

The WIOA Career Specialist should ensure that the customer receives a copy of the Basic Skills/Education Student Agreement.

All vouchers must be processed, dated, and signed prior to the start of a program. In no case will a voucher be authorized after the start date of program.

The Basic Skills/Education Services Voucher/Activity will be voided if the customer is not in an activity consistent with the IEP/ISS within the 90 days of the date the program is authorized to begin.

Distribution of the paperwork shall be as follows. An approved, signed, voucher with an invoice attached will be sent with a cover letter directly to the program provider. A second, approved, signed Basic Skills/Education Services Packet will be sent to the subrecipient’s fiscal office.

During the program, it may be necessary to make modifications to the original contract. When necessary, the WIOA Career Specialist will initiate the modification utilizing the Basic Skills/Education Services Voucher Modification and send it for approval to the WIOA Program Manager or Program Specialist. Upon approval, the same distribution of the paperwork is followed as for the original voucher. All modifications will also be reflected on the IEP/ISS.

**Ongoing case management:** The WIOA Career Specialist will track and record customer progress throughout his/her program on at least a monthly basis. Services and notes in the JMS case management system will be updated at least monthly for every customer receiving Basic Skills/Education services. This will help ensure a successful outcome.

A supply of Student Participation timesheets will be provided to the customer to send to the WIOA Career Specialist weekly to update his/her progress and attendance.

It is essential that the WIOA Career Specialist schedule an appointment with the customer prior to the completion of the Basic Skills program. Once the program is completed, the WIOA Career Specialist will

continue working with the customer in accordance with the IEP/ISS. Next steps may include exploration of Occupational Training through an ITA or initiation of the job search/placement process.

As available, the WIOA Career Specialist will secure a copy of the certificate earned for the Basic Skills program from the customer. In addition, a Basic Skills/Education Services Evaluation Form will be given to the customer for completion at this appointment. The completed form will be forwarded to the WIOA Program Manager or by the WIOA Career Specialist. The certificate information will be entered in as a Measurable Skill Gain along with case note in JMS.

**ACTION:**

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

**ATTACHMENTS:**

1. Basic Skills/Education Services Request
2. Basic Skills/Education Services Approval Checklist
3. Basic Skills/Education Services Student Agreement
4. Student Participation Time Sheet
5. Basic Skills/Education Services Evaluation Form
6. Vendor Release of Credential Information



## Basic Skills/Education Services Request

### Instructions

This form shall be completed by the participant and submitted to the WIOA Career Specialist (WCS) for review. Since this is the source document to initiate Vouchers and the commitment of funds, the accuracy and completeness is critically important.

Agency: \_\_\_\_\_

### Participant Information

Name: \_\_\_\_\_

State ID#: \_\_\_\_\_

Participants Signature: \_\_\_\_\_

### Choice of Vendor

Vendor Name:

Address:

Contact Person:

Phone number:

Educational Goal:

### RATIONALE FOR VENDOR SELECTION

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Customer Name:**

**Final Summary of All Costs**

<b>Itemized Cost</b>	<b>Total Cost</b>
· Total Tuition	\$
· Fees	
Registration	\$
Lab	\$
Comp	\$
Testing	\$
	\$
· Supplies	\$
· Books	\$
	\$
<b>Total Cost</b>	\$

**Program Information**

Start Date \_\_\_\_\_ End Date \_\_\_\_\_  
 Any licensing, certificate or special test required? Yes No  
 If yes, explain and give dates \_\_\_\_\_  
 Title of Program \_\_\_\_\_  
 Number of program weeks \_\_\_\_\_  
 Total number of class hours per week \_\_\_\_\_  
 Total number of program hours \_\_\_\_\_

**Financial Assistance**

Any other funding source providing assistance? (unmet need) Yes No  
 Amount \_\_\_\_\_  
 Amount \_\_\_\_\_  
 Amount \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Basic Skills/Education Services Approval Checklist

**Customer Name:**

**State ID #:**

**Funding Source (Please Check One)**     **Adult**     **Youth**     **Dislocated Worker**

**Documents Attached (Please Check)**

- Approved/Signed Basic Skills
- Assessment Summary
- Basic Skills/Education Services Student Agreement

Basic Skills/Education Services Request

Individual Employment Plan/Individual Service Strategy

**Ensure that the following information is documented, and the IEP/ISS and Assessment Worksheet contains the following:**

ITEM	CHECK HERE
Previous Occupation	
Employment Goal	
Program Type / Title	
Client Suitability for Program	

WIOA Career Specialist Signature

Date

WIOA Program Manager Signature

Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Basic Skills/Education Services Student Agreement

With signature below I agree to the following:

- I understand that my Basic Skills/Education Services Request reflects all associated costs for my program to the best of my knowledge.
- I understand that funds are payable to vendors only.
- I have thoroughly researched basic education providers/vendors. I understand that by selecting this vendor I will not be permitted to change programs or vendors unless the vendor violates the terms of the contract.
- I understand that all changes to my Basic Skills/Education Services Voucher and associated costs such as books or supplies will only be made with the express written approval of the Workforce Innovation and Opportunity Act (WIOA) Career Specialist.
- I will maintain continuous communication with my WIOA Career Specialist to ensure that my program is a success. Accordingly, I will provide attendance information, grades and/or progress reports while enrolled in school on a weekly basis via the WIOA Student Participation Time Sheet.
- I will promptly report any problems or concerns affecting my success in the program as soon as possible.
- I will contribute my best effort toward making my program a success.
- I grant permission for the release of employment information. This includes employment start date, job title, wages and any other relevant information. When hired, I will contact my WIOA Career Specialist and provide the name of employer, wage and other benefit information.
- I will participate in follow up activities to determine employment retention and wages at six months after employment or at other designated intervals.
- I will actively participate in job search activities and fully understand that the final goal of my program will be employment.
- I understand that I am responsible for any un-met financial costs related to my program. The difference in cost is being covered by *(specify funding source, amount, item, and how any un-met need will be paid for.*

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_ Date: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## WIOA Student Participation Time Sheet

**Submission of this timesheet is required on a weekly basis as per your signed Basic Skills/Education Services Student Training Agreement**

Participant:

WIOA Career Specialist:

Vendor:

Week Ending:

<u>Day</u>	<u>Date</u>	<u>Scheduled Class/Lab Day</u>		<u>Student Attended Class/Lab</u>	
Monday		<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Tuesday		<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Wednesday		<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Thursday		<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Friday		<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Saturday		<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Sunday		<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Instructor Assessment of Student Progress:

**Instructor/Vendor Official Signature:**

Student Comments

Student Signature:

Do you have any concerns about your training?  Yes  No

If yes, contact your WIOA Career Specialist

Are there any problems or issues such as class delays, changes, or cancellations?  Yes  No

If yes, please explain:

Have you found employment?  Yes  No

If yes, please provide Employer's name and address:

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## WIOA Basic Skills/Education Services Evaluation Form

This form is to be completed by a WIOA Customer who has finished a Basic Skills/Education program at an approved vendor program.

**Today's Date**

**Customer Name (optional)**

**Vendor Name**

Program Attended

Start and End Dates of Program

Credential Obtained?  Yes  No

Please place an x on the appropriate box beneath each question.

1. I am satisfied with my training experience.

Strongly agree  Agree  Disagree  Strongly Disagree

2. The facility was conducive to learning.

Strongly agree  Agree  Disagree  Strongly Disagree

3. The instructors were knowledgeable, helpful and informed on the subject matter.

Strongly agree  Agree  Disagree  Strongly Disagree

4. The materials /equipment were informative, useful and up to date.

Strongly agree  Agree  Disagree  Strongly Disagree

5. The learning objectives outlined at registration for the program were clear and met by the instruction received.

Strongly agree  Agree  Disagree  Strongly Disagree

6. I would recommend this program to a friend, co-worker or family member.

Strongly agree  Agree  Disagree  Strongly Disagree

Please use the space below for additional comments:

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Release of Credential Information

The below student has completed training/schooling supported by the Workforce Innovation and Opportunity Act (WIOA). As program performance is based in part on the number of WIOA participants achieving a credential, we are requesting a copy of the certificate, course grade, or other credential the student earned after completing training. To expedite this request, the student has signed the following Release of Information for your records.

I authorize \_\_\_\_\_ (*Name of School*) to provide the staff at the NH Works Office all information and copies of credentials pertaining to my training in received there. I understand that this information will be confidential and used only for Federal reporting purposes.

Student Printed Name \_\_\_\_\_

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

### Please provide the following information:

1. Did the student receive a credential?  Yes  No

2. If YES, what Credential was achieved?

Certificate  Diploma  Associated Degree  Bachelor's Degree  Other: \_\_\_\_\_

Comments:

Name of Verifier from School: \_\_\_\_\_ Title: \_\_\_\_\_

Signature of Verifier: \_\_\_\_\_ Date: \_\_\_\_\_

**Kindly return completed Verification Form ALONG WITH a copy of the Credential awarded to the career navigator listed below.**

**WIOA Career Specialist:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Thanks in advance for your cooperation.**

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# CASE NOTE POLICY

---

Policy #: 2020-P-24 Previous #: 2020-P-024

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for ensuring case management documentation and effectiveness.

## **POLICY:**

In September 2020, the case management system for Title I funded programs was converted to the Job Match System (JMS). With this conversion, Title I and Title III (Wagner Peyser) funded programs are now utilizing the same case management system. The attached power point will be utilized to achieve consistency in case management activities across funding streams.

## **PROCEDURE(S):**

Case notes are a way for all WIOA Career Specialists (WCS) to provide a brief synopsis of what services were provided to participants and when. This allows for federal, state, and local staff to review the progress of the case and to understand the "story". Case notes are not reported and do not trigger services or extend exit.

All Title I WIOA staff will utilize the case notes Power Point as a reference guide when entering notes into a participant's file. There should be consistent labeling and level of detail in case notes across Title I and Title III programs.

## **ACTION:**

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

**ATTACHMENT:** The Art of Writing Case Notes

## **Case Note Policy – The Art of Writing Case Notes (Provided Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**



***New Hampshire  
Employment  
Security***

*"We're working to keep New Hampshire working"*

## The Art of Writing Case Notes

Some content borrowed from Charlotte Hearn, Deputy Director – Workforce Connection

*\*For Agency Use Only\**

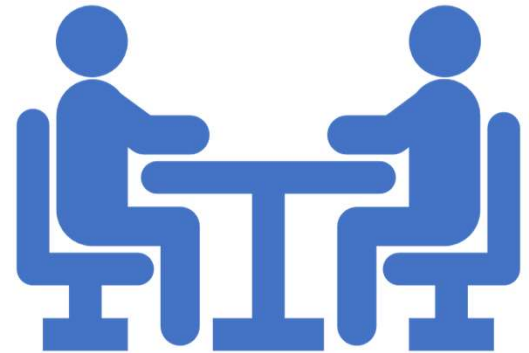
# Case Note Requirements

The participant record must reflect a frequency and intensity of contacts to support reported units of service and minimum contact requirements.

Documentation/case notation of all contacts must reflect allowable activity and indicate that the activity is related to the participant's individual needs.

# What is Case Management?

- Ongoing monitoring of services and service coordination.
- Ensures that quality service is being provided.
- Evaluating whether a service is effectively meeting the participant's needs.
- Identifies any changes in the participant's condition or circumstances that would warrant an adjustment to the plan.



# Purpose

- Case notes record important details about services provided to the customers.
- Case notes should also record the customer's participation in activities and his or her progress.
- Sometimes case notes serve as documentation of factors affecting eligibility or other important information.

Case noting is our way of letting the next reader know what is going on with the customer.

Poor case notes cause confusion and potential lack of services to customers.



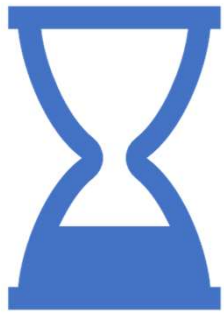
# What is required in a Case Note?

- Date and time of the note
  - Method of contact (face to face, e-mail, telephone call)
    - Name of staff making the note
    - Description of the event
    - Description of how the customer will benefit from the activity





# Who, What, Where and When!



# Timeliness

Update case notes frequently and promptly:

- While the information is fresh in your mind.
- Frequency makes it easier for someone else to pick up where you left off if you are called away from the case.
- Case note any time there is interaction with customer (phone call, in person, etc.)

- Assessed
- Identified
- Summarized

- Clarified
- Referred
- Structure
- Urged

- Assisted
- Recommended
- Discussed

- Advised
- Focused
- Directed
- Supported

# Strong Verbs to Use

- Confronted
- Reflected
- Counseled
- Encouraged

- Irrational
- Anxious
- Overwhelmed

- Suicidal
- Demanding
- Threatened
- Unfit

- Dangerous
- Resistant
- Delusional

- Abnormal
- Impulsive
- Abusive
- Immature

# Words to Avoid

- Disturbed
- Troubled
- Hysterical
- Uncooperative

# Professionalism



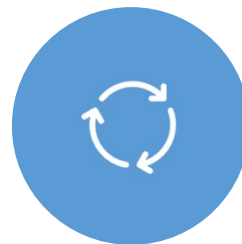
Avoid using slang, street language, clichés or jargon.



Use professional terminology as well as correct capitalization and punctuation.



Avoid metaphors or similes; just say what you mean directly.



Do not write so cryptically that no one knows what you are writing.

# Writing Recommendations

- Write in a style that is:
  - Factual
  - Objective; unbiased
  - Specific
  - Clear and to the point



# Quality Control



Supervisors may review your case notes to monitor progress.

Auditors may review your case notes for compliance with state and federal policy and procedure.

Remember, you never know who will be reading the case notes!

# *Warning*

Possible liability issue

Recording a “to do”  
item in the case file  
and not following  
through

Negative, biased or  
prejudicial language



**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# CO-ENROLLEMENT POLICY IN WIOA TITLE I PROGRAMS POLICY

---

Policy #: 2024-P-08

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for dual enrollment of WIOA Title I funded participants.

## **POLICY:**

The OWO encourages dual enrollment of WIOA Title I funded participants. Dual enrollment across Title I funded programs helps programs share in the costs of training and supportive services for individuals who are eligible for more than one program. It is essential that there is coordination of services for the participant(s) enrolled in and receiving services from Adult, Dislocated Worker and/or Youth funding streams. Documentation of said services must be coordinated by the WIOA Career Specialists (WCS) and WIOA Program Managers (WPM) and actions must be reflected within the Job Match System (JMS) case management system. Furthermore, attainment of all co-enrollment performance measures for dually or concurrently served participants will be the responsibility of all parties serving the individual.

## **PROCEDURE(S):**

A participant may be dually enrolled in the WIOA Title I funded program based on appropriately meeting the eligibility criteria. The referring agency must ensure that all the participant's completed assessments are included in the JMS system. The receiving agency will honor the assessment results and ensure the use of all assessments to assist in the achievement of the eligible participant's identified employment and training goals. Assessments will not be repeated unless specific assessment data is not available from the referring party. Services will be provided in accordance with each program's existing policies, documented in JMS and subject to data validation of each partnering agency. Both programs will be responsible for the attainment of all WIOA performance measures.

When working with a dually enrolled participant, each of the partnering agencies must maintain monthly communication. Pertinent services and case notes from either agency will be shared, discussed, and documented in respective funding streams within the JMS system. The agencies will decide which program will be the main case management organization and who will be the secondary case management organization. This decision should be based on the individual participant.

It is crucial that there is an agreed upon exit date that will be used by all programs. This date must reflect the completion of all services provided to the participant on the final date of service delivery. In all cases, the participant will be exited based on the federal soft exit policy. The JMS Case Management System will automatically exit an active participant as a Soft Exit if no meaningful service has been entered into the system for 90 consecutive days.

Follow-up services will be provided by the main case management organization agency and follow up services may vary according to the funding source.

Joint training between partners will occur, as needed, to ensure understanding of the Co-Enrollment Policy and Procedures.

**ACTION:**

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

---

# CONFIDENTIALITY POLICY

---

Policy #: 2020-P-05 Previous #: 2020-P-005

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for ensuring the privacy of applicant, participant, and employee information.

## **POLICY:**

It is the policy of OWO that the OWO, NHWORKS One-Stop Partners, and WIOA Title I recipients, subrecipients including Senior Community Service Employment Program (SCSEP), and vendors will hold in strictest confidence any and all information learned through their interaction with applicants, participants, or employees. Employees and/or volunteers of the above entities may inspect records and reports of an individual only when such information will aid in the performance of the employee's duty.

This policy does not preclude divulging information to other agencies and their personnel, provided that

1. Such information is necessary in order to successfully provide service to the individual; **AND**
2. The individual has provided written authority to divulge the information pertinent to him/her; **AND**
3. Information provided by other than the individual is not divulged under any circumstances.

Individuals may inspect, at the convenience of the OWO, One-Stop Partner or WIOA Title I recipient, subrecipient, SCSEP, or vendor, records or reports which pertain to that individual and which were generated by the OWO, One-Stop Partner or WIOA Title I recipient, subrecipient, SCSEP, or vendor.

## **PROCEDURE(S):**

1. All OWO employees and volunteers will be required to sign a Confidentiality Statement (copy attached). The original signed document will be kept in the employee's personnel file and a copy provided to the employee.
2. All WIOA Title I subrecipients shall have the same or similar confidentiality agreement in place for all staff assigned to a WIOA Title I funded program.
3. Revealing confidential information will immediately place the employee's or volunteer's job in jeopardy and subject to disciplinary action. The employee/volunteer may also be subject to criminal and/or civil prosecution as provided by law.
4. All One-Stop Partners, WIOA recipients, subrecipients, and vendors shall follow their own policies, procedures, and disciplinary process, provided that each entity clearly articulates a confidentiality policy, and that policy does not directly conflict with this policy.

## **ACTION:**

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

**ATTACHMENT:** Confidentiality Statement



## Confidentiality Statement

To ensure the privacy and confidentiality of applicant, participant, and employee information and to comply with the regulations under the [Workforce Innovation and Opportunity Act of 2014 \(Pub L 113-128\)](#), [the Privacy Act of 1974 \(5 USC 5521\)](#), and [the US Office of Management and Budget \(OMB Circular A-130\)](#), all employees and volunteers are required to read and sign this confidentiality statement.

### **Confidential Nature of WIOA Records**

Information obtained from any individual in the course of the administration of the programs that involves OWO oversight shall be held confidential and shall not be published or open to public inspection in any manner revealing the individual's identity except that:

1. An individual may inspect, at the convenience of the OWO, records and reports that pertain to him/her that were generated by the OWO;
2. Employees/volunteers of the OWO or its partners, in performance of their duties, may inspect records and reports of an individual where such information will aid in the performance of the employee's duties;
3. Employees of the US Department of Labor, other federal agencies, and state organizations with lawful responsibility to monitor, audit, and/or evaluate OWO-sponsored programs may inspect records and reports of an individual where such information is necessary for the performance of their legal duties;
4. Information regarding an individual may be divulged to other agencies and their personnel provided that
  - a. such information is necessary in order to successfully provide service to the individual;
  - AND**
  - b. t h e individual has provided written authority to divulge the information pertinent to him/her;
  - AND**
  - c. information provided by other than the individual is not divulged under any circumstances.
5. All information obtained in the course of employment or volunteer work with the OWO, which could reveal the identity of an individual, is completely confidential subject to the exceptions provided.
6. Exchange of information regarding program applicants, participants, or employees among or between OWO employees/volunteers, when such information is not necessary to the performance of official duties, is prohibited.
7. Such exchanges of information with spouses, children, friends, relatives, acquaintances, and strangers are equally forbidden.
8. Unless specific authorization to release confidential information is received in writing, all release of such information is prohibited. All requests for such confidential information, except as noted above should be referred to a supervisor.
9. Releasing confidential information without authorization will immediately place the employee/volunteer's job in jeopardy and subject to discipline, as well as to potential criminal and/or civil prosecution as it may be provided for in the law.

I certify that I have read the above and understand that violation of this confidentiality policy is sufficient cause for immediate discharge.

\_\_\_\_\_  
WIOA Employee/Volunteer Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# CREDENTIAL POLICY

---

Policy #: 2020-P-27 Previous #: 2020-P-027

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

**PURPOSE:** To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for ensuring the proper documentation of credentials.

**POLICY:** The [Workforce Innovation and Opportunity Act \(WIOA\)](#) puts into place a Credential Attainment indicator for Title I funded programs. As stated in [TEGL 10-16, Change 2](#), Credential Attainment is the percentage of participants enrolled in an education or training program (excluding OJT and Customized Training) who attained a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant is also employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program.

A recognized postsecondary credential defined as a credential consisting of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the State involved or Federal government, or an associate or baccalaureate degree. A recognized postsecondary credential is awarded in recognition of an individual's attainment of measurable technical or industry/occupational skills necessary to obtain employment or advance within an industry/occupation. These technical or industry/occupational skills generally are based on standards developed or endorsed by employers or industry associations. A certificate of completion is not considered a credential unless the certificate is also recognized by the industry associations.

Work readiness certificates are not included in this definition because the certificate is not recognized industry-wide nor documents the measurable technical or industry/occupational skills necessary to gain employment or advancement within an occupation. Likewise, such certificates must recognize technical or industry/occupational skills for the specific industry/occupation rather than general skills related to safety, hygiene, etc., even if such general skills certificates are broadly required to qualify for entry-level employment or advancement.

A variety of public and private entities award Industry-recognized credentials, including:

1. A state education agency, or a state agency responsible for administering vocational and technical education within a state;
2. An institution of higher education described in Section 102 of the Higher Education Act (20 USC 1002) that is qualified to participate in the student financial assistance programs authorized by Title IV of that Act. This includes community colleges, proprietary schools, and all other institutions of higher education that are eligible to participate in federal student financial aid programs;
3. A professional, industry, or employer organization (AWS for welding) using a valid and reliable assessment of an individual's knowledge, skills and abilities;

4. ETA's Office of Apprenticeship or a State Apprenticeship Agency.
5. A public regulatory agency, upon an individual's fulfillment of educational, work experience or skill requirements that are legally necessary for an individual to use an occupational or professional title or to practice an occupation or profession
6. A program that has been approved by the Department of Veterans Affairs to offer education benefits to veterans and other eligible persons;
7. Job Corps; and
8. Institutions of higher education that are formally controlled, or have been formally sanctioned or chartered by, the governing body of Tribes. Types of credentials include:
  - a. High School Diploma
  - b. Secondary/High School Equivalency
  - c. AA/AS Degree
  - d. BA/BS Degree
  - e. Occupational Skills License
  - f. Occupational Skills Certificate or Credential
  - g. Other Recognized Diploma, Degree or Certificate (specify)
  - h. Occupational Certification

Non-Occupational Skills Training is training that enhances employability but does not in itself result in a credential. If a training program does not include a credential, the participant's training can still be funded through WIOA as non-occupational skills training. Non-occupational skill training would not count as a credential in performance reporting, since a credential is not earned as part of that particular training. Non-Occupational Skills training count as a measurable skill gain.

All training services must be clearly identified and expectations for earning a credential must be stated in the participant's Individual Service Strategy (ISS) or Individual Employment Plan (IEP). The participant must understand that once training begins, he or she is expected to complete all requirements. If the participant fails to complete the entire program, WIOA Career Specialists (WCS) must not report a credential. If an individual is enrolled in a program that consists of multiple courses (AA/AS, BA/BS, etc.), the individual courses completed are not considered a credential. Upon completion of all the requirements of the program of study, a credential is entered upon proper documentation of such.

### **PROCEDURE(S):**

#### **Entry in the Job Match System**

Once the participant completes the training program and documentation of the postsecondary credential has been received, the WIOA Career Specialist (WCS) will enter the credential in the Job Match System (JMS). The WCS will use the following codes as appropriate when entering the credential:

- a. High School Diploma
- b. Secondary/High School Equivalency
- c. AA/AS Degree
- d. BA/BS Degree
- e. Occupational Skills License
- f. Occupational Skills Certificate or Credential

Staff will verify the credential by uploading a copy of the credential using the credential verification field in JMS. Additionally, staff will associate the credential to the appropriate training/activity record. If the participant completes a training program that leads to an occupational skills certificate/credential and an occupational skills license and the participant obtains both, two separate credentials can be entered, as long as both of them meet the definition of a credential. Staff must have documentation of both credentials before entering them into JMS.

The WCS will obtain a copy of the certificate (diploma, certificate, school letters, license or school transcript that indicates degree attained, etc.) or license and upload the document in the client's electronic case file. School letters, certificates and licenses must have the client's name and actual date of the achievement.

**ACTION:**

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

---

# CUSTOMER SATISFATION SURVEY POLICY

---

Policy #: 2020-P-12 Previous #: 2020-P-021

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for customer satisfaction survey requirements for WIOA Title I funded participants.

## **POLICY:**

A WIOA Customer Satisfaction Survey will be distributed through a method that is chosen by the individual subrecipient of Title I funds. These methods may include Survey Monkey, Google Docs, Microsoft Docs, or any other method that will capture and track on the data being requested. The goal is to achieve an 80% satisfaction rate in each funding stream.

## **PROCEDURE(S):**

At the end of each quarter, subrecipient staff will send the customer satisfaction survey question in the format that they have chosen to all individuals who were exited during the previous quarter. Subrecipient staff will monitor the return of the survey's and keep track of the responses. Additionally, at the end of each program year, the survey will also be sent to participants that enrolled during the program year but have not yet been exited.

Subrecipient staff will be responsible for compiling the results of the survey for their individual programs. A year-end narrative report must be sent to OWO no later than 60 days after the program year end date. This report should include but is not limited to the method of collection used, number of survey's sent, the number returned, the return percentage rate, calculations for each individual question asked, and comments made by participants.

## **ACTION:**

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

**ATTACHMENT:** WIOA Customer Satisfaction Survey Questions and Desk Aid



## WIOA Customer Satisfaction Survey

### Survey Contents

Each subrecipient should use the format and questions below when creating their survey.

NH Works WIOA Customer Satisfaction Survey

### Employment & Training Customer Satisfaction Survey

Welcome! Your feedback is very important to us and will be used to help us improve services for others. *This survey is confidential and only the answers will be recorded.*

Workforce Innovation and Opportunity Act (WIOA) is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. For additional general information about WIOA legislation and programs, visit the U.S. Department of Labor website.

If you have any questions regarding this survey, please feel free to contact your WIOA career navigator or Lisa Gerrard at (603) 271-0355.

1. What organization did you work with?
  - a. JAG NH
  - b. My-Turn
  - c. NH Employment Security
  - d. SNHS
2. What WIOA services did you receive?  
(*Select all that apply*)
  - a. Employment assistance
  - b. Career navigation and exploration
  - c. Education and/or training assistance
  - d. Supportive services
  - e. Referral to partner program
  - f. Other
3. How would you rate the quality of services you received from your WIOA Career Navigator?  
(1= not helpful to 5=extremely helpful)
  - a. 1-5
4. If you were in need of employment and training services again in the future, would you use the WIOA services again?  
(1=not likely to 5= extremely likely)
  - a. 1-5
5. Would you refer your family and friends to the WIOA programs?  
(1= not at all to 5= 100% yes)

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

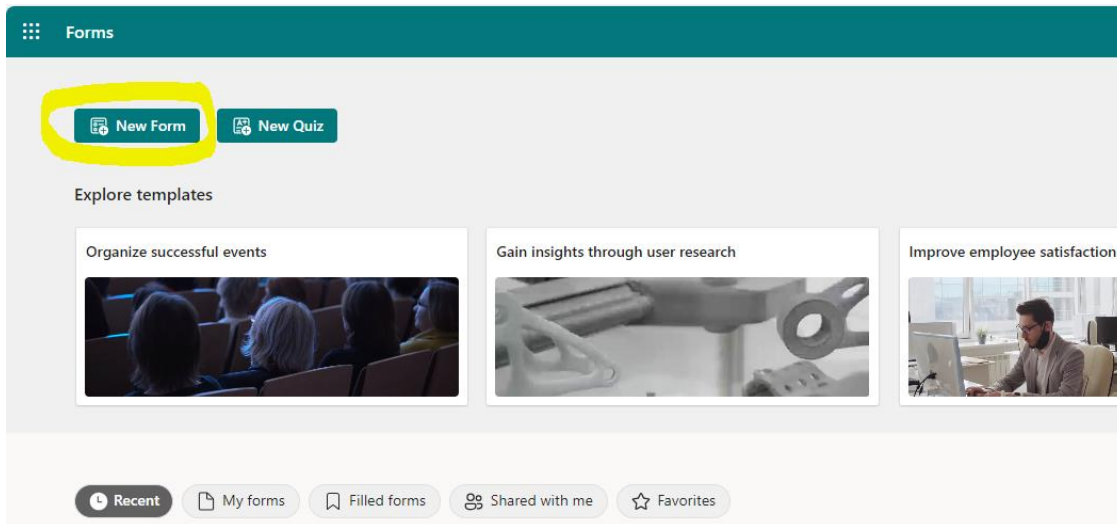
a. 1-5

6. Comments and/or concerns. *(Optional)*

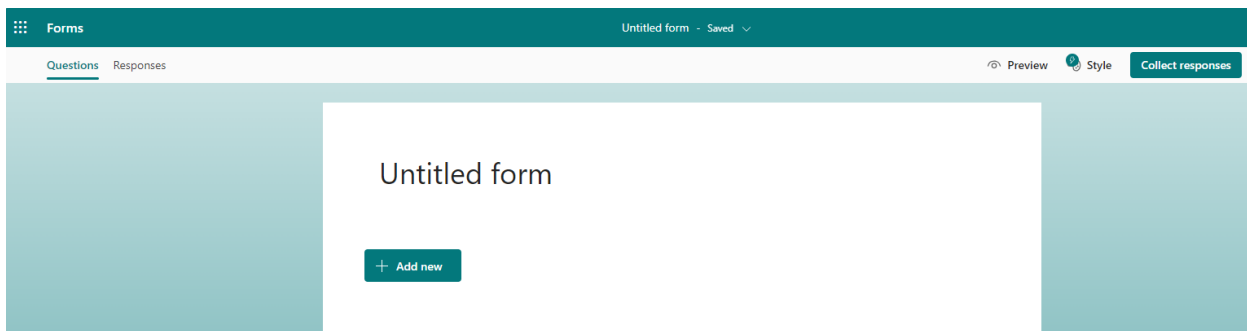
## Survey Desk Aid

### Microsoft Forms:

1. Get to Microsoft Forms either in the office apps on your computer or Microsoft 365 online. Click “New Form”.



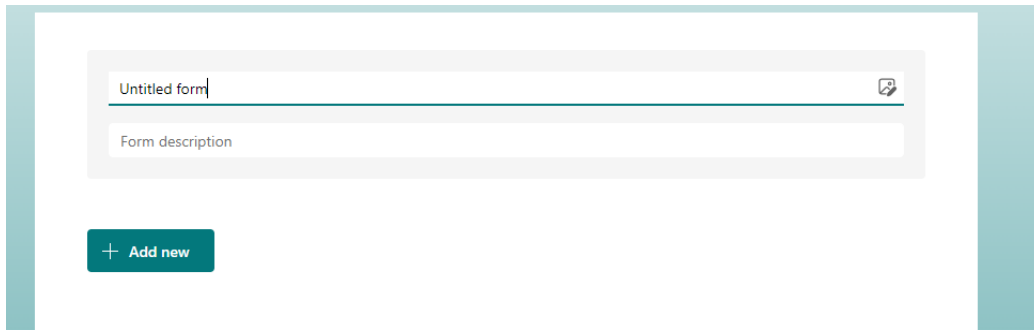
2. The new form will show this screen.



3. Click “Untitled form” and it will show this screen.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



The image shows a screenshot of a form creation interface. At the top, there is a text input field containing 'Untitled form' and a small icon to its right. Below this is a larger text area containing 'Form description'. At the bottom left of the interface is a teal button with a white plus sign and the text 'Add new'.

4. Add the NH Works logo and NH Works WIOA Customer Satisfaction Survey to the title and

### **Employment & Training Customer Satisfaction Survey**

Welcome! Your feedback is very important to us and will be used to help us improve services for others. *This survey is confidential and only the answers will be recorded.*

Workforce Innovation and Opportunity Act (WIOA) is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. For additional general information about WIOA legislation and programs, visit the U.S. Department of Labor website.

If you have any questions regarding this survey, please feel free to contact your WIOA career navigator or Lisa Gerrard at (603) 271-0355.

to the description

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**nhworks**  
WE'LL HELP YOU FIND YOUR FUTURE

NH Works WIOA Customer Satisfaction Survey

**Employment & Training Customer Satisfaction Survey**

Welcome! Your feedback is very important to us and will be used to help us improve services for others. *This survey is confidential and only the answers will be recorded.*

Workforce Innovation and Opportunity Act (WIOA) is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. For additional general information about WIOA legislation and programs, visit the U.S. Department of Labor website.

If you have any questions regarding this survey, please feel free to contact your WIOA career navigator or Lisa Gerrard at (603) 271-0355.

+ Choice Text Rating Date

5. Chose the “choice” option for question #1. Fill in the question with What organization did you work with? and the choice answers with the organizations: JAG NH, My-Turn, NH Employment Security, and SNHS. Make sure to check off “Required”.

1. What organization did you work with?

JAG NH

My-Turn

NH Employment Security

SNHS

+ Add option Add "Other" option

Multiple answers  Required

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

6. Chose the “choice” option for question #2. Fill in the question with What WIOA services did you receive?  
(Select all that apply)

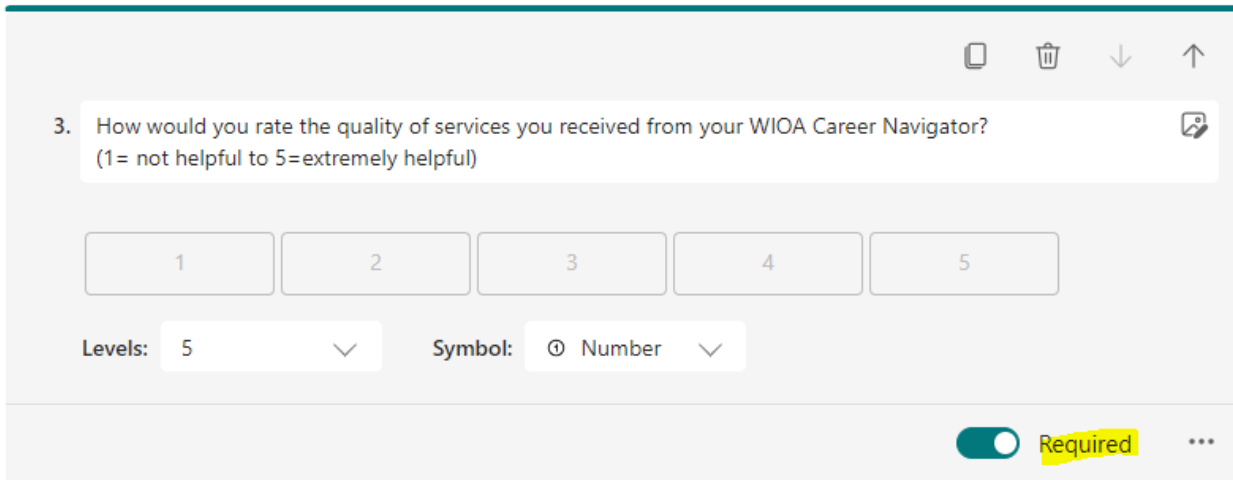
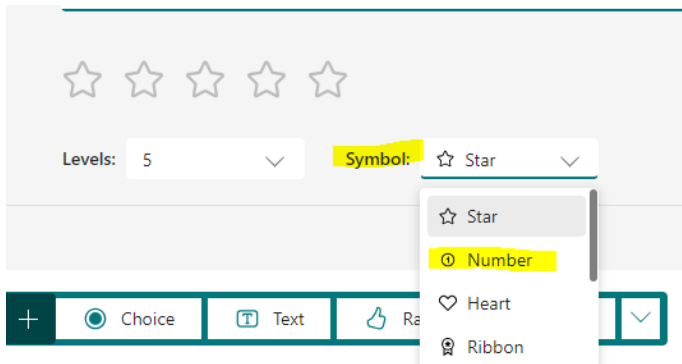
and the choice answers with: Employment assistance, Career navigation and exploration, Education and/or training assistance, Supportive services, Referral to partner program, and other. Make sure to check off “Multiple answers” and “Required”.

The screenshot shows a survey question editor interface. At the top, there is a question editor for question #2: "What WIOA services did you receive?" with the instruction "(Select all that apply)". Below the question, there is a list of options, each with a checkbox and a small icon: "Employment assistance", "Career navigation and exploration", "Education and/or training assistance", "Supportive services", "Referral to partner program", and "Other". Below the options, there is a "+ Add option" button. At the bottom of the editor, there is a "Select total options:" dropdown menu set to "No limit". At the very bottom, there are two toggle switches: "Multiple answers" (checked) and "Required" (checked).

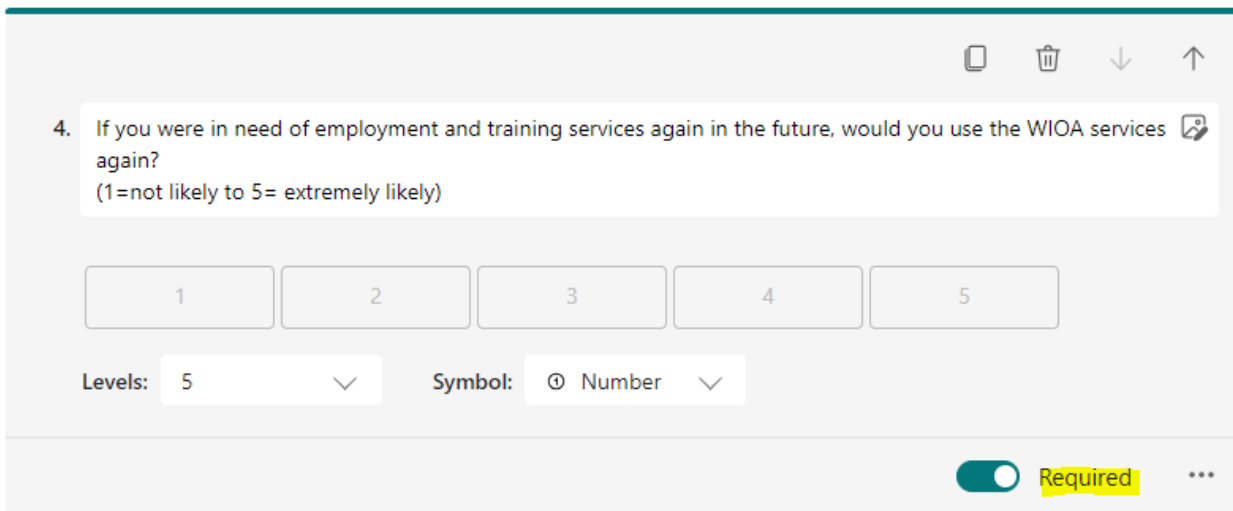
7. Chose the “rating” option for question #3. Fill in the question with How would you rate the quality of services you received from your WIOA Career Navigator?  
(1= not helpful to 5=extremely helpful)  
and change the “symbol” to “number”. Make sure to check off “Required”.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



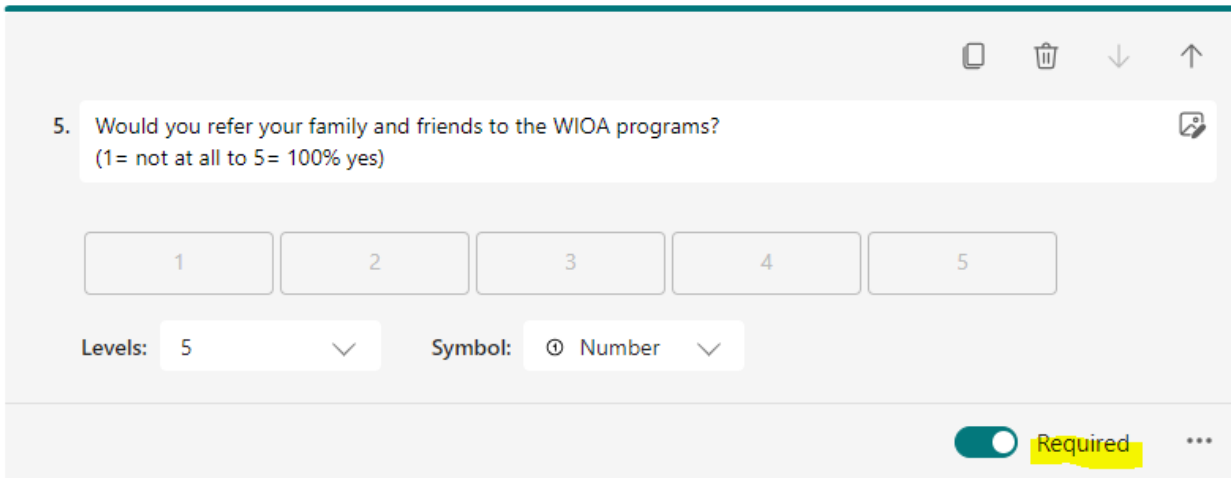
- 8. Chose the “rating” option for question #4. Fill in the question with  
If you were in need of employment and training services again in the future, would you use the WIOA services again?  
(1=not likely to 5= extremely likely)  
and change the “symbol” to “number”. Make sure to check off “Required”.



**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

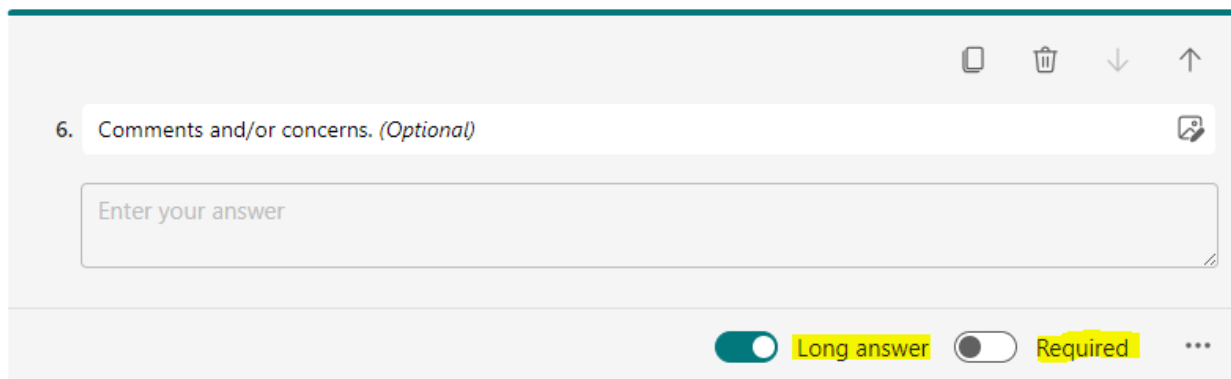
For program funding details in compliance with the Stevens Amendment, please visit <https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency>

9. Chose the “rating” option for question #5. Fill in the question with  
Would you refer your family and friends to the WIOA programs?  
(1= not at all to 5= 100% yes)  
and change the “symbol” to “number”. Make sure to check off “Required”.



The screenshot shows a question editor for a rating question. The question text is "5. Would you refer your family and friends to the WIOA programs? (1= not at all to 5= 100% yes)". Below the question are five radio button options labeled 1, 2, 3, 4, and 5. The "Levels" dropdown is set to 5, and the "Symbol" dropdown is set to "Number". A "Required" toggle is turned on and highlighted in yellow.

10. Chose the “text” option for question #6. Fill in the question with  
Comments and/or concerns. (Optional)  
and make sure to check “Long answer” and UNCHECK “Required”.



The screenshot shows a question editor for a text question. The question text is "6. Comments and/or concerns. (Optional)". Below the question is a large text input field with the placeholder text "Enter your answer". The "Long answer" toggle is turned on and highlighted in yellow, and the "Required" toggle is turned off and highlighted in yellow.

11. The “preview” should look like this:

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



# NH Works WIOA Customer Satisfaction Survey

## Employment & Training Customer Satisfaction Survey

Welcome! Your feedback is very important to us and will be used to help us improve services for others. *This survey is confidential and only the answers will be recorded.*

Workforce Innovation and Opportunity Act (WIOA) is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. For additional general information about WIOA legislation and programs, visit the U.S. Department of Labor website.

If you have any questions regarding this survey, please feel free to contact your WIOA career navigator or Lisa Gerrard at (603) 271-0355.

Hi, [REDACTED]. When you submit this form, the owner will see your name and email address.

\* Required

1. What organization did you work with?

\*

- JAG NH
- My-Turn
- NH Employment Security
- SNHS

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

2. What WIOA services did you receive?

*(Select all that apply) \**

- Employment assistance
- Career navigation and exploration
- Education and/or training assistance
- Supportive services
- Referral to partner program
- Other

3. How would you rate the quality of services you received from your WIOA Career Navigator?

*(1= not helpful to 5=extremely helpful) \**

1	2	3	4	5
---	---	---	---	---

4. If you were in need of employment and training services again in the future, would you use the WIOA services again?

*(1=not likely to 5= extremely likely) \**

1	2	3	4	5
---	---	---	---	---

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

5. Would you refer your family and friends to the WIOA programs?  
(1= not at all to 5= 100% yes) \*

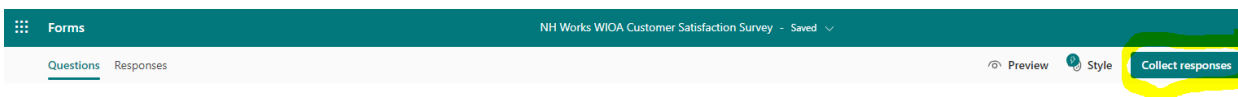
1 2 3 4 5

6. Comments and/or concerns. (Optional)

Enter your answer

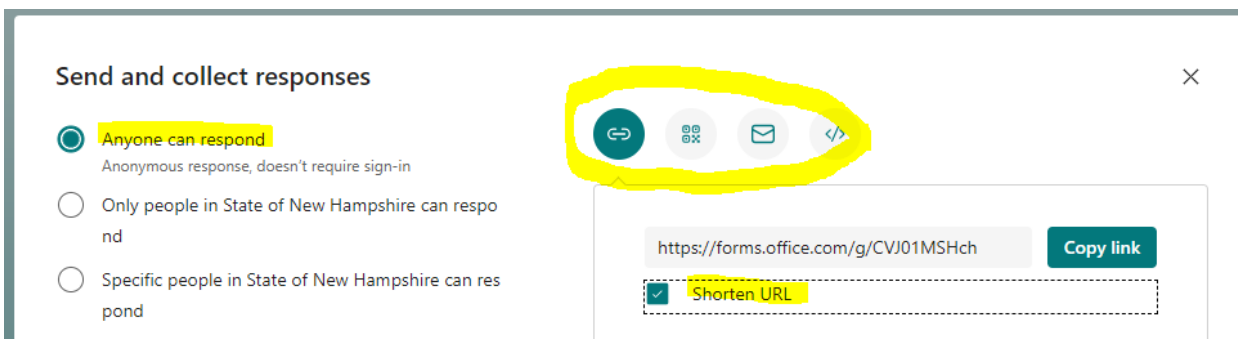
Submit

12. To send to clients click the “collect responses” button.



13. Check the option, “Anyone can respond” to make anonymous.

14. If you would like to send out via URL you can copy link and shorten URL, if you would like it to be a QR Code it will give you one to copy, if you would like to send it via email it brings up your outlook email, if you would like to post it to a webpage via code it will give you a line of code to copy.

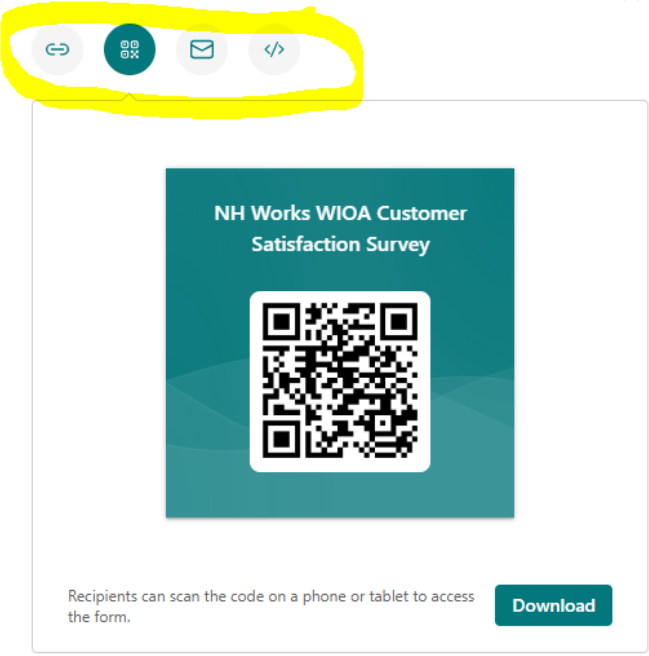


**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Send and collect responses**

- Anyone can respond  
Anonymous response, doesn't require sign-in
- Only people in State of New Hampshire can respond
- Specific people in State of New Hampshire can respond



Recipients can scan the code on a phone or tablet to access the form. [Download](#)

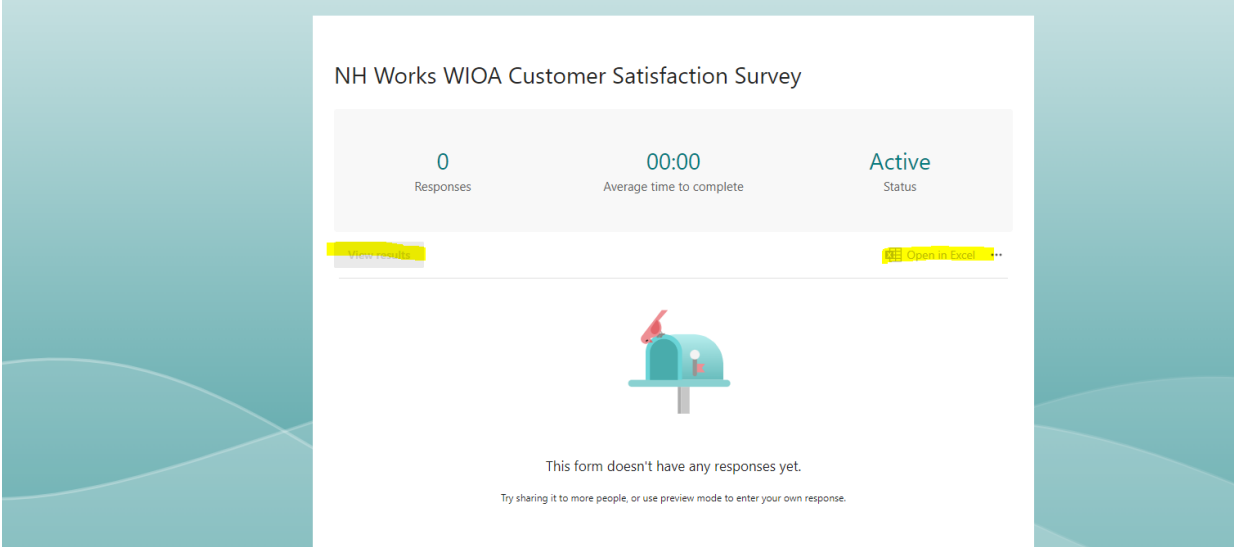
15. To view the response data, click “Responses” where it will pull up the results of the survey and give you an option to download an Excel sheet that needs to be sent to Lisa.

Questions **Responses** Preview Style [Collect responses](#)

NH Works WIOA Customer Satisfaction Survey

0 Responses	00:00 Average time to complete	Active Status
----------------	-----------------------------------	------------------

[View responses](#) [Open in Excel](#)

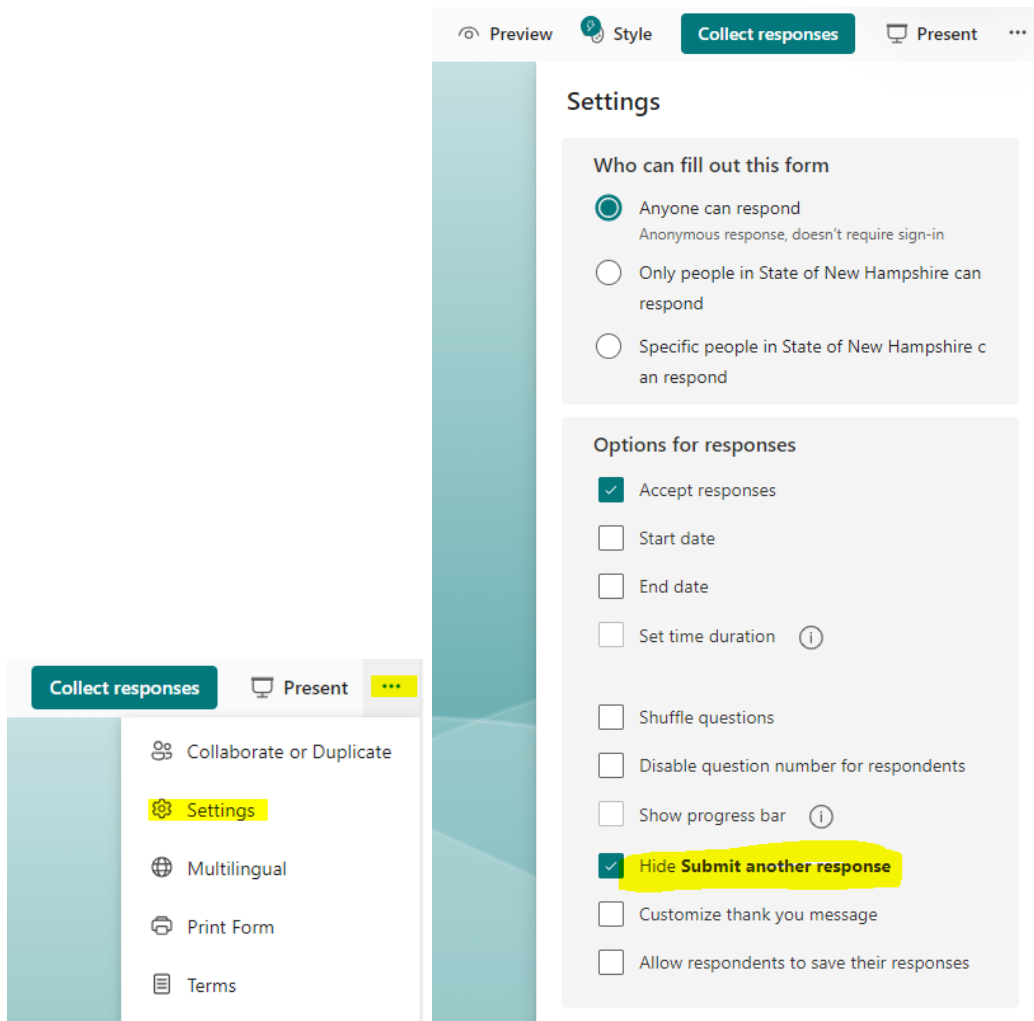


This form doesn't have any responses yet.  
Try sharing it to more people, or use preview mode to enter your own response.

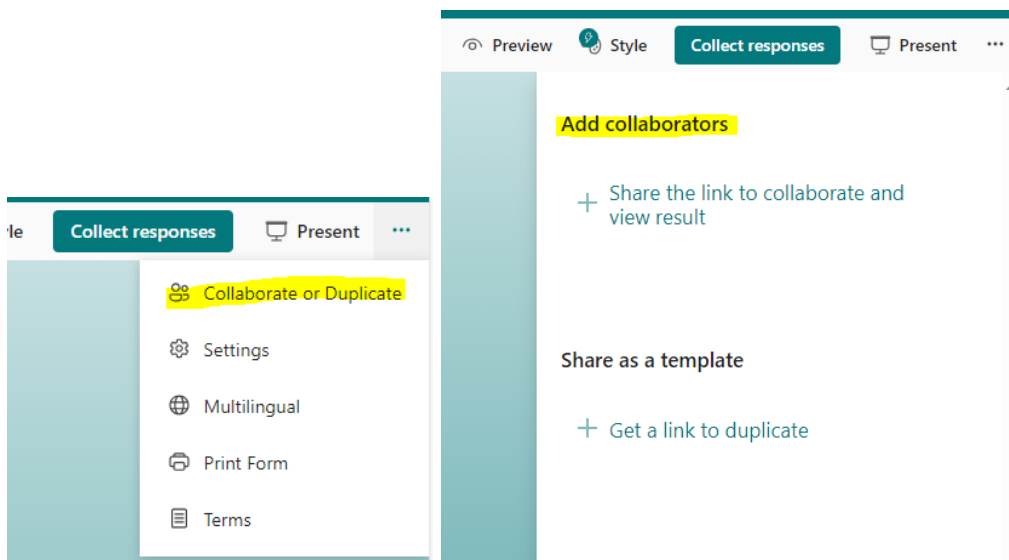
16. There are multiple settings that are available and one that must be checked off. You MUST check “Hide Submit another response”.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



17. There is also the option to add in “Collaborators” which will give the option to multiple people to check responses and “own” the form.



**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

## Survey Desk Aid

### Google Docs:

# NH Works WIOA Customer Satisfaction Survey

### Employment & Training Customer Satisfaction Survey

Welcome! Your feedback is very important to us and will be used to help us improve services for others. *This survey is confidential and only the answers will be recorded.*

Workforce Innovation and Opportunity Act (WIOA) is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. For additional general information about WIOA legislation and programs, visit the U.S. Department of Labor website.

If you have any questions regarding this survey, please feel free to contact your WIOA career navigator or Lisa Gerrard at (603) 271-0355.

What organization did you work with?

JAG NH

My-Turn

NH Employment Security

SNHS

Add option or [add "Other"](#)

Multiple choice

Required

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



⋮

If you were in need of employment and training services again in the future, would you use the WIOA services again?

(1=not likely to 5= extremely likely)

1 ▾ to 5 ▾

1 Label (optional)

5 Label (optional)

📄 🗑️ Required  ⋮

👤 📄 Tt 📄 📄 📄

⋮

Would you refer your family and friends to the WIOA programs?

(1= not at all to 5= 100% yes)

**B** *I* U 🔗 ✖

1 ▾ to 5 ▾

1 Label (optional)

5 Label (optional)

📄 🗑️ Required  ⋮

👤 📄 Tt 📄 📄 📄

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

1. Comments and/or concerns. *(Optional)*

Long answer text

Paragraph

Required

# NH Works WIOA Customer Satisfaction Survey

## Employment & Training Customer Satisfaction Survey

Welcome! Your feedback is very important to us and will be used to help us improve services for others. *This survey is confidential and only the answers will be recorded.*

Workforce Innovation and Opportunity Act (WIOA) is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. For additional general information about WIOA legislation and programs, visit the U.S. Department of Labor website.

If you have any questions regarding this survey, please feel free to contact your WIOA career navigator or Lisa Gerrard at (603) 271-0355.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

What organization did you work with? \*

- JAG NH
- My-Turn
- NH Employment Security
- SNHS

What WIOA services did you receive? \*

*(Select all that apply)*

- Employment assistance
- Career navigation and exploration
- Education and/or training assistance
- Supportive services
- Referral to partner program
- Other: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

How would you rate the quality of services you received from your WIOA Career Navigator? \*

(1= not helpful to 5=extremely helpful)

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you were in need of employment and training services again in the future, would you use the WIOA services again? \*

(1=not likely to 5= extremely likely)

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

Would you refer your family and friends to the WIOA programs? \*

(1= not at all to 5= 100% yes)

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1. Comments and/or concerns. *(Optional)*

Your answer

---

Submit

Clear form

Never submit passwords through Google Forms.

This content is neither created nor endorsed by Google. [Report Abuse](#) - [Terms of Service](#) - [Privacy Policy](#)

Google Forms

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

Questions Responses Settings

---

Presentation ^  
Manage how the form and responses are presented

FORM PRESENTATION

Show progress bar

Shuffle question order

AFTER SUBMISSION

Confirmation message Edit  
*Your response has been recorded*

Show link to submit another response

View results summary   
Share [results summary](#) with respondents. [Important details](#)

Questions Responses Settings

0 responses Link to Sheets Accepting responses

Waiting for responses

NH Works WIOA Customer Satisfaction Survey All changes saved in Drive Send






Questions Responses Settings

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

## Send form ✕

Collect email addresses Do not collect ▾

Send via     


### Email

To  
Enter names or email addresses

Subject  
NH Works WIOA Customer Satisfaction Survey

Message  
I've invited you to fill out a form:

Include form in email

 Add editor Cancel Send

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# DATA VALIDATION POLICY

---

Policy #: 2019-P-01 Previous #: 2019-1

Source: 7/1/2020, 3/9/2022, 7/1/2022, 10/30/23, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To define the data validation guidance and procedures to be used for the Workforce Innovation and Opportunity Act (WIOA) Title I Adult, WIOA Title I Dislocated Worker (DW), WIOA Title I Youth programs.

## **POLICY:**

Under [WIOA Section 116 \(d\)\(5\)](#) and the further guidance of U.S. Department of Labor (USDOL) Training and Employment Guidance Letter ([TEGL 23-19 Change 1](#), [TEGL 23-19 Change 2](#) and [TEGL 07-18](#)), states are required to develop a data validation strategy that helps ensure the accuracy of the annual statewide performance reports, safeguards data integrity, and promotes the timely resolution of data anomalies and inaccuracies.

Data validation is a series of internal controls or quality assurance techniques established to verify the accuracy, validity, and reliability of data. Establishing a data validation framework will ensure that all program data are consistent and accurately reflect the performance of each grant recipient. To that end, the purposes of validation procedures are to:

1. Verify that the performance data reported by grant recipients to DOL are valid, accurate, reliable, and comparable across programs;
2. Identify anomalies in the data and resolve issues that may cause inaccurate reporting;
3. Outline source documentation required for common data elements; and
4. Improve program performance accountability through the results of data validation effort.

## **PROCEDURE(S):**

**Data Entry into Case Management System:** As a recipient of WIOA Title I funds, OWO and its WIOA Title I funded service providers are required to maintain and report accurate and reliable program and financial information to the Department of Labor (DOL). Data validation requires OWO and WIOA Title I funded service providers to ascertain the validity, accuracy, and reliability of participant data submitted to DOL, as set forth in Section 116 of the Workforce Innovation and Opportunity Act (WIOA).

In addition, modern time saving and cost cutting business practices embrace the elimination of paper “hard files” for storing participant source documentation used in the data validation process. Case management and compliance oversight is most efficient when source documentation is stored in a common and secure virtual database. Common virtual case file documentation practices across WIOA Title I programs ensures consistency, increases accuracy, and contributes to lean practices.

It is OWO’s policy to ensure, to the maximum extent feasible, the accuracy of the data entered by WIOA Title I programs into the Job Match System (JMS), New Hampshire’s statewide electronic case management system. New Hampshire WIOA Title I funded service providers must upload and record all source documentation and case notes related to the demographics, eligibility determination, program enrollment, and provision of services

to WIOA Title I enrolled individuals into JMS as outlined in this policy. Source documentation for required data elements are located in [TEGL 23- 19 Change 2, Attachment II](#).

OWO will conduct ongoing reviews of JMS records to ensure compliance with this policy and to validate the accuracy of information recorded in JMS. JMS reviews may include but are not limited to desk review of JMS records and the review of JMS reports. OWO will provide training and technical assistance as appropriate, but not less frequently than on an annual basis.

To ensure consistency and accuracy of the uploading of data validation source documentation into JMS across all WIOA Title I programs in NH, WIOA Title I service providers are required to comply with the following procedures when recording services and other data, uploading documents, and recording case notes into participant JMS records.

Providers are authorized to upload documents in addition to those referenced in this policy. Providers must ensure a consistent naming convention and consistent JMS filing system for these additional documents.

**Timeline for JMS data entry, uploading documents, and recording activities and case notes:** Real time and accurate JMS data entry is imperative. DOL requires the collection and reporting of “accurate and timely information about individuals who receive services through programs authorized under the law” ([WIOA Joint Rule, Department’s response on page 55793](#)) and further describes the states’ responsibilities for ensuring valid and reliable data collection in [20 CFR 677.240](#).

WIOA Title I service providers must record services, upload supporting data validation source documentation, and record case notes corroborating participant eligibility determination, program enrollment, services provided, and outcomes of services in real time. If real time data entry is not possible, service providers have seven (7) calendar days to record services, upload applicable documentation, and record case notes. If services are entered beyond the 7-day allotted timeframe, the reason for the late entry must be recorded in case notes. The WIOA program manager (WPM) for each subrecipient must document in case notes the service that was recorded late, the reason for the late entry, and that the program manager reviewed and approved the late entry.

In addition, dates of services recorded in JMS must reflect the date the service was provided to the participant. It is incredibly important that services are not left “open ended”. Therefore, an activity must be entered each and every time it is provided. Begin and end dates should not extend longer than the amount of time a service takes to complete. For example, when labor market and employment information is provided to an individual on a specific date, an activity should be entered using that begin and end date. It should not extend beyond the actual day it was provided. For training, the begin and end date should reflect the actual begin date of the first day of training and the end date should be the last day of training.

**Data Validation:** Data validation will be conducted by OWO on a quarterly basis. OWO staff responsible for conducting data validation reviews will download the PIRL Data sampling report in JMS for the program they are validating. Reports will be available on or after the 1st of the month following the quarter end. Staff responsible for conducting data validation review must complete their quarterly reviews at by the end of October, January, April and July on both active and exited cases. OWO Staff are responsible for validating the most recent completed quarter.

OWO Staff will follow the JMS Data Validation Processes on how to access the PIRL data sampling report (to run data validation in JMS – Staff). The sample size will be based on a 95% confidence Level and a 20%

Confidence Interval. Depending on the size of each record set, the corresponding number of sample records shown below, at a minimum, must be examined. These guidelines are applicable for every review. If the minimum number of sample records is not available, all available records must be reviewed.

PIRL Data Record Set	Confidence Level	Confidence Interval	Resulting Sample Size
1-99	95	20	20
100-199	95	20	22
200-299	95	20	22
300-399	95	20	23
400-499	95	20	23
500-599	95	20	23
600-699	95	20	23
700-799	95	20	23
800-899	95	20	23
900-999	95	20	23

The Job Match System (JMS), NH’s case management system, will be used to sample the pool of available active and exited cases for WIOA Title I Adult, Dislocated Worker, and Youth programs. JMS will generate the necessary number of worksheets and will cover the PIRL elements to be validated. All elements that are eligible to be validated can be found on the Common Elements document. PIRL data elements that add value (weight to the participant record) may include:

1. Enrolled during program participation in an education or training program leading to a recognized postsecondary credential or employment.
2. Enrolled in secondary education.
3. Participant received a recognized credential.
4. Participant received training services.
5. Participated in Postsecondary education during program participation.
6. Received a measurable skill gain.

Each worksheet will detail one case, with the corresponding PIRL element values and columns for the Reported Value, the Audit Outcome, the Document used for validation and any comments. OWO staff will evaluate each PIRL element value against the participant’s file to see if case file documentation supports it and mark the reported value as either “Pass”, “Fail”, or “Unable to Validate” by choosing the corresponding value in the drop-down within the Audit Outcome column. Each PIRL element listed in [TEGL 23-19 Change 2 Attachment II](#) has a list of the supported documentation acceptable for that element. In addition, Attachment 3,

lists the documentation that is preferred, acceptable, and allowed as it aligns with TEGL 23-19 Change 2 Attachment II. Only the documents listed as approved documentation for that PIRL element may be used in support. Any elements marked “Fail” must be accompanied by a supportive explanation in the Comments column, detailing why the value failed and what corrective action must be undertaken to correct the issue.

At the conclusion of the validation process, an electronic copy of the workbook will be retained by OWO to ensure proper records retention. A report outlining the outcome of the validation process will be sent to the subrecipients no later than the last day of November, February, May and August. Subrecipients will also be sent their individual workbooks via email or they can access their individual workbooks in JMS once the reports are completed by following the instructions in the JMS Data Validation Processes.

**Monitoring:** OWO will also integrate data validation into its annual onsite program reviews. The OWO WIOA Program Specialist and WIOA Program Administrator will review a random sample of active cases. The items to be reviewed may vary from year to year based on certain initiatives. At a minimum, cases will be reviewed for eligibility documentation and proper recording of case management activities. OWO staff will document the results in the Annual On-Site Program Report. The WIOA programs will receive feedback on the outcomes of the reviews and that feedback will indicate required findings, if applicable. Any issues found and noted will need to be corrected by the subrecipient within thirty days of the report. OWO will randomly review cases for correction.

OWO will also conduct quarterly desk reviews during 2nd or 3rd (depending upon when the annual review is held) and 4th quarters. OWO will provide official results of the random file reviews in the desk review reports that are issued. The WIOA programs will receive feedback on the outcomes of the reviews and that feedback will indicate required findings, if applicable. Any issues found and noted will need to be corrected by the subrecipient within thirty days of the report. OWO will randomly review cases for correction.

**Data Integrity:** On a monthly basis, OWO staff will run a file in JMS to produce a data integrity report that mirrors the Department of Labor’s quarterly reports. Subrecipient staff will be notified that the file is available. Subrecipient staff will then run the data integrity report in JMS and review any targets that do not meet the values set. Subrecipient staff will have until the end of that month to review and update any information.

In addition, the Department of Labor (USDOL) will provide OWO with feedback on its submitted performance reports to aid in data integrity efforts and support data accuracy. The analysis will include, but is not limited to, a review of the data submitted, anomalies and outliers, and other potential data quality issues, which may indicate reporting inaccuracies. OWO and subrecipients will make use of these feedback reports to conduct quarterly data integrity reviews to identify data errors, missing data, out-of-range variances in values reported, and other anomalies.

**Correcting Missing or Erroneous Data:** All data validation related reports, desk reviews, or annual reviews will provide required corrective actions with a due date of 30 days of the date of the report. Each subrecipient must take appropriate actions to correct missing or erroneous data found during data validation.

**Record Retention:** All data validation records and documentation will be maintained in accordance with Federal records retention requirements, as given in [2 CFR 200.334](#):

*Financial records, supporting documents, statistical records, and all other non-Federal entity records pertinent to a Federal award must be retained for a period of three years from the date of submission of the final expenditure report or, for Federal awards that are renewed quarterly or annually, from the date*

*of the submission of the quarterly or annual financial report, respectively, as reported to the Federal awarding agency or pass-through entity in the case of a subrecipient. Federal awarding agencies and pass-through entities must not impose any other record retention requirements upon non-Federal entities.*

This would include:

1. copies of worksheets on data elements or records reviewed;
2. frozen quarterly wage records for wage record matching used for reporting outcomes;
3. trends in common data accuracy issues and error rates; and
4. corrective action efforts made after data validation reviews.

**Training:** During the first quarter of each program year, data validation staff will review, and receive training on the data validation process to ensure uniform application of all policies and procedures. In addition, OWO will provide annual data validation training for staff.

**ACTION:**

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

**ATTACHMENTS:**

- 1: JMS Data Validation and Data Integrity Process
- 2: Common Elements
- 3: Source Documentation List



## JMS Data Validation and Data Integrity Process - WIOA

### To create Templates (must have an admin account):

In the JMS admin system select Reports Administration>Federal Reports Administration>PIRL Reporting Assistant>PIRL Data Sampling>Data Sample Audit Form Templates>Create New Audit Form. Complete Form Title. Select Funding Stream. Select required for program. Select the element's to be completed click add selected elements. Once all of the elements have been added select save audit form.

### To add the data file for analytics (this will pull the files for the data integrity report) and data sampling (must have an admin account):

In the JMS admin system select Reports Administration>Federal Reports Administration>PIRL Reporting Assistant>PIRL Files Download. The most recent PIRL files will be listed based on the "Schema Name". The PIRL files run every night. Find the program and date you want. Select show file details of the report you want. Scroll down to Data Administration and select administer dataset and click. Under Usability Group, click data analytics and data sampling radio button. From data analytics availability drop down choose "share" with staff users. Click include for data analytics and/or data sampling.

\*\*\*You must wait for the file to be visible (15 minutes or more)

In the JMS admin system select Reports Administration>Federal Reports Administration>PIRL Reporting Assistant>PIRL Data Sampling>PIRL Data Sampling Requests>scroll to Request new sample>Reporting year select>select source file (the one you just did)>radio button for active and Exited Participants> identify the data element validation sample size> click the box indicating the funding stream> take out the percentage number> no less than the number required>no more than required number +1>WIB name State of NH> next>confirm>show details>

You must wait for the file to update. You will see an administer hyperlink when it is ready (15 minutes or more).

### To Run Data Validation in JMS- ADMIN (must have an admin account):

In the JMS admin system select Reports Administration>Federal Reports Administration>PIRL Reporting Assistant>PIRL Data Sampling>PIRL Data Sampling Requests>Choose the file you want (match up by the create date) by clicking administer. To download all of the data validation sheets as an excel document click on download data element validation workbook. Choose the form you want (youth, adult, DW, etc.), audit status button should be set at all, so you get the whole workbook. Click prepare forms. Click download file. This will open an Excel document that shows instructions, summary and each data validation worksheet. If you save this document and enter the DV information on each sheet you can upload the whole document once completed.

If you want to complete them one at a time, choose complete Data Element Validation instead of the workbook. Choose the form you want (youth, adult, DW, etc.), electronic or manual. Click prepare forms. Click validate record and complete the audit outcome and source document fields that are required for that case. Click Save once complete.

### To Run Data Validation in JMS-Staff

In JMS system select reports>federal reports>WIOA Performance>PIRL Reporting Assistant> Data Sampling. Choose the file you want (match up by the create date). Click Show Details.

To download all of the data validation sheets as an excel document click on download data element validation workbook. Choose the form you want (youth, adult, DW, etc.), audit status button should be set at all, so you get the whole workbook. Click prepare forms. Click download file. This will open an Excel document that shows instructions, summary and each data validation worksheet. If you save this document and enter the DV information on each sheet you can upload the whole document once completed.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

If you want to complete them one at a time, choose complete Data Element Validation instead of the workbook. Choose the form you want (youth, adult, DW, etc.), electronic or manual. Click prepare forms. Click validate record and complete the audit outcome and source document fields that are required for that case. Click Save once complete.

### **To Run Data Validation Result Report in JMS-Staff**

In JMS system select reports>federal reports>WIOA Performance>PIRL Reporting Assistant> Data Sampling Audit Summary by File. Click on the reporting period you want, the funding stream, and the audit form. Or simply pick the data sample audit that you need. Hit Display. This will produce a report that can be exported to PDF. Save a copy of this report in your data validation for folder and send a copy to OWO.

### **To Run Data Integrity Reports in JMS - Staff**

Once the PIRL file has been run and administered by a user with ADMIN privileges (see section: To add the data file for analytics and data sampling), staff with privileges will be able to run the Data Integrity Measures report for their individual programs. To access this report in JMS, select reports>federal reports>WIOA Performance>PIRL Data Analytics>Data Integrity Measures. Select the funding stream you want, the appropriate reporting period, and the data set configuration provided. Click Display. For any area that target is not met, click on the percent number listed. This will open a new window and provide a listing of cases. Export this sheet into excel. Review cases where the NUM value is 0 to make sure that the JMS case is accurate. If not, make any changes to the participants record with supporting documentation. Return to manage reports and run the report again if there were more areas where the target wasn't met. Complete the steps as necessary so that all areas that do not meet target have been reviewed.

## Common Elements

Please refer to [TEGL 23-19 Change 2 Attachment 2](#) for Source Documentation Requirements to validate the following Data Elements:

DATA ELEMENT #	DATA ELEMENT NAME
200	Date of Birth
202	Individual with a Disability
211	American Indian/Alaska Native
214	Native Hawaiian/Other Pacific Islander
301	Eligible Veteran Status
401	UC Eligible Status
402	Long-Term Unemployed at Program Entry (WIOA)
407	Highest School Grade Completed at Program Entry
408	Highest Educational Level Completed at Program Entry
409	School Status at Program Entry
410	Date of Actual Dislocation
411	Most Recent Date of Qualifying Separation
412	Tenure with Employer at Separation
413	Migrant and Seasonal Farmworker Designation as defined at 20 CFR 651.10
600	Temporary Assistance to Needy Families (TANF)
601	Exhausting TANF Within 2 Years(Part A Title IV of the Social Security Act) at Program Entry
602	Supplemental Security Income(SSI) / Social Security Disability Insurance (SSDI)
603	Supplemental Nutrition Assistance Program (SNAP)
604	Other Public Assistance Recipient
701	Pregnant or Parenting Youth
702	Youth who needs additional assistance
704	Foster Care Youth Status at Program Entry (WIOA)
800	Homeless participant, Homeless Children and Youths, or Runaway Youth at Program Entry
801	Ex-Offender Status at Program Entry
802	Low Income Status at Program Entry
803	English Language Learner at Program Entry
804	Basic Skills Deficient/Low Levels of Literacy at Program Entry
806	Single Parent at Program Entry
807	Displaced Homemaker at Program Entry
808	Eligible Migrant and Seasonal Farmworker Status(WIOA sec.167)
900	Date of Program Entry
901	Date of Program Exit
902	Date of First Case Management and Employment Service
906	Date of First WIOA Youth Service
907	Recipient of Incumbent Worker Training
908	Rapid Response
915	TAA Petition Number

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

923	Other Reasons for Exit
924	TAA Application Date
925	Date of First TAA Benefit or Service
1001	Date of First Basic Career Service (Staff-Assisted)
1002	Most Recent Date Received Basic Career Services (Self-Service/Information - Only)
1003	Most Recent Date Received Basic Career Services (Staff-Assisted)
1004	Date of Most Recent Career Service (WIOA)
1005	Most Recent Date Received Staff-Assisted Services (DVOP specialist)
1006	Date Referred to Department of Veterans Affairs Vocational Rehabilitation and Employment Program
1007	Date of Most Recent Reportable Individual Contact
1200	Date of First Individualized Career Service
1201	Most Recent Date Received Individualized Career Service
1202	Date Individual Employment Plan Created
1205	Type of Work Experience
1206	Date Received Financial Literacy Services
1211	Transitional Jobs
1300	Received Training (WIOA)
1302	Date Entered Training #1 (WIOA)
1303	Type of Training Service #1 (WIOA)
1306	Occupational Skills Training Code #1
1307	Training Completed #1
1308	Date Completed, or Withdrew from, Training #1
1309	Date Entered Training #2 (WIOA)
1310	Type of Training Service #2 (WIOA)
1311	Occupational Skills Training Code #2
1312	Training Completed #2
1313	Date Completed, or Withdrew from, Training #2
1314	Date Entered Training #3 (WIOA)
1315	Type of Training Service #3 (WIOA)
1316	Occupational Skills Training Code #3
1317	Training Completed #3
1318	Date Completed, or Withdrew from, Training #3
1319	Established Individual Training Account (ITA)
1321	Waiver from Training Requirement
1322	Date of Most Recent Case Management and Reemployment Service
1323	Date Waiver From Training Requirement Issued
1332	Participated in Postsecondary Education During Program Participation (WIOA)
1401	Enrolled in Secondary Education Program (WIOA)
1402	Most Recent Date Received Educational Achievement Services
1403	Most Recent Date Received Alternative Secondary School Services
1405	Most Recent Date Received Work Experience Opportunities
1406	Date Enrolled in Post Exit Education or Training Program Leading to a Recognized Postsecondary Credential (WIOA)
1407	Most Recent Date Received Education Offered Concurrently with Workforce Preparation
1408	Most Recent Date Received Leadership Development Opportunities

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

1409	Most Recent Date Received Supportive Services
1410	Most Recent Date Received Adult Mentoring Services
1411	Most Recent Date Received Comprehensive Guidance/ Counseling Services
1412	Most Recent Date Received Youth Follow-up Services
1413	Most Recent Date Youth Received Entrepreneurial Skills Training
1414	Most Recent Date Youth Received Services that provide labor market information and employment information
1415	Most Recent Date Youth Received Postsecondary transition and preparatory activities
1500	Received Needs-Related Payments
1511	Date Received First Basic TRA payment
1526	Date Received First Completion TRA Payment
1534	Date Received First A/RTAA Payment
1535	Received Needs-Related Payments
1600	Employed in 1 <sup>st</sup> quarter after exit quarter (WIOA)
1601	Type of Employment Match 1 <sup>st</sup> quarter after exit quarter (WIOA)
1602	Employed in 2 <sup>nd</sup> quarter after exit quarter (WIOA)
1603	Type of Employment Match 2 <sup>nd</sup> quarter after exit quarter (WIOA)
1604	Employed in 3 <sup>rd</sup> quarter after exit quarter (WIOA)
1605	Type of Employment Match 3 <sup>rd</sup> quarter after exit quarter (WIOA)
1606	Employed in 4 <sup>th</sup> quarter after exit quarter (WIOA)
1607	Type of Employment Match 4 <sup>th</sup> quarter after exit quarter (WIOA)
1608	Employment related to training (2 <sup>nd</sup> quarter after exit) (WIOA)
1610	Occupational Code
1611	Entered non-traditional employment
1612	Occupational code of Employment 2 <sup>nd</sup> quarter after exit quarter
1613	Occupational code of Employment 4 <sup>th</sup> quarter after exit quarter
1614	Industry code of employment 1 <sup>st</sup> quarter after exit quarter
1615	Industry code of employment 2 <sup>nd</sup> quarter after exit quarter
1616	Industry code of employment 3 <sup>rd</sup> quarter after exit quarter
1617	Industry code of employment 4 <sup>th</sup> quarter after exit quarter
1618	Retention with the same employer in the 2 <sup>nd</sup> quarter and the 4 <sup>th</sup> quarter (WIOA)
1700	Wages 3rd Quarter Prior to Participation Quarter
1701	Wages 2 <sup>nd</sup> Quarter Prior to Participation Quarter
1702	Wages 1 <sup>st</sup> Quarter Prior to Participation Quarter
1703	Wages 1 <sup>st</sup> Quarter After Exit Quarter (WIOA)
1704	Wages 2 <sup>nd</sup> Quarter After Exit Quarter (WIOA)
1705	Wages 3 <sup>rd</sup> Quarter After Exit Quarter (WIOA)
1706	Wages 4 <sup>th</sup> Quarter After Exit Quarter (WIOA)
1800	Type of Recognized Credential (WIOA)
1801	Date Attained Recognized Credential (WIOA)
1802	Type of Recognized Credential #2 (WIOA)
1803	Date Attained Recognized Credential #2 (WIOA)
1804	Type of Recognized Credential #3 (WIOA)
1805	Date Attained Recognized Credential #3 (WIOA)
1806	Date of Most Recent Measurable Skill Gains: Educational Functioning Level (EFL) (WIOA)

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

1807	Date of Most Recent Measurable Skill Gains: Postsecondary Transcript/Report Card (WIOA)
1808	Date of Most Recent Measurable Skill Gains: Secondary Transcript/Report Card (WIOA)
1809	Date of Most Recent Measurable Skill Gains: Training Milestone (WIOA)
1810	Date of Most Recent Measurable Skill Gains: Skills Progression (WIOA)
1811	Date Enrolled During Program Participation in an Education or Training Program Leading to a Recognized Postsecondary Credential or Employment (WIOA)
1812	School Status at Exit
1813	Date Completed, During Program Participation, an Education or Training Program Leading to a Recognized Postsecondary Credential or Employment (WIOA)
1900	Youth 2 <sup>nd</sup> Quarter Placement (Title I) (WIOA)
1901	Youth 4 <sup>th</sup> Quarter Placement (Title I) (WIOA)
1902	Category of Assessment #1
2001	Date of Completion of DWG Services
2002	Employed at Completion of DWG Services
2004	Received Services through a Disaster Recovery Dislocated Worker Grant
2101	Underemployed Worker
2102	Previous Quarter Received Case Management Service
2103	Most Recent Date Received Assessment Services
2104	Previous Quarter Received Assessment Services
2105	Previous Quarter Received Supportive Services
2106	Most Recent Date Received Specialized Participant Services
2107	Previous Quarter Received Specialized Services
2108	Previous Quarter Participated in Work Experience
2109	Primary Type of Training Service for Training Activity #1
2110	Secondary Type of Training Service for Training Activity #1
2111	Tertiary Type of Training Service for Training Activity #1
2112	Primary Type of Training Service for Training Activity #2
2113	Secondary Type of Training Service for Training Activity #2
2114	Tertiary Type of Training Service for Training Activity #2
2115	Primary Type of Training Service for Training Activity #3
2116	Secondary Type of Training Service for Training Activity #3
2117	Tertiary Type of Training Service for Training Activity #3
2118	Date Entered Employment (Discretionary Grants)
2119	Incumbent Workers Retained Current Position
2120	Incumbent Workers Advanced into a New Position with Current or New Employer in the 1 <sup>st</sup> Quarter after Completion
2121	Incumbent Workers Retained Current Position in the 2 <sup>nd</sup> Quarter after Program Completion
2122	Incumbent Workers Advanced into a New Position with Current Employer or New Employer in the 2 <sup>nd</sup> Quarter after Training Program Completion
2123	Incumbent Workers Retained Current Position in the 3 <sup>rd</sup> Quarter After Program Completion
2124	Incumbent Workers Advanced into a New Position with Current or New Employer in the 3 <sup>rd</sup> Quarter after Training Program Completion
2126	Entered Training-Related Employment
2302	Tribal Affiliation

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

2303	Public Assistance Recipient
2400	In Work Release Program
2413	Incarcerated at Program Entry (WIOA)
2414	Date Released from Incarceration (WIOA)
2415	Date of Anticipated Release From Incarceration
2416	Post-Release Status
2422	Housing Status at Six Months After Program Entry
2423	Housing Status at Enrollment
2424	Alcohol/Drug Abuse Six Months After Enrollment
2433	Re-arrested within 12 months of Release for a New Crime
2434	Re-arrested for a previous crime
2435	Re-incarcerated for a revocation of the parole or probation order for violations of terms of sentence
2436	Not Re-arrested
2437	Date arrested for new/previous crime
2438	Convicted for new/previous crime
2500	Secondary school enrollment status at arrest
2502	Youth Offender status at enrollment
2505	Date verified Selective Service registration
2509	First date of service
2510	Completed diversion without out-of-home placement
2511	Records expunged
2512	Records sealed
2516	Date of postsecondary education or training placement
2523	Date entered degree or certificate program:
2525	Date arrested for new crime after enrollment
2526	Convicted for new crime committed after enrollment
2527	Type of crime
2528	Reached 12-month point since release from correctional facility or placement on probation
2529	Convicted for new crime committed within 12 months of release from correctional facility or placement on probation
2530	Incarcerated for new crime committed after enrollment
2542	Arrested for new crime in follow-up period
2453	Date arrested for new crime in follow-up period
2544	Convicted for new crime committed in follow-up period
2545	Incarcerated for new crime committed in follow-up period
2546	Housing Status at follow-up
2607	Migrant Youth
2608	Offender
2609	Secondary School Dropout
2610	Child of Incarcerated Parent or Legal Guardian
2700	Social Security Number

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

## Source Documentation List

Data Element Name	Source Documentation (at least one of the following)	Programs the data element applies to:
<p style="text-align: center;"><b>Social Security Number</b></p> <p>NOTE: An unsigned social security card is valid, and a child's social security card is valid if signed by a parent. When the child reaches working age (14 or 15), the parent can apply for another card, which can then be signed by the child.</p> <p>* Applicants are not required to disclose their social security numbers if they so choose. However, all other eligibility information provided by the applicant must be verified as outlined in this document.</p>	<p><b>Preferred</b></p> <p>Social Security Card Employment Records/Paystubs with full SSN W-2 Form with full SSN School records with full SSN</p> <p><b>Acceptable</b></p> <p>Social Security Benefit/Letter with full SSN School, state, or federal identification card with full SSN DD-214 with full SSN</p> <p><b>Allowed</b></p> <p>Self-Attestation (see Self-Attestation Policy #2024-P-10)</p>	<p><b>ADULT</b> <b>DISLOCATED WORKER</b> <b>YOUTH</b></p>
<p style="text-align: center;"><b>Address</b></p>	<p><b>Preferred</b></p> <p>Driver's License/State Issued ID Lease/landlord statement/rent receipt with address on it School Records or ID with Address Public Assistance record/food stamp letter with address on it (must list the participant as a member in the case) Housing Authority Verification</p>	<p><b>ADULT</b> <b>DISLOCATED WORKER</b> <b>YOUTH</b></p>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

	<p>Homeless- Primary Nighttime Residence</p> <p><b>Acceptable</b></p> <p>Insurance Policy (Residence and Auto)</p> <p>Computer Printout from Government Agency</p> <p>Postmarked Mail Addressed to Applicant (must show envelope postmarked)</p> <p>Utility bill (in participants name) with address on it</p> <p>Selective Service Card (if registered within 30 days)</p> <p><b>Allowed</b></p> <p>Self-attestation</p>	
<b>Date of Birth</b>	<p><b>Preferred</b></p> <p>Birth Certificate</p> <p>Driver's License</p> <p>Federal, State, Local or Tribal Identification Card</p> <p>Passport</p> <p><b>Acceptable</b></p> <p>School Records or ID Cards</p> <p>Hospital Record of Birth</p> <p>Report of Transfer or Discharge Paper/DD-214</p> <p>Public Assistance/Social Service Records</p> <p>Work Permit</p> <p>Crossmatch with State Agency Records</p> <p>Justice System Records</p> <p>Selective Service Registration</p> <p>Medical records</p> <p><b>Allowed</b></p> <p>Self-Attestation</p> <p>Baptismal Record</p> <p>Family Bible</p> <p>Signed Letter from a parent or guardian</p>	<p><b>ADULT</b></p> <p><b>DISLOCATED WORKER</b></p> <p><b>YOUTH</b></p>
<b>Veteran</b>	<p><b>Preferred</b></p> <p>DD-214</p> <p>Letter from Veteran's Administration</p> <p>NGB-22 documenting Title 10 federal active duty service</p> <p><b>Acceptable</b></p> <p>Crossmatch with Department of Defense records</p> <p>Crossmatch with Veterans Service Database</p> <p><b>Allowed</b></p> <p>Self-attestation</p>	<p><b>ADULT</b></p> <p><b>DISLOCATED WORKER</b></p>
<b>Selective Service</b>	<b>Preferred</b>	<b>ADULT</b>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

	<p>Selective Service Website Print Out/Registration Card/Acknowledgement Letter DD-2214 <b>Allowed</b></p> <p>Selective Service Advisory Opinion Letter Selective Service Registration Record (Form 3A) <b>Acceptable</b></p> <p>Stamped post office receipt of registration Self-attestation</p>	<b>DISLOCATED WORKER YOUTH</b>
<b>Citizenship</b>	<p><b>Preferred</b></p> <p>US Passport or Passport Card Valid Driver's License Social Security Account Number Original Certificate of Birth from any State, county or Municipal Authority or Territory of the US Permanent Resident Card Native American Tribal Documentation <b>Allowed</b></p> <p>School Record or ID with Photograph Voter Registration Card Selective Service Registration Card Clinic Doctor or Hospital Record US Citizen ID card, (form I 197) <b>Acceptable</b></p> <p>Self-Attestation</p>	<b>ADULT DISLOCATED WORKER YOUTH</b>
<b>Disability</b>	<p><b>Preferred</b></p> <p>School IEP Record 504 Records <b>Allowed</b></p> <p>Assessment Test Results <b>Acceptable</b></p> <p>Self-attestation (See Documentation of Disability for Eligibility Policy (#2020-P-13))</p>	<b>ADULT DISLOCATED WORKER YOUTH</b>
<b>Family Size</b>	<p><b>Preferred</b></p> <p>Birth Certificate(s) Social Security Card(s) Public Assistance Record(s) <b>Allowed</b></p> <p>Proof of Disability Payment Court/Divorce Decree Marriage Certificate</p>	<b>ADULT DISLOCATED WORKER YOUTH</b>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

	Lease/Landlord Statement Most Recent Tax Record(s) <b>Acceptable</b> Self-Attestation	
<b>Low Income Status</b>	<b>Preferred</b> Pay Stubs Compensation Award Letter Court Award Letter Pension Statement Social Security Benefits Copy of Public Assistance Check/ Copy of Authorization to Receive Cash/Public Assistance/Public Assistance Eligibility Verification/cross match with Public Assistance Records/ UI Claim Documents/Cross match with UI Wage Records Cross match with Refugee Assistance Records Quarterly estimated tax for self-employed persons <b>Allowed</b> Award letter from Veteran's Administration Bank Statements Family or Business Financial Records Housing Authority Verification Quarterly Estimated Tax for Self-Employed Persons Employer Statement/Contact <b>Acceptable</b> Self-attestation	<b>ADULT</b> <b>DISLOCATED WORKER</b> <b>YOUTH</b>
<b>School status at youth program eligibility</b>	<b>Preferred</b> Applicable Records from Education Institution (GED certificate, diploma, attendance record, transcripts, drop out letter, or school documentation) <b>Allowed</b> Signed Intake Application or Enrollment Form Electronic Records Case Notes <b>Acceptable</b> Self-attestation	<b>YOUTH</b>
<b>School Status at Program Entry</b>	<b>Preferred</b> Applicable Records from Education Institution (GED certificate, diploma, attendance record, transcripts, drop out letter, or school documentation)	<b>ADULT</b> <b>DISLOCATED WORKER</b> <b>YOUTH</b>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

	<p><b>Allowed</b> Signed Intake Application or Enrollment Form Electronic Records Case Notes</p> <p><b>Acceptable</b> Self-attestation</p>	
<p><b>Highest School Grade Completed at Program Entry</b></p>	<p><b>Preferred</b> Applicable Records from Education Institution (GED certificate, diploma, attendance record, transcripts, drop out letter, or school documentation)</p> <p><b>Allowed</b> Signed Intake Application or Enrollment Form Electronic Records Case Notes</p> <p><b>Acceptable</b> Self-attestation</p>	<p><b>ADULT</b> <b>DISLOCATED WORKER</b> <b>YOUTH</b></p>
<p><b>School Dropout</b></p>	<p><b>Preferred</b> Applicable Records from Education Institution (GED certificate, diploma, attendance record, transcripts, drop out letter, or school documentation)</p> <p><b>Allowed</b> Signed Intake Application or Enrollment Form</p> <p><b>Acceptable</b> Self-attestation</p>	<p><b>ADULT</b> <b>DISLOCATED WORKER</b> <b>YOUTH</b></p>
<p><b>Public Assistance (TANF)</b></p>	<p><b>Preferred</b> TANF Eligibility Verification (DHHS verification/NH Easy printout)</p> <p><b>Allowed</b> TANF Period of benefit receipt verification Referral transmittal from TANF Crossmatch with TANF Public Records</p> <p><b>Acceptable</b></p>	<p><b>ADULT</b> <b>DISLOCATED WORKER</b> <b>YOUTH</b></p>
<p><b>Exhausting TANF within Two Years at Program Entry</b></p>	<p><b>Preferred</b> TANF Eligibility Verification (DHHS verification/NH Easy printout)</p> <p><b>Allowed</b> TANF Period of benefit receipt verification Referral transmittal from TANF Crossmatch with TANF Public Records</p> <p><b>Acceptable</b></p>	<p><b>ADULT</b> <b>DISLOCATED WORKER</b> <b>YOUTH</b></p>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

<b>Food Stamps (SNAP)</b>	<p><b>Preferred</b> SNAP eligibility verification (DHHS Verification/NH Easy printout)</p> <p><b>Allowed</b> Documentation of SNAP Benefit Receipt Referral Transmittal from SNAP Crossmatch</p> <p><b>Acceptable</b></p>	<p><b>ADULT</b> <b>DISLOCATED WORKER</b> <b>YOUTH</b></p>
<b>SSI or SSDI</b>	<p><b>Preferred</b> SSI/SSDI Receipt of Benefits Verification SSI/SSDI Eligibility Verification</p> <p><b>Allowed</b> Referral Transmittal from SSA Crossmatch with SSA Database</p> <p><b>Acceptable</b></p>	<p><b>ADULT</b> <b>DISLOCATED WORKER</b> <b>YOUTH</b></p>
<b>Free/Reduced Lunch</b>	<p><b>Preferred</b> Documentation from school</p> <p><b>Allowed</b> SNAP Approval Letter</p> <p><b>Acceptable</b> Self-attestation</p>	<p><b>YOUTH</b></p>
<b>English Language Learner</b>	<p><b>Preferred</b> Assessment Test Results Applicable Records from Education Institution (transcripts, or other school documentation)</p> <p><b>Allowed</b> Signed Intake Application or Enrollment Form Signed Individual Service Strategy/Individual Employment Plan Case Notes</p> <p><b>Acceptable</b> Self-attestation</p>	<p><b>ADULT</b> <b>DISLOCATED WORKER</b> <b>YOUTH</b></p>
<b>Basic Skills Deficient</b>	<p><b>Preferred</b> Assessment Test Results</p> <p><b>Allowed</b> Applicable Records from Education Institution (transcripts, or other school documentation)</p> <p><b>Acceptable</b></p>	<p><b>ADULT</b> <b>DISLOCATED WORKER</b> <b>YOUTH</b></p>
<b>Homeless Participant,</b>	<p><b>Preferred</b> A letter from caseworker or support provider</p>	<p><b>ADULT</b> <b>DISLOCATED WORKER</b></p>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

<b>Homeless Children and Youth, Runaway Youth</b>	<p>Written Statement or Referral Transmittal from a Shelter or Social Service Agency</p> <p><b>Allowed</b></p> <p>Needs Assessment</p> <p>Case Notes</p> <p>Signed Intake Application or Enrollment Form</p> <p>Individual Service Strategy/Individual Employment Plan</p> <p><b>Acceptable</b></p> <p>Self-attestation</p>	<b>YOUTH</b>
<b>Foster Care (former or current)</b>	<p><b>Preferred</b></p> <p>Written Confirmation from Social Services Agency</p> <p>Foster Care Agency Referral Transmittal</p> <p><b>Allowed</b></p> <p>Signed Intake Application or Enrollment Form</p> <p>Needs Assessment</p> <p>Signed Individual Service Strategy/Individual Employment Plan</p> <p>Case Notes</p> <p><b>Acceptable</b></p> <p>Self-Attestation</p>	<b>ADULT DISLOCATED WORKER YOUTH</b>
<b>Out-of-home Placement</b>	<p><b>Preferred</b></p> <p>Paperwork from DCYF or court showing out of home placement</p> <p><b>Allowed</b></p> <p><b>Acceptable</b></p> <p>Self-attestation</p>	<b>YOUTH</b>
<b>Youth Offender status at enrollment</b>	<p><b>Preferred</b></p> <p>Documentation from the Juvenile Justice System</p> <p>Written Statement or Referral Document from a Court or Probation Officer</p> <p>Referral Transmittal from a Reintegration Agency</p> <p><b>Allowed</b></p> <p>Signed Intake Application or Enrollment Form</p> <p>Case notes</p> <p>Needs Assessment</p> <p>Signed Individual Service Strategy/Individual Employment Plan</p> <p>Federal Bonding Program Application</p> <p><b>Acceptable</b></p> <p>Self-attestation</p>	<b>YOUTH</b>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

<p><b>Ex-offender</b></p>	<p><b>Preferred</b>  Documentation from the Documentation from the Juvenile or Adult Criminal Justice System  Written Statement or Referral Document from a Court or Probation Officer  Referral Transmittal from a Reintegration Agency  Federal Bonding Program Application</p> <p><b>Allowed</b>  Signed Intake Application or Enrollment Form  Case notes  Needs Assessment  Signed Individual Service Strategy/Signed Individual Employment Plan</p> <p><b>Acceptable</b>  Self-Attestation</p>	<p><b>ADULT</b>  <b>DISLOCATED WORKER</b>  <b>YOUTH</b></p>
<p><b>Pregnant/Parenting Youth</b></p>	<p><b>Preferred</b>  WIC Eligibility Verification  TANF Single Parent Eligibility Verification  Ultrasound/Medical Record (must be marked as medical in JMS)</p> <p><b>Allowed</b>  Signed Intake Application or Enrollment Form  Signed Individual Service Strategy  Case notes  Needs Assessment</p> <p><b>Acceptable</b>  Self-Attestation</p>	<p><b>YOUTH</b></p>
<p><b>Single Parent</b></p>	<p><b>Preferred</b>  TANF Single Parent Eligibility Verification</p> <p><b>Allowed</b>  Signed Intake Application or Enrollment Form  Signed Individual Service Strategy/Individual Employment Plan  Case notes  Needs assessment</p> <p><b>Acceptable</b>  Self-Attestation</p>	<p><b>ADULT</b>  <b>DISLOCATED WORKER</b>  <b>YOUTH</b></p>
<p><b>Family Size</b></p>	<p><b>Preferred</b>  Housing Services Contract  Public Assistance Records with family members listed</p> <p><b>Allowed</b></p>	<p><b>ADULT</b>  <b>DISLOCATED WORKER</b>  <b>YOUTH</b></p>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

	Signed Intake Application or Enrollment Form Case Notes <b>Acceptable</b> Self-Attestation	
<b>Family Income</b>	<b>Preferred</b> Paycheck stubs Bank Statement (Direct Deposit) <b>Allowed</b> Public Assistance Records Social Security Benefits Unemployment Insurance Documents Award Letter from Veterans Administration Pension Statements Signed Intake Application or Enrollment Form <b>Acceptable</b> Self-Attestation	<b>ADULT</b> <b>DISLOCATED WORKER</b> <b>YOUTH</b>
<b>Youth in need of additional assistance</b> <b>See policy for definition</b>	<b>Preferred</b> <b>Allowed</b> Signed Intake Application or Enrollment Form Case Notes Needs Assessment Individual Service Strategy <b>Acceptable</b> Self-Attestation	<b>YOUTH</b>
<b>UC Eligible Status</b>	<b>Preferred</b> Crossmatch with State UI Database <b>Allowed</b> Crossmatch with State MIS Database Referral transmittal from RESEA <b>Acceptable</b>	<b>ADULT</b> <b>DISLOCATED WORKER</b>
<b>Long-term Unemployed at Program Entry</b>	<b>Preferred</b> Crossmatch with UI Database <b>Allowed</b> Public Assistance Records Refugee Assistance Records Crossmatch with Public Assistance Database <b>Acceptable</b> Self-Attestation	<b>ADULT</b> <b>DISLOCATED WORKER</b>
<b>Date of Actual Dislocation</b>	<b>Preferred</b> Notice of layoff	<b>DISLOCATED WORKER</b>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

	<p>Verification from Employer Rapid Response list</p> <p><b>Allowed</b></p> <p>Public announcement with Follow-up crossmatch with UI database</p> <p><b>Acceptable</b></p> <p>Self-attestation</p>	
<p><b>Displaced Homemaker at Program Entry</b></p>	<p><b>Preferred</b></p> <p>Copy of Spouse's Layoff Notice Copy of Spouse's Death Record Copy of Spouse's Permanent Change of Station (PCS) Orders (for a military move or assignment) Copy of Divorce Records Copy of Applicable Court Records Copy of Bank Records (showing financial dependence on spouse, no separate individual income support, or no employment income earned)</p> <p><b>Allowed</b></p> <p>Needs Assessment Individual Employment Plan Intake Application or Enrollment Form Crossmatch with Public Assistance Records</p> <p><b>Acceptable</b></p> <p>Self-attestation</p>	<p><b>ADULT</b></p>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# DEFICIENT IN BASIC SKILLS CRITERION POLICY

---

Policy #: 2020-P-23 Previous #: 2020-P-023

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

## **PURPOSE:**

The purpose of this policy is to define “Deficient in Basic Literacy Skills Criterion” for all Title I funded WIOA programs.

## **POLICY:**

New Hampshire will use the definition for all WIOA Title I funded programs as outlined in the [Act](#). The term "basic skills deficient" means, with respect to an individual, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test or a comparable score on a criterion-referenced test. Eighth grade level is defined as less than or equal to 8.9 grade level.

## **PROCEDURE(S):**

As part of the initial assessment (or done at the time that eligibility documentation is collected), WIOA Career Specialists (WCS) shall administer a reading and math assessment to individuals to determine if they are basic skills deficient. If a participant’s assessment indicates results of 8.9 grade level or below, the participant will be considered to have low literacy skills. The WIOA Career Specialists (WCS) must report the participant as basic skills deficient/low literacy in the case management system.

In addition, if the participant is an individual with Limited English proficiency, the WIOA Career Specialist (WCS) can utilize the WIOA Limited English Proficiency Basic Skills Deficient Certification form. The WCS will certify that, after meeting with the individual, the participant is of limited English proficiency and is unable to read, speak, write, or understand English at or below an 8.9 grade level.

## **ACTION:**

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

**ATTACHMENT:** WIOA Limited English Proficiency Basic Skills Deficient Certification



## WIOA Limited English Proficiency Basic Skills Deficient Certification

**Participant Name:** \_\_\_\_\_

The above individual does not speak English as their primary language and has a limited ability to read, speak, write, or understand English. The individual's primary language is:  
\_\_\_\_\_.

In my role as a WIOA Career Specialist, I have met with the above individual and certify that the individual has limited English proficiency. To avoid unnecessary assessments, I certify that the individual is unable to read, speak, write, or understanding English at or below an 8.9 grade level and is considered basic skills deficient for the purposes of WIOA.

\_\_\_\_\_  
Signature of WIOA Career Specialist

\_\_\_\_\_  
Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# DETERMINING LOW LITERACY POLICY

---

Policy #: 2020-P-07 Previous #: 2020-P-007

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

## **PURPOSE:**

Low Literacy Skills is considered a Priority of Service for participation in WIOA funded programs. [Section 20 CFR Part 681.290](#) of the Federal Register defines low literacy skills as one who solves problems, reads, writes, or speaks at or below the 8th grade level or is unable to compute or solve problems, read, write, or speak at a level necessary to function on the job, in the individual's family or in society.

It is recommended that Standardized tests including be utilized in determining low literacy skills.

## **POLICY:**

Programs that receive WIOA funding will utilize CASAS Goals Reading and Math tests to determine low literacy skills.

## **PROCEDURE(S):**

The CASAS Goals Math and Reading assessments will be administered by staff at the time of the application. Test results will be entered and saved in the participant file in the Job Match System (JMS) case management system.

**In School Youth participants:** Title I funded subrecipients who are serving in school youth participants will utilize the Locator CASAS Math and Reading Goals etests. Based on the locator, the system will automatically choose the appropriate version of the test to be administered.

**Adult, Dislocated Worker and Out of School Youth participants:** Title I funded subrecipients who are serving adult, dislocated workers and/or out of school youth will utilize the CASAS Math and Reading Goals - Appraisal paper and pencil tests.

If a participant's assessment indicates results of 8.9 grade level or below, the participant will be considered to have low literacy skills. The WIOA Career Specialists (WCS) must report the participant as basic skills deficient/low literacy. The WCS must check the "yes" radio button for basic skills deficient/low levels of literacy on the barriers tab in the NH Job Match System (JMS) WIOA Application. Additionally, as part of the application process, the scores should be added to the application by clicking the hyperlink entitled add/view basic skills score. The assessment results will also need to be linked and uploaded to the participants JMS case file. The assessment results are considered documentation for data validation purposes.

## **ACTION:**

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

---

# DOCUMENTATION OF DISABILITY FOR ELIGIBILITY POLICY

---

Policy #: 2020-P-13 Previous #: 2020-P-013

Source: 7/1/2021, 8/28/23, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for the documentation of a disability for eligibility in a WIOA Title I funded programs when disability is an eligibility criteria.

## **POLICY:**

Under [WIOA](#), "individual with a disability" means an individual with any disability as defined in Section 3 of the [Americans with Disabilities Act \(ADA\)](#) as follows:

1. A physical or mental impairment ***that substantially limits one or more of the major life activities of such individual.***
2. A record of such impairment.
3. Being regarded as having such an impairment.

Documentation provided for eligibility purposes must clearly state that *the disability substantially limits one or more major life activities of the individual*. According to the [ADA Amendments Act of 2008](#), the definition of "major life activities" also encompasses "major bodily functions".

**Major life activities** may include, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

**Major bodily functions** may include, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

An Individual Education Plan (IEP) is an acceptable form of documentation of a disability, and because the disability was diagnosed, documented and addressed at some point during the person's secondary school education, an IEP can be used as documentation of a disability for the purposes of eligibility for WIOA Youth services, regardless of the date that the IEP was created.

Additionally, [TEGL 23-19 Change 2](#), issued by US DOL on May 12, 2023, allows for a self-attestation as an acceptable form of documentation.

## **PROCEDURE(S):**

Applicants to any of the WIOA Title I programs will be allowed to complete the Disability Self Attestation for WIOA Eligibility as documentation of a disability. WIOA Title I staff will provide this form to every applicant for services at the time of application. If the individual completes the form indicating that they have (or have had)

a disability, the WIOA Career Specialist (WCS) will indicate this on the application in the Job Match System (JMS) and upload the documentation into the participants case file.

In addition, applicants to the WIOA Youth programs (in school and out of school) are also able to submit a copy of an Individual Education Plan (IEP) or a 504 Plan as documentation of a disability. If the individual provides documentation of an IEP or 504 Plan, the WIOA Career Specialist (WCS) will indicate that the individual is considered to have a disability as well as which type of disability in the application on the Job Match System (JMS) and upload the documentation into the participants case file.

The information contained on this form should be used to determine disability status as it relates to eligibility, shall not be used against the individual, and must be kept confidential. During the objective assessment process, the WCS can review the documentation to identify any barriers or needs of the individual participant. At no point should an individual who has self-disclosed a disability be forced to accept an accommodation or services specific to the disability. (see Accommodations for Individuals with Disabilities Policy# 1998-P-01)

**ACTION:**

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

**ATTACHMENT:** Disability Self Attestation for WIOA Eligibility



## Disability Self Attestation for WIOA

In order to establish eligibility for employment and training services under the Workforce Innovation and Opportunity Act (WIOA), verification of my disability is necessary.

### Why are you being asked to complete this form?

Because we are a program that is regulated by the U.S. Department of Labor, we must reach out to, enroll, and provide equal opportunity to qualified people with disabilities. Having a disability is one of the eligibility criteria for enrollment into the WIOA Title I Adult and Youth Programs. If you are applying for the WIOA Title I Adult or Youth Program activities and services, any answer you give will be kept private and will not be used against you in any way.

### How do I know if I have a disability?

You are considered to have a disability if you have a physical or mental impairment or medical condition that substantially limits one or more major life activities or major bodily functions, or if you have a history or record of such an impairment or medical condition.

**Major life activities** may include: caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

**Major bodily functions** may include: functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

- YES, I HAVE A DISABILITY (or previously had a disability)
- |                                                             |                                                       |
|-------------------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> Physical/Chronic Health Conditions | <input type="checkbox"/> Physical/Mobility Impairment |
| <input type="checkbox"/> Mental/Psychiatric disability      | <input type="checkbox"/> Vision-related disability    |
| <input type="checkbox"/> Hearing-related disability         | <input type="checkbox"/> Learning disability          |
| <input type="checkbox"/> Cognitive/Intellectual disability  | <input type="checkbox"/> Prefer not to disclose       |

I certify, under penalty of perjury, that I have or have had a disability that substantially limits a major life activity. I understand that by signing this form, I attest that the information is true and accurate. If it is found that the information has been misrepresented or incomplete, it may be grounds for immediate termination and/or penalties as specified by law.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# DOCUMENTATION OF LOW INCOME/PUBLIC ASSISTANCE POLICY

---

Policy #: 2020-P-14 Previous #: 2020-P-014

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for the documentation of low income for eligibility in the WIOA Title I funded programs.

## **POLICY:**

It is the policy of the OWO that if an applicant for one of the Title I programs is being certified eligible as low income, WIOA Career Specialists (WCS) must provide document of the low income. This includes the household size as well as the amount each member of the household has earned in income in the 26 weeks prior to the eligibility date.

## **PROCEDURE(S):**

If an applicant is being certified eligible under one of the barriers that require the applicant to meet the federal low-income guidelines, and the applicant has earned income in the 26 weeks prior to the Eligibility Date, that income must be documented in the Household and Income Screen in the Job Match System (JMS). The individual must provide documentation of the income (pay stubs, etc.) being entered as well as documentation of the household size. Although a self-attestation can be provided for household size, it is not acceptable documentation for low income unless the individual has had no income for the last 26 weeks. If this is the case, the individual must explain how they have been able to support themselves without income for the last 26 weeks. This explanation must be included in the self-attestation form.

If the applicant (or the applicant is part of a family that) also received public assistance, including (but not limited to) Food Stamps/SNAP, TANF, SSI, SSDI, Free or Reduced Lunch, during that time frame, the **estimated** income is entered into the Income screen. Because eligibility for public assistance is income based, low-income status has already been determined. Therefore, all applicable income will be estimated as part of the application process for WIOA services. Documentation of the public assistance dated within the 26-week timeframe (from the Eligibility Date) is required. Documentation of the applicable income is not required.

To assist WCS's on the calculation of household income, an income worksheet has been developed. This can be used to document and calculate estimated household income. It cannot be used to document income if low income is being used for program eligibility.

## **ACTION:**

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

**ATTACHMENT:** Income Computation Worksheet



## WIOA Income Computation Sheet

Participant Name: \_\_\_\_\_ State ID#: \_\_\_\_\_

Total Family Size: \_\_\_\_\_ Current WIOA Income Guideline for 6 Months: \_\_\_\_\_

6-month Eligibility Determination Period From: \_\_\_\_\_ To: \_\_\_\_\_

Name of Family Members -	Relationship to Applicant	Age	Source(s) of Income Last 6 months (Company Name)	Frequency	Computation Method (show your math)	Includable	Excludable	Gross Income 26 weeks	Annualized Income (26 weeks x 2)
<b>TOTAL FAMILY INCOME</b>									

All gross income received in the family during the 6-month Eligibility Determination period must be documented.

WIOA Career Specialist: \_\_\_\_\_ Date: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# DUAL ENROLLEMNT POLICY IN WIOA TITLE I AND TITLE III PROGRAMS POLICY

---

Policy #: 2015-P-01 Previous 2015-1

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for dual enrollment of WIOA Title I and Title III funded participants.

## **POLICY:**

This Policy and procedure for dual enrollment of WIOA Title I and Title III funded participants is to ensure coordination of services for participant(s) enrolled in and receiving services from Wagner Peyser, Adult, Dislocated Worker and/or Youth funding streams. Documentation of said services must be coordinated by the funding stream personnel and actions reflected within the Job Match System (JMS) case management system. Furthermore, attainment of all co-enrollment performance measures for dually or concurrently served participants will be the responsibility of all parties serving the individual.

## **PROCEDURE(S):**

A participant may be dually enrolled in the WIOA Title I and Title III funded program based on appropriately meeting the eligibility criteria. The referring agency must ensure that all the participant's completed assessments are included in the JMS system. The receiving agency will honor the assessment results and ensure the use of all assessments to assist in the achievement of the eligible participant's identified employment and training goals. Assessments will not be repeated unless specific assessment data is not available from the referring party. Services will be provided in accordance with each programs existing policies, documented in JMS and subject to data validation of each partnering agency. Both programs will be responsible for the attainment of all WIOA performance measures.

When working with a dually enrolled participant, each of the partnering agencies must maintain monthly communication. Pertinent services and case notes from either agency will be shared, discussed, and documented in respective funding streams within the JMS system. The agencies will decide which program will be the main case management organization and who will be the secondary case management organization. This decision should be based on the individual participant.

It is crucial that there is an agreed upon exit date that will be used by all programs. This date must reflect the completion of all services provided to the participant on the final date of service delivery. In all cases, the participant will be exited based on the federal soft exit policy. The JMS Case Management System will

automatically exit an active participant as a Soft Exit if no meaningful service has been entered into the system for 90 consecutive days.

Follow-up services will be provided by the main case management organization agency and follow up services may vary according to the funding source.

Joint training between partners will occur, as needed, to ensure understanding of the Dual-Enrollment Policy and Procedures.

**ACTION:**

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

---

# ELIGIBLE TRAINING PROVIDER POLICY AND PROCEDURES

---

Policy #: 2024-P-01

Source: 7/1/2020, July 1, 2024, eff. July 9, 2025

## **PURPOSE:**

This policy and procedures govern the operation of the statewide Eligible Training Provider List (ETPL) in New Hampshire. They address the activities of the Governor, State Workforce Innovation Board (SWIB) and their NH Works locations, and those training providers who wish to offer services to individuals whose training is funded by the Workforce Innovation and Opportunity Act (WIOA). This directive establishes the minimum performance standards for initial and subsequent eligibility for training providers who list training programs on the ETPL. New Hampshire is a single state entity, with the State serving as the state and local board, with a single ETPL system.

## **POLICY:**

WIOA Section 122 requires states to establish criteria, information requirements, and procedures regarding the eligibility of providers of training services to receive funds provided under WIOA section 133(b) for the provision of training services in the State.

### **Role of the Office of Workforce Opportunity**

The Office of Workforce Opportunity (OWO) is the entity responsible for publishing and maintaining the comprehensive New Hampshire ETPL with performance and cost information. In alignment with WIOA, publishing the ETPL promotes customer choice and enables job seekers to compare offerings on the ETPL and select, with the assistance of WIOA Career Specialists (WCS), the most appropriate training program.

In addition, as the designated State agency for WIOA administration, OWO must establish criteria and procedures for initial determination and renewals of eligibility for training providers and training programs to receive funds under WIOA Title I. As such, OWO is responsible for the following:

- Establish eligibility procedures and criteria
- Establish a mechanism for adding Registered Apprenticeship programs to the list and verifying registered status at least every two years
- Consult with the State Workforce Innovation Board when establishing these procedures
- Determine whether the provider submitted accurate information, and take enforcement actions as needed
- Notify training providers of the denial of programs
- Disseminate information concerning the ETPL and maintain the State ETPL
- Evaluate the performance data of all training providers during the subsequent eligibility review
- Monitor training providers for compliance and performance
- Determine if State-established minimum performance levels for eligibility are met
- Remove programs and/or providers that do not meet State-established program criteria, performance levels for eligibility, and/or are out of compliance with the provisions of WIOA law
- Develop and implement a complaint and appeals procedure.

### **Registered Apprenticeships**

Unlike other training programs that must apply for eligible training provider status and placement on the statewide ETPL, National Program Registered Apprenticeship programs (RAPs) and other RAPs are automatically eligible for placement if they “opt in” for such placement, consistent with the WIOA regulations and federal policy. There are other distinctions and exceptions that apply uniquely to RAPs.

Pursuant to Section 122(a)(3) of WIOA, apprenticeship programs registered with the U.S. Department of Labor (US DOL), Apprenticeship and Training Division are automatically eligible to be included on the ETPL. US DOL and the State of New Hampshire are committed to developing apprenticeship opportunities for the citizens of New Hampshire. RAPs are a proven model of apprenticeship that has been validated by the US DOL or a State Apprenticeship Agency. RAPs enable and energize more employers to participate and provides them access to larger talent pools that have been trained for entry-level to management positions, thereby meeting industry demands and reducing unemployment rates across the country.

This rigorous vetting process on the national level allows the RAPs to bypass the initial or continued eligibility applications under these procedures and can automatically be added to the ETPL with their consent. To notify RAPs of their ability to join the ETPL, OWO will receive contact information from the US Department of Labor’s Office of Apprenticeship in NH. At the end of each quarter, the apprenticeship office will email OWO staff a list of all new RAP’s approved that quarter. OWO staff will email all new registered apprenticeship sponsors within 30 days of receiving the list. An informational letter about the ETPL, the benefits of being include on the list, as well as the instructions and information required to register the apprenticeship program will be attached to the email.

RAPs that request to be on the ETPL are required to provide the following information to OWO.

- Occupations included within the registered apprenticeship program
- The name and address of the registered apprenticeship program sponsor
- The name and address of the Related Technical Instruction provider, and the location of instruction if different from the program sponsor’s address
- The method and length of instruction
- The number of active apprentices

Once an apprenticeship program is registered on the ETPL, the program will remain on the ETPL until the program is no longer registered with the US Department of Labor’s Office of Apprenticeship or until the provider notifies OWO, in writing, of their intention to be removed from the list. In addition, OWO, in coordination with the Office of Apprenticeship, will verify the status of RAPs at least every two years to ensure that they remain registered by US DOL. OWO will remove any apprenticeship program from the ETPL that is no longer registered with US DOL.

As stated above, RAP sponsors interested in being on the ETPL will not be subject to the same application and performance information requirements as other providers. RAPs are however required to comply with all laws and rules regarding apprenticeship programs including but not limited to CFR29, Part 29 and Part 30 and applicable labor laws in the State of New Hampshire.

All RAP occupations for which registered apprenticeship programs are accepting applications or actively conducting apprenticeship training are considered an in-demand occupation for the purposes of ETPL eligibility.

Unlike RAPs, pre-apprenticeship programs do not have automatic eligibility for the ETPL. Pre-apprenticeship programs are subject to the same eligibility process and performance requirements as other eligible training providers.

#### **Eligible Training Providers and Programs of Study:**

The WIOA statute and the Final Rule distinguish between eligible training providers (ETPs) and programs of study, as one ETP may provide multiple programs of study for a variety of occupations. Determining ETP eligibility is therefore a two-tier approach.

First, the training provider must be an eligible entity to provide training, as listed in the Training Provider Criteria section later in this policy. Second, the training program(s) offered by an approved training provider must meet eligibility and performance criteria also delineated later in this policy. For a training provider to receive WIOA Title I funds for adults, dislocated workers, and out-of-school youth aged 18-24, the programs of study must be listed on the ETPL.

### **Eligible Training Providers**

The following types of training providers are eligible to receive WIOA Title I funds to provide training services to eligible adult, dislocated workers, and out-of-school youth through Individual Training Accounts (ITA).

1. Institutions of higher education that provide a program of training that leads to a recognized postsecondary credential
2. Apprenticeship programs, including Registered Apprenticeship Programs (RAP), National Program RAPs, and Industry Recognized Apprenticeship Programs (IRAPs) (see the registered apprenticeship section of this policy for additional information)
3. Public or private training providers, including joint labor-management organizations, and occupational/technical training
4. Providers of adult education and literacy activities provided in combination with occupational skills training

### **Training Provider Criteria**

- All new and current ETPL providers will be required to register in the Job Match System (JMS) and submit their request for approval to have programs listed on the ETPL.
- Provide the required data elements in JMS as directed. This includes but is not limited to items such as reasonable accommodations, business partnerships, credential offerings, and debarment status.
- Training providers must agree to securely collect and report required information for all programs listed on the ETPL. This includes collecting Social Security Numbers (SSNs) for all students (WIOA and non-WIOA students) in the programs listed on the ETPL
- Training providers must be in good standing with the Secretary of State in NH.
- Training providers must be licensed or accredited by the State of NH or a similar entity.
- Training providers must provide a current refund policy specifying when refunds for tuition and other costs associated with the training program will be allowed. Refund policies must be written and published so that students are aware of how to request a refund.
- Training providers must have a current grievance policy which provides for due process for students to file complaints with an organization against faculty, staff, or other institution employees. Grievance policies must be written and published so that students are aware of how to file a complaint.
- Training providers must assure their ability to provide training programs that are architecturally and programmatically accessible for individuals who are employed and individuals with barriers to employment, including individuals with disabilities.
- Every training provider that applies to be listed on the ETPL must sign a WIOA Training Provider Assurances acknowledging adherence to WIOA requirements before receiving final approval to be added to the ETPL. The WIOA TPA form indicates the training provider will comply with nondiscrimination and equal opportunity provisions of all applicable federal and state laws. If a training provider does not assure compliance with all applicable federal and state laws, they will not be able to complete the application for inclusion on the ETPL.
- Training providers must comply with nondiscrimination and equal opportunity provisions of all federal and state applicable laws including, but not limited to:
  - Section 188 of the Workforce Innovation and Opportunity Act
  - Title VI of the Civil Rights Act of 1964
  - Age Discrimination Claims Assistance Act of 1988
  - Sections 504 and 508 of the Rehabilitation Act of 1973
  - The Age Discrimination Act of 1975

- Title IX of the Education Amendments of 1972

### **Out of State Providers**

New Hampshire has reciprocal agreements with Massachusetts, Vermont, and Maine that allow training providers who are listed on the ETPL in those states, to be added to NH's ETPL. This allows WIOA participants in New Hampshire to use ITAs to enroll in a program of training identified on those states' ETPL. The training provider must be active and in good standing in the state of the provider's physical address, complete the necessary documentation for inclusion on NH's ETPL, and comply with the rules and policies contained in this directive. Only programs listed on the other state's ETPL will be eligible for inclusion. Final approval for using a New Hampshire funded ITA at a Massachusetts, Vermont, or Maine training provider rests with New Hampshire WIOA service providers.

Other out-of-state training providers that are not operating within New Hampshire and with which New Hampshire does not have a reciprocal agreement must apply to be on New Hampshire's ETPL. In general, training providers should have a permanent location in NH to be included on the ETPL. NH will consider a program as ETP eligible if it is on the ETPL in the state in which it is located. Out-of-state providers (aside from those in NH's bordering states) must meet the following criteria for consideration of inclusion on NH's ETPL:

- Meet the eligibility requirements established in this policy
- Meet the licensing requirements of its home state
- Be active and in good standing on its home state's ETPL

### **Distance Learning**

Training programs in which the majority of training is delivered via distance or online learning must meet all of the eligibility requirements listed in this policy as well as the following additional requirements:

- Providers must have a mechanism for student interaction with an instructor or instructors
- Providers must have a process in place that ensures periodic assessment of each student.
- The providers' policy must describe the responsibilities of each party (training provider, participant) to the distance or online learning experience
- Providers must have procedures in place for tracking students' participation in the training program

### **Eligible Training Programs**

As stated previously, both training providers and their individual programs must meet eligibility criteria. A *program of training* is defined as one or more courses or classes, or a structured regimen that directly leads to employment in an in-demand occupation. The training must lead to the following:

- An industry-recognized certificate or certification, a certificate of completion of a registered apprenticeship, a license recognized by the State involved or the Federal government, an associate or baccalaureate degree
- Employment  
or
- Measurable skill gains toward a credential described in the first bullet of this section or employment.

Note: The US DOL Employment and Training Administration (ETA) defines a measurable skill gain as one of the following types of gains:

- Educational Functioning Level (EFL) gain
- Attainment of Secondary School Diploma
- Secondary Transcript/Report Card
- Training Milestone
- Skills Progression

Training programs may be delivered in person, online (virtual), or through a blended approach.

However, the training provider must provide physical facilities and/or tools and equipment to provide a high-quality experience in meeting instructional and skills assessment needs.

OWO, and its subrecipients, **may choose not to approve or fund** specific training programs based on, but not limited to, the following reasons:

- Lack of high occupational demand
- High tuition costs compared to similar programs
- Doesn't lead to a self-sufficient wage
- Doesn't lead to a WIOA – defined “recognized post-secondary credential”

### **Training Program Criteria**

- The training program leads to an in-demand occupation that is listed on the NH High Demand Occupation List. The list can be found within JMS, is updated at least every two years, and is approved by the State Workforce Innovation Board. (also see high demand occupation exception)
- The training program provides a high-quality experience, including a recognized postsecondary credential or demonstrated measurable skills gain toward such a credential or employment.

*Note:* WIOA participants will be encouraged to select high quality training that leads to an industry-recognized postsecondary credential.

- A high-quality training experience is identified by:
  - Physical or virtual facilities with the appropriate tools or equipment to meet instructional and skills assessment needs
  - Reportable skills gain measured by assessments
  - Industry endorsement
  - Regional or national accreditation, if applicable
  - Not having a high dropout rate and/or high student loan default rate and/or poor job placement rate
  - The training program is published in the provider's catalog of courses/programs and is available to all students (WIOA and Non-WIOA)
- The training program meets or exceeds a factor related to established WIOA performance outcomes:
  - Employment in the 2nd quarter after exit
  - Employment in the 4th quarter after exit
  - Median earnings in the 2nd quarter after exit
  - Credential attainment

*Note:* If the eligible training provider has not previously collected program data on the WIOA performance measures listed above, the state has identified alternative criteria that may be used to satisfy the initial performance requirement. Any of the following may be used:

- The training provider's general student retention, placement, or completion rates
- The number of students who obtained employment
- The number of students who obtained a credential or degree
- A narrative that describes and quantifies how the training program improves students' employability and/or earning potential

### **Occupational Skills Training**

Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Such training must:

- Be outcome oriented and focused on an occupational goal specified in an ISS or IEP
- Be of sufficient duration to impart the skills needed to meet the occupational goal
- Lead to the attainment of a recognized postsecondary credential per WIOA
- Meet the quality standards in WIOA Section 123

## Individual Training Accounts

Except in specific circumstances, occupational skills training is provided for WIOA Title I Adults, Dislocated Workers, and Out-of-School Youth through an individual training account (ITA) that is used to purchase training from an ETP. ETPs must be approved by the State before they may receive funding through ITAs. Only ITAs require the use of an eligible training provider. Other training services required by contracts are not required to be certified as an ETP.

**Note:** The Eligible Training Provider List only provides occupational skills training services. Basic skills training, “soft” skills training, or other workforce preparation activities do not train individuals for a particular occupation. Additionally, the following are not considered occupational skills training:

- Intensive review courses as instruction for test preparation
- Continuing education courses for those with existing occupational skills
- Short term certificates that are only one component of the typical requirements for a job, such as CPR, OSHA, WorkKeys, Food Handler Certificates, and basic computer training.

As part of a WIOA participant’s individualized employment plan, NH’s WIOA programs may pay for these activities as career services separate from or in addition to occupational skills training.

## Training Exceptions

Under WIOA Section 134(c)(3)(G), limited exceptions allow states to provide training through a contract for services rather than ITAs in order to maintain consumer choice. These programs are not included on the ETPL. These exceptions include:

1. On the Job Training
2. Customized training<sup>1</sup>
3. Incumbent worker training<sup>2</sup>
4. Transitional employment<sup>3</sup>
5. Instances where the Board determines there are insufficient numbers of eligible providers of training services in the local area
6. Where the Board determines an exception is necessary to meet the needs of individuals with barriers to employment (including assisting individuals with disabilities or adults in need of adult education and literacy services)
7. Where the Board determines that it would be most appropriate to award a contract to an institution of higher education or other eligible provider to facilitate the training of multiple individuals in in-demand industry sectors or occupations (where the contract does not limit customer choice)
8. Pay-for-performance contracts<sup>4</sup>

## Eligibility

WIOA provides for *Initial Eligibility* and *Continued Eligibility*. Initial eligibility refers to new providers and/or programs that, upon approval, receive eligibility for one year. Continued eligibility refers to a biennial review and renewal of programs that have completed initial eligibility.

### Initial Eligibility

Initial eligibility procedures apply to all training providers except for Registered Apprenticeships. RAPs complete an in-depth application and vetting process which satisfies the eligibility criteria for inclusion on the ETPL.

Prospective training providers may apply at any time on a year-round basis; eligibility will be open and rolling. All applications must be submitted through the Job Match System (JMS). Providers must submit separate applications for each individual program. If multiple training delivery formats (in-person only, online only, hybrid) are available, an application must be submitted for each delivery format.

The initial eligibility period is good for one year after which the provider must apply for continued eligibility on a biennial basis, except for RAPs (see registered apprenticeship section of this policy).

## Initial Eligibility Procedures

As stated previously, both training providers and their individual programs must meet eligibility standards. To be considered for inclusion on the ETPL, a training provider must first create a training provider account in JMS. The account information includes but is not limited to:

- Provider FEIN
- Name and address of institution
- Type of institution
- Years in business
- Description of the institution
- Certification that the institution is accessible to those with disabilities
- Certification that the institution is ADA compliant
- Whether the institution is eligible to administer Pell Grants

In addition, providers must upload proof of current licensing/accreditation, certificate of good standing from the NH Secretary of State, and proof of current liability insurance. For providers that are licensed by the Department of Safety, the Division of Public Health Services or the Board of Barbering, Cosmetology and Esthetics, the additional documentation listed below must also be uploaded:

- documentation of surety bond insurance in the amount of 10% of last year's annual gross income or a minimum of \$10,000
- most recent audit or audited financial statement

Provider initial and continued eligibility is based on but is not limited to the following:

- Training programs must be for occupations in industry sectors that are in-demand<sup>5</sup> (unless approved for a high demand occupation exception)
- Training programs must result in completion of an industry-recognized credential, national or state certificate, or degree, including all industry appropriate competencies, licensing and/or certification requirements
- Providers must provide evidence of accreditation and/or licensure with the appropriate state or other governing entity
- Providers must be in good standing with the NH Secretary of State
- Providers must have liability insurance
- Providers must have a student grievance policy and procedure
- Providers must have a refund policy and procedure
- Cost information, including tuition and fees must be available to all students
- A statement should be provided if the provider is in partnership with a business or multiple businesses
- Information that addresses alignment of the training services with in-demand industry sectors and occupations, to the extent possible
- All providers, except Registered Apprenticeships, must meet the minimum established performance criteria. Information must be provided for all students (includes every student enrolled in a WIOA-approved training program) based on performance measures set forth under WIOA
  - Unsubsidized Employment During the Second Quarter after Exit
  - Unsubsidized Employment During the Fourth Quarter after Exit
  - Median Earnings at the Second Quarter After Exit
  - Credential Attainment Rate

Once the provider account and required documentation has been submitted, staff will review the provider account for approval. If the application is not complete, documentation is not uploaded, or documentation

indicates that a provider is not eligible for the list, the training provider contact will be notified within 30 days via email that their account is not approved with the reason(s) why.

Providers whose accounts have been approved, will be able to complete an application for each training program they wish to have included on the ETPL by accessing their account on JMS. All required information is marked with an asterisk and must be completed to proceed with the application. Some of the information needed for the application includes:

- Name and description of the program
- Attainment of credential
- CIP code that best fits the program
- Program prerequisites
- Minimum entry requirements
- Class size, frequency, number of hours, class schedule
- Costs of program to include tuition, books, fees, materials, etc.

### **Continued Eligibility**

After the initial eligibility period, providers can apply for continued eligibility on the ETPL. Continued eligibility will be granted for two (2) years for providers who continue to meet the eligibility requirements described throughout this policy. For the provider and training programs to be considered for continued eligibility, the training provider must review and update the provider and program information in JMS. All provider information should be reviewed and updated to include:

- Accurate provider information including contacts and users
- Accurate program cost information (including tuition & fees)
- Accurate consumer information in JMS

Upon receipt of completed information and student data, OWO will review all provider and program information to make a determination as to continued eligibility. OWO's determination of continued eligibility will be based upon the information supplied by the provider, as well as:

- consideration of the provider's continued ability to offer high quality programs resulting in industry-recognized certificates and recognized post-secondary credentials in in-demand industry sectors and occupations.
- the timeliness and accuracy of submitted performance reports
- whether performance measures were met
- whether the program has had WIOA participants enrolled during the previous two years

OWO staff will send the determination to the providers contact via email within 30 days of receiving the application. Should the provider and/or program be denied continued eligibility, the provider may appeal the decision. (see, denial, delisting, and appeals section)

## **Reporting and Performance Requirements**

### **Program Performance**

All providers must meet reporting and performance requirements for continued eligibility. Data collected in the ETP performance will be made accessible to the public via the WIOA Annual Report and shared by U.S. DOL at [trainingproviderresults.gov](http://trainingproviderresults.gov). This information will also be available to job seekers through JMS.

### **Training Provider Reporting Period**

Each approved training provider must submit program performance reports on an annual basis, based on the Program Year (July 1 to June 30) for each approved program using the data template supplied in JMS. Data must be **submitted no later than July 31** after the end of each program year for the 12-month period beginning July 1 of the previous year. This 12-month period is the "reporting period."

Should the training provider fail to submit the program performance for each program listed, for all students enrolled in the program, or fail to provide the required information including SSNs, the provider and its

programs will be deactivated and removed from the ETPL. OWO staff will inform the providers of deactivation via email. The email will consist of the cause of deactivation, their right to an appeal and the date the written notice of appeal should be received by the ETP Coordinator. Providers who fail to provide performance data will be removed for a period of at least one full program year before they can re-apply for inclusion.

### Required Reporting Elements

1. Total Number of Individuals Served – The **total number** of students (WIOA and non-WIOA) in the program of study in the reporting period.
2. Total Number of Individuals Exited – The total number of students (WIOA and non-WIOA) who **completed, withdrew, or transferred** from this program of study in the reporting period.
3. Total Number of Individuals Completed – The total number of students (WIOA and non-WIOA) who **completed (did not withdraw or transfer out)** from this program of study in the reporting period.
4. Credential Attainment Rate – The total number of students (WIOA and non-WIOA) who completed the training program **AND** attained a credential associated with the program of study within one year after exit. This includes all students who attained a recognized postsecondary credential during the program or within one year after exit **OR** attained a secondary school diploma or its equivalent, and who were also employed or enrolled in an education or training program leading to a postsecondary credential within one year after training program exit.
5. Social Security Number - Include the social security numbers of students (WIOA and non-WIOA) for the purpose of direct UI wage record match or supplemental wage information conducted by New Hampshire Employment Security (NHES). (A Memorandum of Understanding (MOU) between NHES and OWO exists to provide this information.)
  - Employment Rate 2nd and 4th Quarter After Exit – The total number of students (WIOA and non-WIOA) from the training program who are found to be employed.
  - Median Earnings 2nd Quarter After Exit – Total quarterly earnings, for the total number of students (WIOA and non-WIOA) who are employed in the second quarter after exit.
  - Average Earnings 2nd and 4th Quarters After Exit – Average earnings of students (WIOA and non-WIOA) in the training program who are in unsubsidized employment during the second and fourth quarters after exit.

### Minimum Performance Requirements

Program performance is collected for OWO to evaluate program effectiveness and monitor compliance. OWO has established the minimum performance standards to meet the State's lowest negotiated performance rate of the Adult, Dislocated Worker, or Youth program established with US DOL for the program year. Registered Apprenticeship Programs are not required to submit performance information and are not held to minimum performance requirements.

Program performance is based on **all student** outcomes for the **Employment Rate 2nd Quarter After Exit, Employment Rate 4th Quarter After Exit, Median Earnings 2nd Quarter After Exit, and Credential Attainment Rate.**

Programs that **fail the same performance measure for two consecutive years** must be removed from the ETPL. Training programs with less than ten total students enrolled will not be included in performance data due to insufficient performance information. Providers removed for failing performance measures may reapply, after one year, for initial eligibility. The program must demonstrate, in a written statement to OWO, how it intends to meet program performance and demonstrate compliance with all requirements under WIOA law and this policy.

### PERSONAL IDENTIFIABLE INFORMATION & CONFIDENTIALITY

To comply with federal reporting requirements, the collection of Personally Identifiable Information (PII) (e.g., Social Security Numbers on WIOA and non-WIOA program participants) is required to derive performance outcomes such as employment and earnings. PII and other sensitive information must be protected. OWO, NHES, and training providers must take the steps necessary to ensure all PII obtained from participants and/or

other individuals in the ITA invoicing process is secure to protect such information from unauthorized disclosure. All PII data must be processed in a manner that will protect the confidentiality of the records/documents and is designed to prevent unauthorized persons from retrieving such records by computer, remote terminal, or any other means.

### **The Federal Educational Rights and Privacy Act**

The Federal Educational Rights and Privacy Act (FERPA) generally applies to postsecondary institutions that are eligible training providers. Most postsecondary institutions are also recipients of federal funds under a program administered by the U.S. Department of Education. However, some private providers of training services may not be recipients of funds administered by the U.S. Department of Education, including Pell Grants or student loans funded under Title IV of the Higher Education Act of 1965. Those providers would generally be excluded from FERPA requirements.

Compliance with ETPL reporting requirements does not violate the privacy requirement set forth in FERPA. Per TEGL 7-16, joint guidance issued by the U.S. Departments of Labor and Education, the FERPA audit or evaluation exception permits PII disclosure from education records for WIOA performance accountability purposes.

### **Publication of ETPL**

OWO will post the ETPL on JMS so that individuals, WIOA Career Specialists (WCS), WIOA Program Managers, NH Works partners, providers, and the public will have immediate access. Training providers will appear on the statewide ETPL after verification of eligibility by the State. As new programs, and providers, are verified and approved, the statewide list will be updated on an ongoing basis. If a program is removed from the list, the State will cease to approve additional ITAs for that program and the ineligible program will be removed from the statewide list.

The State ETPL must be accompanied by appropriate information to assist participants in choosing employment and training activities. Such information must include the following, as applicable:

- Recognized post-secondary credential(s) offered
- Provider information supplied to meet the State's eligibility procedure
- Performance and cost information aligned with the time periods; and,
- Additional information as determined by the State as follows:
  - Program length including number of units such as credits, hours, weeks, or semesters needed to earn the credential(s) offered.
  - Program Service/Location and type
  - Class/Faculty size
  - Program prerequisites
  - Target occupations
  - Program description
  - Additional information as deemed necessary

Training providers are responsible for providing updated information about their programs in JMS. OWO will accept any changes to data displayed for providers and programs listed on the ETPL and will update the list as necessary.

### **Denial, Delisting, and Appeals Policy and Procedures**

A training provider and/or its program may be denied inclusion in or removed from the state ETPL for the following reasons:

- The initial and/or renewal application was not completed, was not completed by the established due date, or was missing required information
- Performance data was not submitted or was not submitted by established due date
- The training provider does not meet the WIOA definition of an eligible training entity

- The training program does not meet the WIOA definition of an eligible training service
- The training program does not result in a WIOA recognized credential
- The training provider intentionally supplied inaccurate information
- The training provider substantially violated any requirement under WIOA, state or local laws and policy
- Failure to abide by the equal opportunity and nondiscrimination requirements under WIOA Section 188
- The training provider loses its license or accreditation of its accrediting body
- Upon setting minimum levels of performance, a provider or program that fails to meet such levels will be removed
- Failure to comply with all applicable provisions in the ETPL contract and/or policy
- Or
- Other just cause

If OWO denies eligibility for listing a provider's program on the ETPL, the provider will be notified via email within 10 business days after the decision. The notice shall be emailed to the training provider using the information listed in JMS. The notice shall include:

- Display the "date emailed"
- Identify the program that was denied or terminated
- State specific reason(s) for the action and
- State the training provider has the right to appeal within 30 calendar days of the date the notice is emailed. with the reason(s) for denial and information on the appeal process.

If a training provider chooses to appeal, the training program that is subject to removal shall remain on the ETPL until the appeal has concluded and a final determination is made. If WIOA students are currently enrolled in a program that is subject to removal or has been removed, those students will be allowed to complete the program.

A provider choosing to appeal a decision must submit a written appeal to the Director of OWO within 30 calendar days of the issuance of the denial notice. The written appeal must include:

- a statement of the desire to appeal
- specification of the program in question
- Specifically and in detail, the grounds and the reasons upon which it claims that the denial is invalid
- OWO will not consider any factual or legal grounds for relief that are not set forth in the appeal. OWO will determine whether a hearing for the purpose of fact-finding is necessary and will issue a decision not later than 30 calendar days from either the date a hearing is held, or the date the appeal request is received by OWO.

Providers and Programs that have been removed from or denied listing on the ETPL may be reinstated after two years by applying through the initial application process. A provider who has been removed from the list for noncompliance is liable to repay all WIOA training funds received during the period of noncompliance.

### **High Demand Occupation (HDO) Exception**

Providers who have training programs that meet all other eligibility requirements but whose program does not lead to an occupation on the current NH high demand occupation list, can request an exception. This exception only applies to whether the program should be exempt from the high demand occupation requirement. All other eligibility requirements must be met. Providers need to request this exception by completing a request form. Only providers that have one or more programs that are on the current HDO list are allowed to request an exception for additional programs.

Providers who wish to request this exception must complete all information on the HDO exception form (Appendix C) for consideration. Incomplete requests will be returned to the provider without consideration. Upon receipt of a completed HDO Exception Form, OWO will review the request for accuracy and forward the request to the State Workforce Innovation Board (SWIB) – Education and Training subcommittee. The subcommittee will vote to approve or deny the request.

- If the request is approved, the program will receive initial eligibility for one program year. After the initial eligibility expires, the program will be subject to the application procedures for continued eligibility.
- If the request is denied, the program will not be added to the ETPL and the program will need to wait one calendar year to request another exception.

## **Endnotes**

<sup>1</sup> The term “customized training” means training—

- that is designed to meet the specific requirements of an employer (including a group of employers);
- that is conducted with a commitment by the employer to employ an individual upon successful completion of the training; and
- for which the employer pays—(i) a significant portion of the cost of training, as determined by the local board involved, taking into account the size of the employer and such other factors as the local board determines to be appropriate, which may include the number of employees participating in training, wage and benefit levels of those employees (at present and anticipated upon completion of the training), relation of the training to the competitiveness of a participant, and other employer-provided training and advancement opportunities.

<sup>2</sup> Incumbent worker training is defined as training designed to meet the special requirements of an employer (or group of employers) to retain a skilled workforce or avert the need to lay off employees by assisting workers in obtaining the skills necessary to retain employment and conducted with a commitment by the employer to retain or avert laying off incumbent worker(s) that are trained in order to increase the competitiveness of the employee and/or employer.

<sup>3</sup> Transitional employment is defined as time-limited subsidized work experiences that help individuals who are chronically unemployed and have barriers to employment establish a work history and develop skills to access unsubsidized employment and progress in the workplace.

<sup>4</sup> The law defines pay-for-performance contract strategies as contracts that specify a fixed amount that will be paid to an eligible service provider (which may include a local or national community-based organization or intermediary, community college, or other training provider, that is eligible) based on the achievement of specified levels of performance on the primary indicators of performance for target populations as identified by the local board (including individuals with barriers to employment), within a defined timetable, and which may provide for bonus payments to such service provider to expand capacity to provide effective training.

<sup>5</sup> For the purpose of this policy, all approved Registered Apprenticeship programs meet the in-demand criteria.

## **PROCEDURE(S):**

OWO, with assistance from staff at NHES, will review applications from training providers to maintain the NH ETPL in accordance with the policies and procedures set forth in this policy.

## **ACTION:**

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

**ATTACHMENT:** Training Provider Assurances form

**Eligible Training Provider Policy and  
Procedures – Training Provider Assurances  
Form (Provided Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**



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



### **Workforce Innovation & Opportunity Act (WIOA) Training Provider Assurances**

The applicant acknowledges that certification as an eligible training provider is subject to, and requires compliance with, the provisions of Workforce Innovation and Opportunity Act Section 122 relating to eligibility requirements.

#### **WIOA Requirements Related to Debarment and Suspension, Drug-Free Workplace and**

**Lobbying:** All WIOA Title I and Wagner-Peyser grant recipients, sub-recipients, and eligible training providers must comply with the government-wide requirements for debarment and suspension and the requirements for a drug-free workplace, codified at 29 CFR part 98 and restrictions on lobbying, and the nondiscrimination provisions of WIOA section 188 and section 195, respectively.

1. **Debarment and Suspension:** A certification regarding debarment and suspension requirements is required by the Federal Regulations implementing Executive Order 12549, Government-wide Debarments and Suspension, for the Department of Agriculture (7 CFR Part 3017), the Department of Labor (29 CFR Part 98), the Department of Education (34 CFR Part 85), and the Department of Health and Human Services (45 CFR Part 76). By applying, the applicant is certifying that it is in compliance with the assurance set out in the regulations cited above.
2. **Drug-Free Workplace:** A certification regarding drug-free workplace is required by Federal Regulations implementing the Drug-Free Workplace Act of 1988 for the Department of Agriculture (7 CFR Part 3017), the Department of Labor (29 CFR Part 98), the Department of Education (34 CFR part 84), and the Department of Health and Human Services (45 CFR Part 76). By applying, the applicant is certifying that it is in compliance with the regulations cited above.
3. **Lobbying:** A certification regarding lobbying is required by Federal Regulations adopted by the Department of Agriculture (7 CFR Part 3018), the Department of Labor (29 CFR Part 93), the Department of Education (34 CFR Part 82), and the Department of Health and Human Services (45 CFR Part 93). By applying, the applicant is certifying that it is in compliance with the assurance set out in the regulations cited above.

**Nondiscrimination:** As provided in WIOA Section 195, as a condition of payment of funds under title I of WIOA, the applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws.

1. Section 188 of WIOA, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA title I-financially assisted program or activity.
2. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin.
3. Section 504 and 508 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities.

4. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age.
5. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The applicant also assures that it will comply with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the applicant's operation of the WIOA Title I financially assisted program or activity, and to all agreements the applicant makes to carry out the WIOA Title I financially assisted program or activity. The applicant understands that the United States, and the State of New Hampshire has the right to seek judicial enforcement of this assurance.

This assurance is considered incorporated by operation of law in any grant, cooperative agreement, contract, or other arrangement whereby funds under Title I of the WIOA are made available, whether or not it is physically incorporated in such document and whether or not there is a written agreement between OWO and the recipient of those funds. This assurance also may be incorporated by reference in such grants, cooperative agreements, contracts, or other arrangements.

WIOA Section 188(a)(3): WIOA Title I funds may not be spent on the employment or training of participants in sectarian activities. Further, the undersigned applicant certifies that it shall comply with the requirements of the U.S. Department of Health and Human Services set forth in 45 CFR Chapters 80 and 84.

**Education Standards and Procedures:** The applicant certifies that it shall comply with the provision outlined in WIOA Section 194(9)(B) Except as otherwise provided in this title [WIOA Title I], the following conditions are applicable to all programs under this title: ....Standards and procedures with respect to awarding academic credit and certifying educational attainment in programs conducted under such chapter shall be consistent with the requirements of applicable State and local law, including regulation.

**Compliance with State Law:** The applicant certifies that it shall comply with applicable State law, including legislation related to the licensure or regulation of providers of education and training services, including but not limited to NH RSA 188-G, related to Private Post-Secondary Career Schools and Chapter Hedc 300: Office of Career School Licensing.

**Reporting Requirements:** The undersigned applicant certifies that it shall comply with the provisions of WIOA Section 122, and the reporting and procedural requirements issued by the Office of Workforce Opportunity (OWO). Where the prospective recipient of federal assistance funds is unable to certify any of the statements in this certification, such prospective recipient shall attach an explanation to this certification.

The undersigned authorized representative of the applicant herein certifies that the statements above pertaining to WIOA Requirements Related to Debarment and Suspension, Drug-Free Workplace and

The NH Business and Economic Affairs/OWO is a proud member of the American Job Center Network and of the NH WORKS system and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.  
Relay NH 711

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

Lobbying; Nondiscrimination; Education Standards and Procedures; Compliance with State Law; and Reporting Requirements are true and correct as of the date of submission.

The authorized representative acknowledges that this information applies to any and all applications for initial and continued eligibility submitted. In addition, the authorized representative acknowledges that OWO is statutorily charged with the function of oversight responsibilities including ensuring continuous improvement of eligible programs of services through the system and ensuring that such programs meet the needs of local employers and training participants. In this capacity, OWO has oversight authority over the quality and integrity of training services by providers, and the provider's compliance with all assurances herein. Violations of any terms of this agreement may lead to further action.

Submission of this document authorizes OWO to accept and use all information submitted to OWO by the applicant through the Eligible Training Provider System. Further, the authorized representative acknowledges that any information submitted will be attributed to the applicant and the applicant will be responsible and liable for any action taken by the OWO or training participants in reliance on that information.

I have received, read, and understand the Workforce Innovation and Opportunity Act (WIOA) Eligible Training Provider List (ETPL) policies and procedures. I agree to follow all rules outlined above as well as in the policies and procedures document.

---

**Name of Training Institution:** \_\_\_\_\_

Print Name of Representative: \_\_\_\_\_

Signature of Representative: \_\_\_\_\_ Date: \_\_\_\_\_

The NH Business and Economic Affairs/OWO is a proud member of the American Job Center Network and of the NH WORKS system and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.  
Relay NH 711

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

---

# EQUAL OPPORTUNITY GRIEVANCE PROCEDURE NOTICE POLICY

---

Policy #: 2024-P-07 Previous #: NONE

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

## **PURPOSE:**

To provide guidance regarding providing the equal opportunity grievance procedure to all individuals enrolling in a Workforce Innovation and Opportunity Act (WIOA) Title I funded program.

## **POLICY:**

It is the policy of the New Hampshire Works Consortium and partner agencies to assure nondiscrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA financially assisted program or activity. Individuals receiving assistance from a WIOA Title I funded program shall be provided the process for filing a grievance if they believe they have been discriminated against.

## **PROCEDURE(S):**

As part of the application process the WIOA Career Specialist (WCS) shall explain equal opportunity and will provide the WIOA Grievance Procedure Notice to all individuals who are applying for services under a WIOA Title I funded program. The individual will be asked to sign a copy of the notice and will be provided an additional copy to keep for future reference. The ECS will upload the signed notice into the documents section of the Job Match System (JMS) as part of the application process.

If English is not the individuals first language, the grievance procedure notice shall be provided in the language that the individual indicates in their JMS registration.

## **ACTION:**

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

## **ATTACHMENTS:**

1. WIOA Grievance Procedure Notice English
2. WIOA Grievance Procedure Notice Spanish
3. WIOA Grievance Procedure Notice French
4. WIOA Grievance Procedure Notice Arabic
5. WIOA Grievance Procedure Notice Dari
6. WIOA Grievance Procedure Notice Pashto
7. WIOA Grievance Procedure Notice Swahili
8. WIOA Grievance Procedure Notice Ukrainian

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice English (Provided Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**

## WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) GRIEVANCE PROCEDURE NOTICE

Any applicant or program participant, who wishes to file a grievance as a result of perceived unfair treatment, discrimination, or violation of WIOA regulations, must follow the appropriate procedure outlined below. If a problem arises when being considered for a service or while enrolled, you should first try to work out a satisfactory solution with the service or training provider, or in OJT, with your employer. If that does not solve the problem, contact the Office of Workforce Opportunity Equal Opportunity Officer. He/she will try to help you find a solution that meets your needs as well as those of the service or training provider or employer. If you are still not satisfied, you may file a formal grievance or written complaint.

- A. You may file a written complaint to begin the formal process (one can be obtained from your Youth Specialist, Career Navigator or the EO Officer on file). This written complaint must detail the specific grievance and include the following information:
  1. Your name, address, business, and home telephone number
  2. Nature of the grievance
  3. Regulations or policies violated, if known
  4. Date of alleged act
  5. Name and title of others involved in the situation
- B. All non-civil rights grievances must be submitted within 90 days of the alleged incident.
- C. The Grievance Officer may contact you and/or other parties relevant to the complaint to obtain additional information and may convene a formal hearing. As an alternative, you may request a formal mediation process using an impartial mediator.
- D. The Office of Workforce Opportunity EO Officer will render a decision within ninety (90) days of receipt of the complaint.
- E. If you are dissatisfied with the decision, you may choose to file your complaint with the Director of the Office of Workforce Opportunity in Concord, NH. Information regarding this process will accompany the OWO EO's decision.
- F. Appeals must be filed within 60 days of the receipt of the decision being appealed.

THE NH DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS, OFFICE OF  
WORKFORCE OPPORTUNITY

LISA GERRARD, EQUAL OPPORTUNITY OFFICER (EEO)  
100 North Main Street, Suite 1, Concord, NH 03301  
Phone: 603-271-0355 Relay:211

### EQUAL OPPORTUNITY IS THE LAW NOTICE

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I—financially assisted program or activity.

Participant's Initials \_\_\_\_\_

The recipient must not discriminate in any of the following areas: deciding who will be admitted, or have access, to any WIOA Title I–financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

#### WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIOA Title I–financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either: the recipient’s Equal Opportunity Officer (or the person whom the recipient has designated for this purpose);

THE NH DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS, OFFICE OF  
WORKFORCE OPPORTUNITY

LISA GERRARD, EQUAL OPPORTUNITY OFFICER (EEO)

100 North Main Street, Suite 1, Concord, NH 03301

Phone: 603-271-0355 Relay:211

or

Director, Civil Rights Center (CRC), U.S. Department of Labor  
200 Constitution Avenue NW, Room N-4123, Washington, DC 20210  
or electronically as directed on the CRC website at [www.dol.gov/crc](http://www.dol.gov/crc).

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

I have read and/or had this form read to me. I understand my rights to file a grievance. I understand that I may ask for help in filing a grievance from the EO/Grievance Officer.

---

Signature of Applicant/Participant

---

Date

2 **ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice Spanish (Provided Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**

## LEY DE OPORTUNIDADES Y DE INNOVACIÓN DE LA FUERZA LABORAL (WIOA) AVISO DE PROCEDIMIENTO DE QUEJA

Todo postulante o participante de un programa que desee presentar una queja por haber percibido un trato injusto, discriminación o violación de los reglamentos de la WIOA debe seguir el procedimiento adecuado que se describe a continuación. Si surge un problema cuando se lo considera para un servicio o mientras se encuentra inscrito, primero debe intentar encontrar una solución satisfactoria con el proveedor de servicios o de capacitación, o en el caso de una capacitación en el trabajo (OJT, por sus siglas en inglés), con su empleador. Si eso no resuelve el problema, comuníquese con el/la oficial de igualdad de oportunidades (EO, por sus siglas en inglés) de la Oficina de Oportunidades Laborales (OWO, por sus siglas en inglés). El/La oficial intentará ayudarlo a encontrar una solución que satisfaga sus necesidades, así como también las del proveedor de servicios o capacitación o del empleador. Si aún no se está satisfecho, puede presentar una queja formal o una reclamación por escrito.

- A. Puede presentar una reclamación por escrito para comenzar con el proceso formal (puede obtener una de su especialista en juventud, asesor profesional o del oficial de EO registrado). Esta reclamación por escrito debe detallar la queja específica e incluir la siguiente información:
  1. Su nombre, dirección, número de teléfono profesional y particular
  2. Naturaleza de la queja
  3. Reglamentos o políticas infringidos, si los conoce
  4. Fecha del supuesto acto
  5. Nombre y cargo de otras personas involucradas en la situación
- B. Todas las quejas no relacionadas con derechos civiles deben presentarse dentro de los 90 días a partir del supuesto incidente.
- C. El oficial de quejas puede comunicarse con usted y/o con otras partes implicadas en la reclamación para obtener información adicional y puede convocar una audiencia formal. Como alternativa, usted puede solicitar un proceso de mediación formal en la que participe un mediador imparcial.
- D. El/La oficial de EO de la Oficina de Oportunidades Laborales emitirá una decisión dentro de los noventa (90) días posteriores a la recepción de la reclamación.
- E. Si no está satisfecho con la decisión, puede elegir presentar su reclamación ante el director de la Oficina de Oportunidades Laborales en Concord, NH. La información relacionada con este proceso acompañada a la decisión del/de la oficial de EO de la OWO.
- F. Las apelaciones deben presentarse dentro de los 60 días posteriores a la recepción de la decisión que se apela.

THE NH DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS, OFFICE OF  
 WORKFORCE OPPORTUNITY  
 LISA GERRARD, EQUAL OPPORTUNITY OFFICER (EEO)  
 100 North Main Street, Suite 1, Concord, NH 03301  
 Teléfono: 603-271-0355    Retransmisión: 211

### AVISO: LA IGUALDAD DE OPORTUNIDADES ES LA LEY

Es contrario a la ley que este beneficiario de asistencia financiera federal discrimine de la siguiente forma: contra toda persona en los Estados Unidos por motivos de raza, color, religión, sexo (incluye embarazo, parto y condiciones médicas relacionadas, estereotipos sexuales, condición de transgénero e identidad de género), origen nacional (incluido el dominio limitado del inglés), edad, discapacidad o afiliación o creencia política, o contra todo beneficiario, postulante o participante de programas que reciban asistencia financiera conforme al Título I de la Ley de Oportunidades y de Innovación de la Fuerza Laboral, sobre la base de la condición de ciudadanía de la persona o de la participación en todo programa o actividad que reciba asistencia financiera conforme al Título I de la WIOA.

Iniciales del participante \_\_\_\_\_

El beneficiario no debe discriminar en ninguna de las siguientes áreas: cuando decida quién será admitido o tendrá acceso a todo programa o actividad que reciba asistencia financiera conforme al Título I de la WIOA; cuando brinde oportunidades en el programa o en la actividad o en el trato hacia personas en relación con estos; o cuando tome decisiones relativas a empleo en la administración del programa o de la actividad, o relacionadas con estos.

Los beneficiarios de asistencia financiera federal deben tomar medidas razonables para asegurar que las comunicaciones con personas con discapacidades sea tan eficaz como la comunicación con otras personas. Esto significa que, a pedido de la persona y sin costo alguno para ella, los beneficiarios deben proporcionar ayuda y servicios auxiliares apropiados a las personas calificadas que tengan discapacidades.

## QUÉ HACER SI CONSIDERA QUE HA SUFRIDO DISCRIMINACIÓN

Si usted cree que ha sufrido discriminación en un programa o actividad que recibe asistencia financiera conforme al Título I de la WIOA, puede presentar una reclamación dentro de los 180 días a partir de la fecha de la supuesta violación ante alguna de las siguientes entidades: el oficial de igualdad de oportunidades del beneficiario o la persona que el beneficiario ha designado para este fin;

THE NH DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS, OFFICE OF  
WORKFORCE OPPORTUNITY

LISA GERRARD, EQUAL OPPORTUNITY OFFICER (EEO)

100 North Main Street, Suite 1, Concord, NH 03301

Teléfono: 603-271-0355    Retransmisión: 211

o

Director, Civil Rights Center (CRC), U.S. Department of Labor

200 Constitution Avenue NW, Room N-4123, Washington, DC 20210

o de forma electrónica como se indica en el sitio web del Centro de Derechos Civiles (CRC, por sus siglas en inglés) en [www.dol.gov/crc](http://www.dol.gov/crc).

Si presenta su reclamación ante el beneficiario, debe esperar hasta que el beneficiario emita un aviso de acción final por escrito o hasta que hayan pasado 90 días (lo que ocurra primero) antes de la presentación ante el Centro de Derechos Civiles (vea la dirección anterior). Si el beneficiario no le envía un aviso de acción final por escrito dentro de los 90 días posteriores a la presentación de la reclamación, puede presentar una reclamación ante el CRC antes de recibir ese aviso. Sin embargo, debe presentar la reclamación ante el CRC dentro de los 30 días del plazo de 90 días (en otras palabras, dentro de los 120 días posteriores a la fecha en la que presentó la reclamación ante el beneficiario). Si el beneficiario le envía un aviso de acción final por escrito sobre su reclamación, pero usted no está satisfecho con la decisión o resolución, puede presentar una reclamación ante el CRC. Debe presentar su reclamación ante el CRC dentro de los 30 días posteriores a la fecha en la que recibió el aviso de acción final.

He leído y/o me han leído este formulario. Entiendo mis derechos de presentar una queja. Entiendo que puedo pedir ayuda para presentar una queja al oficial de EO/quejas.

---

Firma del postulante/participante

---

Fecha

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program.  
2 Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice French (Provided Only in PDF Form)**

This is the TOC Link for the attachment. The attachment begins on next page.

## LOI SUR L'INNOVATION ET LES OPPORTUNITÉS DE MAIN-D'ŒUVRE(WIOA) AVIS SUR LA PROCÉDURE DE RÈGLEMENT DES GRIEFS

Tout postulant ou participant au programme, qui souhaite déposer un grief en raison de la perception d'un traitement injuste, d'une discrimination ou d'une violation des règlements de la WIOA, doit suivre la procédure appropriée décrite ci-dessous. Si un problème survient lors de la prise en considération d'un service ou pendant l'inscription, vous devez d'abord essayer de trouver une solution satisfaisante avec le prestataire de service ou de formation ; ou, si le problème survient lors d'une formation en cours d'emploi (OJT, selon l'acronyme anglais), avec votre employeur. Si cela ne résout pas le problème, contactez le/la responsable de l'égalité des chances (EO, selon l'acronyme anglais) du Bureau des opportunités d'emploi (OWO, selon l'acronyme anglais). Il/elle essaiera de vous aider à trouver une solution qui réponde à vos besoins ainsi qu'à ceux du prestataire de services ou de formation ou de l'employeur. Si le résultat ne vous satisfait toujours pas, vous pouvez donc déposer un grief formel ou une plainte écrite.

- A. Vous pouvez déposer une plainte écrite pour entamer la procédure formelle (disponible auprès de votre spécialiste de la jeunesse, votre responsable de navigation de carrière ou le/la responsable de l'EO dans le dossier). Cette plainte écrite doit détailler le grief spécifique et inclure les informations suivantes :
  1. Votre nom, adresse, et numéro de téléphone professionnel et personnel
  2. La nature du grief
  3. Les règlements ou politiques violés, si vous les connaissez
  4. La date du fait allégué
  5. Le nom et le titre des autres personnes impliquées dans la situation
- B. Tous les griefs non liés aux droits civils doivent être soumis dans les 90 jours suivant l'incident allégué.
- C. Le/La responsable des griefs peut vous contacter et/ou contacter d'autres parties concernées par la plainte pour obtenir des informations supplémentaires, et peut convoquer une audience formelle. Vous pouvez également demander une procédure de médiation formelle avec un médiateur impartial.
- D. Le/La responsable de l'EO du Bureau des opportunités d'emploi rendra une décision dans les quatre-vingt-dix (90) jours suivant la réception de la plainte.
- E. Si la décision ne vous satisfait pas, vous pouvez choisir de déposer votre plainte auprès du directeur du Bureau des opportunités d'emploi à Concord, NH. Les informations concernant ce processus accompagneront la décision du/de la responsable de l'EO du OWO.
- F. Les recours doivent être déposés dans les 60 jours suivant la réception de la décision faisant l'objet du recours.

THE NH DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS, OFFICE OF  
WORKFORCE OPPORTUNITY

LISA GERRARD, EQUAL OPPORTUNITY OFFICER (EEO)

100 North Main Street, Suite 1, Concord, NH 03301

Téléphone : 603-271-0355    Relais : 211

### AVIS : LA LOI PRONE L'ÉGALITÉ DES CHANCES

La loi interdit au destinataire de l'aide financière fédérale de pratiquer une discrimination sur les bases suivantes : contre tout individu aux États-Unis, sur la base de la race, la couleur, la religion, le sexe (y compris la grossesse, l'accouchement et les troubles de santé connexes, les stéréotypes sexuels, le statut de transgenre et l'identité sexuelle), l'origine nationale (y compris en raison de compétences limitées en anglais), l'âge, le handicap ou l'affiliation politique ou la croyance, ou contre tout bénéficiaire, postulant ou participant à des programmes financièrement aidés en vertu du Titre I de la Loi sur l'innovation et les opportunités de main d'oeuvre, sur la base du statut de citoyen de la personne physique ou la participation à tout programme ou activité bénéficiant d'une aide financière en vertu du Titre I de la WIOA.

Initiales du participant \_\_\_\_\_

Le destinataire ne doit pas pratiquer de discrimination dans aucun des domaines suivants : décider qui sera admis ou aura accès à tout programme ou à toute activité bénéficiant d'une aide financière en vertu du Titre I de la WIOA ; offrir des opportunités ou privilégier toute personne dans le cadre dudit programme ou de ladite activité ; ou prendre des décisions en matière d'emploi dans l'administration dudit programme ou de ladite activité, ou en relation avec ces derniers.

Les destinataires de l'aide financière fédérale doivent prendre des mesures raisonnables pour veiller à ce que les communications avec les personnes handicapées soient aussi efficaces que les communications avec d'autres personnes. Cela signifie que, sur demande et sans frais pour les individus, les destinataires sont tenus de fournir des aides et des services complémentaires appropriés aux personnes handicapées qualifiées.

## QUE FAIRE SI VOUS PENSEZ AVOIR FAIT L'OBJET DE DISCRIMINATION

Si vous pensez que vous avez subi une discrimination dans le cadre d'un programme ou d'une activité financièrement aidée en vertu du Titre I de la WIOA, vous pouvez déposer une plainte dans les 180 jours suivant la date de la violation alléguée, soit auprès du responsable de l'égalité des chances du destinataire, soit auprès de la personne que le destinataire a désignée à cet effet ;

### THE NH DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS, OFFICE OF WORKFORCE OPPORTUNITY

LISA GERRARD, EQUAL OPPORTUNITY OFFICER (EEO)

100 North Main Street, Suite 1, Concord, NH 03301

Téléphone : 603-271-0355 Relais : 211

ou

Director, Civil Rights Center (CRC), U.S. Department of Labor

200 Constitution Avenue NW, Room N-4123, Washington, DC 20210

ou par voie électronique, en suivant les indications données sur le site Web du Centre des droits civils (CRC, selon l'acronyme anglais) à l'adresse suivante : [www.dol.gov/crc](http://www.dol.gov/crc).

Si vous déposez votre plainte auprès du destinataire, vous devez attendre soit que le destinataire émette un avis d'action finale par écrit, soit que 90 jours se soient écoulés (selon la première éventualité), avant de déposer une plainte auprès du Centre des droits civils (CRC) (voir l'adresse ci-dessus). Si le destinataire ne vous remet pas un avis d'action finale par écrit dans les 90 jours suivant la date où vous avez déposé votre plainte, vous pouvez déposer une plainte auprès du CRC avant de recevoir cet avis. Toutefois, vous devez déposer votre plainte auprès du CRC dans les 30 jours suivant du délai de 90 jours (en d'autres termes, dans les 120 jours à compter de la date où vous avez déposé votre plainte auprès du destinataire). Si le destinataire vous donne un avis d'action finale par écrit concernant votre plainte, mais que la décision ou la résolution ne vous satisfait pas, vous pouvez déposer une plainte auprès du CRC. Vous devez déposer votre plainte auprès du CRC dans les 30 jours à compter de la date à laquelle vous avez reçu l'avis d'action finale.

J'ai lu et/ou on m'a lu ce formulaire. Je comprends mes droits de déposer un grief. Je comprends que je peux demander de l'aide pour déposer un grief au/à la responsable de l'EO/responsable des griefs.

\_\_\_\_\_  
Signature du postulant/participant

\_\_\_\_\_  
Date

2

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice Arabic (Provided Only in PDF Form)**

This is the TOC Link for the attachment. The attachment begins on next page.

## قانون الابتكار وفرص القوى العاملة (WIOA) إخطار إجراءات التظلم

يجب على أي متقدم أو مشارك في البرنامج، يرغب في تقديم تظلم نتيجة ما يعتبره معاملة غير عادلة أو تمييزاً أو انتهاكاً للوائح (WIOA) إتباع الإجراءات الملائمة الموضحة أدناه. في حال حدوث مشكلة أثناء النظر في إمكانية حصولك على خدمة أو خلال عملية التسجيل، فيتعين عليك أولاً محاولة الوصول إلى حل مرضٍ مع مقدم الخدمة أو التدريب، أو مع رب العمل خاصتك إذا كان ذلك ثناء التدريب في موقع العمل. إذا لم يؤد ذلك إلى حل المشكلة، فاتصل بمسؤول تكافؤ الفرص في مكتب فرص القوى العاملة. هو/ هي سيحاول مساعدتك في إيجاد حل يلبي احتياجاتك وكذلك احتياجات مقدم الخدمة أو التدريب أو رب العمل. إذا كنت لا تزال غير راضٍ، فيمكنك تقديم تظلم رسمي أو شكوى خطية.

A. يمكنك تقديم شكوى خطية لبدء العملية الرسمية ( يمكن الحصول عليها من إخصائي الشباب أو المستكشف المهني أو مسؤول تكافؤ الفرص خاصتك في الملف). يجب أن تبين هذه الشكوى الخطية بالتفصيل التظلم المحدد و أن تشمل المعلومات التالية:

1. اسمك وعنوانك وعملك ورقم هاتفك المنزلي
2. طبيعة التظلم
3. اللوائح أو السياسات المنتهكة، إن عُلمت
4. تاريخ الفعل المزعوم
5. الاسم والمسمى الوظيفي للأفراد الآخرين المتورطين في الموقف

- B. يجب تقديم جميع التظلمات غير المتعلقة بالحقوق المدنية خلال 90 يوماً من وقوع الحادث المزعوم.
- C. قد يقوم موظف المظالم بالاتصال بك و/أو بالأطراف الأخرى ذات الصلة بالشكوى للحصول على معلومات إضافية وقد يدعو إلى عقد جلسة استماع رسمية. كبديل لذلك، يمكنك طلب عملية وساطة رسمية باستخدام وسيط محايد.
- D. سيقوم مسؤول تكافؤ الفرص في مكتب فرص القوى العاملة بإصدار قرار في غضون تسعين (90) يوماً من تسلم الشكوى.
- E. في حال كنت غير راضٍ عن القرار، فيمكنك اختيار تقديم شكوك إلى مدير مكتب فرص القوى العاملة في كونكورد، نيوهامبشير. سيصاحب المعلومات المتعلقة بهذه العملية قرار مسؤول تكافؤ الفرص في مكتب فرص القوى العاملة.
- F. يجب تقديم الطعون خلال 60 يوماً من استلام القرار الذي يتم الطعن فيه.

دائرة الاعمال والشؤون الاقتصادية في نيوهامبشير، مكتب فرص القوى العاملة  
ليزا جيرارد، مسؤولة تكافؤ الفرص (EEO)

100 North Main Street, Suite I, Concord, NH 03301  
الهاتف: 603-271-0355 خط الترحيل (Relay): 211

### تكافؤ الفرص هو إخطار القانون

يتعارض مع القانون قيام هذا المستفيد من المعونة المالية الفيدرالية بالتمييز بناءً على الاسس التالية: ضد أي فرد في الولايات المتحدة، على اساس العرق، اللون، الدين، الجنس (بما في ذلك الحمل، الولادة، والحالات الطبية المرتبطة بذلك، القوالب النمطية على اساس الجنس، حالة المتحولين الجنسيين، والهوية الجنسية)، الاصل القومي (بما في ذلك المهارة المحدودة في استخدام اللغة الانجليزية)، العمر، الاعاقة، أو الانتماء أو المعتقد السياسي، أو ضد أي مستفيد من، أو متقدم على أو مشارك في البرامج المدعومة ماليًا بموجب الباب الاول من قانون الابتكار وفرص القوى العاملة (WIOA Title I)، على اساس حالة المواطنة الخاصة بالفرد أو الاشتراك في أي من البرامج أو الانشطة المدعومة ماليًا بموجب (WIOA Title I).

الحروف الاولى من اسم المشارك \_\_\_\_\_

يجب على المستفيد عدم التمييز في المجالات التالية: تحديد من سيتم قبوله، أو سيتاح له الوصول لبرامج أو أنشطة (WIOA Title I) المدعومة ماليًا؛ توفير الفرص في، أو معاملة أي شخص يرتبط بمثل تلك البرامج أو الخدمات؛ أو اتخاذ قرارات التوظيف في إدارة، أو فيما يتعلق بهكذا برنامج أو نشاط.

يجب على المستفيد من المساعدة المالية الفيدرالية اتخاذ خطوات معقولة لضمان أن يكون التواصل مع الأفراد ذوي الإعاقة فعالاً بقدر عملية التواصل مع الآخرين. وهذا يعني أنه بناءً على الطلب وبدون تكلفة يتحملها الفرد، يتعين على المستفيد تقديم المساعدات والخدمات الملائمة للأفراد ذوي الإعاقة المؤهلين.

ماذا تفعل إذا كنت تعتقد أنك قد تعرضت للتمييز

إذا كنت تعتقد أنك قد تعرضت للتمييز في برنامج أو نشاط مدعوم ماليًا بموجب (WIOA Title I)، فيمكنك تقديم شكوى خلال 180 يومًا من تاريخ الانتهاك المزعوم مع أي من: مسؤول تكافؤ الفرص الخاص بالمستفيد (أو الشخص الذي عينه المستفيد لهذا الغرض)؛

دائرة الاعمال والشؤون الاقتصادية في نيو هامبشير، مكتب فرص القوى العاملة

ليزا جيرارد، مسؤولة تكافؤ الفرص (EEO)

100 North Main Street, Suite I, Concord, NH 03301

الهاتف: 603-271-0355 خط الترحيل (Relay): 211

أو

المدير، مركز الحقوق المدنية (CRC)، وزارة العمل الأمريكية

200 Constitution Avenue NW, Room N-4123, Washington, DC 20210

أو الإلكترونيًا تبعًا للتوجيهات الموجودة على موقع (CRC) الإلكتروني: [www.dol.gov/crc](http://www.dol.gov/crc)

إذا قمت بتقديم شكواك إلى المستفيد، فيجب عليك الانتظار إما حتى يصدر المستفيد إخطارًا مكتوبًا بالإجراء النهائي، أو حتى مرور 90 يومًا (أيهما كان أقرب)، قبل تقديم شكوى إلى مركز الحقوق المدنية (انظر العنوان أعلاه). إذا لم يقدم لك المستفيد إخطارًا مكتوبًا بالإجراء النهائي في غضون 90 يومًا من اليوم الذي قدمت فيه الشكوى الخاصة بك، فيمكنك تقديم شكوى إلى CRC قبل استلام ذلك الإشعار. ومع هذا، يجب عليك تقديم الشكوى الخاصة بك إلى CRC في غضون 30 يومًا من الموعد النهائي البالغ 90 يومًا (بمعنى آخر، في غضون 120 يومًا بعد اليوم الذي قدمت فيه شكواك إلى المستفيد). إذا قام المستفيد بإعطائك إخطارًا مكتوبًا بالإجراء النهائي فيما يخص الشكوى الخاصة بك، ولكنك غير راضٍ عن القرار أو الحل، يمكنك تقديم شكوى إلى CRC. يجب عليك تقديم شكوى CRC الخاصة بك في غضون 30 يومًا من تاريخ استلامك إخطار الإجراء النهائي.

لقد قرأت/ أو تمت قراءة هذا النموذج لي. أنا اعي حقوقي في تقديم تظلم. وأعي أنه يمكنني طلب المساعدة في تقديم التظلم من مسؤول تكافؤ الفرص/التظلم.

التاريخ

توقيع المتقدم/المشارك

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice Dari (Provided Only in PDF Form)**

This is the TOC Link for the attachment. The attachment begins on next page.

## قانون نوآوری و فرصت های نیروی کار (WIOA)

### اطلاعیه رویه شکایت

مرتبطی ای شرکتکننده در برنامه که می خواهد در نتیجه ج وقتار ناعادلانه متبعضی از اقدامات WIOA، شرکت خود را ثبت کند، بعد از رویه های یک در زیر توضیح داده شده است پیروی کنید. اگر هنگام در نظر گرفتن یک سرویس یا در نتیجه ثبت نام شرکتی می باشد، بلکه بعد از یک راه حل رضایت بخش را برای ارائه دهنده خدمات آموزشی در QIT کافر می خویید که این کار مشکل حل شود، با ما موفرت های بی بهره تر نیروی کار تماس بگیرید. ط سعی خود را بکنید که مشکلات را حل کنید و همچنین ارائه دهنده خدمات آموزشی کافر را بر آورده کنید. اگر قوز رضی می کنید، می توانید شرکت را رس می و شرکت تکستی برای کنید.

A. شما می توانید شرکت تکستی برای شروع و پیوسته رس می را س (این شرکت را می توان از بعضی جوانان، آموزش غلی یا مأمور EO موجود در ویدیوی تلف کرد). این شرکت تکستی برای شرکت خاص را شرح دهد و شامل عمل و امتزای ریلش:

1. نام، آدرس کسب و کار و شماره تلفن منزل شما

2. ماهیت شرکت

3. مقررنی برای سی های قبض شده، و صورت طالع

4. بتای خب هام

5. نام و عنوان ای رافر اد دیگری در موقعیت

B. کلیه شکایات غیر رضی بعد ظرف 90 روفس از وقوع حثه مورد ادع ا رس ال شود.

C. ما موری دگی به شکایات مکن است بنا شما و/ای سطر طرف های مرتبط با شرکت مت ماسی شود تا عمل و امتزای ریب ه دست آورد و مگاست جل سورسی گی رس می شرکتی دهنده به جوان چگزی ن، می تواند در خواستی ک فرط ن رس می می رگی با استفاده از یک ریلطبی طرف یکید.

D. ما مور EO رصت های رضوی کار ظرف نود (90) روز پس از یافت شرکت مت ماسی می گیری خود امکان کرد.

E. اگر از تصمیم ناراضی هستید، می توانید شرکت خود را با موفرت فرصت های نیروی کار در کتورد، NH ارسال کنید. عمل و مات مربوطه ط فرط بلت م EO OWO همراه خود اهد بود.

F. در خواستی جدی نظری ای د ظرف 60 روز پس از وصول ای ت جدی نظرخ و امی ثبت شود.

اداو بازگلی و اموراقتصادی NH دفتر  
 فرصت نیروی کار

لهذا جرارد، ما موفرت های ریلر (EEO)  
 100 جاده ملی ش ملی، س ویت 1 کتورد، NH 03301  
 شماره تلفن: 603-271-0355  
 Relay: 211

### فرصت برابر اعلامیه قانون است

نتیجه ضری ای طوری افکتکننده کم م ملی فدرال هو اس اس ملی فر خال فقل ن است: عله ه هرفردی در ای ال تم حده مو اس اس نژاد، رنگ، مذهب، نسیت) از طج بارداری، زطمان، و شرط طیش کی متب طکلش ه های نسی، وضعت ترا خیریت، و هیت نسی) (نش ملی از جمله م هارت محدودنگلی) (سن، نشونی، ایوانتگی ای اتق اس یلی ها بر خال ف مرتفع، بعضی ای شرکتکننده در برنامه های یک تحت جوان اول ون نوآوری و فرصت نیروی کار کم م ملی می کنده بر اس اس وضعت ش هرفرد ای امش اکت در م WIOA جوان I بن امه ی غلطت با کم م ملی.

حروف اول نام شرکتکننده \_\_\_\_\_

گیرنده بیلد در بیچیک از زمینه های زیرینعی ضوقطالش و دبصرمی گیری در مورد اینکه چه کسی به هریک از این امرها یا فعالیت های یک کم کم ملی WIOA Title I برفته می شود به آن دسترسی خواهد داشت. فرصت ها و رفتار با هر شخصی در رابطه با این امرها ملی؛ یا اختصای مات است خدامی در اداره یا در رابطه با این امرها ملی.

دریافتکنندگان کم کم های ملی فدرال بیلد اقدامات حقوقی را انجام دهد تا اطمینان حاصل شود که ارتباطات با افراد دارای معلولیت به اندازه مربوط با دیگران باشد. این بدان معنی است که در صورت درخواست و بدون هیچ هزینه ای برای فرد، دریافتکنندگان ملزبه ارتقاء کم کم ها و خدمات کم کم کی مناسبت با افراد دارای معلولیت هستند.

اگر میخواهید این را چاپ کرده بی بیلد کرد

اگر فکر میکنید که تحت کبرن امرها ملی است کم کم ملی WIOA Title I مورد تبعیض قرار گرفته است، شما میتوانید ظرف 180 روز از تاریخ وقوع این شکایت کی با یکی از این دو فرانس فرصت های برابر (تقوین) یا شخصیک متعلق ایب رای این فرانس را بی بیلد کرده است؛

اداره جارتی و امور اقتصادی NH دفتر

فرصت های برابر

لیزا جرارد، مامور فرصت های برابر (EEO)  
100 جاده ملی ش ملی، سویت 1 کینگورد، NH 03301  
شماره تلفن: 603-271-0355  
Relay: 211

یا

مدیر مرکز حقوق مدنی (CRC)، و زلتو کار ایالت بنجده

20210 Constitution Avenue NW 200، بنفاق N-4123، واشینگتن، ای سی 20210

بهب صورت الکترونیکی مطبق با وب سرط CRC به آدرس [www.dol.gov/crc](http://www.dol.gov/crc).

اگر شرکت خود را از زندگی رسولی که بیلد بی نظربیلد ای تا زمانیکه گیرنده اخطار اقدام ای بیگبی ص ادرکنی تا 90 روز (مرکبام زینتر) قبل از شکایت لپرون دبه مرکز حقوق مدنی به آدرس بال مراجع کنید (صبر کنید). اگر گیرنده ظرف 90 روز از روزیکه شرکت خود را ثبت کرده است، اخطار کتبی اقدام ای ربه شما ارتقاء کند، میتواند قبلی دریافت آن اعالی، با CRC شکایت کتبی بیلد، شما بیلد شرکت CRC خود را ظرف 30 روز از مهلت 90 روزه به عبات دیگر، ظرف 120 روز پس از روزیکه شرکت خود را از زندگی رسولی کرده است (ارسال کنید). اگر گیرنده اخطار کتبی اقدام ای در مورد شرکت شما ربه شما می دهد، شما از تصمیم یا قطعنامه نارظی هستید، میتواند با CRC شکایت کنید. شما بیلد شرکت CRC خود را ظرف 30 روز از تاریخ دظفت لطل ای اقدام ای ارسال کنید.

من بی فورم را خوب برایم خوانده شد. من حقوق خود را برای ارتقاء شرکت بدانم. من بدانکه ممکن است برای ثبت شرکت از EO / مامور شرکت کم کم خواهم.

تا ایخ

اجرای تقوین شکایتکننده

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice Pashto (Provided Only in PDF Form)**

This is the TOC Link for the attachment. The attachment begins on next page.

## د کاري ځواک د نوښت او فرصتونو قانون (WIOA) د شکایت د پروسیجر خبرتیا

د پروگرام هر غوښتونکی یا گډون کوونکی، چې غواړي د ناعادلانه چلند، تبعیض، یا WIOA د مقرراتو څخه د سرغړونې په اړه شکایت ثبت کړي، باید په لاندې ډول ذکر وړ پروسیجر تعقیب کړي. که چېرې د یو خدمت په پام کې نیولو او یا د نوملیکني پر مهال کومه ستونزه رامنځته شوه، لومړی باید تاسو هڅه وکړئ چې د خدمت یا زده کړو د چمتو کوونکي، OJT یا خپل گمارونکي سره د رضایت وړ د حل لاره چاره ومومئ. که چېرې دې کار ستونزه حل نه کړه، د کاري ځواک دفتر د مساوي فرصتونو له مسوول سره اړیکه ونیسئ. هغه به هڅه وکړي چې د حل داسې لاره چاره ومومي چې ستاسو، د خدمتونو یا زده کړو چمتو کوونکي او یا کار گمارونکي اړتیاوو ته ځواب ووايي. که چېرې تاسو اوس هم راضي نه یاست، تاسو کیدای شې یو رسمي یا لیکلی شکایت ثبت کړئ.

A. تاسو کولای شئ د رسمي پروسیجر د پیل لپاره یو لیکلی شکایت ثبت کړئ (تاسو کولای شئ هغه د ځوانانو له متخصص، د نندې لارښود او یا په دوسیه کې د EO له مسوول څخه ترلاسه کړئ). دا لیکلی شکایت باید د ځانگړي شکایت جزئیات وړاندې کړي او لاندې معلومات پکې شامل وي:

1. ستاسو نوم، پته، کار او بار او د کور د تېلېفون شمېره

2. د شکایت ماهیت

3. که چېرې ولیدل شي چې مقررات او پالیسي تر پښو لاندې شوي دي

4. د ادعا شوي اقدام نېټه

5. په دې حالت کې د نورو بنکیلو کسانو نوم او سرلیک

B. ټول غیر مدني شکایتونو باید د ادعا شوي پېښې وروسته د 90 ورځو په لړ کې وسپارل شي.

C. شکایت ته د رسېدنې چارواکي به له تاسو او نور بنکیلو اړخونو سره اړیکه ونیسي تر څو د شکایت په اړه لا زیات معلومات ترلاسه کړي او کیدای شي د اوریدنې رسمي ناسته ترسره کړي. د ځایناستي په توگه، تاسو کولای شئ د ناپلوي منځگړي په واسطه د رسمي منځگړیتوب پروسیجر غوښتنه وکړئ.

D. د کاري ځواک د فرصتونو EO مسوول به د شکایت له ترلاسه کولو وروسته د 90 ورځو په لړ کې پریکړه وکړي.

E. که چېرې تاسو له پریکړې څخه راضي نه یاست، تاسو کولای شئ د کاري ځواک د فرصت د دفتر له ډایریکټر سره په کنکورډ، NH کې خپل شکایت ثبت کړئ. د دې پروسیجر په اړوند معلومات به د EO OWO پریکړې سره مل وي.

F. د پریکړې په اړه د استئناف غوښتنې له ترلاسه کولو وروسته باید استئناف غوښتنه د 60 ورځو په لړ کې ترسره شي.

NH د سوداگري او اقتصادي چاروو ډیپارټمنټ، د کاري ځواک د فرصتونو دفتر

LISA GERRARD د مساوي فرصتونو مسووله (EEO)

100 North Main Street, Suite 1, Concord, NH 03301

تېلېفون: 603-271-0355 211:Relay

### مساوي فرصت د قانون خبرتیا ده

د لاندې مواردو پر بنسټ د فدرال مالي مرستو د ترلاسه کوونکي سره تبعیض کول د قانون خلاف گڼل کېږي. په متحده آیالتونو کې د نژاد، رنگ، دین، جنسیت (د میندواړی، د ماشوم زیربڼې، اړوند روغتیايي شرایط، جنسي چلند، دوه جنسیتي حالت او جنسیتي هویت)، ملي ریښې (په محدوده کچه په انګلیسي ژبه د مهارت په گډون)، سن، معلولیت، د سیاسي باورونو او یا هر ذینفع، غوښتونکي او یا گډون کوونکي په ضد چې د کاري ځواک د نوښت او فرصت قانون د لومړۍ مادې تر چتر لاندې مالي مرستې ترسره کوي، د یوه فرد د تابعیت د حالت یا د WIOA د لومړي سرلیک تر چتر لاندې په مالي پروگرام یا فعالیت کې گډون کوونکی.

د گډون کوونکي د سرلیک لومړي توري \_\_\_\_\_

ترلاسه کونکی باید په لاندې برخو کې د هېڅ یوې پر بنسټ تبعیض ترسره نه کړي: د دې په اړه پریکړه کول چې څوک باید د WIOA د لومړي سرلیک د مالي مرستې یا فعالیت په پروگرام کې ومنل شي یا هغوی ته لاسرسی ولري، د دې پروگرام یا فعالیت وړاندې له یو چا سره ځانګړی چلند کول او د دې پروگرام یا فعالیت اړوند په اداره کې د ګومارنې اړوند پریکړې ترسره کول.

د فدرال د مالي مرستو ترلاسه کونکی باید معقول اقدامات ترسره کړي تر څو ډاډ ترلاسه شي چې د معلولیت لرونکو اشخاصو سره اړیکه د نورو سره د اړیکې په اندازه اغېزناک دي. په دې معنی چې د غوښتنې په صورت کې او شخص په باندې د هېڅ ډول لګښت پرته، ترلاسه کونکي اړ دي چې په شرایطو برابر و معلولیت لرونکو اشخاصو ته مناسبې مرستې او خدمتونه برابر کړي.

که چېرې په دې باور یاستئ چې تبعیض مو تجربه کړی دی په دې حالت کې باید تاسو څه وکړئ

که چېرې تاسو فکر کوئ چې له تاسو سره د WIOA د لومړي سرلیک د مالي مرستو پروگرام یا فعالیت تر چتر لاندې تبعیض شوی دی، تاسو کولای شئ د شکایت د ادعا څخه وروسته د 180 ورځو په لړ کې، خپل شکایت له لاندې برخو څخه له یوې ته واستوئ: د مساوي فرصت ترلاسه کونکي چارواکي (او یا هغه شخص چې د همدې موخې د ترلاسه کولو لپاره ټاکل شوی وي)

د NH د سوداګرۍ او اقتصادي چاروو ډیپارټمنټ، د کاري ځواک د فرصتونو دفتر

LISA GERRARD د مساوي فرصتونو مسووله (EEO)

100 North Main Street, Suite 1, Concord, NH 03301

تلیفون: 211 603-271-0355 Relay:

یا

د متحده آیالتونو د کار وزارت، د مدني حقونو د مرکز، ډایرکټر

200 Constitution Avenue NW, Room N-4123, Washington, DC 20210

او یا په مستقیم ډول د مدني حقونو د مرکز (CRC) ویب سایټ ته د [www.dol.gov/crc](http://www.dol.gov/crc) پټې له لارې په الکترونيکي ډول واستوي.

که چېرې تاسو له یوه ترلاسه کونکي سره شکایت ثبت کړی وي، تاسو باید د ترلاسه کونکي لخوا د خبرداري د خبرتیا تر خپرولو، یا تر 90 ورځو تر تیریدو پورې (هر یو چې ژر وي)، یا د مدني حقونو د مرکز سره له ثبتولو وړاندې (پورته پټې ته مراجعه وکړئ) صبر وکړئ. که چېرې ترلاسه کونکي تاسو ته د وروستي اقدام په اړه د شکایت د ثبتولو له ورځې وروسته د 90 ورځو په لړ کې لیکلې خبرتیا در نه کړه، تاسو کولای شئ د خبرتیا له ترلاسه کولو وړاندې له CRC سره شکایت ثبت کړئ. په همدې حال کې، تاسو باید له CRC سره خپل شکایت د 90 ورځو ضرب العجل پر مهال د 30 ورځو په لړ کې ثبت کړئ (په بله معنی تاسو باید له ترلاسه کونکي سره د شکایت ثبتولو وروسته د 120 ورځو په لړ کې شکایت ثبت کړئ). که چېرې ترلاسه کونکي ستاسو د شکایت په اړه د وروستي اقدام اړوند خبرتیا در کړه، مګر تاسو له پریکړې یا حل څخه راضي نه وئ، تاسو کولای شئ له CRC سره شکایت ثبت کړئ. تاسو باید د وروستي اقدام د خبرتیا له ترلاسه کولو وروسته د 30 ورځو په لړ کې له CRC سره شکایت ثبت کړئ.

ما دا فورمه ولوستله یا ما ته ولوستل شوه. زه د شکایت وړاندې کولو اړوند په خپلو حقونو باندې پوهیږم. زه پوهیږم چې کولای شم د شکایت په ثبت کولو کې د EO/ شکایت ثبتولو له مسوول څخه د مرستې غوښتنه وکړم.

نېټه

د غوښتونکي/ ګډون کونکي لاسلیک

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice Swahili (Provided Only in PDF Form)**

This is the TOC Link for the attachment. The attachment begins on next page.

**SHERIA YA UBUNIFU WA NGUVU KAZI NA FURSA (WIOA)  
TAARIFA YA UTARATIBU WA MALALAMIKO**

Mwombaji maombi au mshiriki yeyote wa mpango, ambaye anataka kuwasilisha malalamiko kwa sababu ya kutendewa isivyo haki, ubaguzi, au ukiukaji wa kanuni za WIOA, lazima afuate utaratibu ufaao ulioainishwa hapa chini. Ikiwa tatizo litatokea wakati wa kuzingatiwa kwa huduma au wakati wa kujiandikisha, unapaswa kujaribu kwanza kupata suluhisho ya kuridhisha na mtoa huduma au mtoa mafunzo, au katika OJT, na mwajiri wako. Iwapo hilo halitatu tatizo, wasiliana na Afisa wa Fursa Sawa wa Nafasi ya Wafanyakazi. Atajaribu kukusaidia kupata suluhu inayokidhi mahitaji yako pamoja na yale ya mtoa huduma au mtoa mafunzo au mwajiri. Ikiwa bado hujaridhika, unaweza kuwasilisha malalamiko rasmi au malalamiko yaliyoandikwa.

- A. Unaweza kuwasilisha malalamiko yaliyoandikwa ili kuanza mchakato rasmi (moja inaweza kupatikana kutoka kwa Mtaalamu wako wa Vijana, Mwelekezaji wa Kazi au Afisa wa EO kwenye faili). Malalamiko haya yaliyoandikwa lazima yaeleze kwa undani malalamiko mahususi na yajumuishe taarifa ifuatayo:
  1. Jina lako, anwani, biashara, na nambari ya simu ya nyumbani
  2. Asili ya malalamiko
  3. Kanuni au sera zilizokiukwa, ikiwa zinajulikana
  4. Tarehe ya kitendo kinachodaiwa
  5. Jina na cheo cha wengine waliohusika katika hali hiyo
- B. Malalamiko yote yasiyo ya haki za kiraia lazima yawasilishwe ndani ya siku 90 baada ya tukio linalodaiwa.
- C. Afisa wa Malalamiko anaweza kuwasiliana nawe na/au wahuusika wengine wanaohusika na malalamiko ili kupata maelezo ya ziada na anaweza kuitisha usikilizaji rasmi. Kama kabadala, unaweza kuomba mchakato rasmi wa upatanishi kwa kutumia mpatanishi asiye na upendeleo.
- D. Afisa wa EO wa Fursa ya Wafanyakazi atatoa uamuzi ndani ya siku tisini (90) baada ya kupokea malalamiko.
- E. Ikiwa haujaridhika na uamuzi huo, unaweza kuchagua kuwasilisha malalamiko yako kwa Mkurugenzi wa Ofisi ya Nguvu Kazi huko Concord, NH. Taarifa kuhusu mchakato huu itaambatana na uamuzi wa OWO EO.
- F. Rufaa lazima ziwasilishwe ndani ya siku 60 baada ya kupokelewa kwa uamuzi unaokatiwa rufaa.

IDARA YA BIASHARA NA UCHUMI YA NH, OFISI YA FURSA YA WAFANYAKAZI  
LISA GERRARD, AFISA WA FURSA SAWA (EEO)  
100 North Main Street, Suite 1, Concord, NH 03301  
Simu: 603-271-0355 Relay:211

**FURSA SAWA NI NOTISI YA SHERIA**

Ni kinyume cha sheria kwa mpokeaji huyu wa usaidizi wa kifedha wa Shirikisho kubagua kwa misingi ifuatayo: dhidi ya mtu yeyote nchini Marekani, kwa misingi ya mbari, rangi, dini, jinsia (ikiwemo ujauzito, kujifungua, na hali zinazohusiana za kiafya, dhana potofu kuhusu jinsia, hali ya watu waliobadili jinsia, na utambulisho wa kijinsia), asili ya taifa (ikiwemo ufahamu mdogo wa Kiingereza), umri, ulemavu, au uhusiano wa kisiasa au imani, au, dhidi ya mnufaika yeyote wa, mwombaji, au mshiriki katika mipango inayosaidiwa kifedha chini ya Kifungu cha I cha Sheria ya Ubunifu na Fursa ya Wafanyakazi, kwa misingi ya hali ya uraia wa mtu binafsi au kushiriki katika mpango au shughuli yoyote ya Title I ya WIOA inayosaidiwa kifedha.

Herufi za Kwanza ya Jina la Mshiriki \_\_\_\_\_

Mpokeaji lazima asibague katika mojawapo ya maeneo yafuatayo: kuamua ni nani atakayekubaliwa, au kupata ufikiaji, kwa mpango au shughuli yoyote ya Title I ya WIOA inayosaidiwa kifedha; kutoa fursa, au kumtendea mtu yeyote kuhusiana na, mpango au shughuli kama hiyo; au kufanya maamuzi ya ajira katika usimamizi wa, au kuhusiana na, mpango au shughuli hiyo.

Wapokeaji wa usaidizi wa kifedha wa shirikisho lazima wachukue hatua zinazofaa ili kuhakikisha kwamba mawasiliano na watu wenye ulemavu yanafaa sawa na mawasiliano na wengine. Hii inamaanisha kwamba, kwa ombi na bila gharama yoyote kwa mtu binafsi, wapokeaji wanatakiwa kutoa usaidizi na huduma zinazofaa kwa watu waliohitimu wenye ulemavu.

#### UTAKACHOFANYA UKIAMINI KWAMBA UMEBAGULIWA

Iwapo unafikiri umebaguliwa chini ya mpango wa usaidizi wa kifedha wa Title I wa WIOA au shughuli, unaweza kuwasilisha malalamiko ndani ya siku 180 kuanzia tarehe ya madai ya ukiukaji na: Afisa wa Fursa Sawa wa mpokeaji (au mtu ambaye mpokeaji amemteua kwa kusudi hili);

IDARA YA BIASHARA NA UCHUMI YA NH, OFISI YA FURSA YA WAFANYAKAZI  
LISA GERRARD, AFISA WA FURSA SAWA (EEO)  
100 North Main Street, Suite 1, Concord, NH 03301  
Simu: 603-271-0355 Relay:211  
au

Mkurugenzi, Kituo cha Haki za Kiraia (CRC), Idara ya Kazi ya Marekani  
200 Constitution Avenue NW, Room N-4123, Washington, DC 20210  
au kielektroniki kama ilivyoelekezwa kwenye tovuti ya CRC katika [www.dol.gov/crc](http://www.dol.gov/crc).

Ukiwasilisha malalamiko yako kwa mpokeaji, ni lazima usubiri hadi mpokeaji atoe Notisi iliyoandikwa ya Hatua ya Mwisho, au hadi siku 90 zipite (yoyote itakayotangulia), kabla ya kuwasilisha kwenye Kituo cha Haki za Kiraia (angalia anwani hapo juu). Ikiwa mpokeaji hatakupa Notisi iliyoandikwa ya Hatua ya Mwisho ndani ya siku 90 baada ya siku ambayo uliwasilisha malalamiko yako, unaweza kuwasilisha malalamiko kwa CRC kabla ya kupokea Notisi hiyo. Hata hivyo, lazima uwasilishe malalamiko yako ya CRC ndani ya siku 30 za tarehe ya mwisho ya siku 90 (kwa maneno mengine, ndani ya siku 120 baada ya siku ambayo uliwasilisha malalamiko yako kwa mpokeaji). Ikiwa mpokeaji atakupa Notisi iliyoandikwa ya Hatua ya Mwisho kuhusu malalamiko yako, lakini hujaridhika na uamuzi au azimio hilo, unaweza kuwasilisha malalamiko kwa CRC. Ni lazima uwasilishe malalamiko yako ya CRC ndani ya siku 30 kutoka tarehe ambayo ulipokea Notisi ya Hatua ya Mwisho.

Nimesoma na/au nimesomewa fomu hii. Ninaelewa haki yangu ya kuwasilisha malalamiko. Ninaelewa kwamba ninaweza kuomba usaidizi wa kuwasilisha malalamiko kutoka kwa EO/Afisa wa Malalamiko.

---

Saini ya Mwombaji/Mshiriki

---

Tarehe

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Equal Opportunity Grievance Procedure  
Notice Policy – WIOA Grievance Procedure  
Notice Ukrainian (Provided Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**

---

## ЗАКОН ПРО ІННОВАЦІЇ ТА МОЖЛИВОСТІ ДЛЯ РОБОЧОЇ СИЛИ (WIOA) ПОВІДОМЛЕННЯ ПРО ПРОЦЕДУРУ РОЗГЛЯДУ СКАРГ

Будь-який заявник або учасник програми, який бажає подати скаргу через несправедливе ставлення, дискримінацію або порушення правил WIOA, повинен дотримуватися відповідної наведеної нижче процедури. Якщо у вас виникла проблема під час розгляду вашої кандидатури на отримання послуги або під час навчання, ви повинні спочатку спробувати знайти задовільне рішення з постачальником послуги або тренінгу, або, у випадку навчання на робочому місці, з вашим роботодавцем. Якщо це не вирішило проблему, зверніться до Фахівця з питань рівних можливостей Управління з питань трудових відносин. Він/вона намагатиметься допомогти вам знайти рішення, яке відповідає вашим потребам, а також потребам постачальника послуг, навчального закладу або роботодавця. Якщо ви залишаєтеся незадоволеними, можете подати офіційну претензію або письмову скаргу.

- A. Ви можете подати письмову скаргу, щоб розпочати офіційний процес (бланк скарги можна отримати у вашого спеціаліста з питань молоді, кар'єрного радника або співробітника відділу кадрів, зазначеного у вашому досьє). Ця письмова скарга має містити детальний опис конкретної скарги та наступну інформацію:
1. Ваше ім'я, адреса, робочий та домашній номер телефону
  2. Зміст скарги
  3. Порушені правила або політики, якщо це відомо
  4. Дата ймовірного інциденту
  5. Імена та посади інших осіб, залучених до ситуації
- B. Усі скарги, що не стосуються цивільних прав, необхідно подавати протягом 90 днів після ймовірного інциденту.
- C. Фахівець з розгляду скарг може зв'язатися з вами та/або іншими сторонами, що мають відношення до скарги, для отримання додаткової інформації, а також може призначити офіційне слухання. В якості альтернативи ви можете звернутися до офіційного процесу медіації із залученням неупередженого посередника.
- D. Фахівець з питань рівних можливостей Управління з питань трудових відносин винесе рішення протягом дев'яноста (90) днів з моменту отримання скарги.
- E. У разі незадоволення рішенням, ви можете подати скаргу директору Управління з питань трудових відносин у Конкорді, штат Нью-Гемпшир. Інформація про цей процес буде супроводжувати рішення Виконавчого директора Управління з питань трудових відносин.
- F. Апеляція подається протягом 60 днів з моменту отримання рішення, що оскаржується.

ДЕПАРТАМЕНТ З ПИТАНЬ БІЗНЕСУ ТА ЕКОНОМІКИ,  
УПРАВЛІННЯ З ПИТАНЬ ТРУДОВИХ ВІДНОСИН  
ЛІЗА ДЖЕРРАРД, ФАХІВЕЦЬ З ПИТАНЬ РІВНИХ МОЖЛИВОСТЕЙ (ЕЕО)  
100, Норт-Мейн-стріт, Сьют 1, Конкорд, Нью-Гемпшир, 03301  
Телефон: 603-271-0355 додатковий номер: 211

### РІВНІ МОЖЛИВОСТІ - ЦЕ ЗАКОН

Для цього одержувача федеральної фінансової допомоги є незаконною дискримінація за наступними ознаками: проти будь-якої особи в США на підставі раси, кольору шкіри, релігії, статі (включаючи вагітність, пологи та пов'язані з ними медичні стани, статеві стереотипи, трансгендерний статус та гендерну ідентичність), національного походження (включаючи недостатній рівень володіння англійською мовою), віку, інвалідності, політичної приналежності або переконань, або проти будь-якого бенефіціара, заявника або учасника програм, що отримують фінансову підтримку відповідно до Розділу I Закону про інновації та можливості для робочої сили на підставі громадянства або участі в будь-якій програмі або діяльності, що фінансується за Розділом I Закону про інновації та можливості для робочої сили.

Ініціали учасника \_\_\_\_\_

---

Одержувач не повинен допускати дискримінації в будь-якій з наступних сфер: прийняття рішення про те, хто буде допущений або матиме доступ до будь-якої програми або діяльності, що фінансується за Розділом I Закону про інновації та можливості для робочої сили; надання можливостей або відношення до будь-якої особи у зв'язку з такою програмою або діяльністю; або прийняття кадрових рішень в адміністрації або у зв'язку з такою програмою чи діяльністю.

Одержувачі федеральної фінансової допомоги повинні вживати розумних заходів для забезпечення того, щоб комунікація з особами з обмеженими можливостями була такою ж ефективною, як і комунікація з іншими людьми. Це означає, що за запитом і безоплатно для особи одержувачі зобов'язані надавати відповідні допоміжні засоби та послуги кваліфікованим особам з обмеженими можливостями.

## ЩО РОБИТИ, ЯКЩО ВИ ВВАЖАЄТЕ, ЩО ЗАЗНАЛИ ДИСКРИМІНАЦІЇ

Якщо ви вважаєте, що зазнали дискримінації в рамках програми або діяльності, що фінансується за Розділом I Закону про інновації та можливості для робочої сили, ви можете подати скаргу протягом 180 днів з дати ймовірного порушення до: фахівця з питань рівних можливостей одержувача (або особи, яку одержувач призначив для цієї мети).

ДЕПАРТАМЕНТ З ПИТАНЬ БІЗНЕСУ ТА ЕКОНОМІКИ,  
УПРАВЛІННЯ З ПИТАНЬ ТРУДОВИХ ВІДНОСИН  
ЛІЗА ДЖЕРРАРД, ФАХІВЕЦЬ З ПИТАНЬ РІВНИХ МОЖЛИВОСТЕЙ (ЕЕО)  
100, Норт-Мейн-стріт, Сьют 1, Конкорд, Нью-Гемпшир, 03301  
Телефон: 603-271-0355 додатковий номер: 211  
або

Директор Центру громадянських прав (CRC) Міністерства праці США  
200, Констіт्यूшн-авеню, північний захід, кімната №4123, Вашингтон, округ Колумбія, 20210  
або в електронному вигляді, як зазначено на веб-сайті CRC за адресою [www.dol.gov/crc](http://www.dol.gov/crc) .

Якщо ви подали скаргу до одержувача, вам слід дочекатися або письмового повідомлення про остаточне рішення, або закінчення 90 днів (залежно від того, що настане раніше), перш ніж подавати скаргу до Центру громадянських прав (див. адресу вище). Якщо одержувач не надав вам письмове повідомлення про остаточне рішення протягом 90 днів з моменту подання скарги, ви можете подати скаргу до Центру громадянських прав до отримання такого повідомлення. Однак ви повинні подати скаргу за Центру громадянських прав протягом 30 днів після закінчення 90-денного терміну (іншими словами, протягом 120 днів після подання скарги одержувачу). Якщо одержувач надасть вам письмове повідомлення про остаточне рішення за вашою скаргою, але ви незадоволені рішенням або резолюцією, ви можете подати скаргу до Центру громадянських прав. Ви повинні подати скаргу до Центру громадянських прав протягом 30 днів з дати отримання повідомлення про остаточне рішення.

Я прочитав та/або мені зачитали цю форму. Я розумію свої права на подання скарг. Я розумію, що можу звернутися за допомогою у поданні скарги до Виконавчого директора/Фахівця з розгляду скарг.

---

Підпис заявника/учасника

---

Дата

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# EXIT FROM WIOA TITLE I PROGRAMS

## POLICY

---

Policy #: 2020-P-01 Previous #: 2020-P-001

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

### **PURPOSE:**

To provide guidance on the definition and impact of exit of participants of WIOA Title I funded programs.

**Background:** A participant is an eligible individual who has received one or more WIOA funded Basic Career, Individualized Career, and/or Training Services. Good case management practice requires that a WIOA Career Specialist (WCS) manage a reasonable size caseload of active participants assigned to him/her, i.e., maintain a balance between participants entering the system for services and those leaving the system. All participants eventually leave the program for one or more reasons. For example, they may have obtained employment; voluntarily withdrew from the program; were administratively removed for recurring non-compliance with their IEP/ISS; experienced health or medical difficulties, and so on. This process is commonly referred to as participants "exiting" the WIOA program (or simply "exiters").

In WIOA, the "Date of Exit" is the last date on which WIOA services were received by the participant, excluding post-employment follow-up services. For measuring WIOA performance, participants leaving WIOA are officially "counted" during the quarter in which they exit ("quarter of exit"). From a timing perspective, it is critical that all participant exit data for the quarter be entered on or by the last day of the quarter (end of September, December March, June). The "quarter of exit" is the basis upon which all most WIOA performance measures (Employment 2nd Quarter after Exit, Employment 4th Quarter after Exit, Median Earnings, and Credential Attainment Rate) are predicated.

### **POLICY:**

**Definition of WIOA Exit:** A WIOA program "Exit" occurs (1) when a participant does not receive any WIOA-funded or non-funded partner service for 90 consecutive calendar days and is not scheduled for future services except follow-up services ("**Soft Exit**") OR (2) when a participant leaves the WIOA program for one of the following reasons ("**Hard Exit**"):

1. If the participant has become institutionalized, incarcerated in a correctional institute, or has become a resident in an institution or facility providing 24-hour support such as hospital or treatment center and the individual is expected to remain in that institution for at least 90 days.
2. The participant exits the program because medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
3. The participant is deceased.
4. The participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.

5. The participant is in the foster care system as defined in [45CFR 1355.20\(a\)](#) and exits the program because the participant has moved from the area as part of such a program or system (Youth participants only).
6. The participant, who was determined to be eligible, is later determined not have met eligibility criteria.
7. The participant is a criminal offender in a correctional institution under [Section 225 of WIOA](#).

The date of exit will occur when the last scheduled service described in the IEP/ISS and funded by WIOA, or a Partner program is completed.

**Impact of non-WIOA Partner Services on Exit Status:** Receipt of *non-WIOA partner services (e.g., job club, vocational training, etc.) specified in the WIOA IEP/ISS* can extend the exit date, which triggers measurement of outcomes. The only partner services that can extend the exit date are those services that are deemed WIOA services (i.e., Basic Career, Individualized Career, and Training Services). WIOA funded or partner agency services are primarily interpreted as staff-assisted job search and placement assistance (including career counseling), job referrals (such as employment-related testing and background checks), job development (working with employer and job seeker), workshops and job clubs, other Basic Career, Individualized Career and/or Training Services. The key point is that there is a requirement that such “staff-assisted” services will be recorded on IEP/ISS. Excluded as staff-assisted services are those that provide income maintenance support or direct monetary benefits such as TANF Cash Assistance, Unemployment Compensation, Food Stamps, etc. It is not necessary to report non-WIOA partner agency services that are not coordinated with the participant’s WIOA IEP/ISS.

As cited previously, a participant will be exited from WIOA when all scheduled WIOA and non-WIOA Partner services in the IEP/ISS are completed. Based on the needs identified in the Assessment process, it is the responsibility of the WIOA Career Specialists (WCS) to determine which partner or WIOA services are appropriate for inclusion in the WIOA IEP/ISS. This task will often require significant collaboration and co-case management activity between the WCS and his/her counterpart in the partner agency.

If a participant has not received any WIOA-funded or partner services for any consecutive 90-day period (except follow-up services), then that participant will be exited from WIOA (Soft Exit). Soft exit is an automated process in the Job Match System (JMS). When all activities are closed and no new services are entered in 90 days, JMS will exit the case based on the last day of services provided. JMS provides a countdown to soft exit so that WCS’s are aware when a case is due to exit.

**Efforts to Obtain Outcome Information:** To the extent possible, it is important to obtain and record as much outcome information from the participant before exiting him/her from the WIOA program after the last scheduled service. It is up to the WCS to obtain outcome information prior to the participant exiting. This includes, outcomes of training, employment information, etc. The WCS will utilize one or more of the following to contact the participant:

1. E-mail or Mail Job Placement letters to participant using address they provided at intake.
2. Contact participant via phone during day or evening.
3. Reach participant through secondary/emergency phone number.
4. Contact training vendor for training update information.
5. Ask non-WIOA Partner Agency Representative for update status.

All contacts should include date, time, phone number called, etc. and the activity annotated in the notes section of JMS by the WCS.

**PROCEDURE(S):**

**Soft Exits:** Participants who do not receive any WIOA funded, or Partner Agency services described in the IEP/ISS for 90 consecutive calendar days (except follow-up services) will be determined **Soft Exits**. It is also important to remember that the JMS Case management System will *automatically* exit an active participant as a Soft Exit if career services have not been entered into the system within 90 consecutive days. WCS's must remain proactive to maintain contact with participants and to provide appropriate WIOA funded services or arrange partner agency staff-assisted services. To facilitate this practice, WCS's are expected to access and review their caseload status on a regular basis.

**Other Exits:** As described earlier in the "Definition of Exit" section, in addition to Soft Exits, there are many other reasons that a participant can exit the WIOA program. Many of these circumstances are beyond control of the WCS; nevertheless, they can affect our program performance outcomes. The degree to which these circumstances affect performance is a function of how well each WCS conducts their assessment of the individual's abilities, needs, motivation, and potential for completing the program requirements. A holistic assessment of the factors affecting an individual at the outset is critical in developing and implementing a viable service strategy. Coupled with regular employment counseling, effective case management, and timely provision of support services, the prospect of successful program completion is greatly enhanced.

**Obtaining and Documenting Job Placement Information:** Because of its impact on performance, the WCS will make every effort to obtain job placement information on participants exiting the WIOA program using the following methods in the prescribed order:

1. Staff will first contact the participant to solicit employment information.
2. Staff will then undertake reasonable and direct efforts with employer of record to acquire employment verification via telephone, FAX, or e-mail.
3. Finally, reliance on information obtained from an authoritative third party.

**ACTION:**

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

---

# EXIT/PLACEMENT INFORMATION POLICY

---

Policy #: 2024-P-03 Previous #: 2020-P-001

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

## **PURPOSE:**

To provide guidance on the importance of gathering post exit placement information for exited participants under WIOA Title I funded programs.

**Background:** A participant is an eligible individual who has received one or more WIOA funded Basic Career, Individualized Career, and/or Training Services. Good case management practice requires that a WIOA Career Specialist (WCS) manage a reasonable size caseload of active participants assigned to him/her, i.e., maintain a balance between participants entering the system for services and those leaving the system. All participants eventually leave the program for one or more reasons. For example, they may have obtained employment; voluntarily withdrew from the program; were administratively removed for recurring non-compliance with their IEP/ISS; experienced health or medical difficulties, and so on. This process is commonly referred to as participants "exiting" the WIOA program (or simply "exiters").

In WIOA, the "Date of Exit" is the last date on which WIOA services were received by the participant, excluding post-employment follow-up services. For measuring WIOA performance, participants leaving WIOA are officially "counted" during the quarter in which they exit ("quarter of exit"). From a timing perspective, it is critical that all participant exit data for the quarter be entered on or by the last day of the quarter (end of September, December March, June). The "quarter of exit" is the basis upon which all most WIOA performance measures (Employment 2nd Quarter after Exit, Employment 4th Quarter after Exit, Median Earnings, and Credential Attainment Rate) are predicated.

## **POLICY:**

For the purpose of computing Federal WIOA performance measures, participants leaving WIOA are officially "counted" during the quarter in which they exit (or the "quarter of exit"). "Quarters of exit" are based on calendar year quarters: January 1-March 31; April 1-June 30; July 1 –September 30; and October 1 – December 31. For example, if the date of exit is January 20th, the "quarter of exit" (base quarter) will end March 31. The "quarter of exit" is the base upon which all other WIOA performance measures (Employment 2nd Quarter after Exit, Employment 4th Quarter after Exit, Median Earnings, and Credential Attainment Rate) are predicated.

*WCS's should follow-up on all exiters after the first 90 days after exit to optimize the prospects of meeting WIOA performance goals. The purpose of Exiter Performance Follow-up is:*

1. To gather information on Employment 2nd Quarter after Exit and Measurable Skill Gains; and
2. To obtain information on Credentials achieved since exiting the program.

If an individual is “**Hard Exited**” using one the seven reasons outlined under WIOA, the participants exit can be excluded from performance measures. The (7) reasons are: (1) institutionalization, (2) medical treatment expected to last longer than 90 days, (3) death, (4) National Guard or other reserve military unit of the armed forces called to active duty, (5) youth in foster care, (6) participant, who was determined to be eligible, is later determined not have met eligibility criteria and (7) criminal offender.

**PROCEDURE(S):**

*All exiters should be contacted following 90 days after their date of exit* in order to obtain updated information on employment and credential attainment of the individual. There are several possible outcomes:

1. If the individual exited WIOA, did not receive Training Services and was NOT employed, subsequent contact for Post-Employment Follow-Up Services is not required but should be attempted.
2. If the individual exited WIOA and IS employed, Post-Employment Follow-Up Service contacts are required following 90 days after their exit date. Post-Employment Follow-Up Services can be provided for the balance of the 12-month post-exit follow-up period to ensure retention of employment.
3. If the individual exited WIOA, received Training Services, and successfully completed the training, the WCS must obtain Credential and Measurable Skill Gains information on all participants as soon as possible after completing training but no later than 90 days after exit.

Follow-up employment and credentials data obtained on participants at the end of the 1st quarter after WIOA exit will be entered in JMS “Follow-Up” section. Information gathered during the quarterly post-employment follow-up contact will also be entered in JMS in the “follow-up” section in JMS for the appropriate quarter.

**ACTION:**

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

---

# HIGH DEMAND OCCUPATION LIST POLICY

---

Policy #: 2024-P-02

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

## **Purpose:**

To provide guidance regarding the demand occupation list as required under the Workforce Innovation and Opportunity Act.

## **Policy:**

The Workforce Innovation Opportunity Act requires a demand occupation list per workforce area. The Office of Workforce Opportunity contracts with NHES's Economic and Labor Market (ELMI) Bureau to develop the State's Demand Occupation List also called the High Demand Occupation List.

In past years, the criteria used to develop this list was a minimum of 106 openings annually with a minimum wage rate of \$11.00 an hour. Working with staff from ELMI, OWO looked at different criteria to determine the best way to be inclusive yet reflect what occupations are in high demand in New Hampshire. For PY24, the following criteria was used to best represent the high demand occupations for New Hampshire.

- Occupations with \$15+ wage **and** 106+ openings
- Occupations with 5% growth projection **and** 20+ openings (may not have \$15+ wage)
- Occupations listed as an Apprenticeship **or** WIOA targeted sector **with** 20+ openings (may not have 5% growth nor \$15+ wage)
- Occupations listed as having a Doctoral Degree have been removed as they are beyond WIOA funding limits.

## **Procedure:**

Every two years, the Office of Workforce Opportunity works with ELMI and other partners to establish the criteria that will be used to generate the demand occupation list. The list is presented to the State Workforce Innovation Board to be voted on and approved or opposed. Once the list is approved, OWO disseminates the list to all partners and Title I funded subrecipients using email and posting on OWO's transparency webpage. Additionally, the Job Match System (JMS) is updated to reflect the current listing. The list is valid for two years or until updated.

## **Action:**

All staff, NH Works partners, and other workforce development agencies must be knowledgeable about the contents of this directive.

**ATTACHMENT:** High Demand Occupation List

**High Demand Occupation List Policy –  
High Demand Occupation List (Provided  
Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Forces_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
11-1021	General and Operations Managers	17324	18581	7.3	447	964	1537	50	X
11-2021	Marketing Managers	1265	1360	7.5	31	71	112	72.44	
11-2022	Sales Managers	1963	2117	7.8	50	98	163	69.71	
11-3031	Financial Managers	4338	5193	19.7	123	194	403	67.49	X
11-9021	Construction Managers	1294	1425	10.1	34	62	109	50.43	
11-9051	Food Service Managers	1382	1466	6.1	52	105	165	33.36	X
11-9141	Property, Real Estate, and Community Association Managers	1254	1366	8.9	55	44	110	31.52	X
13-1020	Buyers and Purchasing Agents	2763	2657	-3.8	100	143	232	32.96	
13-1041	Compliance Officers	1346	1405	4.4	48	57	111	41	X
13-1071	Human Resources Specialists	4588	5153	12.3	146	253	455	31.63	X
13-1082	Project Management Specialists	3746	4165	11.2	90	182	314	42.94	X
13-1111	Management Analysts	4638	5210	12.3	170	227	454	49.44	X
13-1151	Training and Development Specialists	2125	2337	10	68	117	206	32.3	X
13-1161	Market Research Analysts and Marketing Specialists	4365	5083	16.4	148	275	495	30.29	X
13-2011	Accountants and Auditors	7866	8516	8.3	253	371	689	37.91	X
13-2052	Personal Financial Advisors	2150	2508	16.7	63	80	179	39.9	
21-1012	Educational, Guidance, and Career Counselors and Advisors	2309	2494	8	72	97	187	27.88	
21-1018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	2297	2854	24.2	93	119	268	26.19	
21-1093	Social and Human Service Assistants	2117	2396	13.2	100	129	257	19.03	X
23-2011	Paralegals and Legal Assistants	1340	1432	6.9	52	88	149	28.44	X
25-2011	Preschool Teachers, Except Special Education	3324	3578	7.6	158	204	387	18.1	X
25-2021	Elementary School Teachers, Except Special Education	5948	5980	0.5	200	196	399	63550	
25-2022	Middle School Teachers, Except Special and Career/Technical Education	3461	3486	0.7	117	114	233	63830	
25-2031	Secondary School Teachers, Except Special and Career/Technical Education	4905	4946	0.8	143	159	306	65150	
25-3021	Self-Enrichment Teachers	2065	2295	11.1	136	124	283	28.15	
25-3031	Substitute Teachers, Short-Term	1294	1349	4.3	82	75	163	15.98	
25-3041	Tutors	701	725	3.4	65	56	123	24.71	
25-4022	Librarians and Media Collections Specialists	1101	1162	5.5	62	43	111	30.4	
25-9045	Teaching Assistants, Except Postsecondary	8355	8392	0.4	477	495	976	36810	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Forces_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
27-1026	Merchandise Displayers and Window Trimmers	965	1018	5.5	48	68	121	17.69	X
27-3031	Public Relations Specialists	1304	1394	6.9	32	73	114	31.47	X
31-1120	Home Health and Personal Care Aides	8762	10784	23.1	782	652	1636	16.55	
31-1131	Nursing Assistants	7409	7751	4.6	480	593	1107	21.13	X
31-9011	Massage Therapists	1693	1921	13.5	119	123	265	35.08	X
31-9091	Dental Assistants	1366	1480	8.3	79	116	206	27.1	X
31-9092	Medical Assistants	2721	3142	15.5	138	236	416	22.23	X
31-9096	Veterinary Assistants and Laboratory Animal Caretakers	463	556	20.1	32	67	108	17.46	X
33-2011	Firefighters	2478	2673	7.9	67	124	211	24.75	X
33-3051	Police and Sheriff's Patrol Officers	3050	3258	6.8	92	147	260	30.65	X
33-9032	Security Guards	2742	2803	2.2	160	206	372	19.66	X
33-9091	Crossing Guards and Flaggers	523	592	13.2	95	29	131	19.55	
35-1011	Chefs and Head Cooks	1030	1138	10.5	42	86	139	26.94	X
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	4528	4991	10.2	240	456	742	22.27	
35-2011	Cooks, Fast Food	1725	1594	-7.6	113	135	235	16.71	X
35-2012	Cooks, Institution and Cafeteria	1753	1835	4.7	122	146	276	19.15	X
35-2014	Cooks, Restaurant	6382	8149	27.7	496	592	1265	18.24	X
35-2021	Food Preparation Workers	2705	2706	0	240	241	481	16.55	
35-3031	Waiters and Waitresses	8546	8757	2.5	744	1045	1810	16.7	
35-3041	Food Servers, Nonrestaurant	1344	1391	3.5	112	111	228	16.2	
37-1011	First-Line Supervisors of Housekeeping and Janitorial Workers	1324	1437	8.5	72	86	169	26.15	X
37-1012	First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	1412	1534	8.6	58	91	161	29.04	
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	9531	9997	4.9	680	679	1406	18.05	X
37-2012	Maids and Housekeeping Cleaners	4746	4901	3.3	359	324	699	16.58	X
37-3011	Landscaping and Groundskeeping Workers	7607	8365	10	397	620	1093	19.8	X
37-3013	Tree Trimmers and Pruners	763	838	9.8	29	72	109	25.38	X
39-2021	Animal Caretakers	2115	2516	19	150	266	456	15.19	X
39-5012	Hairdressers, Hairstylists, and Cosmetologists	2788	3095	11	175	221	427	16.62	X
39-9011	Childcare Workers	3792	3835	1.1	275	356	635	15.62	X

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Forces_Exits	Annual_Occupational_Transfers	Annual_Total_Openings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
39-9031	Exercise Trainers and Group Fitness Instructors	2067	2435	17.8	137	276	450	22.92	X
39-9032	Recreation Workers	1744	1868	7.1	132	236	380	16.03	X
41-1011	First-Line Supervisors of Retail Sales Workers	7980	7669	-3.9	305	462	736	24.02	X
41-1012	First-Line Supervisors of Non-Retail Sales Workers	2756	2846	3.3	95	131	235	47.37	
41-2021	Counter and Rental Clerks	1708	1760	3	98	103	206	21.25	
41-2022	Parts Salespersons	1292	1350	4.5	64	90	160	19.29	X
41-2031	Retail Salespersons	19407	19475	0.4	1276	1539	2822	16.71	
41-3021	Insurance Sales Agents	2885	3193	10.7	114	126	271	28.31	
41-3091	Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	5107	5544	8.6	136	360	540	36.8	
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	7715	8385	8.7	268	440	775	34.97	
43-1011	First-Line Supervisors of Office and Administrative Support Workers	7675	7490	-2.4	317	406	705	31.01	
43-3021	Billing and Posting Clerks	2109	2157	2.3	101	117	223	22.79	
43-3031	Bookkeeping, Accounting, and Auditing Clerks	8712	8496	-2.5	558	438	974	23.11	X
43-3071	Tellers	1547	1420	-8.2	67	84	138	18.08	X
43-4051	Customer Service Representatives	13521	13074	-3.3	743	1043	1741	21.09	X
43-4081	Hotel, Motel, and Resort Desk Clerks	970	1026	5.8	63	96	165	16.83	X
43-4111	Interviewers, Except Eligibility and Loan	1085	1026	-5.4	55	71	120	20.28	
43-4121	Library Assistants, Clerical	943	914	-3.1	92	69	158	16.75	
43-4171	Receptionists and Information Clerks	4523	4580	1.3	288	316	610	17.64	
43-5052	Postal Service Mail Carriers	1426	1426	0	58	49	107	27.64	
43-5061	Production, Planning, and Expediting Clerks	1441	1517	5.3	58	92	158	28.5	X
43-5071	Shipping, Receiving, and Inventory Clerks	5031	4775	-5.1	202	292	468	20.68	
43-6013	Medical Secretaries and Administrative Assistants	3814	4097	7.4	210	200	438	21	X
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	11346	10379	-8.5	632	572	1107	21.67	X
43-9041	Insurance Claims and Policy Processing Clerks	1419	1392	-1.9	57	70	124	26.12	X
43-9061	Office Clerks, General	16199	15718	-3	964	938	1854	22.23	X
45-2092	Farmworkers and Laborers, Crop, Nursery, and Greenhouse	2337	2684	14.8	142	227	404	15.45	
45-2093	Farmworkers, Farm, Ranch, and Aquacultural Animals	943	1021	8.3	56	89	153	16.29	X
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	2817	3020	7.2	97	133	250	35.88	

LETP_SOC_Cd	LETP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
47-2031	Carpenters	4800	5117	6.6	173	233	438	28.32	X
47-2061	Construction Laborers	4046	4464	10.3	147	215	404	21.74	X
47-2073	Operating Engineers and Other Construction Equipment Operators	1499	1613	7.6	52	78	141	30	X
47-2111	Electricians	3206	3646	13.7	114	185	343	29.46	X
47-2141	Painters, Construction and Maintenance	1355	1449	6.9	48	60	117	22.58	X
47-2152	Plumbers, Pipefitters, and Steamfitters	2342	2542	8.5	77	131	228	29.64	X
47-4051	Highway Maintenance Workers	1372	1515	10.4	65	64	143	22.53	
49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers	2540	2683	5.6	101	113	228	37.66	X
49-2022	Telecommunications Equipment Installers and Repairers, Except Line Installers	1048	1143	9.1	39	71	120	39.2	X
49-3023	Automotive Service Technicians and Mechanics	3797	3945	3.9	134	191	340	24.04	X
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	1929	2057	6.6	62	103	178	29.42	X
49-9041	Industrial Machinery Mechanics	2037	2464	21	80	93	216	29.03	X
49-9071	Maintenance and Repair Workers, General	5803	6311	8.8	267	276	594	22.92	X
51-1011	First-Line Supervisors of Production and Operating Workers	3301	3461	4.8	122	191	329	36.16	
51-2028	Electrical, Electronic, and Electromechanical Assemblers, Except Coil Winders, Tapers, and Finishers	3022	3172	5	154	173	342	21.87	
51-2090	Miscellaneous Assemblers and Fabricators	5765	5663	-1.8	242	361	593	19.24	
51-3011	Bakers	770	841	9.2	57	60	124	17.17	X
51-4041	Machinists	1664	1775	6.7	69	98	178	27.12	X
51-4081	Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	1030	1104	7.2	42	61	110	19.02	X
51-4121	Welders, Cutters, Solderers, and Brazers	1219	1303	6.9	38	84	130	26.5	X
51-6011	Laundry and Dry-Cleaning Workers	801	818	2.1	62	48	112	16.34	X
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	3551	3560	0.3	149	256	406	23.55	X
51-9111	Packaging and Filling Machine Operators and Tenders	915	1013	10.7	46	57	113	21.71	
51-9161	Computer Numerically Controlled Tool Operators	2802	2714	-3.1	86	163	240	24.61	X
53-1047	FirstLine Supervisors of Transportation & Material Moving Workers, Exc Aircraft Cargo Handling Supervisor	2470	2635	6.7	86	167	269	28.33	
53-3032	Heavy and Tractor-Trailer Truck Drivers	8208	8740	6.5	384	496	933	27.32	X
53-3033	Light Truck Drivers	5611	6380	13.7	271	351	699	20.97	
53-3051	Bus Drivers, School	1796	1927	7.3	197	85	295	23.02	
53-3053	Shuttle Drivers and Chauffeurs	831	911	9.6	74	44	126	17.01	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
53-3054	Taxi Drivers	790	994	25.8	45	42	107	21.27	
53-7051	Industrial Truck and Tractor Operators	1659	1757	5.9	55	109	174	24.46	
53-7061	Cleaners of Vehicles and Equipment	990	1051	6.2	55	79	140	17.53	X
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	6082	6516	7.1	301	512	856	18.51	X
53-7065	Stockers and Order Fillers	14479	15978	10.4	947	1491	2588	17.2	
11-2032	Public Relations Managers	276	296	7.2	6	13	21	64.21	
11-2033	Fundraising Managers	245	258	5.3	6	11	18	54.89	
11-3012	Administrative Services Managers	654	704	7.6	24	28	57	54.04	
11-3013	Facilities Managers	608	647	6.4	20	27	51	50.26	X
11-3051	Industrial Production Managers	1127	1185	5.1	28	49	83	64.88	X
11-3061	Purchasing Managers	488	523	7.2	14	22	40	67.45	
11-3071	Transportation, Storage, and Distribution Managers	434	464	6.9	13	22	38	58.39	X
11-3121	Human Resources Managers	807	877	8.7	24	38	69	64.78	
11-3131	Training and Development Managers	242	263	8.7	6	13	21	62.34	
11-9072	Entertainment And Recreation Managers, Except Gambling	59	67	13.6	3	4	8	36.2	
11-9081	Lodging Managers	246	282	14.6	10	15	29	31.5	X
11-9151	Social and Community Service Managers	1070	1219	13.9	37	51	103	36.61	
13-1011	Agents and Business Managers of Artists, Performers, and Athletes	43	48	11.6	2	2	4	29.46	
13-1081	Logisticians	797	966	21.2	24	46	87	38.75	X
13-1121	Meeting, Convention, and Event Planners	446	487	9.2	19	29	52	25.31	
13-1131	Fundraisers	797	850	6.6	25	35	65	32.28	
13-1141	Compensation, Benefits, and Job Analysis Specialists	ND	ND	ND	ND	ND	ND	40.29	
13-2020	Property Appraisers and Assessors	370	400	8.1	19	13	35	33.17	
13-2031	Budget Analysts	67	71	6	2	2	4	40.99	
13-2051	Financial and Investment Analysts	916	1006	9.8	21	39	69	41.95	
13-2054	Financial Risk Specialists	ND	ND	ND	ND	ND	ND	46.52	X
13-2071	Credit Counselors	476	505	6.1	13	20	36	23.57	
13-2072	Loan Officers	1157	1266	9.4	32	49	92	36.76	
13-2081	Tax Examiners and Collectors, and Revenue Agents	323	339	5	12	13	27	27.65	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
19-5011	Occupational Health and Safety Specialists	504	601	19.2	16	42	68	40.63	X
19-5012	Occupational Health and Safety Technicians	75	82	9.3	2	6	9	31.41	X
21-1013	Marriage and Family Therapists	285	347	21.8	11	9	26	26.43	
21-1021	Child, Family, and School Social Workers	924	1000	8.2	31	42	81	27.92	
21-1022	Healthcare Social Workers	596	640	7.4	23	29	56	36.11	
21-1023	Mental Health and Substance Abuse Social Workers	368	420	14.1	15	12	32	34.5	
21-1091	Health Education Specialists	ND	ND	ND	ND	ND	ND	30.4	X
21-1094	Community Health Workers	267	313	17.2	12	17	34	21.27	X
25-4011	Archivists	42	47	11.9	3	2	5	29.36	
25-4012	Curators	81	94	16	5	5	11	29.84	
25-4013	Museum Technicians and Conservators	39	44	12.8	3	2	5	23.95	
27-1011	Art Directors	296	321	8.4	14	15	31	39.18	
27-1013	Fine Artists, Including Painters, Sculptors, and Illustrators	367	393	7.1	17	18	38	17.1	X
27-1021	Commercial and Industrial Designers	137	148	8	3	6	10	35.72	X
27-1022	Fashion Designers	104	121	16.3	3	7	12	42.13	X
27-1024	Graphic Designers	883	948	7.4	26	47	79	29.49	X
27-1025	Interior Designers	333	376	12.9	15	16	35	28.05	X
27-2012	Producers and Directors	308	333	8.1	9	17	28	31.21	X
27-2022	Coaches and Scouts	942	1076	14.2	55	70	138	43970	
27-2023	Umpires, Referees, and Other Sports Officials	117	134	14.5	16	12	30	52000	
27-3042	Technical Writers	192	210	9.4	6	10	18	38.76	X
27-3091	Interpreters and Translators	243	266	9.5	13	12	27	22.49	X
27-4011	Audio and Video Technicians	235	251	6.8	7	14	23	25.48	X
27-4021	Photographers	392	418	6.6	15	20	38	23.75	X
27-4032	Film and Video Editors	174	196	12.6	5	11	18	29.7	X
31-2011	Occupational Therapy Assistants	104	118	13.5	6	10	17	30.28	
31-2021	Physical Therapist Assistants	371	479	29.1	20	37	68	33.23	
31-9093	Medical Equipment Preparers	394	414	5.1	23	31	56	21.85	X
31-9097	Phlebotomists	696	753	8.2	36	56	98	21.9	X

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Forces_Exits	Annual_Occupational_Transfers	Annual_Total_Operations	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
33-1012	First-Line Supervisors of Police and Detectives	667	716	7.3	19	26	50	45.39	
33-1021	First-Line Supervisors of Firefighting and Prevention Workers	395	426	7.8	10	15	28	39.87	X
33-2021	Fire Inspectors and Investigators	62	66	6.5	2	3	5	35.15	X
33-9011	Animal Control Workers	41	45	9.8	2	2	4	24.56	
33-9021	Private Detectives and Investigators	226	251	11.1	10	12	24	22.62	X
33-9094	School Bus Monitors	46	49	6.5	7	2	9	15.4	
37-2021	Pest Control Workers	325	364	12	11	33	48	23.66	X
37-3012	Pesticide Handlers, Sprayers, and Applicators, Vegetation	318	342	7.5	11	31	44	21.35	X
39-1014	First-line Supervisors of Entertainment And Recreation Workers, Except Gambling Services	713	790	10.8	32	49	89	24.33	
39-2011	Animal Trainers	244	293	20.1	12	25	42	15.46	X
39-4031	Morticians, Undertakers, and Funeral Arrangers	96	101	5.2	5	7	12	31.73	
39-5094	Skincare Specialists	588	655	11.4	31	53	91	20.01	X
39-6012	Concierges	ND	ND	ND	ND	ND	ND	16.35	
39-7010	Tour and Travel Guides	332	370	11.4	32	42	78	18.48	
39-9041	Residential Advisors	292	313	7.2	17	35	54	20	X
41-3031	Securities, Commodities, and Financial Services Sales Agents	1103	1249	13.2	33	53	101	36.87	X
41-9011	Demonstrators and Product Promoters	74	78	5.4	8	5	13	22.24	
41-9022	Real Estate Sales Agents	694	751	8.2	34	26	66	27.46	
43-4031	Court, Municipal, and License Clerks	542	580	7	29	27	60	21.69	
43-4131	Loan Interviewers and Clerks	959	1017	6	33	48	87	23.56	
43-5011	Cargo and Freight Agents	223	248	11.2	9	14	25	24.04	X
43-5031	Public Safety Telecommunicators	645	690	7	31	36	71	24.06	X
45-1011	First-Line Supervisors of Farming, Fishing, and Forestry Workers	233	270	15.9	13	20	37	25.84	X
47-2021	Brickmasons and Blockmasons	206	219	6.3	8	9	18	28.11	X
47-2042	Floor Layers, Except Carpet, Wood, and Hard Tiles	46	52	13	2	2	5	28.13	X
47-2044	Tile and Stone Setters	85	98	15.3	3	4	8	44.98	X
47-2071	Paving, Surfacing, and Tamping Equipment Operators	234	256	9.4	8	12	22	27.87	X
47-2081	Drywall and Ceiling Tile Installers	389	418	7.5	10	17	30	29.07	X
47-2121	Glaziers	158	169	7	7	9	17	29.53	X

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Forces_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
47-2131	Insulation Workers, Floor, Ceiling, and Wall	259	282	8.9	8	13	23	21.96	X
47-2161	Plasterers and Stucco Masons	ND	ND	ND	ND	ND	ND	28.99	X
47-2181	Roofers	352	380	8	10	18	31	23.13	
47-2211	Sheet Metal Workers	794	844	6.3	30	44	79	25.63	X
47-2221	Structural Iron and Steel Workers	173	187	8.1	4	11	16	26.82	X
47-3015	Helpers--Pipelayers, Plumbers, Pipefitters, and Steamfitters	159	172	8.2	6	12	19	20.07	
47-4071	Septic Tank Servicers and Sewer Pipe Cleaners	233	256	9.9	9	13	24	26.86	
47-4090	Miscellaneous Construction and Related Workers	73	77	5.5	3	4	7	23.27	
47-5023	Earth Drillers, Except Oil and Gas	122	131	7.4	6	7	14	29.81	X
47-5081	Helpers--Extraction Workers	53	59	11.3	2	4	7	24.56	X
49-2021	Radio, Cellular, and Tower Equipment Installers and Repairers	224	245	9.4	8	15	25	24.33	X
49-2091	Avionics Technicians	ND	ND	ND	ND	ND	ND	33.86	X
49-2092	Electric Motor, Power Tool, and Related Repairers	57	60	5.3	2	3	5	32.29	X
49-2094	Electrical and Electronics Repairers, Commercial and Industrial Equipment	223	239	7.2	8	12	22	30.12	X
49-2098	Security and Fire Alarm Systems Installers	313	346	10.5	13	22	38	23.98	X
49-3041	Farm Equipment Mechanics and Service Technicians	160	189	18.1	6	9	18	24.45	X
49-3042	Mobile Heavy Equipment Mechanics, Except Engines	592	660	11.5	20	31	58	29.84	X
49-3051	Motorboat Mechanics and Service Technicians	232	253	9.1	12	12	26	23.01	X
49-3091	Bicycle Repairers	145	154	6.2	6	11	18	16.69	
49-3092	Recreational Vehicle Service Technicians	81	94	16	4	6	11	29.5	X
49-9011	Mechanical Door Repairers	116	136	17.2	4	5	11	28.37	X
49-9012	Control and Valve Installers and Repairers, Except Mechanical Door	145	154	6.2	5	6	12	36.81	X
49-9043	Maintenance Workers, Machinery	323	366	13.3	17	15	36	36.83	X
49-9051	Electrical Power-Line Installers and Repairers	469	514	9.6	13	24	41	49.03	X
49-9052	Telecommunications Line Installers and Repairers	534	586	9.7	17	32	54	38.87	X
49-9062	Medical Equipment Repairers	195	227	16.4	8	11	22	26.44	X
49-9096	Riggers	80	85	6.3	4	4	8	27.94	X
49-9098	Helpers--Installation, Maintenance, and Repair Workers	402	428	6.5	25	21	49	18.64	X
51-3022	Meat, Poultry, and Fish Cutters and Trimmers	222	234	5.4	11	16	28	16.57	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
51-3092	Food Batchmakers	418	462	10.5	28	37	69	17.42	X
51-4021	Extruding and Drawing Machine Setters, Operators, and Tenders, Metal and Plastic	451	485	7.5	18	30	51	23.52	X
51-9012	Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders	277	314	13.4	9	18	31	26.46	X
51-9082	Medical Appliance Technicians	100	108	8	5	7	13	24.73	X
51-9141	Semiconductor Processing Technicians	ND	ND	ND	ND	ND	ND	23.52	
51-9162	Computer Numerically Controlled Tool Programmers	354	432	22	12	23	43	32.31	X
51-9192	Cleaning, Washing, and Metal Pickling Equipment Operators and Tenders	94	100	6.4	4	6	11	19.65	
53-2012	Commercial Pilots	389	412	5.9	14	31	47	86310	X
53-3011	Ambulance Drivers and Attendants, Except Emergency Medical Technicians	ND	ND	ND	ND	ND	ND	17.1	X
53-3052	Bus Drivers, Transit and Intercity	196	217	10.7	16	10	28	23.6	X
53-5022	Motorboat Operators	31	36	16.1	1	2	3	21	
53-6021	Parking Attendants	253	273	7.9	14	23	39	15.39	
53-6032	Aircraft Service Attendants	54	57	5.6	3	5	8	18.16	
53-7011	Conveyor Operators and Tenders	123	136	10.6	5	8	14	17.07	X
53-7063	Machine Feeders and Offbearers	511	557	9	42	41	88	21.08	
53-7071	Gas Compressor and Gas Pumping Station Operators	35	37	5.7	1	2	3	28.22	
27-1023	Floral Designers	291	239	-17.9	17	14	26	16.94	X
27-2011	Actors	199	219	10.1	11	13	26	NA	X
27-2042	Musicians and Singers	338	349	3.3	24	20	45	NA	X
35-3011	Bartenders	3331	3638	9.2	189	406	626	13.28	X
47-2051	Cement Masons and Concrete Finishers	387	397	2.6	10	19	30	23.5	X
47-4011	Construction and Building Inspectors	436	449	3	29	21	51	31.03	X
51-2041	Structural Metal Fabricators and Fitters	395	353	-10.6	14	24	34	24.23	X
51-3021	Butchers and Meat Cutters	436	442	1.4	22	30	53	22.09	X
51-4031	Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal and Plastic	890	851	-4.4	30	54	80	21.73	X
51-4033	Grinding, Lapping, Polishing, and Buffing Machine Tool Setters, Operators, and Tenders, Metal and Plastic	655	623	-4.9	25	42	64	20.56	X
51-4072	Molding, Coremaking, and Casting Machine Setters, Operators, and Tenders, Metal and Plastic	657	658	0.2	21	37	58	19.25	X
51-4111	Tool and Die Makers	357	358	0.3	18	19	37	32.09	X
51-4122	Welding, Soldering, and Brazing Machine Setters, Operators, and Tenders	269	263	-2.2	8	18	25	20.81	X

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Openings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
51-5112	Printing Press Operators	824	797	-3.3	36	50	83	22.86	X
51-6031	Sewing Machine Operators	416	405	-2.6	27	19	45	18.75	X
51-6064	Textile Winding, Twisting, and Drawing Out Machine Setters, Operators, and Tenders	196	185	-5.6	10	11	20	19.43	X
51-7011	Cabinetmakers and Bench Carpenters	268	265	-1.1	11	14	25	22.84	X
51-7041	Sawing Machine Setters, Operators, and Tenders, Wood	239	248	3.8	11	16	28	19.22	X
51-7042	Woodworking Machine Setters, Operators, and Tenders, Except Sawing	367	370	0.8	12	22	34	21.02	X
51-8031	Water and Wastewater Treatment Plant and System Operators	412	403	-2.2	17	21	37	26.93	X
51-9023	Mixing and Blending Machine Setters, Operators, and Tenders	221	228	3.2	8	15	24	22.93	X
51-9041	Extruding, Forming, Pressing, and Compacting Machine Setters, Operators, and Tenders	468	489	4.5	20	27	49	20.74	X
51-9071	Jewelers and Precious Stone and Metal Workers	159	159	0	12	9	21	23.39	X
51-9083	Ophthalmic Laboratory Technicians	189	194	2.6	9	14	23	22.39	X
51-9124	Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	628	644	2.5	19	38	59	22.54	X
51-9195	Molders, Shapers, and Casters, Except Metal and Plastic	144	151	4.9	8	11	20	22.94	X
51-9196	Paper Goods Machine Setters, Operators, and Tenders	189	175	-7.4	8	13	20	21.13	X
11-9013	Farmers, Ranchers, and Other Agricultural Managers	4912	5043	2.7	348	166	527	NA	X
11-9032	Education Administrators, Kindergarten through Secondary	1413	1426	0.9	39	54	94	100050	X
13-1031	Claims Adjusters, Examiners, and Investigators	783	774	-1.1	20	32	51	37.41	X
13-2082	Tax Preparers	409	427	4.4	23	23	48	27.24	X
33-3012	Correctional Officers and Jailers	827	773	-6.5	28	42	65	25.17	X
33-3021	Detectives and Criminal Investigators	425	442	4	14	18	34	37.61	X
39-5011	Barbers	659	734	11.4	25	49	82	NA	X
39-5092	Manicurists and Pedicurists	942	1047	11.1	49	66	125	14.23	X
43-3051	Payroll and Timekeeping Clerks	878	771	-12.2	40	43	72	26.76	X
43-4161	Human Resources Assistants, Except Payroll and Timekeeping	537	537	0	23	36	59	24.38	X
43-5032	Dispatchers, Except Police, Fire, and Ambulance	697	701	0.6	28	38	66	23.19	X
43-5051	Postal Service Clerks	568	567	-0.2	28	20	48	28.37	X
43-6012	Legal Secretaries and Administrative Assistants	518	416	-19.7	27	26	43	23.93	X
43-9021	Data Entry Keyers	1141	873	-23.5	50	66	89	18.42	X
43-9051	Mail Clerks and Mail Machine Operators, Except Postal Service	424	388	-8.5	27	26	49	18.99	X

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
45-2091	Agricultural Equipment Operators	212	282	33	14	22	43	NA	X
49-2011	Computer, Automated Teller, and Office Machine Repairers	669	653	-2.4	23	41	62	25.45	X
49-3011	Aircraft Mechanics and Service Technicians	290	303	4.5	9	13	23	32.97	X
49-3021	Automotive Body and Related Repairers	703	723	2.8	31	30	63	23.74	X
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	1080	1120	3.7	39	51	94	29.84	X
49-3052	Motorcycle Mechanics	224	234	4.5	12	11	24	23.19	X
49-3053	Outdoor Power Equipment and Other Small Engine Mechanics	237	248	4.6	12	12	25	23.52	X
53-2021	Air Traffic Controllers	439	428	-2.5	11	26	36	84.74	X
27-3023	News Analysts, Reporters, and Journalists	201	193	-4	9	13	21	23.51	
27-3041	Editors	490	480	-2	22	26	47	29.41	
27-3043	Writers and Authors	969	1043	7.6	45	52	104	0	
29-2010	Clinical Laboratory Technologists and Technicians	570	595	4.4	20	17	39	38.3	
31-1132	Orderlies	132	137	3.8	8	12	20	18.66	
31-1133	Psychiatric Aides	290	303	4.5	17	26	44	24.33	
35-2015	Cooks, Short Order	3403	3324	-2.3	229	274	495	14.86	
35-3023	Fast Food and Counter Workers	13650	14562	6.7	1558	1663	3312	14.01	
35-9011	Dining Room and Cafeteria Attendants and Bartender Helpers	1746	1928	10.4	176	166	360	10.86	
35-9021	Dishwashers	2461	2542	3.3	220	210	438	13.78	
35-9031	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	2507	2673	6.6	348	302	667	14.69	
51-3091	Food and Tobacco Roasting, Baking, and Drying Machine Operators and Tenders	ND	ND	ND	ND	ND	ND	19.28	
51-9198	Helpers--Production Workers	677	638	-5.8	44	58	98	18.48	
11-3021	Computer and Information Systems Managers	3537	4173	18	75	171	310	78.71	
11-9041	Architectural and Engineering Managers	1629	1763	8.2	34	72	119	82.86	
11-9111	Medical and Health Services Managers	ND	ND	ND	ND	ND	ND	58.84	X
15-1211	Computer Systems Analysts	2668	2995	12.3	71	94	198	50.89	X
15-1232	Computer User Support Specialists	3824	4098	7.2	97	163	287	29.89	X
15-1244	Network and Computer Systems Administrators	2184	2297	5.2	46	78	135	46.47	X
15-1252	Software Developers	8524	10878	27.6	166	347	748	61.95	X
17-2051	Civil Engineers	1740	1982	13.9	40	69	133	41.56	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
17-2071	Electrical Engineers	2050	2213	8	49	63	128	64.03	
17-2112	Industrial Engineers	1835	2126	15.9	48	60	137	47.97	X
17-2141	Mechanical Engineers	2429	2843	17	58	84	183	48.07	X
29-1141	Registered Nurses	13685	14597	6.7	470	291	852	41.65	X
29-1171	Nurse Practitioners	1518	2288	50.7	42	42	161	61.77	
29-2052	Pharmacy Technicians	2169	2276	4.9	87	112	210	18.83	X
29-2056	Veterinary Technologists and Technicians	940	1133	20.5	36	58	113	21.63	
29-2061	Licensed Practical and Licensed Vocational Nurses	2136	2250	5.3	89	77	177	33.95	X
41-4011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	2435	2589	6.3	84	137	236	36.06	X
11-9121	Natural Sciences Managers	213	234	9.9	5	10	17	65.69	
15-1212	Information Security Analysts	678	931	37.3	18	30	73	64.93	X
15-1221	Computer and Information Research Scientists	53	66	24.5	2	2	5	63.24	
15-1231	Computer Network Support Specialists	927	1035	11.7	24	40	75	32.7	X
15-1241	Computer Network Architects	630	666	5.7	12	22	38	63.94	X
15-1242	Database Administrators	302	327	8.3	8	10	20	49.8	X
15-1243	Database Architects	293	331	13	8	10	22	59.82	
15-1253	Software Quality Assurance Analysts and Testers	1035	1292	24.8	29	42	97	49.34	
15-1254	Web Developers	571	685	20	12	26	49	43.85	
15-1255	Web and Digital Interface Designers	351	409	16.5	11	16	33	40.3	X
15-2011	Actuaries	32	40	25	1	1	3	65.65	
15-2031	Operations Research Analysts	470	588	25.1	15	16	43	40.91	
15-2041	Statisticians	60	80	33.3	2	2	6	51.59	X
15-2051	Data Scientists	638	899	40.9	18	28	72	44.55	X
17-1011	Architects, Except Landscape and Naval	392	451	15.1	12	13	31	38.36	
17-1021	Cartographers and Photogrammetrists	148	166	12.2	5	5	12	29.88	X
17-1022	Surveyors	167	190	13.8	6	6	14	29.6	
17-2041	Chemical Engineers	88	101	14.8	2	3	6	48.84	
17-2061	Computer Hardware Engineers	263	288	9.5	5	9	16	69.49	X
17-2072	Electronics Engineers, Except Computer	406	434	6.9	10	12	25	51.56	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
17-2081	Environmental Engineers	202	233	15.3	7	7	17	40.38	
17-2111	Health and Safety Engineers, Except Mining Safety Engineers and Inspectors	41	45	9.8	1	1	2	31.16	
17-2131	Materials Engineers	58	62	6.9	2	2	4	53.53	X
17-3011	Architectural and Civil Drafters	579	627	8.3	25	31	61	29.35	X
17-3012	Electrical and Electronics Drafters	83	88	6	3	4	7	39.04	X
17-3022	Civil Engineering Technologists and Technicians	136	149	9.6	5	7	13	30.18	
17-3025	Environmental Engineering Technologists and Technicians	48	51	6.3	2	3	5	22.01	
17-3026	Industrial Engineering Technologists and Technicians	530	573	8.1	21	28	53	30.06	X
17-3028	Calibration Technologists and Technicians	112	126	12.5	4	6	11	28.95	
17-3031	Surveying and Mapping Technicians	304	344	13.2	14	24	42	28.61	X
19-1022	Microbiologists	218	247	13.3	4	13	20	42.69	
19-1031	Conservation Scientists	145	162	11.7	3	9	14	32.67	X
19-2021	Atmospheric and Space Scientists	83	89	7.2	1	6	8	27.72	X
19-2031	Chemists	209	232	11	3	12	17	36.17	
19-2041	Environmental Scientists and Specialists, Including Health	527	576	9.3	9	34	48	35.79	X
19-2042	Geoscientists, Except Hydrologists and Geographers	96	110	14.6	1	6	8	44.14	
19-3051	Urban and Regional Planners	300	323	7.7	7	17	26	35.82	
19-3091	Anthropologists and Archeologists	32	35	9.4	1	2	3	24.27	
19-4013	Food Science Technicians	ND	ND	ND	ND	ND	ND	28.24	
19-4021	Biological Technicians	377	418	10.9	13	36	53	24.64	X
19-4031	Chemical Technicians	157	167	6.4	3	15	19	22.58	x
19-4042	Environmental Science and Protection Technicians, Including Health	183	205	12	3	16	21	24.74	X
19-4061	Social Science Research Assistants	106	115	8.5	3	10	14	19.95	
19-4071	Forest and Conservation Technicians	119	126	5.9	4	11	16	20.41	
19-4092	Forensic Science Technicians	45	50	11.1	1	4	5	34.99	X
25-1072	Nursing Instructors and Teachers, Postsecondary	489	577	18	24	18	51	82330	
29-1031	Dietitians and Nutritionists	312	338	8.3	12	9	24	35.42	
29-1071	Physician Assistants	965	1258	30.4	24	30	83	63.93	
29-1122	Occupational Therapists	991	1122	13.2	31	26	70	42.08	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Openings	Average Hourly or Annual Wage	Natl_Apprenticeship
29-1126	Respiratory Therapists	395	447	13.2	13	8	26	39.84	
29-1127	Speech-Language Pathologists	866	1034	19.4	26	24	67	40.21	
29-1128	Exercise Physiologists	111	125	12.6	4	3	8	29.76	
29-1151	Nurse Anesthetists	567	613	8.1	11	12	28	104.25	
29-1161	Nurse Midwives	47	52	10.6	1	1	2	62.85	
29-1292	Dental Hygienists	1213	1317	8.6	54	28	92	44.82	
29-2032	Diagnostic Medical Sonographers	338	390	15.4	10	8	23	42.16	
29-2034	Radiologic Technologists and Technicians	1044	1106	5.9	33	23	62	37.9	X
29-2035	Magnetic Resonance Imaging Technologists	239	258	7.9	8	6	16	47.11	X
29-2042	Emergency Medical Technicians	1086	1167	7.5	29	49	86	19.59	X
29-2043	Paramedics	412	437	6.1	9	10	21	28.31	X
29-2053	Psychiatric Technicians	145	176	21.4	6	7	16	22.58	X
29-2055	Surgical Technologists	482	511	6	15	14	32	31.63	X
29-2057	Ophthalmic Medical Technicians	319	363	13.8	18	19	41	20.2	X
29-2072	Medical Records Specialists	855	934	9.2	34	26	68	23.06	X
29-2091	Orthotists and Prosthetists	69	87	26.1	3	2	7	47.77	X
29-9021	Health Information Technologists and Medical Registrars	187	218	16.6	7	6	16	37.95	X
29-9093	Surgical Assistants	236	254	7.6	8	7	17	38.76	
15-1251	Computer Programmers	407	371	-8.8	10	14	20	46.32	X
29-2081	Opticians, Dispensing	292	304	4.1	12	12	25	23	X
17-3023	Electrical and Electronics Engineering Technologists and Technicians	853	852	-0.1	43	38	81	31.69	X
17-3027	Mechanical Engineering Technologists and Technicians	495	517	4.4	19	26	47	30.34	X

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# INDIVIDUAL TRAINING ACCOUNT (ITA) POLICY

---

Policy #: 2020-P-03 Previous #: 2020-P-003

Source: 4/1/2021, 10/30/23, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To provide guidance regarding Individual Training Accounts under WIOA Title I funded programs.

## **POLICY:**

Participants will receive assessment, counseling, and development of an Individual Employment Plan (IEP) / Individual Service Strategies (ISS) through Basic and Individualized Career Services prior to issuance of an ITA. WIOA Career Specialists (WCS) will work with customers to put in place a support system to address barriers to employment such as transportation and childcare needs. The IEP/ISS will define the purpose of training (occupational goal) and justification for training to support that goal. Once the ITA is approved, the ITA funds will be obligated. Verification of continued progress consistent with the IEP/ISS is required by the WCS. It is expected that the employment plan will be responsive to customer needs and will be achieved in a reasonable time frame. The WCS, in approving the plan, will need to ensure there is no duplication of funds and that all other funding avenues have been explored and exhausted. The maximum time frame for training completion should generally not exceed two (2) years.

Customers will learn of the demand occupations or skills for which an ITA may be issued from the Demand Occupations List of Training Vendors through the [Job Match System](#) and can access this website from their own computer or at the NH Works Center. This site makes it possible for customers to make an informed choice about the training programs available for them to compare. Participants may be able to use their ITA to acquire services from any eligible training provider on the Eligible Training Provider List (ETPL). Upon identification of appropriate training vendors, the participant will contact provider(s) for the purpose of obtaining firsthand knowledge about school environment, program specific details, cost of tuition, books, fees, start/end date of program and any other needs required for a successful training experience. If the geographic area in which the customer is looking for a training vendor does not have multiple vendors, only one vendor may be investigated.

If there are two or more eligible training providers delivering the same or similar training of similar quality and geographic accessibility (based on performance and customer satisfaction data, schedules and support services, accessibility, etc.) and total costs for training and support package are different, the provider with the most cost- effective program must be selected. If the lowest cost program is not selected, a justification for this decision must be included in the IEP/ISS. Customers may request that an occupation not on the "Eligible Training Provider List (ETP)" be considered if sufficient and verifiable documentation is provided to demonstrate demand. Subrecipients will submit these requests to the Office of Workforce Opportunity for review.

The WCS will coordinate all sources of training funds and review availability of other funding sources with the customer. The availability of Pell Grant and other grant funds to pay for training costs must be considered prior to awarding an ITA. The participant will record his/her financial assistance needs on the ITA Request for Training Form. When the selected training program is Pell eligible, customers will be required to apply for a Pell grant. WIOA will not require customers to apply for loans. The WCS will assist the customer in completing a living expenses budget and a related income statement. This process will enable the determination of education and related costs. Child/dependent care, transportation, and other support services needs should be addressed in a needs assessment.

The awarding of a Pell Grant is not school based; rather it is a portable grant for which a participant's eligibility will reduce the cost of WIOA training funding. Pell Grant applications must be submitted prior to the awarding of an ITA for Pell eligible training programs. Therefore, the WCS will ensure that the application process is initiated early in the assessment process to provide timely award of the Pell Grant funds. Pell Grant applications can be obtained at the website [www.fafsa.ed.gov](http://www.fafsa.ed.gov). Pell Awards will, in all circumstances, be applied to the cost of tuition, books, and fees prior to any WIOA contributions. The ITA Voucher will include a clause stipulating that the training institution will notify the Fiscal Department in writing of the amount and date of Pell Grant award to the participant. No payment will be made to the training vendor until such notification is received.

WIOA customers are permitted to enroll in ITA training programs while applications for Pell Grant funding are pending. The WCS will attempt to get an estimate from the school of the amount of Pell Grant Award pending. If the school cannot provide this information, then the WCS will ask the participant for a copy of his/her Student Aid Report (SAR), which should contain this information. The training institution is required to apply Pell Grant funds prior to billing. In the event that the Pell Grant is awarded after WIOA payment is made to the vendor, the WCS and subrecipient management staff will make an effort to secure the funds directly from the participant as agreed upon in the Student Training Agreement.

All ITA's are subject to availability of WIOA Title I funds. There is a \$6,500 cap on an ITA's tuition costs. A Waiver Request can be prepared and submitted by the WCS for approval by OWO utilizing the forms included in the Waiver Request Policy (2020-P-011). This request will outline the justification for approving a training program over the cap and the financial need of the customer for this additional assistance.

An Individual Training Account will automatically be cancelled if the customer is not in a training activity consistent with the IEP/ISS within 90 days of the date the ITA Voucher is authorized to begin.

If a customer has already been served through WIOA training funds, any of the following conditions would permit re-training the individual with the approval of OWO:

1. Customer did not complete the training due to extenuating circumstances including accessibility related circumstances.
2. It is found after investigation and determined to be in a reasonable timeframe that the eligible training provider did not provide quality training and services.
3. Labor market changes have rendered previous WIOA-acquired training obsolete or uncompetitive in the local area.

In the event a customer finds full time employment during the course of his/her training program training continuation will be reviewed on a case-by-case basis by the subrecipient based on the following criteria:

1. Employment in the same field as the occupational goal.
2. The amount of wages.
3. Time remaining in the training contract.
4. Refund availability.

If a customer withdraws from a training program before its completion, the subrecipient will initiate the steps necessary to recapture the unused funds according to the training vendor's refund policies. When refunds are captured, they are processed in accordance with subrecipient policies.

### **PROCEDURE(S):**

ITA (Individual Training Accounts) are developed for customers who have completed any combination of basic career and individualized career services and whose assessment has resulted in a need for occupational skills training as a method to help them become employed.

The following information must be documented on the IEP/ISS:

1. The justification of the need for training and the establishment of an occupational goal.
2. Documentation of the customer's ability to sustain themselves while in training.
3. Explanation of how unmet needs will be satisfied.
4. Identification and justification of supportive services needed.
5. Identification and documentation of partner agency involvement.
6. Description and tracking of the customer's progress in a training program.

The WCS, in approving the plan, will need to ensure that there is no duplication of funds and that all other funding avenues have been explored and exhausted (e.g. Pell Grant Coordination). The maximum time frame for training program completion should generally not exceed two (2) years.

### **Occupational Exploration and Vendor Selection:**

Customers will have access to the list of Eligible Training Providers by accessing the [Job Match System](#) through the NH Works Center or their own computer. Customers will learn of the demand occupations or skills for which an ITA may be issued from the Eligible Training Provider List.

Upon identification of appropriate training vendors, the participant will contact provider(s) to obtaining firsthand knowledge about school environment, program specific details, cost of tuition, books, fees, start/end date of program and any other needs required for a successful training experience. It is recommended that the customer contact at least two training vendors to compare the information listed above. If the geographic area in which the customer is looking for a training vendor does not have multiple vendors, only one vendor may be investigated. Once a participant has selected a training interest, he/she will complete and submit to the WCS a Request for Training Form. This form will contain all necessary fields of information collected by the participant to provide the WCS with the necessary information to develop the ITA.

The training selected must be in a demand occupation listed on the [Job Match System](#). Customer choice is priority, as long as the choice falls in a demand occupation and is supported by the assessment and IEP/ISS. WIOA funding will be coordinated with PELL and other financial aid assistance. The WCS, in approving the plans, needs to ensure there is no duplication of funds and that all other avenues to cover program costs have been explored and exhausted.

WCS's will make sure that each participant that is requesting training has a signed IEP (Individual Employment Plan)/ISS (Individual Service Strategies) and Assessments with goals and objectives to support the request for training.

WCS's will submit a completed ITA Packet to their local WIOA Program Manager for approval. The packet will include:

1. Student Training Agreement
2. ITA Request for Training
3. Financial Aid Transmittal Form (only if the program is Pell eligible)

A copy of the ITA Packet will be scanned into the JMS case management system as **one complete document**. The WCS should also ensure that the customer gets a copy of the Student Training Agreement.

The customer should also sign a Vendor Release of Credential Information form. The form will be scanned into JMS case management system in case it is needed when the training program is completed.

### **ITA Voucher Process**

All ITA Vouchers must be processed in the JMS case management system. WCS shall enter the information and submit vouchers to their WIOA Program Manager for approval. The WIOA Program Manager will process an approval for the ITA Voucher in JMS as soon as possible or notify the WCS of any outstanding issues that need to be resolved before approval can be made.

All ITA Vouchers must be processed, dated, and signed prior to the start of a training program. In no case will an ITA voucher be authorized after the start of training program.

The ITA Voucher will automatically be cancelled if the customer is not in a training activity consistent with the IEP/ISS within the 90 days of the date the ITA is authorized to begin.

### **ITA Case Management**

The WCS will track and record customer progress throughout training on at least a monthly basis. Services and notes in the JMS case management system will be updated at least once monthly for every customer receiving training services. This will help ensure a successful training outcome.

A supply of Student Participation Time Sheets will be given to the customer to send to their WCS weekly to update their progress and attendance. A supply of transportation or childcare reimbursement forms will be given to the customer to return to the WCS weekly if applicable.

The WCS must schedule an appointment with the customer prior to the completion of training to work on job placement. The credential information will be entered in JMS and a copy of the credential scanned into the system. Job placement assistance will continue on a regular basis until the customer becomes employed.

After employment is secured, WIOA follow up services are available to the customer for a period of one year. The WCS will maintain active contact with the customer throughout this timeframe to provide job placement assistance, obtain employment and credential information and to offer any assistance that would help foster job retention for the customer.

### **ACTION:**

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

**ATTACHMENTS:**

1. ITA Request for Training Provider Selection
2. Student ITA Training Agreement
3. Financial Aid Transmittal
4. ITA Student Participation Time Sheet
5. Vendor Release of Credential Information



## Individual Training Account Request for Training Vendor Selection

### Instructions

This form shall be completed by the customer and submitted to the WIOA Career Specialist at NH Works for review. Since this is the source document to initiate Individual Training Account Vouchers and the commitment of training funds, the accuracy and completeness is critically important. The customers will research/visit more than one training vendor prior to selection unless only a single vendor offers the training in the applicable geographic area. When making training vendor comparisons use one Vendor Research Form per vendor.

### Participant Data

Name \_\_\_\_\_  
Customer Signature \_\_\_\_\_

### Choice of Vendor

Training Institution: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact person: \_\_\_\_\_ Phone: \_\_\_\_\_  
Educational Goal: \_\_\_\_\_

### RATIONALE FOR VENDOR SELECTION:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Final Summary of All Costs

#### Itemized Cost of Training

- Total Tuition
- Fees
  - Registration
  - Lab
  - Comp
  - Testing
- Other \_\_\_\_\_
- Supplies
- Books
- Other \_\_\_\_\_

#### Total Cost

\$ \_\_\_\_\_  
\$ \_\_\_\_\_  
\$ \_\_\_\_\_  
\$ \_\_\_\_\_  
\$ \_\_\_\_\_  
\$ \_\_\_\_\_  
\$ \_\_\_\_\_  
\$ \_\_\_\_\_  
\$ \_\_\_\_\_  
\$ \_\_\_\_\_

#### Total Cost

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

### Vendor Research Form

**NOTE: When making training vendor comparisons use one Program Information Sheet per vendor**

Training Vendor Name: \_\_\_\_\_  
 Start Date \_\_\_\_\_ End Date \_\_\_\_\_  
 Any licensing, certificate or special test required? Yes  No   
 If yes, explain and give dates \_\_\_\_\_  
 Title of Program \_\_\_\_\_  
 Number of weeks in training \_\_\_\_\_  
 Total number of class hours per week \_\_\_\_\_  
 Total number of program hours \_\_\_\_\_

**Financial Assistance**

Is this program/school Pell eligible? Yes  No   
 If yes, have you applied for Pell Grant? Yes  No   
 If yes, what is the current status? \_\_\_\_\_  
 If no, explain \_\_\_\_\_  
 Any other financial aid available? Yes  No   
 Any other funding source providing assistance? (unmet need) Yes  No   
 Name \_\_\_\_\_ Amount \$ \_\_\_\_\_  
 Name \_\_\_\_\_ Amount \$ \_\_\_\_\_  
 Name \_\_\_\_\_ Amount \$ \_\_\_\_\_

**Program Details**

COURSE /CLASS	#OF CREDIT HRS	TUITION COSTS

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Individual Training Account WIOA Student Training Agreement

**With my signature below, I agree to the following:**

- My Request for Training reflects all associated costs and is payable directly to the provider(s) for training and associated costs.
- I have researched training providers/vendors. I understand that by selecting this training vendor, I will not be permitted to change programs or vendors unless the vendor violates the terms of the training contract.
- I understand that all changes to my ITA Voucher and training costs such as books or supplies will only be made with the express written approval of the Workforce Innovation and Opportunity Act (WIOA) Career Specialist.
- I grant permission for Pell Grant, if applicable, to be applied towards the tuition or other program cost. In the event that the Pell Grant is sent to me directly, I will immediately reimburse accordingly.
- I will maintain communication with my WIOA Career Specialist to ensure that my training is a success.
- I will provide weekly attendance sheets, grades, progress reports and certificates/credentials to my WIOA Career Specialist.
- I will promptly report any problems or concerns that may affect my training as soon as possible.
- Upon completion of my training, I will actively participate in job search activities and understand that the final goal of my training will be employment.
- I am responsible for any un-met financial costs related to my training.

---

WIOA Student Name

Signature

Date

---

WIOA Career Specialist

Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



### WIOA Student Financial Aid Transmittal Form

Customer Not Pell Eligible

Program Not Pell Eligible

**PART A. STUDENT**, please complete with the aid of your WIOA – Career Specialist.

Name: \_\_\_\_\_ State ID No. \_\_\_\_\_

Home Address: \_\_\_\_\_  
Street City State Zip Code

School to be attended: \_\_\_\_\_

Plan to attend from: \_\_\_\_\_ / \_\_\_\_\_ to \_\_\_\_\_ / \_\_\_\_\_ Undergrad: Part-Time  Full-Time   
Month Year Month Year

I, the undersigned, hereby authorize the exchange of information between NH Works, the Registrar, and the Financial Aid Office (FAO) at the above-named school, regarding my financial status and/or that of my family for purposes of determining my eligibility to receive financial aid at the named school. I also understand that the NH Works and the FAO may discuss aspects of my case as it pertains to my situation and my application for financial aid.

WIOA Student Signature: \_\_\_\_\_ Date \_\_\_\_\_

Phone: \_\_\_\_\_

WIOA Career Specialist Signature: \_\_\_\_\_ Date \_\_\_\_\_

Phone: (603) \_\_\_\_\_

WIOA Career Specialist Name: \_\_\_\_\_

WIOA Career Specialist Address: \_\_\_\_\_  
Street City State Zip Code

#### Participant

#### CUSTOMER ACTIONS REQUIRED FOR AWARDING

Institutional Financial Aid Form Filed: \_\_\_\_\_ Date \_\_\_\_\_

FAF (Financial Aid Form) Filed: \_\_\_\_\_ Date \_\_\_\_\_

Tax Return Sent to Institution: \_\_\_\_\_ Date \_\_\_\_\_

#### Part B. Financial Aid Officer: PLEASE COMPLETE AND RETURN TO THE WIOA CAREER SPECIALIST

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**COMPUTATION OF STUDENT ASSISTANCE**

<b>I. STANDARD EXPENSES</b>		<b>II. FAMILY CONTRIBUTION</b>	
Tuition		Parent's Contribution	
Fees		Student's Contribution From:	
Books		- Income & Benefits	
Supplies		- Assets	
Rent/Mortgage		- Summer Savings	
Utilities		<b>Family Contribution Total</b>	
Medical			
Other			
<b>Standard Exp. Total</b>			
<b>Demonstrated Need (Standard Expense Total - Family Contribution Total)</b>			

<b>III. SCHOOL FINANCIAL AID (TENTATIVE)</b>	
Demonstrated Need	
<b>Loans</b>	
Perkins	
Nursing	
Institutional	
<b>Grants</b>	
SEOG	
SSIG	
Nursing	
Institutional	
<b>Work</b>	
CWS	
Institutional	

<b>Sub-Total</b>	
FAO Recommended	
<b>GSL</b>	
Tent. School Aid Total	
Tent. Unmet Need	

School Certification

Institution \_\_\_\_\_

FA Officer Signature \_\_\_\_\_

FA Officer Name \_\_\_\_\_

(Please Type or Print)

FA Telephone Number \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## WIOA Student Participation Time Sheet

**Submission of this timesheet is required on a weekly basis as per your signed ITA Student Training Agreement**

WIOA Student Participation Time Sheet

Participant: \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_

Vendor: \_\_\_\_\_ Week Ending: \_\_\_\_\_

<u>Day</u>	<u>Date</u>	<u>Scheduled Class/Lab Day</u>	<u>Student Attended Class/Lab</u>
Monday		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Tuesday		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Wednesday		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Thursday		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Friday		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Saturday		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Sunday		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

**To be completed by the instructor:** *Please indicate whether or not any of the below skill gains have been observed during this period.*

Satisfactory or better progress has been made toward training milestones?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Successfully passed an exam that is a requirement of this class?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Significant progress being made toward the attainment of technical or occupational skills?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Completed one year of a registered apprenticeship?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Instructor Assessment of Student Progress:**

---

---

**Instructor/Vendor Official Signature:** \_\_\_\_\_

Date

Student Comments \_\_\_\_\_

---

**Student Signature:** \_\_\_\_\_

Date

Are there any problems or issues such as class delays, changes or cancellations?

Yes     No

If yes, please explain

---



## Release of Credential Information

The below student has completed training/schooling supported by the Workforce Innovation and Opportunity Act (WIOA). As program performance is based in part on the number of WIOA participants achieving a credential, we are requesting a copy of the certificate, course grade, or other credential the student earned after completing training. To expedite this request, the student has signed the following Release of Information for your records.

I authorize \_\_\_\_\_ (*Name of School*) to provide the staff at the NH Works Office all information and copies of credentials pertaining to my training in received there. I understand that this information will be confidential and used only for Federal reporting purposes.

Student Printed Name \_\_\_\_\_

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

### Please provide the following information:

1. Did the student receive a credential?  YES  NO

2. If YES, what Credential was achieved?

Certificate  Diploma  Associated Degree  Bachelor's Degree  Other: \_\_\_\_\_

### Comments:

Name of Verifier from School: \_\_\_\_\_ Title: \_\_\_\_\_

Signature of Verifier: \_\_\_\_\_ Date: \_\_\_\_\_

Kindly return completed Verification Form ALONG WITH a copy of the Credential awarded to the career navigator listed below.

WIOA Career Specialist: \_\_\_\_\_

Email: \_\_\_\_\_

**Thanks in advance for your cooperation.**

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# MARKETING POLICY

---

Policy #: 2020-P-25 Previous #: 2020-P-025

Source: 7/1/2020, 5/17/23, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures to ensure visual continuity when marketing WIOA Title I programs.

## **POLICY:**

These guidelines have been developed to ensure visual continuity, thereby reinforcing and strengthening the identification made with NH Works, the State Workforce Innovation Board, and the US Department of Labor.

### **General Rules of Use for All Logos:**

1. No adaptations or changes of the logo are allowed.
2. The logo may be resized, but the original proportions must be maintained when doing so.
3. The organization producing the material/message, which represents the primary focus of the material/message, may display their logo largest.
4. The logo may be reproduced in color, black and white, or if printed on a colored background, the logo may be reproduced in white.
5. The logo may not be integrated into another graphical element or logo without permission.

### **Visual Advertising and Printed Materials:**

1. If more than one logo is being used the phrases and tag lines may be used.
2. The only acceptable derivatives when a name must be shortened are NH Works or Board as appropriate.

### **Sizing and Spacing:**

1. The logo may be resized, but the original proportions must be maintained when doing so.
2. The New Hampshire Works Logo may not be displayed any smaller than 2.5" in length by .5" in height.
3. The DOL logo may be no smaller than three quarters of an inch (dime sized) in diameter and no smaller than 1/3 the size of the primary logo.
4. A clear zone equivalent to a minimum ¼ of an inch must surround the logo on all sides.

### **American Job Center Branding for One-Stop Centers**

Background: The American Job Center network is a unifying name and brand that identifies online and in-person workforce development services as part of a single network. US DOL requests that states and local areas use the branding logos listed below to proactively identify One-Stop Career Centers as "American Job Centers" in outreach materials, websites, and other communications. States and local areas may alternatively use "a proud partner of the American Job Center network," for physical One-Stop Career Centers or websites.

It is believed that this approach will create an easy way for jobseekers and employers to locate, recognize, and access the workforce development services available.

Logo Examples:



A proud partner of the  network

### **Required EEO, ADA Disclaimer:**

It is required by law that all materials that are ordinarily distributed or communicated in written and/or oral form, electronically and/or on paper to staff, clients or the public at large pertaining to any WIOA financially assisted program or activity or displaying either the NH WORKS logo or the US DOL logo must include a reference to federal EEO and ADA compliance.

"(Program partner/name) is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities, TDD NH 711."

### **Required Stevens Amendment Language (see Stevens Amendment Policy #2022-P-01)**

#### 1. What is the Stevens Amendment?

An appropriations provision that requires grantees of the Departments of Labor (DOL), Health and Human Services (HHS), and Education to disclose for a grant program the percent of the costs financed with federal funds, the federal dollar amount, and the percentage and dollar amount financed by nongovernmental funds.

#### 2. What does the Stevens Amendment require?

When issuing statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with federal money, all grantees receiving federal funds shall clearly state:

- a. the percentage of the total costs of the program or project which will be financed with federal money;
- b. the dollar amount of federal funds for the project or program; and
- c. percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources.

#### 3. What form should the acknowledgement statement take?

### **Statements**

- a. Include a full funding PowerPoint slide in presentations.
- b. Provide full funding in a footnote/endnote or other appropriate section (Background, Overview, Etc.).

## **Press Releases**

- a. Include a full funding tag line.
- b. Include link to full funding tag line.

## **Requests for Proposals (RFPs) and bid solicitations**

- a. Make full funding information part of the background information or other appropriate section.

## **Other Documents**

- a. Provide full funding information in an appropriate section.

## **Mass Media**

- a. Incorporate a full funding statement into TV/radio spots.
- b. Provide full funding information in an appropriate section of an internet page.
- c. When necessary, it is allowable for print material, or social media to direct the public to a website for full funding information.

## **PROCEDURE(S):**

All Title I subrecipients and staff must make sure that all forms of communication (electronic or paper) including forms, websites, outreach materials, etc. contain the required marketing information. This includes documents that are distributed to staff, participants or the general public. The marking information should include the NH Works logo, the Equal Opportunity/ADA disclaimer, and the Stevens Amendment language. An example of the required disclaimer is:

*(Program partner/name) is a proud member of the NH Works system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities, TDD NH 711.*

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

It is the responsibility of each subrecipient to update the disclaimer information on any forms/documents that OWO releases to include the agency/partner name before releasing to staff.

## **ACTION:**

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

---

# MEASURABLE SKILLS GAIN POLICY

---

Policy #: 2020-P-19 Previous #: 2020-P-019

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

**PURPOSE:** To provide guidance on identifying and documenting the “Measurable Skills Gain” performance reporting measure for WIOA Title I funded programs.

**POLICY:** The “Measurable Skills Gain” Performance Measure determines the percentage of program participants who, during the program year, are in an education or training program that leads to a postsecondary credential or employment and who are achieving measurable skills gains, defined as academic, technical, occupational or other forms of progress, toward such a credential or employment. ([WIOA, Section 116\(b\)\(2\)\(A\)\(V\)](#)). The Measurable Skills Gain measure is based on attainment of one of five types of gains: 1) educational functional level gain; 2) secondary diploma or equivalent; 3) secondary/post-secondary transcript/report card; 4) training milestone; or 5) skills progression.

The Measurable Skills Gain measure offers an opportunity to ensure WIOA funds are used to provide services for participants with initially low basic skills, including English language learners. Recognizing that these individuals will require additional services and a longer timeframe to succeed in postsecondary education and the labor market, this measure helps programs demonstrate success through interim outcomes achieved by this population. The skill gains measure can also support longer-term and more integrated interventions, such as career pathway approaches.

Measurable skill gains are calculated as follows: Total Skills Gain (Numerator) and Total Opportunities for Skills Gain (Denominator) yields the Measurable Skills Gain Success Rate.

## Measurable Skills Gain Definitions (PIRL):

How the Measurable Skills Gain is calculated for Quarterly Reporting:

18 06	Date of Most Recent Measurable Skills Gain: Educational Functioning Level (EFL)	Record the most recent date the participant who received instruction below the postsecondary education level achieved at least one EFL. EFL gain may be documented in one of three ways: 1) by comparing a participant’s initial EFL as measured by a pre-test with the participant’s EFL as measured by a participant’s post-test; or 2) for States that offer secondary school programs that lead to a secondary school diploma or its recognized equivalent, an EFL gain may be measured through the awarding of credits or Carnegie units; or 3) States may report an EFL gain for participants who exit the program and enroll in postsecondary education or training during the program year. Leave blank if this data element does not apply to the participant.	YYYYM MDD
18 07	Date of Most Recent Measurable Skills Gain: Postsecondary	Record the most recent date of the participant’s transcript or report card for postsecondary education who complete a minimum of 12 hours per semester, or for part time students a total of at least 12 credit hours over the course of two completed consecutive semesters during the program year, that shows a participant is meeting the State	YYYYM MDD

	Transcript/Report Card	unit's academic standards. Leave blank if this data element does not apply to the participant.	
1808	Date of Most Recent Measurable Skills Gain: Secondary Transcript/Report Card	Record the most recent date of the participant's transcript or report card for secondary education for one semester showing that the participant is meeting the State unit's academic standards. Leave blank if this data element does not apply to the participant.	YYYYM MDD
1809	Date of Most Recent Measurable Skills Gain: Training Milestone	Record the most recent date that the participant had a satisfactory or better progress report towards established milestones from an employer/training provider who is providing training (e.g., completion of on-the-job training (OJT), completion of one year of a registered apprenticeship program, etc.). Leave blank if this data element does not apply to the participant.	YYYYM MDD
1810	Date of Most Recent Measurable Skills Gain: Skills Progression	Record the most recent date the participant successfully passed an exam that is required for a particular occupation, or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams. Leave blank if this data element does not apply to the participant.	YYYYM MDD

**MEASURABLE SKILLS GAIN DENOMINATOR:**

**English:** Count of Adult, DW or Youth enrolled in the program that have not exited the program or exited within the quarter and reason for exit was either “criminal offender” or none of the “other reasons”, and that were enrolled in an education or training program.

**PIRL Language:** (Funding Stream [PIRL 903, 904, 905] ) and ((DATE OF PROGRAM ENTRY [PIRL 900] is not null) and (DATE OF PARTICIPATION [PIRL 900] <= end of report period) and (DATE OF EXIT [PIRL 901] is null or within the report period) and (DATE ENROLLED DURING PROGRAM PARTICIPATION IN AN EDUCATION OR TRAINING PROGRAM LEADING TO A RECOGNIZED POSTSECONDARY CREDENTIAL OR EMPLOYMENT (WIOA) [PIRL 1811] is not null) and (OTHER REASON FOR EXIT = (00 or 07) [PIRL 923; 00 = No, 07 = Criminal Offender])

**MEASURABLE SKILLS GAIN NUMERATOR:**

The numerator is a subset of the Count of UNIQUE RECORDS from MEASURABLE SKILLS GAIN DENOMINATOR that was referenced above.

The numerator consists of the following:

**English:** For each quarter in which a participant is enrolled in an education or training activity (as defined below), from each of the categories listed below where a date has been entered, select the most recent date within the quarterly reporting period. This is how the Measurable Skills Gain will be selected each quarter until the participant is exited in a quarter other than the reporting quarter (only participants who exited for “criminal offender” or none of the “other reasons” are included in performance measure.

This numerator count is divided by the denominator Count of UNIQUE RECORDS referenced above to create the Measurable Skill Gain Rate.

**PIRL Language:**

1. Date of Most Recent Measurable skills gain: Educational Functioning Level (EFL) [PIRL 1806] is within the reporting period **or**
2. DATE ATTAINED RECOGNIZED CREDENTIAL [PIRL 1801] is within the reporting period and TYPE OF RECOGNIZED CREDENTIAL = 1 [PIRL 1800; 1 = Secondary School Diploma/or equivalency] **or**
3. DATE OF MOST RECENT MEASURABLE SKILLS GAIN: SECONDARY TRANSCRIPT/REPORT CARD [PIRL 1808] is within the reporting period **or**
4. DATE OF MOST RECENT MEASURABLE SKILLS GAIN: POSTSECONDARY TRANSCRIPT/REPORT CARD [PIRL 1807] is within the reporting period **or**
5. DATE OF MOST RECENT MEASURABLE SKILLS GAIN: TRAINING MILESTONE [PIRL 1809] is within the reporting period **or**
6. DATE OF MOST RECENT MEASURABLE SKILLS GAIN: SKILLS PROGRESSION [PIRL 1810] is within the reporting period.

### **PROCEDURE(S):**

It is a requirement that WIOA Programs enter Measurable Skills Gain and applicable achievement dates for each participant in training as the achievement is made. One Measurable Skills Gain should be documented per participant a minimum of once per program year (July 1st through June 30th) using the correct screen in JMS. The required documentation must be attached to the MSG when added in JMS.

The five Skills Gain types and related documentation are identified as follows:

#### **1. Achievement of at least one educational functional level of a participant who is receiving educational instruction below the post-secondary level.**

[PIRL Data Element Name \(No. 1806\) - Most Recent Measurable Skills Gain: Educational Functioning Level \(EFL\)](#)

- a. Definition of Achievement: Skill gain is determined by utilization of the CASAS Math and Goals Assessment. As part of the intake process, a CASAS Appraisal and Goals assessments will be administered. If the participant's score indicates that they are deficient in basic skills, then a post-test in whichever area they were found to be deficient in will then be administered after academic instruction has occurred. Increasing an educational functional level, as identified on the CASAS post-test, will show achievement in the "Measurable Skills Gain" performance measure.
- b. Documentation: A copy of the CASAS post-test (administered in whichever area the participant was found to be deficient) will be scanned, filed in the JMS participant's file and linked to the MSG. (For a participant that assessed using TABE, that form will be scanned and filed in the JMS participant's file.)
- c. JMS/Skills Gains Screen: Select - Educational Functional Level (EFL)

#### **2. Satisfactory or better progress report, towards established milestones from an employer/training provider who is providing training (e.g., completion of on-the-job training (OJT), completion of one year of an apprenticeship program, etc.)**

[PIRL Data Element Name \(no.1809\) – Most Recent Measurable Skills Gain: Training Milestone \(WIOA\)](#)

- a. Definition of Achievement: Skills Gain is determined by the completion and competency of the Pre-Employment Work Maturity Skills (PEWMS) Checklist, has successfully completed one year

of an apprenticeship program and/or is determined by comparing the participant's progress in a Work-Based-Learning (WBL)/On the Job Training (OJT) experience to the training objectives identified for the WBL/OJT as assessed by the employer for a determined period of time.

- b. Documentation: Documentation is the completed Pre-Employment Work Maturity Skills Checklist, proof of the completion of one year of apprenticeship, and/or the completed Work Experience Evaluation signed by the on-site training supervisor scanned into the JMS participant's file.
- c. JMS/Skills Gains Screen: Select – Training Milestone

**3. Attainment of a secondary school diploma or its equivalent.**

[PIRL Data Element Name \(No. 1808\) – Most Recent Measurable Skills Gain: Secondary Transcript/Report Card \(WIOA\)](#)

- a. Definition of Achievement: Skills Gain is determined by attaining a recognized high school diploma from a local school district or adult diploma program or successful completion of the high school equivalency exam within the reported timeframe.
- b. Documentation: One of the following documents: copy of the High School Diploma, High School transcript indicating graduation, High School Equivalency Certificate or Transcript.
- c. JMS/Skills Gains Screen: Select – Secondary Transcript/Report Card (WIOA)

**4. Transcript or better report card for either secondary or post-secondary education that shows a participant is achieving the state unit's academic standards.**

[PIRL Data Element Name \(No. 1807\) – Most Recent Measurable Skills Gain: Postsecondary Transcript/Report Card \(WIOA\)](#)

- a. Definition of Achievement:
  - i. Skills gain is determined by comparison of the beginning of the academic year grade level or credits to the end of the academic year grade level or credits and/or
  - ii. Skills Gain is determined by the passing of school classes thereby adding credits to a transcript from the beginning of the academic semester to the end of that academic semester.
- b. Documentation: Satisfactory or better school progress report, report card or school transcript. The document will be scanned and included in the participant's JMS file.
- c. JMS/Skills Gains Screen: Postsecondary Transcript/Report Card (WIOA)

**5. Successful passage of an exam that is required for a particular occupation. Progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams/certificates necessary for that occupation.**

[PIRL Data Element Name \(No. 1810\) – Most Recent Measurable Skills Gain: Skills Progression \(WIOA\)](#)

- a. Definition of Achievement: Skills Gain is determined by passing grade/successful completion of any exam that provides or leads to a certificate of competency in a particular occupational area during a specific time period.
- b. Documentation: Documentation is a copy of the graded exam with a passing grade, certificate or license demonstrating competency. The document will be scanned and included in the participant's JMS file.

- c. JMS/Skills Gains Screen: Select – Skills Progression (WIOA)

**ACTION:**

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

---

# PERSONALLY IDENTIFIABLE INFORMATION (PII) POLICY

---

Policy #: 2020-P-06 Previous #: 2020-P-006

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

## **PURPOSE:**

To provide guidance on compliance with the requirements of handling and protecting [Personally Identifiable Information \(PII\)](#) and confidential information for WIOA Title I funded programs.

## **POLICY:**

**Background:** The Office of Workforce Opportunity (OWO) and its subrecipients may have in their possession large quantities of PII relating to their organization and staff; subrecipient and partner organizations and staff; and individual program participants. This information is generally found in personnel files, participant data sets, performance reports, program evaluations, grant and contract files and other sources.

Federally funded programs are required to take aggressive measures to mitigate the risks associated with the collection, storage, and dissemination of sensitive data including PII. This policy addresses the requirements that OWO, and its subrecipients must follow pertaining to the acquisition, handling, and transmission of PII.

There are two types of PII – protected PII and non-sensitive PII. The differences between protected PII and non-sensitive PII are primarily based on an analysis regarding the “risk of harm” that could result from the release of the PII.

Protected PII – information that, if disclosed, could result in harm to the individual whose name or identity is linked to the information. Examples of protected PII include, but are not limited to, social security numbers (SSNs), credit card numbers, bank account numbers, home telephone numbers, ages, birthdates, marital status, spouse names, biometric identifiers (fingerprints, iris scans, etc.), medical history, financial information and computer passwords.

Non-sensitive PII – information that, if disclosed, by itself could not reasonably be expected to result in personal harm. Essentially, it is stand-alone information that is not linked or closely associated with any protected or unprotected PII. Examples include first and last names, e-mail addresses, business addresses, business telephone numbers, general education credentials, gender, or race. However, depending on the circumstances, a combination of these items could potentially be categorized as protected or sensitive PII.

## **PROCEDURE(S):**

### **Federal Requirements for the handling of PII include:**

1. All PII and other sensitive data transmitted via email or stored CDs, DVDs, thumb drives, etc. must be encrypted using a Federal Information Processing Standards (FIPS) 140-2 compliant and National

Institute of Standards and Technology (NIST) validated cryptographic module. Unencrypted sensitive PII cannot be emailed.

2. Data must be processed in a manner to protect the confidentiality of the records/documents and is designed to prevent unauthorized persons from retrieving such records.
3. OWO, its subrecipients and employees must ensure privacy of all PII obtained from participants and/or other individuals and protect such information from unauthorized disclosure.
4. PII data must be stored in an area physically safe from access by unauthorized persons at all times. Accessing, processing and storing of PII data on personally owned equipment at off-site locations is prohibited.
5. OWO, its subrecipients, employees, and other personnel who will have access to PII must be advised of the confidential nature of the information, the safeguards to protect the information and the civil and criminal sanctions for noncompliance with such safeguards. Personnel must acknowledge their understanding of these compliance requirements and their liability for improper disclosure.
6. Data may not be obtained or used for any purpose other than those required by the programs. Access to data is restricted to only those individuals who need it in their official capacity to perform duties in connection with the scope of work.

## **SOCIAL SECURITY NUMBERS**

OWO, its subrecipients and employees have a responsibility to keep Social Security Numbers (SSNs) of job seekers and other individuals secure. OWO prohibits the disclosure of SSNs to unauthorized persons or entities. OWO, its subrecipients, and employees will not knowingly display, disclose, transfer, or unlawfully use the SSN of any employee, student, or other individual in any manner that violates the [Social Security Protection Act of 2004](#) or the [Privacy Act of 1974](#).

1. SSNs should only be collected where required by federal or state law. If a unique personal identifier is needed, a substitute for the Social Security number shall be used in its place.
2. Documents, materials, or computer screens displaying SSNs shall be kept out of public view at all times.
3. Documents containing SSNs shall only be sent where permitted by state and federal law. A SSN may be included in a mailed document where:
  - a. It is sent as part of an application or enrollment process initiated by the individual.
  - b. It is sent for the purpose of compliance with proper administration of the program.
  - c. It is mailed by, or at the request of, an individual whose Social Security number appears in the document or information of his or her parent or legal guardian.
  - d. The number shall not be revealed through the envelope window or be visible from the outside of the envelope.
  - e. Full SSNs shall not be sent through email.
4. All documents or files containing SSNs shall be stored in a physically secure manner. SSNs shall not be stored on computers or other electronic devices not secured against unauthorized access. When erasing Social Security numbers from a laptop or desktop computer, staff shall ensure the number was erased completely, including from the recycle bin.
5. Documents containing Social Security numbers shall not be thrown away in the trash, but instead discarded or destroyed only in a manner that protects their confidentiality, such as shredding.

**ACTION:**

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

---

# PUBLICATION RELEASE POLICY

---

Policy #: 2023-P-01 Previous #: 2023-P-001

Source: 7/1/2021, 8/18/23, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To provide guidance regarding participant publication release documentation and usage for WIOA Title I funded programs.

## **POLICY:**

WIOA Title I funded programs utilize participant stories, images and experiences to publicize the success of their programs. The Office of Workforce Opportunity (OWO) also utilizes participant stories to inform the State Workforce Innovation Board. In order to share participant information, a release form must be obtained. The release should be signed by the participant and be retained in the participants electronic case file in the Job Match System (JMS).

## **PROCEDURE(S):**

Two separate publication forms are attached to this policy. WIOA Adult and Dislocated Worker programs will utilize the form titled "Publication Release Form" and the WIOA Youth program will utilize the form titled "Youth Publication Release Form". WIOA Title I subrecipients are responsible for updating this form with the appropriate agency name in the appropriate places.

During the application process (or any time after), subrecipient staff will provide each participant with the publication form and explain the purpose of the form. Participants will voluntarily sign to allow the subrecipient to share the participants information. For youth under the age of 18, if the participant consents to the publication form, a parent or guardian must also sign the form. The signed document will be uploaded into JMS. If a participant chooses not to participate, the WIOA Career Specialist will make a note of this in the JMS case management system.

## **ACTION:**

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

## **ATTACHMENTS:**

1. Publication Release Form
2. Youth Publication Release Form



## Publication Release Form

The US Department of Labor (US DOL) provides funding under the Workforce Innovation and Opportunity Act (WIOA). These funds are used to help individuals obtain training and employment services. The Office of Workforce Opportunity (OWO) contracts with state and local community agencies to provide career services and training opportunities to eligible individuals using these funds. The program you are enrolling in receives these funds.

It is important to be able to share your individual achievements, contributions and participation in the programs and services that are administered in New Hampshire. Personally identifiable information is never released except for names or photographs, if appropriate.

By agreeing to allow your information to be shared, you are assisting us in maintaining secure funding that will benefit others.

I hereby grant permission to NH Works and \_\_\_\_\_ to use my photo/and or information related to my experiences with the WIOA program. I understand this information may be used in publications, including electronic publications, presentations, promotional literature, advertising, reporting, and/or other similar ways.

I understand that I can revoke this release any time in writing.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Youth Publication Release Form

The US Department of Labor (US DOL) provides funding under the Workforce Innovation and Opportunity Act (WIOA). These funds are used to help individuals obtain training and employment services. The Office of Workforce Opportunity (OWO) contracts with state and local community agencies to provide career services and training opportunities to eligible individuals using these funds. The program you are enrolling in receives these funds.

It is important to be able to share your individual achievements, contributions and participation in the programs and services that are administered in New Hampshire. Personally identifiable information is never released except for names or photographs, if appropriate.

Representatives of the program may be recording video footage, audio samples, or taking photographs of students as they participate in the program. This documentation may also be used in informational material that will be used to promote the program.

By agreeing to allow your information to be shared, you are assisting us maintaining secure funding that will benefit others.

I hereby grant permission to NH Works and \_\_\_\_\_ to use my photo/and or information related to my experiences with the WIOA program. I understand this information may be used in publications, including electronic publications, presentations, promotional literature, advertising, reporting, and/or other similar ways.

I understand that I can revoke this release at any time in writing.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If the participant is under 18 years of age, Guardian signature is required.

Guardian Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# RAPID RESPONSE POLICY

---

Policy #: 2020-P-28 Previous #: 2020-P-028

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

**PURPOSE:** To provide guidance to all NH Workforce partners regarding Rapid Response activities that will be carried out by the Office of Workforce Opportunity.

**POLICY:**

**Background:** New Hampshire Rapid Response and Layoff Aversion services are funded by Workforce Innovation and Opportunity Act (WIOA) Title I funds through annual grants awarded to New Hampshire's Department of Business and Economic Affairs (BEA), Office of Workforce Opportunity (OWO) by the U.S. Department of Labor.

**Scope:** The purpose of the NH Rapid Response program is to assist businesses that are in transition mode. The mission is to provide statewide, early intervention re-employment services at **no cost** to companies and their employees affected by layoffs and closings.

Rapid Response efforts involve Teams comprised of local representatives from the 12 NH Works Career Centers. The NH Works Partner Agencies include:

- NH Department of Business and Economic Affairs
- NH Employment Security
- The NH Community Action Program and WIOA partner entities
- Vocational Rehabilitation NH
- NH Department of Health and Human Services
- NH Community College System
- Other partner entities as needed

Rapid Response is a complex, challenging, and invaluable service. The extensive collaboration between multiple, separate state and federal agencies, private entities, and community supports has proven invaluable to NH companies and their workers. Rapid Response customers have benefited immensely from the partnerships with economic development activities, apprenticeships and incumbent worker programs, Trade Act programs, and numerous reemployment programs. Partner assistance has also provided vocational, health, financial, and educational resources and supports to workers and their families. The experience and dedication of the Rapid Response Partners, State and Local Teams, and Federal supports has consistently allowed for the highest level of quality and service delivery to participants throughout NH.

In addition to the on-site services provided through response for layoff and closure events, Rapid Response provides an ongoing, comprehensive approach to identifying, planning for, and responding to layoffs, and preventing or minimizing their impacts wherever possible. To ensure high quality and maximum effectiveness, successful rapid Response strategies include at least the following:

- Informational and direct reemployment services for workers;
- Solutions for businesses in transition (growth and decline);
- Convening, facilitating, and brokering connections, networks, and partners; and,

- Strategic planning, data gathering, and analysis designed to anticipate, prepare for, and manage economic transition.
- Aligning sector strategies to support layoff aversion activities

Rapid Response activities are defined as those activities that include initial contact with the affected company including all state and federal Worker Adjustment and Retraining Notification Act (WARN) activities, company fact-finding activities, lay-off aversion activities, and contact with and coordination of the local Rapid Response Team for the purpose of planning and implementing Rapid Response information sessions.

**Employee Retention Activities (Layoff Aversion):**

Employee Retention activities are generally defined as those which include contact with a company when the company is faced with issues that could impact their workforce. Causal issues and possible solutions are assessed, alternatives to layoffs are discussed and guidance is offered regarding working and communication with the workforce during difficult times.

Employee Retention is an integral element of Rapid Response activities. Also, included are sector partner activities that address preventative measures designed to mitigate and/or avert layoffs in industry sectors based on labor market indicators of potential economic downturns and/or business/industry input.

**State Dislocated Worker Unit Administrator (DWUA)**

The State Dislocated Worker Unit Administrator (DWUA), Jimmie Hinson, within BEA oversees the operations of Rapid Response activities. The DWUA works directly with the Division of Economic Development (DED) Regional Business Resource Specialists to compile timely and relevant reports to the Commissioner of BEA; is responsible for the design and production of reports, Dislocated Worker packets, and other public and internal documents and reports; and notification to employers regarding state and federal WARN Act laws and related information.

**Division of Economic Development (DED) Regional Business Resource Specialist(s)**

The DED Regional Business Resource Specialist(s) is the primary liaison with affected employers experiencing a layoff(s) during the initial development and deployment of rapid response informational sessions. The DED Regional Business Resource Specialists, working with the DWUA, are responsible for making the initial contact (within 24hrs) with any company facing a major layoff, business closing or other similar mass job dislocation for the purposes of:

- Soliciting employer buy-in and timely commitment to helping affected dislocated workers,
- Working with a local Rapid Response team from local NH Works Office to arrange a meeting(s) of affected employees for the purpose of describing available services,
- Facilitating the Rapid Response meeting and introducing partner presenters,
- Collecting/updating the information needed to complete a RR “Fact Finding Report” and RR follow-up report.

When applicable, this should be done at an on-site meeting with company officials. The DED Regional Business Resource Specialists are also responsible for ensuring that results of the fact-finding research will be sent via email to members of local Rapid Response Team, the Office of Workforce Opportunity State Director, the State Dislocated Worker Unit Administrator, the NHES Operations Director and others as deemed appropriate.

Any layoff, business closing, or mass job dislocation due to natural or other disasters shall be reported by staff from all participating agencies to the DWUA as soon as possible. The *quickness and conciseness of information is paramount* in providing initial Rapid Response Services to displaced workers.

**Local Rapid Response Team (Local Dislocated Worker Unit)**

Local Rapid Response teams are comprised of partner agency personnel in the affected NH Works Center as well as other agencies and organizations, as necessary. Required partners include:

- The DED Regional Business Resource Specialist
- Local NHES Manager
- WIOA Workforce Development Coordinator

When appropriate, other partners such as those listed below, may be included:

- Department of Education: Bureau of Vocational Rehabilitation, Bureau of Adult Education
- NHES Trade Act staff
- Labor union representative (if a collective bargaining unit is affected)
- Managers or designated representatives of other partner agencies (e.g., Health and Human Services,)
- Affected company representative
- Local officials
- NH or US Department of Labor
- NHES LMI staff (economic data input)
- Community College representation

The responsibilities of the Local Rapid Response Team(s) include the delivery of services at the local level. Among the activities they will undertake are:

- Participate in the presentation of information and distribution of Dislocated Worker Packets AND Rapid Response Worker Surveys to affected dislocated workers (both Rapid Response meeting attendees and non-attendees).
- Plan and coordinate any allowable initial services necessary to assist affected dislocated workers.

#### **State Rapid Response Team (State Dislocated Worker Unit)**

*In the event of major layoffs and/or closures impacting a community or region's economy and workforce, the Dislocated Worker Unit Administrator will convene a partners meeting comprised of policy level decision makers, including but not limited to:*

- The Governor's Office
- Chair, Statewide Workforce Board
- Department of Business & Economic Affairs
- NH Employment Security
- NH Department of Labor
- NH Department of Health & Human Services
- NH Department of Education: Bureau of Vocational Rehabilitation, Bureau of Adult Education
- Area elected officials
- Labor-Management Committee (if applicable)

The responsibility of the State Rapid Response Team is to develop strategy and identify resources to determine needed services and the most efficient delivery of services.

The Statewide Rapid Response lead is the Dislocated Worker Unit Administrator (DWUA). The DWUA oversees the operations and implementation of the initial NH Works Rapid Response services and activities described in the Non-Financial Memorandum of Understanding (MOU).

Working with local NH Works partners as well as appropriate federal, state, and local officials and agencies, the DWUA will supervise development of prospective strategies for addressing dislocation events and ensuring rapid access to the best range of allowable assistance.

#### **PROCEDURE(S):**

A minimum of twenty-five (25) displaced workers must be affected for full services (i.e. formal rapid response information sessions) to be implemented under the Rapid Response procedure, with consideration given to available resources in the local NH Works center. When the numbers of layoff are less than twenty-five (25), the affected dislocated workers will be provided with an information packet and will be referred to NH Works offices for assistance.

Worker participation is critical to the success of the readjustment process and is ensured when employer cooperation is an early and collaborative part of the process. To achieve the highest level of worker participation, the DED Regional Business Resource Specialist will contact company officials to confirm the information regarding layoff or closure activity, describe NH Rapid Response services and request a list of dislocated workers with contact, occupational, and profile information, as available. In the event of a twenty-five-person or more layoff/closure, the DED Regional Business Resource Specialist will request input from the company to complete a Rapid Response Fact Finding Report and cooperation with arranging a Rapid Response Information Session. Smaller groups of affected workers will be provided with the “Your Guide to Re-Employment Services” and directed to <https://www.nheconomy.com/office-of-workforce-opportunity/employers/rapid-response-program> for additional information.

Receipt of a state or federal WARN Act by any personnel shall immediately be forwarded to the NH Commissioner of Labor, with copies to the Commissioner of BEA; the DWUA; and the Commissioner of Employment Security. The NH Department of Labor shall maintain a list of all state and federal WARN Act notices received.

A Rapid Response Information Session will be offered to the dislocated workers in a timely manner, preferably on site at the company. The main purpose of the Rapid Response Informational Session with affected workers is to inform them of the availability of re-employment services. The meeting also helps workers cope with the emotional, financial, and job-hunting stresses that accompany unemployment. A Rapid Response informational meeting is facilitated by the DED Regional Business Resource Specialist.

Once there is information on a layoff or closure, the State Dislocated Worker Unit Administrator (DWUA) will notify the DED Regional Business Resources Specialist. The DED Regional Business Resource Specialist(s) is the primary liaison with affected employers experiencing a layoff(s) during the initial development and deployment of rapid response informational sessions. They will schedule an initial meeting with the company to establish a good working relationship, informs them of the available services, and plans for implementation of those services at the company. If it is determined that a full Rapid Response Team is necessary and/or requested, the DED Regional Business Resources Specialist will brief the Local Rapid Response Team on next steps. At this point, the liaison will activate the local Rapid Response Team and schedule a Rapid Response session for the affected workers as quickly as possible. Scheduling of this session is sensitive to the company’s production needs, work schedules, culture, and timing demands.

*\*Note\* All communications with the business should be treated as highly confidential and only shared with those that have a “need to know”. It is the DED Regional Business Resource Specialist responsibility to keep this document up to date.*

## **What is covered?**

- At the Rapid Response Employee Session, we meet with the employees;
- inform them of their eligibility and benefits as laid off workers;
- answer their questions about job search and unemployment insurance;
- discuss the resources and supports of their local NH Works Office;
- conduct a survey of employee needs (such as retraining and skills upgrading);
- explain the content and time tables of various re-employment services;
- explain retraining and skills enhancement grants;
- explain free training opportunities available through the Community College System;
- discuss personalized assistance for employees with disabilities; and

- provide valuable information for family services / programs to help during job and life transitions.

### **The Goal of Rapid Response Team**

The Goal of the Rapid Response Team is to provide reassurance to workers who are coping with the emotional sting, family responsibility, and job search pressures of unexpected job loss. The Team helps affected workers find a new job as quickly as possible or supports their transition to a new career thereby reducing the cost of layoffs for the company and minimizing the financial impact to employees.

### **ACTION:**

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

**Links:** [Layoffs, Closures, and Rapid Response - NH Economy](#)

---

# RECORD RETENTION POLICY

---

Policy #: 2015-P-10 Previous #: 2015-003

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures regarding record retention for all Title I funded programs.

## **POLICY:**

Financial records, supporting documents, statistical records, and all other non-Federal entity records pertinent to a Federal award must be retained for a period of three years from the date of submission of the final expenditure report or, for Federal awards that are renewed quarterly or annually, from the date of the submission of the quarterly or annual financial report, respectively, as reported to the Federal awarding agency or pass-through entity in the case of a subrecipient. Federal awarding agencies and pass-through entities must not impose any other record retention requirements upon non-Federal entities. The only exceptions are the following:

- If any litigation, claim, or audit is started before the expiration of the 3-year period, the records must be retained until all litigation, claims, or audit findings involving the records have been resolved and final action taken.
- When the non-Federal entity is notified in writing by the Federal awarding agency, cognizant agency for audit, oversight agency for audit, cognizant agency for indirect costs, or pass-through entity to extend the retention period.
- Records for real property and equipment acquired with Federal funds must be retained for 3 years after final disposition.
- When records are transferred to or maintained by the Federal awarding agency or pass-through entity, the 3-year retention requirement is not applicable to the non-Federal entity.
- Records for program income transactions after the period of performance. In some cases, recipients must report program income after the period of performance. Where there is such a requirement, the retention period for the records pertaining to the earning of the program income starts from the end of the non-Federal entity's fiscal year in which the program income is earned.
- Indirect cost rate proposals and cost allocations plans. This paragraph applies to the following types of documents and their supporting records: indirect cost rate computations or proposals, cost allocation plans, and any similar accounting computations of the rate at which a particular group of costs is chargeable (such as computer usage chargeback rates or composite fringe benefit rates).
  - a. If submitted for negotiation. If the proposal, plan, or other computation is required to be submitted to the Federal Government (or to the pass-through entity) to form the basis for negotiation of the rate, then the 3-year retention period for its supporting records starts from the date of such submission.

- b. If not submitted for negotiation. If the proposal, plan, or other computation is not required to be submitted to the Federal Government (or to the pass-through entity) for negotiation purposes, then the 3-year retention period for the proposal, plan, or computation and its supporting records starts from the end of the fiscal year (or other accounting period) covered by the proposal, plan, or other computation.

**PROCEDURE(S):**

All Title I funded programs, including OWO, will maintain records outlined above for a period of three years unless part of the exceptions mentioned above.

**ACTION:**

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

---

# RESPONSIBILITIES FOR REPORTING INSTANCES OF SUSPECTED FRAUD, PROGRAM ABUSE, AND CRIMINAL CONDUCT POLICY

---

Policy #: 2012-P-31 Previous #: 2012-031

Source: 7/1/21, July 1, 2024, eff. July 9, 2025

## **PURPOSE:**

[US DOL TEGL 15-23](#) transmits procedures to be used by all Employment and Training Administration (ETA), and subsequently all Office of Workforce Opportunity (OWO) subrecipients and contractors, for reporting allegations of fraud, program abuse or criminal conduct involving grantees or other entities and subrecipients receiving Federal funds either directly or indirectly. The detection and prevention of fraud and abuse in programs authorized by the US Department of Labor (US DOL) are the highest priority. Therefore, systematic procedures for reporting instances of suspected or actual fraud, abuse or criminal conduct are vital. This policy will provide procedures for reporting and investigating allegations of wrongdoing or misconduct to include allegations of suspected fraud, program abuse, and criminal conduct involving subrecipients of Federal Funds from OWO and/or US DOL, ETA.

## **POLICY:**

**US DOL Policy:** The Office of Inspector General (OIG) Hotline Portal is the official mechanism used for reporting allegations of criminal and other illegal or improper activities in federal funded programs. Allegations are reported to OWO (specifically the Director) and to the OIG, and to the Employment Training Administration (ETA). Incidents reported using OIG Hotline Portal may involve allegations of fraud, misfeasance, nonfeasance or malfeasance, allegations involving misapplication of funds; allegations of gross mismanagement; allegations of employee/participant misconduct, and other potential or suspected criminal actions.

When the OIG receives an Incident Report, they determine whether the allegations have merit and, when appropriate, conduct or arrange for an investigation and/or audit. If the OIG determines that the case does not have investigative or audit merit, the case is referred back to ETA for resolution.

Grant recipients must immediately document allegations, suspicions and complaints involving possible fraud, program abuse, and criminal misconduct using the [Incident Report \(IR form 1- 156\)](#). In addition, situations involving imminent health or safety concerns or the imminent loss of funds exceeding an amount larger than \$50,000 are considered emergencies and must immediately be reported to the OIG and ETA

**Prohibition and Reprisals:** No action will be taken against any complainant for disclosing information concerning criminal or improper activities or making a valid complaint to proper authorities. Complainants may

remain anonymous. If a complainant considers that his/her position will be compromised by reporting information through the OIG Hotline Portal, the individual can contact OIG by telephone.

**Definitions:** These definitions are illustrative and are not intended to be either fully inclusive or restrictive.

1. **Emergency:** A situation involving imminent health or safety concerns, or the imminent loss of funds exceeding an amount larger than \$50,000.
2. **Employee/Participant Misconduct:** Actions occurring during or outside work hours that reflects negatively on the Department and/or NH Business of Economic Affairs, Office of Workforce Opportunity or its mission including, but not limited to: conflict of interest or the appearance of conflict of interest involving outside employment, business and professional activities; the receipt or giving of gifts, fees, entertainment, and favors; misuse of federal property; and, misuse of official information and such other activities as might adversely affect the confidence of the public in the integrity of the government as well as serious violations of Federal and state laws.
3. **Fraud, Misfeasance, Nonfeasance, or Malfeasance:** Any alleged deliberate action, which may be in violation of federal statutes and regulations. This category includes, but is not limited to indications of bribery, forgery, extortion, embezzlement, theft of participant checks, kickbacks from participants or contractors, intentional payments to a contractor with the expectation of receiving services, payments to ghost enrollees, misuse of appropriated funds, and misrepresenting information in official reports.
4. **Gross Mismanagement:** Actions or situations arising out of management ineptitude or oversight and leading to a major violation of the legislative process, regulations, or contract/grant provisions. Such actions or situations have the potential to severely hamper accomplishment of program goals, waste government resources, and jeopardize future support for a particular project. This category includes, but is not limited to, in auditable records, unsupported costs, highly inaccurate fiscal reports or program reports, payroll discrepancies, payroll deductions not paid to the Internal Revenue Service, and lack of good internal control procedures.

**Misapplication of Funds:** Any alleged deliberate use of funds, assets or property not authorized or provided for by legislation or regulations, grants or contracts. This category includes, but is not limited to nepotism, political patronage, and use of participants for political activity, ineligible enrollees, conflict of interest, and failure to report income from federal funds, violation of contract/grant procedures, and the use of federal funds for other than specified purposes. An incident report should be filed when there appears to be an intent to misapply funds rather than merely for a case of minor mismanagement.

**OIG Hotline Portal:** The OIG operates the OIG Hotline Portal to receive and process allegations of fraud, waste, and abuse concerning Departmental grants, contracts, programs and operations. The OIG Hotline Portal is also used to address allegations of criminal activity and serious misconduct involving Department employees. Incident reports should be submitted online at: <https://www.oig.dol.gov/hotline.htm>. The OIG Hotline Portal should not be used for resolving employee grievances, Equal Employment Opportunity complaints, labor disputes, or other personnel concerns. If Internet access is not available, incidents can be reported to the OIG via the Toll-Free Hotline at 1-800-347-3756, or (202) 693-6999 (this is not a toll-free number)

## **PROCEDURE(S) AND REPORTING PROTOCOL:**

**Definitions:**

Complaint, for this directive only, means criminal complaint and noncriminal complaints accepted by USDOL as incidents, such as gross waste of funds, mismanagement and dangers to the public health and safety.

Subrecipient, for this directive, means service delivery contractors and other recipients that receive WIOA funds directly from the State.

Lower tier subrecipient means a recipient that does not receive WIOA funds directly from the State.

#### **General:**

All subrecipients that receive WIOA funds shall promptly report to OIG and OWO all allegations of WIOA-related fraud, abuse, and other criminal activity.

Each subrecipient shall establish appropriate internal program management procedures to prevent and detect fraud, abuse, and criminal activity. These procedures must include a reporting process to ensure that OIG and OWO are notified immediately of any allegations of WIOA-related fraud, abuse, or criminal activity. Internal management procedures must be in writing and include the designation of a person on the subrecipients' staff who will be responsible for such notifications.

Lower tier subrecipients will establish, document, and implement procedures to immediately notify the funding entity of any suspected or proven fraud, abuse, or other criminal activity involving WIOA-funded activities. Funding entities must provide written notification to lower tier subrecipients regarding their responsibilities to be alert for instances of fraud, abuse, and criminal activity committed by staff, contractors, or program participants and to report all such instances to the funding entity, OIG and OWO immediately. Proof of this notification must be maintained in the funding entity's files. Subrecipients detecting the presence or appearance of fraud, abuse, or other criminal activity must obtain sufficient information to provide a clear, concise report of each incident. Reports must include a statement of all facts, known at the time, as well as any known or estimated loss of WIOA funds resulting from the incident. It is important that an initial report is made to OIG and OWO within one working day of the detection of the incident. The submission of an incident report should not be delayed even if all facts are not readily available. Any facts subsequently developed by the subrecipient are to be forwarded in a supplemental incident report.

The reporting procedures do not supersede the responsibility for subrecipients to safeguard WIOA funds by taking prompt and appropriate corrective action when any evidence of a violation of WIOA or its implementing regulations is found.

#### **Reporting:**

Within one workday of detection or discovery of information alleging fraud, abuse, or other criminal activity involving WIOA funds, a report must be made to OIG Hotline Portal by the detecting entity. A copy of the report must also be submitted to:

*Joseph Doiron, Director*

*Office of Workforce Opportunity 100 North Main Street Suite 100*

*Concord, NH 03301 [Joseph.A.Dorion@livefree.nh.gov](mailto:Joseph.A.Dorion@livefree.nh.gov)*

and to ETA at [ETAIncidentReporting@dol.gov](mailto:ETAIncidentReporting@dol.gov)

The OWO will record any incident report it receives in the WIOA Incident Report System and forward the incident report to DOL/ETA, within one working day of receipt. Concurrently with its transmittal of the incident report to ETA, OWO will, when applicable, notify the reporting entity to take appropriate action to recover misspent funds, or to contain its financial liability.

If OIG decides to investigate the incident, OWO will wait for OIG's results before commencing the state-level formal resolution. If OIG decides not to investigate the incident, OWO will request, when appropriate, a special monitoring review or an investigation by the appropriate state entities. Otherwise, OWO will require the subrecipient to submit its fact-finding and local resolution.

Whenever the entity reporting the allegation of an incident believes that immediate action to prevent further financial loss or other damage is necessary, or recovery of funds or property may be impeded if immediate action is not taken, the reporting entity has the responsibility to take any action it deems appropriate, including contacting the local law enforcement agency. Any immediate action taken or planned by the reporting entity must be reported to OWO when the incident report is submitted.

Allegations of fraud, abuse, or other criminal activity in WIOA-funded programs may originate from sources other than subrecipients. Such sources may include informants, independent auditors, or local law enforcement agencies. Whenever OWO receives an allegation from such source, OWO will prepare an incident report and submit it to OIG, in accordance with this directive. In such a case, OWO will, when appropriate, inform the subject subrecipient of the incident reported and advise the latter of the need to take certain action.

During an investigation, based on a report of fraud or abuse, DOL OIG investigators or auditors may contact a subrecipient regarding an incident of which the subrecipient was not previously aware. Upon learning of the incident from federal sources, the subrecipient should contact OWO to determine whether the latter is aware of the incident. If the subrecipient is not aware of the allegations but OWO is; then the latter will, when appropriate, inform the former of the specific allegations contained in the incident report.

**Inquiries:** If you have any questions about the information contained in this directive, please contact, Joseph Doiron, Director OWO, at (603) 271- 7275.

**ACTION:**

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

**Links:**

[USDOL ETA TEGL 15-23](#)

[US DOL OIG Hotline](#)

---

# SELECTIVE SERVICE REGISTRATION POLICY

---

Policy #: 2024-P-06 Previous #: None

Source: July 1, 2021, July 22, 2024, February 25, 2025, eff. July 9, 2025

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures regarding Selective Service Registration for all Title I funded programs.

## **POLICY:**

Males who are subject to the registration requirements of the Military Selective Service Act must have complied with these requirements to be eligible for participation in WIOA-funded programs and services. Under WIOA Section 189(h), the U.S. Secretary of Labor is required to ensure that each individual participating in a WIOA program, or receiving any assistance under WIOA Title I, has not violated Section 3 of the Military Selective Service Act. This section requires that every male residing in the United States (citizen or non-citizen) must register with Selective Service between their 18th and 26th birthdays.

### **Selective Service Registration**

The law requires men born on or after January 1, 1960 to register with Selective Service within 30 days of their 18th birthday and up to, but not including, their 26th birthday. This includes the following males:

- U.S. citizens
- Veterans discharged before their 26th birthday
- Non-U.S. citizens, including undocumented immigrants, legal permanent residents, and refugees, who take up residency in the U.S. prior to their 26th birthday
- Dual nationals of the U.S. and another country, regardless of whether they live in the U.S.

Selective Service registration is not required for the following male U.S. citizens:

- Males who are serving in the military on full-time active duty
- Males attending the service academies
- Disabled males who were continually limited to a residence, hospital, or institution
- Males who are hospitalized, institutionalized, or incarcerated are not required to register during their confinement. However, they must register within 30 days after being released if they have not yet reached their 26th birthday
- Male veterans discharged after their 26th birthday

Selective Service registration is not required for the following male non-U.S. citizens:

- Non-U.S. males who entered the U.S. for the first time after their 26th birthday. Acceptable forms of supporting documentation include the following:

- Date of entry stamp in passport
- 1-94 with date of entry stamp on it
- Letter from the U.S. Citizenship and Immigration Services (USCIS) indicating the date the male entered the U.S. presented in conjunction with documentation establishing the male's age
- Non-U.S. males who entered the U.S. illegally after their 26th birthday. They must provide proof that they were not living in the U.S. from age 18 through 25
- Non-U.S. males on a valid non-immigrant visa

The above list of Selective Service registration requirements is not exhaustive. Additional information regarding these requirements can be found on the Selective Service website. <https://www.sss.gov>

### **Males Under Age 26:**

Before being enrolled in WIOA-funded services, all individuals born male who are not registered with the Selective Service System and have not reached their 26th birthday must register through the Selective Service website. If a male reaches age 18 while participating in WIOA-funded services, registration with Selective Service must be completed no later than 30 days after he becomes 18 in order to continue to receive WIOA-funded services. If a male under the age of 26 refuses to register with Selective Service, WIOA-funded services must be suspended until he registers.

### **Non-Registration by Males Age 26 Or Older**

Individuals who did not register for the Selective Service or who cannot provide documentation of registration, must obtain a Status Information Letter from Selective Service indicating whether he was required to register. The

"[Request for Status Information Letter](#)" can be accessed on the selective service website. The individual will need to describe, in detail, the circumstances preventing him from registering (e.g., hospitalization, institutionalization, incarceration, military service) and provide documentation of those circumstances. The documentation should be specific as to the dates of the circumstances. The Status Information Letter is good for life and the individual should be encouraged to keep their original letter in a safe place for future reference. If the Status Information Letter indicates an individual was not required to register for the Selective Service, then he is eligible to enroll in WIOA-funded services.

If the Status Information Letter indicates the individual was required to register and now cannot because he is 26 or older, he is presumed to be disqualified from participation in WIOA-funded activities and services until it can be determined his failure to register was not knowing and willful. All costs associated with WIOA-funded services provided to non-eligible individuals may be disallowed.

### **Transsexual, Transgendered, Non-Binary Individuals:**

Selective Service bases the registration requirement on gender assigned at birth and not on gender identity or on gender reassignment. Individuals who are born male and changed their gender to female are still required to register. Individuals who are born female and changed their gender to male are not required to register.

### **PROCEDURE(S):**

WIOA Career Specialists (WCS) will ask the individual if they are registered for selective service, and if so, will make a copy of the applicant's Selective Service card or Acknowledgment Letter. If the individual does not have either of these documents, the WCS will log on to <https://www.sss.gov/verify/> to verify Selective Service registration. The WCS will obtain a copy of the registration page with the Selective Service Number and date registered and enter this information as part of the WIOA application. A copy of the document will be

uploaded into the individuals Job Match System case.

Individuals required to register for Selective Service can only do so until their 26th birthday. If the applicant is not registered for Selective Service and has not reached the age of 26, he may register via the Internet <https://www.sss.gov/register/>. The WCS will follow the same procedure outlined above once the individual has registered.

Additional documents accepted to determine a person's compliance with the requirement to register with Selective Service are listed in the Source Document Listing in the Data Validation Policy (2019-P-01).

### **NON-REGISTRATION BY MALES AGE 26 OR OLDER**

If the individual was required but failed to register with the Selective Service, as determined by his own acknowledgement, the individual may only receive services if he establishes that the failure to register was not knowing and willful. The WIOA Title I Subrecipient responsible for eligibility determination is responsible for evaluating the evidence presented by the individual and determining whether the failure to register was knowing and willful.

Once the individual provides a Status Information Letter that indicates the individual was required to register and failed to, the individual should describe, in detail, the circumstances, including dates, that prevented him from registering (e.g. hospitalization, incarceration) and provide documentation of those circumstances. The individual may also provide Third Party Affidavits concerning reasons for not registering from parents, teachers, employers, doctors, and others that may help make a determination regarding willful and knowing failure to register.

The Selective Service Failure to Register Self-attestation (attachment 1) may serve as sufficient evidence when other options of documentation or third-party corroboration are not available.

Once the subrecipient receives the documentation, a decision as to if the failure to register was knowing and willful must be made.

To determine whether the failure was "knowing," the program manager should ask the following:

- Was the individual aware of the requirement to register?
- If the individual knew about the requirement to register, was he misinformed about the applicability of the requirement to him (e.g., veterans who were discharged before their 26th birthday were occasionally told that they did not need to register)?
- On which date did the individual first learn that he was required to register?
- Where did the individual live when he was between the ages of 18 and 26?
- Does the status information letter indicate that Selective Service sent letters to the individual at that address and did not receive a response?

To determine whether the failure was "willful," WIOA Contracted Service Provider should ask the following:

- Was the failure to register done deliberately and intentionally?
- Did the individual have the mental capacity to choose whether to register and decided not to register?
- What actions, if any, did the individual take when he learned of the requirement to register?

If the individual was required to register but failed to do so, the individual will not be disqualified from WIOA participation for failure to register if his failure to register was not knowing and willful. Therefore, if the WIOA subrecipient determines that an individual's failure to register with the Selective Service was not knowing and willful and the individual is otherwise eligible, services may be provided.

However, if the program manager determines that evidence shows that the individual's failure to register was

knowing and willful, WIOA services must be denied. Individuals who are denied services must be advised of the available grievance procedures. WIOA Title I subrecipients must keep documentation and upload to the Job Match System (JMS) all related evidence presented in determinations on Selective Service. Final determination must be documented in a JMS with case note entry.

**ACTION:**

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

**ATTACHMENT:** Failure to Register for Selective Service Self-Attestation Statement



## Failure to Register for Selective Service Self-Attestation Statement

I, \_\_\_\_\_ have been informed that the law required me to register for the United States Selective Service. I have requested a Status Information Letter from Social Security which states that I was required to register and failed to. I have been told that my statement must be made freely and voluntarily. I am willing to make such a statement.

I was born on \_\_\_\_\_ (month/day/year) and I am now \_\_\_\_\_ years old.

I first became aware of my duty to register with the United States Selective Service System on the following date: \_\_\_\_\_ (month/day/year).

While I was between the ages of 18 and 26, I lived in the following country(ies):  
\_\_\_\_\_

I make the following statements (please check off one for each question):

- Yes       No      I did not register for the Selective Service because I did not know I was supposed to register with the Selective Service System at any time while I was between the ages of 18 years old and 26 years old.
- Yes       No      Had I known I was supposed to register with the Selective Service System while I was between the ages of 18 years old and 26 years old, I would have registered.
- Yes       No      I have been served with a notice from the Selective Service System that they intend to prosecute me for my failure to register.

My failure to register with the United States Selective Service System was due to the following:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I (print name) \_\_\_\_\_, acknowledge that I have not registered for the Selective Service and attest that this failure to register was not knowing and willful.

\_\_\_\_\_  
Participant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
WIOA Program Manager Signature

\_\_\_\_\_  
Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# SELF-ATTESTATION POLICY

---

Policy #: 2024-P-10 Previous #:

Source: December 5, 2024, December 17, 2024, eff. July 9, 2025

**PURPOSE:** To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for using a self-attestation to replace documents needed to process a participant's application for services under the WIOA Title I programs.

**POLICY:** In recent years, the U.S. Department of Labor Employment and Training Administration has released guidance under [TEGL 23-19, Change 1](#) and [Change 2](#) regarding acceptable documentation for elements that are part of the Participant Individual Record Layout (PIRL) which includes the use of a self-attestation. In addition, DOL ETA has also provided guidance under [TEGL 22-09](#) which is specific to the WIOA Youth program and the use of self-attestation. It is clear in this guidance that there must be a balance between obtaining the documentation needed to enroll an individual into WIOA Title I programs while not holding up or barring entry based on the inability to access the documentation needed.

The self-attestation form allows individuals to attest to certain information needed to register an individual into the Job Match System (JMS) case management system. The self-attestation form is used in place of an official document which the participant does not have access to or gaining access to the documentation is too burdensome. The self-attestation form should be as the "document of last resort" and should not be used for documentation that is easily accessible for the participant. Any use of the self-attestation for any vital document (birth certificate, social security card, photo identification, etc.), must be approved by a WIOA Program Manager.

**PROCEDURE(S):** During the enrollment and application process, WIOA Career Specialists (WCS) will inform a potential participant on the documentation that is needed for enrollment into the WIOA Title I programs. The WCS will then go over which documents are acceptable for each element that must be validated by documentation (see Policy#). Should a participant have all the basic eligibility documentation but does not have access to the additional documentation required, the WCS will work with the participant on completing the self-attestation for the missing items. If a participant does not have access to the basic eligibility documents (birth certificate, passport, social security card, etc.), the WCS shall get approval from the WIOA program to use the self-attestation form for these items. If the WIOA program manager approves using the self-attestation for vital documents, the WCS must work with the participant on obtaining those documents after enrollment.

When completing the application in JMS, the WCS shall use the completed self-attestation form to verify the elements it is being used for. The self-attestation form will be linked to those elements within the application to easily identify the elements it is being used for.

**ACTION:**

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

**ATTACHMENTS:** Self-Attestation Form



# WIOA Self Attestation

\_\_\_\_\_  
Name of Applicant

\_\_\_\_\_  
Date of Attestation

\_\_\_\_\_  
Address or Nighttime Residence of Applicant                      Town                      State                      Zip Code

**To establish eligibility for employment and training services under the Workforce Innovation and Opportunity Act (WIOA), I hereby certify, under penalty of perjury, that I**

- reside at the above address
- am homeless  am a runaway, and use the above as my residential address
- am not employed and have had no income for the last 26 weeks (must explain in more detail below)
- am a household size of \_\_\_\_\_ (must provide documentation)
- was separated from my job at: \_\_\_\_\_ on \_\_\_\_\_ (month/day/year)
- am employed  Full-time  Part-time Employer: \_\_\_\_\_
- did not graduate from high school. My highest grade completed is: \_\_\_\_\_
- graduated high school on: \_\_\_\_\_
- obtained  an associate's  a bachelor's degree from \_\_\_\_\_ Year of completion: \_\_\_\_\_
- not currently enrolled in any education or training classes
- am/or was formerly court involved (ex-offender)
- am pregnant or parenting. Due date or child(ren)'s date of birth: \_\_\_\_\_ (month/day/year)
- am a current or former foster care recipient
- Other; please explain below:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**I attest that the information stated above is true and accurate, and understand that the above information, if misrepresented, or incomplete, may be grounds for immediate termination and/or penalties as specified by law.**

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent or Guardian Signature if Applicable

\_\_\_\_\_  
Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# STATE LEVEL MONITORING POLICY AND PROCEDURE

---

Policy #: 2015-P-03 Previous #: 2015-003

Source: 7/1/2021, Aug. 24, 2022, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

The purpose of this policy and procedure is to establish a monitoring system which contains acceptable standards for ensuring accountability. Monitoring and technical assistance are integral parts of the OWO oversight responsibilities, as required by law. The system includes monitoring and implementation of subrecipient contracts, carrying out monitoring activities at reasonable intervals, and taking prompt and appropriate corrective action when evidence indicates a possible violation of the Workforce and Innovation Act, regulations, subrecipient contracts, or policies of the Office of Workforce Opportunity (OWO) and/or State Workforce Innovation Board (SWIB).

## **POLICY:**

1. The Director of OWO will be responsible for ensuring compliance with federal requirements to monitor subrecipients on an annual basis.
2. Compliance monitoring of each OWO operated program and contract will be conducted at least once during the program year.
3. Compliance monitoring is conducted to verify contract and program compliance with the terms and conditions of the contract, WIOA, and the policies established by the OWO and the SWIB.
4. Compliance monitoring will be conducted by reviewing records and documents maintained by the OWO administrative office on each program or contract; conducting onsite reviews of procedures, records, and documents maintained by the contractor or program operations staff; and submitting written reports of findings, including corrective action recommendations if appropriate.
5. The State Board will certify compliance with WIOA monitoring compliance annually.

## **PROCEDURE(S):**

### General Monitoring Procedure

1. A monitoring tool is developed to ensure all acceptable standards of accountability are reviewed.
2. Compliance monitoring activities are scheduled in advance with the contract signatory or designated representative or program operations staff. Those responsible for the contract or program operations are also notified as to the purpose, procedure and specific areas to be monitored.
3. Reports, records and documents, maintained by the OWO administrative office on each contract or program, are reviewed for completeness, accuracy and timeliness of submission. Such reports, records and documents include but are not limited to:
  - a. The approved contract and modifications thereto and/or program specifications;

- b. Correspondence and reports maintained by the contracting officer in the contract program operations file;
  - c. Transmittal of individual participant records;
  - d. Previous monitoring reports; and
  - e. Applicable corrective action plans.
4. Each contract or program is monitored at the site of operation. Annual on-site monitoring may include but not be limited to:
    - a. An entry interview with the contract signatory or designated representative or program operations staff;
    - b. A review of applicable written policies and procedures;
    - c. Staff and participant interviews;
    - d. A review of participant records, including eligibility documentation;
    - e. A review of financial procedures, records and documentation; and
    - f. An exit interview with the contract signatory or designated representative or program operations staff.
  5. A written report is completed on each monitored contract or program and is submitted to the OWO Director and the contract/program operator. The written report includes but is not limited to:
    - a. Completed applicable sections of the written monitoring tool;
    - b. Written comments and recommendations on identified deficiencies.
  6. Verbal reports may be made to the Director when apparent deficiencies are identified which may need immediate action. Such deficiencies include but are not limited to:
    - a. Inaccurate or insufficient financial management procedures;
    - b. Inaccurate or insufficient participant eligibility determinations;
    - c. Child labor law violations; or
    - d. Blatant non-compliance with the terms of the contract or program specifications or with other applicable federal, state, SWIB, or WIOA requirements.

### Special Investigations

Special investigations are conducted when information is received which indicates possible fraud, abuse or alleged criminal activity. The investigation is designed to provide the SWIB and the OWO Director with sufficient information to justify a decision to notify appropriate legal authorities.

1. The OWO Director notifies the SWIB Chair upon receipt of any request to conduct a special investigation and or upon the initiation of any special investigation.
2. The OWO Director or SWIB Chair appoints specific persons as appropriate to conduct special investigations.
3. Assistance or advice from other individuals approved by the SWIB Chair or the OWO Director may be solicited during a special investigation.

### Annual Reviews

[WIOA Sec. 184 \(a\)\(4\)](#) requires annual onsite monitoring by the State of each local area's fiscal controls and fund accounting procedures. OWO uses fiscal and programmatic questionnaires to elicit information from managers, front-line staff, participants, and/or partners (including participating employers) about all aspects of service delivery, service quality and program management.

The on-site annual review reveals information about the efficacy of local service delivery design and planning, the quality of services being delivered, the management of federal funds, the methods by which services are delivered and documented, how staff members are trained and assigned, how staff capacity and turnover are anticipated and addressed and how management oversees these same aspects. Monitoring schedules should be provided at least 30 to 60 days in advance of an on-site monitoring event. Both reviewers and recipients of monitoring need time to prepare in advance of annual on-site monitoring.

### Processing Procedures

1. The Job Match System (JMS) case management system, the Performance Accountability and Customer Information Agency (PACIA), and OWO/BEA financial systems are used to maintain individual participant data and fiscal data sufficient to generate monthly, quarterly and annual performance reports.
2. Performance reports are generated by PACIA and/or OWO staff and used for the development of performance reviews.
3. A fiscal and program annual review template are developed by OWO staff and used to standardize the monitoring for subrecipients during annual on-site reviews.
4. A pre-review announcement should be sent at least 30-60 days in advance of the monitoring confirming the original monitoring schedule, confirming requested space will be available, and service provider staff members will be available at the scheduled times. The announcement must also identify documents that must be provided in advance and the timeframes by which they must be received by OWO and finally must include a detailed schedule of monitoring activities that will take place.
5. An entrance interview will occur when OWO staff arrive at the subrecipient's office. It is a brief meeting that outlines the purpose of the review, summarizes expectations, goes over the on-site schedule, explains the process and follow-up activities such as the exit-session, the formal report and response expectations and provides the opportunity for those being monitored to ask questions.
6. An exit interview occurs after the on-site event is completed and after all documents and files have been reviewed and OWO staff have had the opportunity to document potential findings or concerns. During the exit interview, OWO staff summarize what they have ascertained from the monitoring exercise. Innovations and best practices are noted, and information is shared about issues that may result in formal findings and or concerns.

### Documenting Findings, Concerns, and Best Practices

When a finding is identified, the report must cite the specific law, regulation, contract condition, guidance letter, or policy being violated and must identify the specific action required to resolve the finding. Monitoring reports that identify findings require a formal response explaining the required actions that have been taken and or will be taken and the date by which the finding will be resolved.

The core monitoring guide provided by USDOL references the **4 Cs** as requirements pertaining to documentation of findings; stating that the explanation for each finding should contain four items: condition, criteria, cause, and corrective action. Depending on the findings, corrective actions are identified, and best practices are shared to guide the subrecipients in implementing new initiatives. Best practices are catalogued in monitoring reports and get shared during staff-development and training activities, through newsletters and may even be promoted nationally by the USDOL.

## Desk Reviews

OWO conducts a financial, program implementation and performance review quarterly (2nd, 3rd, and 4th quarter) to compare planned levels of service and spending with actual levels of service and to ensure minimum spending thresholds will be met, maximum spending thresholds will not be exceeded and negotiated performance measures will be attained. Participant and financial status reports are reviewed based on actual cumulative data versus plan, actual performance rates versus plan, and actual performance relative to performance standards criteria. These desk reviews ensure that the performance objectives of individual contracts and programs are attained within reasonable limits and are used to determine whether program design and program mix are adequate to meet the needs of the eligible population and planned objectives. The desk reviews also monitor the subrecipient's financial reports to ensure that the subaward is used for authorized purposes and follows federal statutes, regulations, and terms and conditions.

OWO staff will make all reasonable attempts to complete quarterly desk reviews no later than the 60th day of the month following the last day of each program year quarter. If subrecipient financial or performance data is not available, this time frame could be longer. Quarter end-dates are September 30, December 31, March 31, and June 30. If an on-site annual review was completed within a specified quarter, OWO staff will not complete a desk review during that quarter. OWO desk review reports will be sent to the subrecipient executive director or program manager assigned by the subrecipient. It is that individual's responsibility to share the report with staff as necessary.

## Processing Procedures

1. The Job Match System (JMS) case management system, the Performance Accountability and Customer Information Agency (PACIA), and OWO/BEA financial systems are used to maintain individual participant data and fiscal data sufficient to generate monthly, quarterly, and annual performance reports.
2. Performance reports are generated by PACIA and/or OWO staff and used for development of performance reviews.
3. A fiscal and program desk review template is developed by OWO staff and used to standardize the monitoring for subrecipients during desk reviews.
4. OWO staff maintains monthly contract and program information and reports sufficient to review performance on participant and fiscal outcomes.
5. Quarterly performance review summaries on individual National Dislocated Worker Reserve Grants (NDWRG) contracts and programs as well as the Senior Community Service Employment Program (SCSEP) are submitted to OWO by the contractors.
6. OWO staff develops and submits reports and recommendations to the SWIB relative to attainment of performance goals.
7. Special inquiry reports may be requested by the OWO Director, or SWIB for the purposes of investigating or analyzing specific data or responding to specific performance related inquiries.
8. Following completion of each program year, contractor staff will develop and submit an annual narrative report of performance for the WIOA funded program, which may be shared with the board.

## Corrective Action and Follow-up

Corrective action and follow-up are conducted to eliminate reported violations. Corrective action plans are developed and implemented for the purposes of alleviating reported inadequacies in acceptable operating procedures, standards of accountability or program performance standards.

1. All compliance monitoring findings that require corrective action are reported in writing to the OWO Director.
2. Compliance monitoring findings, which may require immediate corrective action, are verbally reported to the Director prior to issuing a written report.
3. Requests for corrective action as a result of performance review findings will be initiated by OWO staff.
4. The OWO staff will conduct corrective action procedures resulting from performance review findings.
5. Written responses to recommendations to initiate corrective action may include any of the following:
  - a. No plan for corrective action with written justification for not initiating such action;
  - b. A written plan for corrective action which includes dates for implementing and completing such action; or
  - c. A written explanation of the appropriate action which has been initiated prior to the issuance for the request for corrective action.
6. OWO staff will be responsible for initiating corrective action requests and follow-up on responses and actions.
7. Written reports on corrective action activities are distributed as appropriate by the OWO Director.

#### Subrecipient Risk Analysis Monitoring

[2 CRF 200-331 \(b\)](#) requires a formal risk assessment of sub-awards to evaluate each subrecipients' risk of noncompliance with federal statutes, regulations, and the terms and conditions of the sub award for purposes of determining the appropriate level of subrecipient monitoring required to minimize potential risk.

1. OWO staff shall within the first quarter after a finalized sub-award agreement is in place conduct a formal risk analysis of the subrecipient's capacity to fully comply with federal statutes, regulations, and the terms and conditions of the sub award. This shall be in addition to any first quarter monitoring activities identified above.
2. At a minimum the risk analysis will assess the following factors:
  - a. Prior experience with the same or similar activities
  - b. Audit results – e.g., A1-33 Single Audits, federal audits or other similar formal audits.
  - c. Degree to which new staff or systems have been put in place that may impede successful outcomes.
  - d. Results of previous state and/or federal monitoring
  - e. Good standing reports – federal (SAM) and state Certificate of Good Standing
3. Other risk factors may be assessed at the discretion of the OWO Director based on unique or specific sub-award requirements considered to have the potential to negatively impact the subrecipient's ability to maintain compliance at all times.

#### WIOA Compliance Requirement:

The Office of Workforce Opportunity staff shall submit a summary report to the Director of OWO for signature annually, certifying that BEA is in full compliance with WIOA regulations specific to monitoring requirements.

**ACTION:**

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

---

# STEVENS AMENDMENT POLICY

---

Policy #: 2022-P-01 Previous #: 2022-P-001

Source: 7/1/2020, May 17, 2023, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To notify NH Works staff, subrecipients and other NH workforce partners of the requirements under the Stevens Amendment as it pertains to transparency of federal grant funds awarded to the Office of Workforce Opportunity.

## **POLICY:**

**Background:** Since 1989, an appropriations provision, known as the Stevens Amendment, has reflected Congress' longstanding effort to ensure transparency and accountability in federal grant spending. The Stevens Amendment is an appropriations provision that requires grantees of the Departments of Labor (DOL), Health and Human Services (HHS), and Education (Education) to disclose for a grant program the percent of the costs financed with federal funds, the federal dollar amount, and the percentage and dollar amount financed by nongovernmental funds. These funding disclosures must be made when issuing statements, press releases, bid solicitations, and other documents describing their grant project or program.

**Public Law 101-166, Section 511, Steven's Amendment SEC. 511.** When issuing statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with Federal money, all grantees receiving Federal funds, including but not limited to State and local governments, shall clearly state (1) the percentage of the total costs of the program or project which will be financed with Federal money, (2) the dollar amount of Federal funds for the project or program, and (3) percentage and dollar amount of the total costs of the project or program that will be financed by nongovernmental sources.

The general structure should take this form: This [project/publication/program/website, etc.] [is/was] supported by the [federal sub-agency] of the [federal agency] as part of an award amounting to XX% [insert percentage of NOA amount here] of \$XX [insert total NOA amount here] with XX% of \$XX financed from nongovernmental sources.

What form should the acknowledgement statement take?

## **Statements**

- a. Include a full funding PowerPoint slide in presentations
- b. Provide full funding in a footnote/endnote or other appropriate section (Background, Overview, Etc.)

## **Press Releases**

- a. Include a full funding tag line
- b. Include link to full funding tag line

## **Requests for Proposals (RFPs) and bid solicitations**

- a. Make full funding information part of the background information or other appropriate section

### **Other Documents**

- a. Provide full funding information in an appropriate section

### **Mass Media**

- a. Incorporate a full funding statement into TV/radio spots
- b. Provide full funding information in an appropriate section of an internet page
  - i. When necessary, it is allowable for print material, or social media to direct the public to a website for full funding information.

### **Examples of some acceptable language are:**

The WIOA Adult Program is supported by the U.S. Department of Labor as part of an award amounting to 100% of \$2,371,671.00 with 0% of \$0 in state, local and/or non-governmental funds.”

### **OR**

“For program funding details in compliance with the Stevens Amendment, please visit (add your website URL where funding information can be found)”

“Stevens Amendment Notice: This contract is supported by the U.S. Department of Labor as part of an award amounting to 100% of \$2,371,671.00 with 0% of \$0 in state, local and/or non-governmental funds.”

While inclusion of the information is required, the format and location are flexible. WIOA subrecipients, contractors, and service providers must include language that follows the requirement on websites, presentations, marketing materials and any other program documents that pertain to any Federal Program. Please refer to the Stevens Amendment Compliance PowerPoint that is attached to this policy for more information and examples.

### **PROCEDURE(S):**

All Title I funded programs and any other subrecipients who receive US Department of Labor funds through the OWO, will include the correct Steven’s Amendment language on all documents produced by their respective grant. This includes all forms of publications listed above as well as any form that is created or utilized. Subrecipients can choose any of the methods described above including using the following statement directing individuals to the OWO website. OWO will maintain this page with the current program year funding amounts.

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

### **ACTION:**

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

**ATTACHMENT:**\_ Stevens Amendment Compliance Power Point

**Stevens Amendment Policy – Stevens  
Amendment Compliance Power Point  
(Provided Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**

# Stevens Amendment Compliance

# Presentation Purpose and Objectives

- Review the Stevens Amendment Requirement
- Review who must comply
- Review compliance Strategies
- Share compliant examples
- Share monitoring finding example
- Special guidance: Title I subrecipients

# What is the Stevens Amendment?

# Stevens Amendment Requirement

## Requirement to Provide Certain Information in Public Communications

Pursuant to P.L. 116-94, Division A, Title V, Section 505, when issuing statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with Federal money, all non-Federal entities receiving Federal funds shall clearly state:

1. The percentage of the total costs of the program or project which will be financed with Federal money;
2. The dollar amount of Federal funds for the project or program; and
3. The percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources.

The requirements of this part are separate from those in the 2 CFR part 200 and, when applicable, both must be complied with.

# Who must comply?

# Stevens Amendment Compliance

- The Stevens Amendment is an appropriations provision that requires grantees of the **Departments of Labor (DOL), Health and Human Services (HHS), and Education** (Education) to disclose for a grant program the percent of the costs financed with federal funds, the federal dollar amount, and the percentage and dollar amount financed by nongovernmental funds (<https://www.gao.gov/assets/gao-19-282.pdf>)
- If a grant must comply, the Grant Award Package will cite the requirement.
- If a grant is not required to comply, the Grant Award Package does not cite the requirement.

# Compliance Strategies

# Stevens Amendment Compliance

## Statements

- Include a full funding PowerPoint slide in presentations
- Provide full funding in a footnote/endnote or other appropriate section (Background, Overview, Etc.)

## Press Releases

- Include a full funding tag line
- Include link to full funding tag line

## Requests for Proposals (RFPs) and bid solicitations

- Make full funding information part of the background information or other appropriate section

## Other Documents

- Provide full funding information in an appropriate section

## Mass Media

- Incorporate a full funding statement into TV/radio spots
- Provide full funding information in an appropriate section of an internet page
  - When necessary, it is allowable for print material, or social media to direct the public to a website for full funding information.

# Compliance Examples

# Stevens Amendment Compliance



## Non-Compliant Example

“The WIOA Adult program is fully funded by federal funds provided through the Department of Business and Economic Affairs.”

- x Fails to mention percentage of total costs financed with Federal money;
- x Fails to mentioned dollar amount of Federal funds
- x Fails to mention percentage and dollar amount financed by non-governmental sources

# Stevens Amendment Compliance



## Compliant Example

### Requests for Proposals / Bid Solicitations

“Stevens Amendment: This solicitation is supported by the U.S. Department of Labor as part of an award amounting to \$2,371,671.00 with 0% of \$0 in state, local and/or non-governmental funds.”

### Contracts / Award Agreements

“Stevens Amendment Notice: This contract is supported by the U.S. Department of Labor as part of an award amounting to \$2,371,671.00 with 0% of \$0 in state, local and/or non-governmental funds.”

### Statements, Press Releases, Flyers, and related Documents [Bottom Tagline]

“The WIOA Adult program is supported by the U.S. Department of Labor as part of an award amounting to \$2,371,671.00 with 0% of \$0 in state, local and/or non-governmental funds.”

OR

“For program funding details in compliance with the Stevens Amendment, please visit (add your website URL where funding information can be found)” \*OWO will be working on adding a page to the NHWorks.org website regarding this.

# Stevens Amendment Compliance



## Compliant Example

### Webpages [Bottom Tagline]

“The WIOA Adult Program is supported by the U.S. Department of Labor as part of an award amounting to \$2,371,671.00 with 0% of \$0 in state, local and/or non-governmental funds.”

OR

“For program funding details in compliance with the Stevens Amendment, please visit (add your website URL where funding information can be found)”

### Social Media

“The WIOA Adult program offers free job training, financial support, and career counseling! For more information visit <https://www.snhs.org/services/wioa>. The WIOA Adult program is supported by the U.S. Department of Labor as part of an award amounting to \$2,371,671.00 with 0% of \$0 in state, local and/or non-governmental funds.”

OR

“The WIOA Adult program offers free job training, financial support, and career counseling! For more information visit <https://www.snhs.org/services/wioa>. For program funding details, please visit (add your website URL where funding information can be found)”

## Stevens Amendment Compliance



- The Office of Workforce Opportunity will be adding a transparency page to our website
- This transparency page will list the WIOA Title I program funding information for Stevens Amendment Compliance
- Programs will have the option to use this URL (once live) or their own to satisfy the Stevens Amendment requirement when appropriate
- Programs will be responsible for maintaining and updating their own site
- OWO staff will maintain the state site

# Monitoring Finding Example

## Stevens Amendment Finding Example

**Finding:** Non-compliance with Federal statutes, regulations, and the terms and conditions of the Federal award

**Indicator:** 3.a.3: Compliance with Applicable Laws and Regulations

**Condition:** Neither the grantee's program webpage or its program outreach flyer include the following required language: 1) the dollar amount and percentage of costs financed with Federal funds or 2) the dollar amount & percentage of costs financed with non-governmental sources.

**Cause:** The grantee was unaware of the requirement.

**Criteria:** Grant Award Package: 2018 Federal Appropriations Requirement 15k: Requirement to Provide Certain Information in Public Communications) and 2 CFR Part 200.62(3): Internal control over compliance requirements for Federal awards

**Corrective Action:** If the grantee intends to continue using a flyer for its program, it must find a means to make it compliant to include the required information. It is acceptable to place a sticker on its current flyer that contains the required language. XXXX must also update the section of its website that references funding for its program to include the required information.

# Guidance for Subrecipients

# WIOA Title I Subrecipients

- **WIOA Title I Subrecipients for NH** must include Stevens Amendment disclosures on public documents related to WIOA-funded activities.
- WIOA Title I funding is a single source that is easy to identify and does not typically change during a program year.
- For program Year 2021 (FY2022) the amounts are:
  - ▶Adult: \$2,371,671.00
  - ▶Dislocated Worker: \$1,977,497.00
  - ▶Youth: \$2,493,257
  - ▶SCSEP: \$427,256.00
- For program Year 2022 (FY2023) the amounts are:
  - ▶Adult: \$2,151,741.00
  - ▶Dislocated Worker: \$1,801,024.00
  - ▶Youth: \$2,269,007.00
  - ▶SCSEP: \$424,495.00
- Full disclosure statements should be included whenever possible and practical
  - “The WIOA XXXX Program is supported by the U.S. Department of Labor as part of an award amounting to \$(see above) with 0% of \$0 in state, local and/or non-governmental funds.”
- Partial disclosure statements may be included when space is at a premium
  - “For program funding details in compliance with the Stevens Amendment, please visit XXXXX (we will be working on a state site) but each subrecipient can create a page on their website.

# Let's keep the conversation going.

The NH Business and Economic Affairs/OWO a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# SUPPORT SERVICES POLICY

---

Policy #: 2020-P-29 Previous #: 2010-P-010

Source: 7/1/2020, 10/29/2021, 1/20/2022, July 20, 2022, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To provide guidance regarding the different Support Services under WIOA Title I funded programs.

## **POLICY:**

### **TRANSPORTATION SUPPORT SERVICES POLICY**

Transportation Supportive Services are provided to ensure mobility between home and location of employment, training, job search, and other related activities to active participants who are engaged in WIOA activities. The reason that such services are provided is to eliminate/lessen barriers that customers may face to either successfully complete training, to obtain employment, or to ensure job retention when other means are not available.

### **Guidelines:**

The following stipulations pertain to Transportation Support Services:

1. Financial assistance is contingent upon the availability of WIOA funds, and a new Authorization Form must be completed at the beginning of a new Program Year if training programs cross program years. Program years run from July 1 through June 30 of each year, unless otherwise specified in special grants.
2. Transportation Support Services will only be provided to individuals who are actively participating in either individualized career or training services.
3. Transportation Support Services will only be provided when they are appropriate, necessary, justifiable, and essential to enable individuals to participate in WIOA activities.
4. The need for and justification of necessary Transportation Support Services is a result of the assessment process and must be justified and documented in the Individual Employment Plan (IEP)/Individual Service Strategy (ISS).
5. Funding will supplement and cannot be used to supplant other state and federal funding sources. Transportation Support Services are available only when the customer is unable to obtain similar funding assistance through other programs/agencies in the community, and the customer is unable to otherwise address the barrier(s) presented.
6. All Transportation Support Services must be approved before the delivery of services.
7. Travel cost for operating a personal automobile may be reimbursed at the rate of actual expense/driving distance at the current IRS standard mileage rate.

### **CHILD/DEPENDENT CARE SUPPORT SERVICES POLICY**

Child/Dependent Care Support Services are often critical in serving those most in need. In conformance with Federal and State guidelines, Child/Dependent Care Support Services may be provided through reimbursement to childcare providers to assist an individual in participating in WIOA-approved activities when other means are not available.

### **Guidelines:**

The following stipulations pertain to Child/Dependent Care Support Services:

1. Financial assistance is contingent upon the availability of WIOA funds and a new Authorization Form must be completed at the beginning of a new Program Year if training programs cross program years. Program years run from July 1 through June 30 of each year, unless otherwise specified in special grants.
2. Funding will supplement and cannot be used to supplant other state and federal funding sources. Childcare Support Services are available only when the customer is unable to obtain similar funding assistance through other programs/agencies in the community, and the customer is unable to otherwise address the barrier(s) presented.
3. Childcare Support Services will only be provided to individuals who are actively participating in either individualized career or training services.
4. Childcare Support Services will only be provided when they are appropriate, necessary, justifiable and essential to enable individuals to participate in WIOA activities.
5. The need for and justification of necessary Childcare Support Services is a result of the assessment process and must be justified and documented in the Individual Employment Plan (IEP)/Individual Service Strategy (ISS).
6. All Childcare Support Services must be approved before the delivery of services.
7. If childcare assistance from WIOA is warranted:
  - a. WIOA will reimburse childcare providers of customers who are ineligible for childcare reimbursement funds through DHHS for the actual cost of care at not more than the prevailing NH Department of Health and Human Services hourly and daily reimbursement rates established for Contract child care providers for a "Child Under Age 3." Unless a change in WIOA policy occurs, WIOA payment rates to childcare providers will be adjusted to coincide with changes in DHHS contract hourly and daily reimbursement rates.
8. Total amount of reimbursement payment **from all sources of assistance** cannot exceed the actual cost of service.
9. Child/Dependent Care providers are subject to the following restrictions:
  - a. A customer *will* not be reimbursed for services provided if the childcare provider is living with the customer.
  - b. A customer *will* not be reimbursed for services provided by the child's other parent.
  - c. The provider must be at least 16 years of age if providing *full-time* care (i.e., more than 6 hours per day).
  - d. The provider must be at least 14 years of age if providing *part-time* care (i.e., 1-6 hours per day).

### **MISCELLANEOUS SUPPORT SERVICES POLICY**

Miscellaneous Supportive Services offer support to participants who are engaged in an authorized WIOA individualized career or training services activity. The reason that such services are provided is to

eliminate/lessen barriers that customers may face to either successfully complete training, to obtain employment, or to ensure job retention when other means are not available.

### **Guidelines:**

The following stipulations pertain to miscellaneous support services:

1. Financial assistance is contingent upon the availability of WIOA funds, and a new Authorization Form must be completed at the beginning of a new Program Year if training programs cross program years. Program years run from July 1 through June 30 of each year, unless otherwise specified in special grants.
2. Funding will supplement and cannot be used to supplant other state and federal funding sources. Support Services are available only when the customer is unable to obtain similar funding assistance through other programs/agencies in the community, and the customer is unable to otherwise address the barrier(s) presented.
3. Support Services will only be provided to individuals who are actively participating in either individualized career or training services.
4. Support Services will only be provided when they are appropriate, necessary, justifiable and essential to enable individuals to participate in WIOA activities.
5. The need for and justification of necessary Support Services is a result of the assessment process and must be justified and documented in the Individual Employment Plan (IEP)/Individual Service Strategy (ISS).
6. Authorization for the miscellaneous support service must be approved before the delivery of WIOA services.
7. Payment for Support Services will be processed directly to the provider of the service. Miscellaneous Support Services cannot be paid to the customer directly unless an online portal requiring credit/debit card payment is involved. If an allowable support service requires the use of an online portal and the participant must pay using a credit/debit card at the time of submission, reimbursement directly to the participant is allowed. Documentation that supports the allowable service and proof of payment must be provided and scanned into JMS before reimbursement is processed.

### **Types of Assistance**

Financial assistance can be provided for customers who meet the above-mentioned eligibility criteria. Services can include, but are not necessarily limited to, the following:

1. Utility payment (in participants name) (one-time only).
2. Rental assistance and housing deposits (in participants name) (one-time only).
3. Automobile registration, inspection, repairs, and insurance (one-time only).\*
4. Work-related uniforms, tools, or equipment.
5. Certification, license, initiation fees, or other occupational-specific items not covered by an Individual Training Account (ITA) or On the Job Training (OJT). Whenever possible all training cost will be included in an ITA/OJT.
6. Drug testing and substance abuse counseling.
7. Physicals required for job-placement purposes.
8. Clothing for job search activities.

9. Other items required in support of job search, training, keeping connected with WIOA Career Specialists (WCS), employment, or employment retention.

Support Services cannot cover costs of any fines/penalties.

\*Automobile repairs will only be permitted on vehicles that have a valid registration in the customer's name. A written estimate must be received from a State-licensed service station.

### **Amount Allowed**

Support services may be provided for customers at a maximum amount of \$1,500.00 per person per program year. A waiver request to exceed this amount must be submitted to OWO detailing the reason, amount being requested and support service(s) to be provided. Please see Waiver Request Policy # 2020-P-11.

### **PROCEDURE(S):**

During the creation of the IEP/ISS, WIOA Career Specialists (WCS) should discuss any financial barriers that may cause the participant to be unsuccessful in participating in the WIOA program. These supportive service needs should be highlighted in the individual participants IEP/ISS and updated as they are eliminated or new barriers are identified. The WCS should discuss all other options with the participant for removing these barriers as described above. Should the participant require financial assistance through supportive services, the WCS shall complete all the necessary documentation in JMS and follow their individual organization's policies and procedures for processing these requests.

### **ACTION:**

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

---

# UNDEREMPLOYED POLICY

---

Policy #: 2020-P-21 Previous #: 2020-P-021

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policy for enrollment of underemployed individuals in WIOA Title I funded programs.

## **POLICY:**

In addition to providing career and training services to individuals who are unemployed, there remains a significant population of job seekers who are underemployed. Individuals who are underemployed may include:

- Individuals employed less than full-time who are seeking full-time employment.
- Individuals who are employed in a position that is inadequate with respect to their skills and training.
- Individuals who are employed who meet the definition of a low-income individual.
- Individuals who are employed, but whose current job's earnings are not sufficient compared to their previous job's earnings from their previous employment, per State and/or local policy.

Under WIOA regulations, training services may be made available to employed and unemployed adults and dislocated workers who, among other criteria, are:

- Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services, and
- Are in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment.

## **PROCEDURE(S):**

WIOA program staff may enroll employed individuals if:

1. An applicant's current wage/income does not provide for self-sufficiency and,
2. WIOA program staff determines that WIOA services may assist the applicant in obtaining/progressing to a self-sufficient wage.

Participants, who meet the definition of underemployed, should be identified as underemployed in the Job Match System (JMS) barriers screen by the WIOA Career Specialist (WCS) at the time of the application.

## **DEFINITIONS OF SELF-SUFFICIENCY**

Adults and Out of School Youth — Shall be defined as family wages before deductions (gross wages) that total 225% or more of the OMB Poverty Guidelines in the six months prior to application.

Dislocated Workers — Shall be defined as employment which provides the worker a wage that is equal to or greater than 80% of his or her wage at the time of dislocation.

**ACTION:**

All staff must be knowledgeable of the contents of this directive and report underemployed participants accordingly.

---

# VERTERANS AND ELIGIBLE SPOUSES PRIORITY OF SERVICE POLICY

---

Policy #: 2021-P-04 Previous #: 2021-P-004

Source: July 1, 2020, Nov. 19, 2021, Jan. 24, 2022, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

This policy provides the guidance and establishes the procedures regarding the priority of service requirement for veterans and their eligible spouses for U.S. Department of Labor (DOL) funded programs and services. This policy applies to all recipients and subrecipients of [Workforce Innovation and Opportunity Act \(WIOA\)](#) Title I Funding and funding under the Senior Community Service Employment Program (SCSEP).

## **POLICY:**

**Priority of Service:** Program operators are required to provide priority of service to veterans and eligible spouses for all WIOA Title I, Wagner-Peyser, and SCSEP funded activities, including technology–assisted activities. Priority of service means that veterans and eligible spouses are entitled to take precedence over non-covered persons in obtaining employment, training, and placement services. More specifically, a veteran or an eligible spouse receives access to a service earlier in time than a non-covered person or, if the resource is limited, the veteran or eligible spouse receives access to the service instead of or before the non-covered person.

In implementing priority of service, program operators must ensure veterans and eligible spouses receive basic career services and individualized career services before other non-covered individuals. Additionally, they must ensure veterans and eligible spouses receive first priority on waiting lists for training slots and are enrolled in training prior to non-covered persons. However, once a non-covered participant is enrolled in a workshop or training class, priority of service is not intended to allow a veteran or eligible spouse to bump the non-covered participant from that class or service.

Program operators must ensure that priority of service is applied by all subrecipients of DOL funds. Pertinent language should be included in contracts, sub-grants, solicitations for proposals, memorandums of understanding, and other service provision agreements.

**Applying Priority of Service:** The application of priority of service varies depending on the eligibility requirements of the particular program. There are four basic categories of DOL-funded programs: universal access programs, programs that require participants to meet specified eligibility criteria, programs with statutory priorities, and programs with discretionary priorities. The following describes how priority of service applies to these basic types of programs:

**Universal Access Programs:** For workforce programs that operate or deliver services to the public as a whole without targeting specific groups (e.g., WIOA basic career services), veterans and eligible spouses receive priority of service over all other program participants.

Programs with Eligibility Criteria: Eligibility criteria identify basic conditions that each participant in a specific program is required to meet. For example, for the WIOA Adult, Dislocated Worker, and Youth programs as well as SCSEP program, every participant is required to meet program eligibility requirements (e.g., age, selective service registration, etc.). A veteran or eligible spouse must first meet all of the eligibility criteria in order to be considered eligible for participation in the program. Once determined eligible for participation, the veteran or eligible spouse receives priority for participation in the program and receipt of services.

Programs with Statutory Priorities: In addition to the eligibility criteria that all participants are required to meet, some programs have priorities that target certain populations and establish a rank order for enrolling or serving participants as described in the WIOA Policy # 2021-P-005: Adult Priority of Service. While veterans' priority is required under federal law and cannot be waived, it is not intended to displace existing eligibility requirements and statutory priorities. Therefore, in these instances, veterans and eligible spouses must first meet both the program's eligibility and statutory priority criteria to receive priority for participation in the program and receipt of services. WIOA Adult Program operators must determine the status of each individual veteran or eligible spouse and apply priority of service in the following order:

1. Veterans and eligible spouses who meet the program's statutory priority requirement (e.g., veterans and eligible spouses who are recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient).
2. Non-covered persons who meet the program's statutory priority requirement (e.g., non-covered persons who are recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient).
3. Veterans and Eligible Spouses who are NOT included in the priority group.
4. Additional priorities established by the Governor or Workforce Development Board.
  - a. Displaced Homemaker
  - b. Indians, Alaska Natives, Native Hawaiians
  - c. Older individuals
  - d. Individuals with disabilities
  - e. Ex-Offenders
  - f. Youth who have aged out of the foster care system
  - g. Eligible migrant and seasonal farmworkers
  - h. Single parents
  - i. Long-term unemployed individuals
  - j. Individuals who have been directly or indirectly impacted by substance use disorder
  - k. Individuals who have none or very limited post-secondary training
5. Non-covered persons outside the program's statutory priority requirement.

Programs with Discretionary Priorities: Programs with discretionary priorities may make an effort to provide a certain level of service to a particular group. However, the law does not mandate that the target group be served before other eligible individuals. With respect to priority of service, the only feature that distinguishes discretionary targeting programs from universal access programs is the additional application of the discretionary targeting criterion to non-covered persons. Therefore, program operators must apply priority of service in the order below:

1. Veterans and eligible spouses.

2. Non-covered persons within the discretionary targeting group.
3. Non-covered persons outside the discretionary targeting group.

**Income Eligibility Requirements:** When determining eligibility for programs that have a statutory requirement to serve low-income individuals, many types of military service-related income are exempt. Specifically, the following pay, financial allowances, and financial benefits must be disregarded for veterans, transitioning service members, or any other individuals for whom these amounts would normally be applied in making an eligibility determination.

1. Military pay or allowances paid while on active duty.
2. Military pay or allowances paid by the US Department of Veterans Affairs (VA) for vocational rehabilitation, disability payments, or related VA-funded programs (including the VA work study allowance), and including any financial benefits received under the following chapters of Title 38 U.S.C.:
  3. [Chapter 11](#) - Compensation for service-connected disability or death.
  4. [Chapter 13](#) - Dependency and indemnity compensation for service-connected deaths.
  5. [Chapter 30](#) - All-volunteer force educational assistance program.
  6. [Chapter 31](#) - Training and rehabilitation for veterans with service-connected disabilities.
  7. [Chapter 33](#) – post-9/11 educational assistance.
  8. [Chapter 35](#) - Survivors and dependents' educational assistance.
  9. [Chapter 36](#) - Administration of educational benefits.
10. Any benefits received under [Title 10 U.S.C. Chapter 1606](#) - Educational assistance for members of the selected reserve.

In contrast, the following types of military-related income are included in low-income calculations:

1. Pension payments authorized by Title 10 U.S.C., such as those received by military retirees, whether or not their retirement was based on disability.
2. Pension benefits paid under [Title 38 U.S.C. Chapter 15](#) – Pensions for low-income, wartime veterans who are disabled for reasons not connected or related to their military service.

It is also important to note that VA benefits for education and training services do not constitute “other grant assistance” under WIOA’s eligibility requirements. Therefore, veterans or eligible spouses who are eligible for the GI Bill or other forms of VA-funded education or training are not required to coordinate their entitlement to those benefits with their eligibility for WIOA-funded training, as stipulated under [20 CFR Section 680.230](#). Specifically, program operators may not require veterans or eligible spouses to exhaust their entitlement to VA-funded training prior to enrolling them in WIOA-funded training.

**Definitions:** The definitions listed below are for the purposes of implementing priority of service only. The definitions of “veteran” and “eligible spouse” applicable to the priority of service requirement are different from, and broader than, than the definitions of “veteran” and “other eligible persons” applicable to services provided by the Disabled Veterans’ Outreach Program Specialist and Local Veterans’ Employment Representative staff.

*Covered Person* – a veteran or eligible spouse. A veteran who has served at least one day in the active military, naval, or air service, and who was discharged or released from service under any condition other than a conditional classified as dishonorable is a covered person. This definition includes Reserve units and National Guard units activated for Federal Service.

*Eligible Spouse* – the spouse (including a same-sex spouse) of any of the following:

1. Any veteran who died of a service-connected disability.
2. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
  - a. Missing in action.
  - b. Captured in the line of duty by a hostile force.
  - c. Forcibly detained or interned in the line of duty by a foreign government or power.
3. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the U.S. Department of Veterans Affairs (VA).
4. Any veteran who died while a disability, as indicated in category c. of this definition, was in existence.

A spouse whose eligibility is derived from a living veteran or service member (i.e., categories b. or c. above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g., if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level), or upon divorce from the veteran or service member.

Note: A surviving spouse who is a widow or widower **AND** remarries on or after December 16, 2003, **AND** on or after attaining age 57, is entitled to continue to receive Dependency and Indemnity Compensation.

*Non-covered Person* – any individual who meets neither the definition of veteran nor the definition of eligible spouse.

*Point of Entry* – the point at which a veteran or eligible spouse expresses an interest in receiving employment, training, and placement services. It may be in-person or online, and can include physical locations such as reception areas, resource areas, and self-services in a NH Works Center, as well as websites such as NHES Job Match System, and other virtual service delivery resources.

*Priority of Service* – with respect to any qualified job-training program, a covered person shall be given priority over a non-covered person for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of the law. Such priority includes giving access to such services to a covered person before a non-covered person or, if resources are limited, giving access to such services to a covered person instead on a non-covered person.

*Program Operator* – a recipient or subrecipient of DOL funds for a qualified job-training program.

*Qualified Job Training Program* – any program or service for workforce preparation, development, or delivery funded in whole or in part by the DOL.

*Recipient* – an entity that is awarded federal financial assistance, in completely or in part, directly from the DOL or through a sub award for any qualified job-training program.

*Subrecipient* – an entity that is awarded federal financial assistance through a sub award funded by the DOL (B) for any qualified job training program.

*Veteran* – a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. Active service includes full-time duty in the National Guard or a Reserve component, other than full-time duty for training purposes. Active service does

not include full-time active duty performed by National Guard personnel who are mobilized by state rather than federal authorities.

The term “veteran” is defined in [WIOA Section 3\(63\)](#).

The term “eligible spouse” is defined in [Section 101 of title 38, United States Code](#).

The term “priority of service” is defined in [WIOA Section 133\(b\) and 134\(c\)\(3\)\(E\)](#).

## **PROCEDURE(S):**

**Identifying Veterans and Eligible Spouses:** Program operators must put processes into place to ensure that veteran and eligible spouses are identified at the point of entry and given an opportunity to take full advantage of priority of service. The point of entry includes physical locations such as NH Works Centers, as well as websites such as the NH Employment Security (NHES), Job Match System (JMS), and other virtual service delivery resources. These processes should ensure that veterans and eligible spouses are aware of their entitlement to priority of service, the full array of employment, training, and placement services available under priority of service, any applicable eligibility requirements for those programs and services, and in cases of online points of entry, how to access assistance via the nearest NH Works Office.

**Documenting Eligibility for Priority of Service:** It is not necessary for staff to verify the status of a veteran or eligible spouse until the individual undergoes eligibility determination and is enrolled in a WIOA individualized career service or training service. Until the point at which the participant receives an individualized career service or training service, an individual who states they meet the veterans’ priority eligibility criteria must be accorded veterans’ priority of service on the basis of self-attestation.

In those instances, in which eligibility determination and enrollment in a WIOA individualized career service occur at the point of entry, a covered person must be enrolled, provided immediate priority, and permitted to follow-up subsequently with any required verification of his or her status as a covered person.

**Local Policy and Procedures:** Program Operators must establish policy and procedures for implementing priority of service for veterans and eligible spouses within existing service delivery strategies. Local policies must ensure that veteran and eligible spouses are identified at the point of entry and given an opportunity to take full advantage of priority of service. These policies must ensure that veterans and eligible spouses are aware of their entitlement to priority of service, the full array of employment, training, and placement services available under priority of service, and any applicable eligibility requirements for those programs and/or services. Additionally, program operators must ensure that written copies of local priority of service policies are maintained at all service delivery points and, to the extent practicable, posted in a way that makes it possible for members of the general public to easily access them.

## **ACTION:**

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

---

# WAIVER REQUEST POLICY

---

Policy #: 2020-P-11 Previous #: 2020-P-011

Source: 7/1/2020, 7/1/2021, Dec. 9, 2022, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To provide guidance regarding requesting waivers for basic skills education, Individual Training Accounts and/or supportive services for WIOA Title I funded programs.

## **POLICY:**

The Office of Workforce Opportunity (OWO), working for the SWIB, understands that sometimes the costs of trainings, work experiences, and supportive services might be more than the cap established for those services. In addition, WIOA participants might not have the ability or the resources to pay these additional expenses. Therefore, a process has been developed to allow for a request to be submitted to OWO when the cap needs to be exceeded on these services.

## **PROCEDURE(S):**

All Title I funded programs will submit waiver requests to the designated OWO staff person for their program. Waiver requests **MUST** contain the details necessary for OWO to make a determination on the request. This should include which activity the waiver is being requested for, the total amount of the waiver request, why the waiver is being requested, and the justification for the waiver. The justification for the waiver should include why WIOA funds are being requested and what, if any resources have been exhausted. Other funding sources should be exhausted before a waiver is requested. Additionally, it should be noted that co-enrollment across WIOA Title I programs is acceptable to spread out the cost of activities so that no one program is paying the entire cost.

All waivers will be submitted using the WIOA Waiver Request Form. Forms must be typed and include all of the required information. Handwritten requests will be sent back without a determination. All waivers must be approved before services are delivered. OWO will not approve any waiver request for services that have already taken place or can be paid for by any other source. In addition, an individual's ability to successfully complete a training or work experience must be documented in the JMS system.

OWO staff will return the Waiver Request Form within seven (7) business days. All Waiver Request Forms that are incomplete or do not contain the necessary information, will be sent back to the subrecipient without a determination.

All approved waiver requests must be uploaded into JMS in the Documents section and be clearly marked with WIOA Approved Waiver Request.

## **ACTION:**

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

**ATTACHMENT:** WIOA Waiver Request Form



## WIOA Waiver Request Form

Agency Submitting Waiver Request: \_\_\_\_\_

WIOA Career Specialist Requesting Waiver Name: \_\_\_\_\_

Participant State ID # from JMS (if applicable) or Participant Name: \_\_\_\_\_

Program cap waiver is being requested for: \_\_\_\_\_

Amount of waiver being requested: \_\_\_\_\_

Why is the waiver being requested? \_\_\_\_\_

Justification for waiver request: \_\_\_\_\_

OWO Staff Member: \_\_\_\_\_

Approved

Denied

Comments:

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



---

# ADULT

---

---

# ADULT PRIORITY OF SERVICE POLICY

---

Policy #: 2021-P-05 Previous #: 2015-002, 2021-P-005

Source: 7/1/2021, 11/19/2021, Jan. 24, 2022, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures regarding Adult Priority of Service for the Adult Title I funded program.

## **POLICY:**

This policy discusses priority of service requirements for Workforce Innovation and Opportunity Act (WIOA) Title I Adults for Career and Training Services. Priority applies for low-income individuals, participants on public assistance, and individuals who are basic skills deficient. Priority must also be given to Veterans and Eligible Spouses for access to all federally funded training programs. *See the Veterans and Eligible Spouses Priority of Service Policy 2021-P-04 for additional details.*

WIOA increases access to and opportunities for employment, education, training, and support services that individuals need, *"particularly those with barriers to employment."* To ensure access, [WIOA Title I Section 134\(c\)\(3\)\(E\)](#) requires that priority of service be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient, for receipt of career and training services. Priority for service applies regardless of federal funding levels.

The order for priority service is as follows:

1. <i>Low Income, Public Assistance, or Basic Skills Deficient</i> <b>AND</b> Veteran and Eligible Spouse including Widows and Widowers
2. <i>Low Income, Public Assistance, or Basic Skills Deficient</i>
3. Veterans and Eligible Spouses who are <b>NOT</b> included in the priority group (1 above)
4. Additional priorities established by the Governor or Workforce Development Board: <ul style="list-style-type: none"><li>• Displaced Homemaker</li><li>• Indians, Alaska Natives, Native Hawaiians</li><li>• Older individuals (55+)</li><li>• Individuals with disabilities</li><li>• Ex-Offenders</li><li>• Youth who have aged out of the foster care system</li><li>• Eligible migrant and seasonal farmworkers</li><li>• Single parents</li><li>• Long-term unemployed individuals</li><li>• Individuals who have been directly or indirectly impacted by substance use disorder</li><li>• Individuals who have none or very limited post-secondary training</li></ul>
5. All other individuals ages 18 and older.

1. The term “low-income individual,” defined in [WIOA Section 3\(36\)](#), means an individual who:
  - a. Receives, or in the past 6 months has received or is a member of a family that is receiving or has received in the past six months, assistance through the Supplemental Nutrition Program (SNAP), Temporary Assistance for Needy Families (TANF), Supplemental Security Income (SSI) under Title XVI of the Social Security Act, or a state or local income-based public assistance program; or
  - b. Is in a family with total family income that does not exceed the higher of:
    - i. The poverty line or
    - ii. 70% of the lower living standard income level; or
  - b. Is a homeless individual; or
  - c. Is an individual with a disability whose own income meets the income requirements above but is a member of family whose income does not meet the income requirement.
2. The term “basic skills deficient” is defined in [WIOA Section 3\(5\)](#) to mean a youth or adult who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

The definition of Basic Skills Deficient is further defined by the State as an individual who meets any one of the following criteria:

  - a. Lacks a high school diploma or equivalency and is not enrolled in secondary education; or
  - b. Scores 8.9 or below on an approved assessment test; or
  - c. Is enrolled in Title II Adult Education (including enrolled for ESL); or
  - d. Has poor English language skills (and would be appropriate for ESL even if the individual isn’t enrolled at the time of WIOA entry in an ESL program); or
  - e. The WIOA Career Specialist (WCS) makes observations of deficient functioning and records those observations as justification in a case note.
3. Priority of services does not apply to WIOA Dislocated Worker program and/or participants served as incumbent workers, with the exception of veteran’s priority for service as described in the WIOA Policy# 2021-P-04: Priority of Service for Veterans and Eligible Spouses.

### **PROCEDURE(S):**

WIOA service providers must put processes into place to ensure that priority populations including veteran and eligible spouses, are identified at the point of entry and given an opportunity to take full advantage of priority of service. The point of entry includes physical locations such as NH Works Centers, as well as websites such as NHES Job Match System (JMS), and other virtual service delivery resources. These processes should ensure that priority groups are aware of their entitlement to priority of service, the full array of employment, training, and placement services available under priority of service, any applicable eligibility requirements for those programs and services, and in cases of online points of entry, how to access assistance via the nearest NH Works Office.

WIOA “Priority of service” status is established at the time of eligibility determination. It does not change during the period of participation. WIOA Service providers must ensure proper identification and documentation of priority status in the WIOA JMS case management system.

Training and Employment Guidance Letter (TEGL) No. 7-20 clarifies that recipients of public assistance, individuals who are basic skills deficient or those identified as low income are the three priority groups that WIOA specifically mandates are entitled to priority of service (including veterans and eligible spouses) under

the WIOA Adult program. It also says that a state should ensure that at least 75% of a state's participants receiving individualized career and training services in the adult program are from at least one of these three priority groups and expects the rate to be no lower than 50.1%. Therefore, New Hampshire WIOA Adult Service providers must put processes in place to ensure that no more than 25% of all Adults enrolled annually are served under the Additional Priority of Services category (3, 4, 5 from chart above).

**ACTION:**

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

---

# ASSESSMENT POLICY (ADULT AND DISLOCATED WORKER)

---

Policy #: 2024-P-09

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for assessment protocols for the WIOA Adult and Dislocated Worker program.

## **POLICY:**

After an applicant to the Adult or Dislocated Worker program has been found eligible, the applicant must complete the mandatory assessments prior to receiving their first service in the WIOA program. A participant can take up to 45 days from the date of eligibility certification to complete the mandatory assessments outlined below.

## **PROCEDURE(S):**

The following assessments must be administered and the results/information obtained from those assessments must be used to write the Individual Employment Plan.

1. CASAS Goals Math and Reading (administered during the application process but documented during assessment)
2. O'Net - Interest Profiler (mynextmove.org) **OR** Career One Stop Interest Assessment (careeronestop.org)
3. Verbal Interview/Assessment Narrative

CASAS Goals Math and Reading assessments are administered during the application process and scores are documented in the application (see policy Determining Low Literacy Policy # 2020-P-07). The scores can also be captured in JMS under Assessment> Basic Skills Assessments, CASAS is in the drop down and you can list the Raw Score for each section.

## **Add "Assessment" to the activities section of JMS:**

The WCS must add the assessment activity on the day that the applicant completes the first of the mandatory assessments.

To add "Assessments" to the activities section of JMS:

1. In JMS, go to Services – create activity
2. Enter all mandatory fields
3. Enter 220 for the activity code
4. Actual Start Date – the date that the applicant completes the first of the mandatory assessments

5. Projected End Date – the timeline estimated to complete all of the assessments. Must be within 45 days of the eligibility certification date
6. Comments – A description that includes the names of the assessments that the applicant will complete

**Completed “Assessment” in the activities section of JMS:**

Once all of the mandatory assessments have been completed, the WCS must update the Objective Assessment activity in JMS.

1. Last Activity Date– this is the date that the last assessment was completed
2. Completion Code–
  - a. Successful Completion- If the applicant completed all of the mandatory assessments and is slated to enter into Services
  - b. Unsuccessful completion – If the applicant did not complete all of the mandatory assessments and is not slated to enter into Services

**Documentation of Assessments:**

The WCS must make sure that all of the assessments are added to the participants JMS case file in the documents section of JMS. All assessments (O’Net and Verbal Interview/Assessment Narrative) should be saved as **ONE DOCUMENT PACKAGE** and should be titled “Assessments”. The Objective Assessment Tab in JMS does not have to be completed as long as the assessments are uploaded and a note with the details of the initial assessment is added to JMS.

Additionally, the observations and information gathered during the assessment process must be documented in JMS notes. The WCS shall create one note regarding the information that has been obtained from the assessments. The note should address the participant’s skills and needs in the following eight (8) areas:

1. Aptitudes
2. Developmental Needs
3. Employability
4. Interests
5. Occupational Skills
6. Prior Work Experience
7. Review of Basic Skills
8. Support Service Needs

**Creation of the Individual Employment Plan (IEP):**

Once all of the steps of the assessment phase is complete, a participant’s Individual Employment Plan (IEP) can be created, as the participant is eligible to receive WIOA services. The WCS should work with each participant on creating the goals and objectives within the IEP. As the individual progresses through the program, the IEP should be re-evaluated to see if goals and objectives have been accomplished and whether new goals and objectives should be added.

**ACTION:**

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

---

# ENROLLMENT AFTER EXIT SERVICES POLICY

---

Policy #: 2021-P-01 Previous #: 2021-P-01

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

## **PURPOSE:**

To provide guidance regarding enrolling participants in WIOA Title I funded programs after exiting a WIOA Title I funded program.

## **POLICY:**

The Office of Workforce Opportunity (OWO) understands that there are certain circumstances that might warrant a former WIOA Title I participant to come back for enrollment in the same or different Title I funded program.

## **PROCEDURE(S):**

The WIOA Career Specialist (WCS) will complete the WIOA Additional Enrollment After Exit form to explain why the participant should be enrolled into the program. The form should also include whether the participant utilized any training funds during their prior participation in WIOA Title I. The form should be typed, easily understandable and contain all the information necessary to make a determination. The WCS should submit the request to their WIOA Program Manager (WPM) who will review the form for completeness. The completed form should then be sent to the OWO Program Administrator for approval/denial. OWO will review the documentation provided and will decide within 10 days of receiving the request. To maintain flexibility when it comes to these types of situations, each case will be evaluated on a case-by-case basis.

Any training funds that the individual utilized during prior enrollments, will no longer be available for the participant to utilize. Training funds are per participant, per program, over their lifetime. Should a participant who has been approved enrollment after exit require a waiver for training funds, the WCS will need to note this on the waiver request.

## **ACTION:**

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

**ATTACHMENT:** WIOA Enrollment after Exit form



## WIOA Enrollment After Exit Form

Agency Submitting Request: \_\_\_\_\_

WIOA Career Specialist Requesting Waiver: \_\_\_\_\_

Participant State ID # from JMS (if applicable) or Participant Name: \_\_\_\_\_

Program exited from: \_\_\_\_\_

Reason for exit: \_\_\_\_\_

Reason for request for additional enrollment: \_\_\_\_\_

Justification for request: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

OWO Staff Member:

Approved

Denied

Comments:

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# FOLLOW UP/POST EXIT SERVICES POLICY

---

Policy #: 2024-P-04 Previous #: 2020-P-001

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

## **PURPOSE:**

To clarify and provide guidance to WIOA Career Specialists (WCS) in providing post-employment/follow-up services to adult and dislocated worker program participants. Follow-up services help ensure that participants continue to succeed in employment and educational goals after completion of participation in the Title I programs.

## **POLICY:**

Post-employment/follow up services must be made available for a minimum of 12 months to all individuals who have exited from the WIOA Adult and Dislocated Worker Programs. The goal of follow-up services is to ensure job retention, wage gains, and career progress for participants who have been referred to and accepted unsubsidized employment. Delivery of post-employment follow-up services can occur between the first 30 days after exit and up to 12 months after exit.

## **PROCEDURE(S):**

It is incumbent upon each WIOA Career Specialist (WCS) to schedule and complete these follow-up contacts. WIOA Program Managers will monitor adherence to these requirements as part of their regular participant file reviews.

Methods to contact individuals may include:

- E-mail or Mail Job Placement letters to customers using address they provided at intake or updated.
- Make contact with customer via phone during day or evening.
- Reach customer through secondary/emergency phone number.

Post-employment services may include but are not limited to: additional career planning and counseling; contact with participant's employer, including assistance with work-related problems that may arise; peer support groups; information about additional educational opportunities; and referral to supportive services available in the community. The intensity of appropriate follow-up services will vary among different participants. Examples include:

- Individuals who have multiple barriers and limited work histories requiring significant follow-up services to ensure long-term success in the labor market,
- Individuals who identify an area of weakness in the training provided by WIOA prior to placement that will affect their ability to progress further in their occupation or to retain their employment.

Information gathered during the monthly post-employment follow-up contact will be entered in the JMS “Notes” and “Follow-Up” section.

**Terminating Follow-Up Services:** Although follow-up services must be made available, not all of the participants who exit will need or want such services. Sometimes repeated attempts to contact a participant using these methods will prove unsuccessful in obtaining a response from the individual. If the WCS is unable to contact the exited participant after repeated, reasonable efforts to do so (*minimum 3 attempts in the 30-day period following the scheduled contact point*), the participant will be deemed to have declined the offer of follow up services. In such cases, there must be sufficient documentation in JMS to support this. The WCS will make sure that the details of contacts and attempts to contact are added to the JMS “Notes” section.

If a participant informs the WCS they no longer wish to be contacted or to receive follow up services, it is considered a refusal of services by an exited participant and requires immediate documentation in JMS “Notes”.

**ACTION:**

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

---

# INCOME GUIDELINES FOR DETERMINING WIOA ELIGIBILITY POLICY

---

Policy #: 2015-P-12 Previous #: 2015-012

Source: 4/9/2021, 4/20/2022, 5/24/2023, 4/17/24, 7/22/24, April 29, 2025, eff. July 9, 2025

## **PURPOSE:**

To provide guidance regarding income guidelines for determining eligibility under WIOA Title I funded programs.

## **POLICY:**

[Title I of WIOA](#) requires the U.S. Secretary of Labor (Secretary) to update and publish the Lower Living Standard Income Level (LLSIL) tables annually, for uses described in the law (including determining eligibility for youth). WIOA defines the term “low-income individual” as one who qualifies under various criteria, including an individual who received income for a six-month period that does not exceed the higher level of the poverty line or 70 percent of the LLSIL. This issuance provides the Secretary’s annual LLSIL for 2025 and references the [current 2025 Health and Human Services “Poverty Guidelines”](#) to be applied when determining WIOA eligibility for residents of New Hampshire.

LLSIL is used for several purposes under the WIOA. Specifically, WIOA defines the term “low-income individual” for eligibility purposes, and the terms “disadvantaged youth” and “disadvantaged adult” in terms of the poverty line or LLSIL for State formula allotments. The governor and State workforce investment boards (SWIBs) use the LLSIL for determining eligibility services for youth and certain adults.

**Jurisdiction:** The jurisdiction for the Northeast region, based generally on the Census Regions of the U.S. Department of Commerce, includes the following states: Connecticut, Maine, Massachusetts, ***New Hampshire***, New Jersey, New York, Pennsylvania Rhode Island, and Vermont. The adjusted LLSIL and 70% LLSIL for a family of four for residents in the Northeast is as follows:

Family of Four	2025 adjusted LLSIL	70 percent LLSIL
Metro	\$55,623	\$38,936
Non-Metro	\$54,147	\$37,903

**Determining Family Size:** “Family” under WIOA is defined as two or more individuals related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories:

- A married couple and dependent children;
- A parent or guardian and dependent children; or
- A married couple.

**Defining Dependent:** WIOA does not define dependent. To avoid uncertainty in making eligibility decisions regarding family size and income, OWO has identified examples in which a youth must be considered as a dependent of parent(s) or guardian(s) for the purpose of determining family size for WIOA Youth and Adult Program eligibility. These instances are:

- **Example 1:** Youth not yet 18, who are not emancipated youth or runaway youth, living “at home” with their parents or guardians, including individuals in the temporary care of another individual or household (but not claimed as a dependent by that household).
- **Example 2:** Youth age 18-19 who are full-time students in a secondary school or equivalent and are living “at home” with their parents or guardians.
- **Example 3:** Youth age 18-21 who are not full-time students and are living “at home” with their parents or \*guardians, and who are primarily supported by their parents.

A legal guardian is a blood relative (e.g., grandparent, aunt or uncle) or another legally recognized relative (e.g., decree of court) who claims the youth as a dependent. The key factors are:

- Relationship by blood or decree of court;
- Living in a single residence; and
- The youth is claimed as a dependent.

OWO has the authority to identify instances in which youth age 18-21 and “living at home” with their parents or guardians are to be considered as independents and not dependents. OWO has determined youth age 18-21 who reside with their parents or guardians and who fall into one or more of the following categories can be considered independent for income eligibility determination:

- Youth age 18-21 who are personally receiving TANF, food stamps or Social Security benefits.
- Youth age 18-21 who are attending post-secondary education and who qualify as an independent student on the Free Application for Federal Student Aid (FAFSA), or
- Youth age 18-21 who are not claimed as dependents on someone else’s tax return.

### **PROCEDURE(S):**

Consistent with WIOA regulations, the Office of Workforce Opportunity (OWO) shall establish appropriate LLSIL and poverty income guidelines for New Hampshire to be used when an income test is one of the criteria for determining eligibility for services under the WIOA. Using the LLSIL for a family-of-four as a baseline, the OWO will update the income guidelines annually based on the LLSIL guidelines posted by USDOL in the Federal Register. The income tables in the Job Match System (JMS) will be updated annually once the LLSIL’s are released. A revised policy shall be shared with the appropriate WIOA sub-recipients/contractors for implementation in accordance with the effective date posted in the Federal Register.

The chart below represents the income criteria to be used when an income test is required to determine eligibility for WIOA participation, **effective May 7, 2025**, until further notice.

**INCOME GUIDELINES FOR DETERMINING WIOA ELIGIBILITY**

	Family Size	Non-Metro Areas (Balance of State)	Metro Areas (Hillsborough, Rockingham & Strafford counties)
Maximum Income		6 months / 1 year	6 months / 1 year
<b>Poverty Level Income</b>	<b>1</b>	<b>7,530/15,060</b>	<b>7,530/15,060</b>
70% LLSIL	2	11,186/22,371	11,491/22,981
70% LLSIL	3	15,355/30,710	15,771/31,541
70% LLSIL	4	18,952/37,903	19,468/38,936
70% LLSIL	5	22,367/44,734	24,976/45,952
70% LLSIL	6	26,153/52,306	26,868/53,735

The Northeast Metro Area includes Hillsborough, Rockingham, and Strafford Counties. The Northeast Non-Metro Area includes Coos, Grafton, Carroll, Belknap, Sullivan, Merrimack, and Cheshire Counties.

\*Please note that the poverty guideline for a family of one is higher than 70% of the LLSIL for a family of one. Therefore, the poverty level guideline shall be used in lieu of the 70% LLSIL when determining income eligibility for a family of one. The 70% LLSIL shall be used for a family size of two or more.

\*\*For families sizes greater than six, subtract the LLSIL of a family of five from a family of six. Use the difference of a family of five and six as the income you will add to each income after a family of six.

**ACTION:**

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

---

# ON-THE-JOB TRAINING POLICY

---

Policy #: 2020-P-02 Previous #: 2020-P-002

Source: 7/1/2021, 11/19/21, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To provide guidance regarding On-the-Job Training (OJT) Services under WIOA Title I Adult and Dislocated Worker funded programs.

## **POLICY:**

The [Workforce Innovation and Opportunity Act \(WIOA\)](#) defines “on-the-job training” (OJT) as training by an employer that is provided to a paid participant while engaged in productive work in a job that:

1. Provides knowledge or skills essential to the full and adequate performance of the job;
2. Provides reimbursement (up to 50%) to the employer for the extraordinary costs of providing training and additional supervision related to training,  
and
3. Is limited in duration to the occupation for which the participant is being trained. Factors that can be taken into account include: the content of the training, the prior work experience of the participant, and the service strategy of the participant.

OWO adopts this policy to guide the investment of WIOA Title I Adult and Dislocated Worker funds in OJT opportunities. The investment of these funds in OJT will be driven by strategic priorities, high priority occupations and related targeted industry clusters as well as by local employers with an unmet workforce need.

## **PROCEDURE(S):**

### **Participant Eligibility:**

Participants of WIOA Title I Adult and Dislocated Worker funded programs who meet the eligibility requirements for training will have access to OJT opportunities. OJT opportunities are available to participants who:

1. After an interview, evaluation or assessment and career planning, staff have determined that the individual:
  - a. Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previously employment through career services.
  - b. Is in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment.
  - c. Has the skills and qualifications to participate successfully in training services.
2. Have selected a program of training services that is linked directly to the employment opportunities in the local area or in another area to which the individual is willing to commute or relocate.

3. Are unable to obtain grant assistance from other sources to pay for training.

The participant's case file must contain a determination of need for training services as determined through the interview, evaluation, or assessment and career planning informed by local labor market information, training provider performance information, or through any other career services received. In addition, all OJT requests are subject to review and must be reasonable based on factors such as trainee experience, appropriate hourly wages, trainee needs, work experience, and any other relevant factors. The length of the training is determined by using the approved training plan.

### **Employer Eligibility and Requirements:**

OJTs are available to employers or registered apprenticeship program sponsors in the public, private non-profit, or private sector. OJT funds will not be used to directly or indirectly aid in the filling of a job opening that is vacant because the former occupant is on strike or is being locked out in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage. An OJT contract will not be approved for an employer who has received payments under previous contracts under WIOA or the Workforce Investment Act (WIA) if the employer has exhibited a pattern of failing to provide OJT participants with continued long-term employment as regular employees with wages, benefits (including health benefits), and working conditions at the same level and to the same extent as other employees working a similar length of time and doing the same type of work.

### **Prohibitions:**

On the Job Training (OJT) in occupations with the following characteristics are prohibited:

1. Occupations where commissions, tips or piece work are the main source of income.
2. Occupations that are intermittent, temporary and/or seasonal in nature.
3. Low skilled occupations/industries, where minimum wage is not offered and/or high turnover exists.
4. Occupations/industries with a substantial number of experienced and able workers currently unemployed.

Training positions for commission salespersons, bartenders, seasonal workers, occupations requiring licensing as a prerequisite for hiring, and for those employed on a piece-work basis are usually not appropriate for OJT.

A participant in an OJT will not be employed in or assigned to a job if:

1. Any other individual is on layoff from the same or any substantially equivalent job;
2. The employer has terminated the employment of any regular, unsubsidized employee or otherwise caused an involuntary reduction in its workforce with the intention of filling the vacancy with the participant; or
3. A participant in a program or activity authorized under Title I of WIOA must not displace (including a partial displacement, such as a reduction in the hours of non-overtime work, wages, or employment benefits) any currently employed employee (as of the date of the participation).

OJTs are not intended to impair any existing contracts for services or collective bargaining agreements. When a program or activity authorized under Title I of WIOA would be inconsistent with a collective bargaining agreement, the appropriate labor organization and employer must provide written concurrence before the program or activity begins.

## **Contract Provisions:**

1. All OJT contracts must meet established standards of wage requirements. The minimum wage for an OJT contract is a starting wage of \$11.00 per hr.
2. The cap for formula OJT contracts is \$5,500.00.
  - a. Exceptions to the \$5,500 cap may be made with a waiver request signed approved by OWO.
3. A minimum of 30 hours per week will be required for any OJT contract.
4. When special cases/situations warrant consideration, waivers may be granted by Program Managers, on any of the following: the minimum OJT starting wage; the minimum of 30 hours; or the total maximum cost of an OJT if requested, justified, and approved by OWO.
5. The employer will maintain time and attendance, payroll, and other records to support amounts invoiced and reimbursed under OJT contracts in compliance with State and Federal laws and regulation.
6. Modifications to the OJT contract can be made as needed through mutual agreement of the employer and subrecipient.
7. Employers do not need to provide a credential for participants completing an OJT. There is no type of recognized credential for OJT participants.

WCS's will make sure that each participant that is requesting an OJT has a signed IEP (Individual Employment Plan)/ISS (Individual Service Strategies) and Assessments with goals and objectives to support the request for an OJT.

WCS's will submit a completed OJT Packet to their local WIOA Program Manager for approval. The packet will include:

- On-the-Job Training Employer Eligibility Checklist
- On-the-Job Training Documentation Checklist
- On-the Job Training Contract
- On-the-Job Training Outline
- On-the-Job Trainee Agreement

A copy of the OJT Packet will be scanned into the JMS case management system as **one complete document**.

## **OJT Voucher Process**

All OJT Vouchers must be processed in the JMS case management system. WCS shall enter the information and submit vouchers to their WIOA Program Manager for approval. The WIOA Program Manager will process an approval for the OJT Voucher in JMS as soon as possible or notify the WCS of any outstanding issues that need to be resolved before approval can be made.

All OJT vouchers must be processed, dated, and signed prior to the start of the OJT. In no case will an OJT voucher be authorized after the start of the OJT.

## **OJT Case Management**

The WCS will track and record customer progress throughout the OJT on at least a monthly basis. Services and notes in the JMS case management system will be updated at least once monthly for every customer receiving an OJT. This will help ensure a successful outcome.

A supply of transportation or childcare reimbursement forms will be given to the customer to return to the WCS weekly if applicable. Additionally, the employer will need to submit evidence of attendance and payroll records in order to receive reimbursement. These records must be uploaded into the JMS system to document the OJT.

The WCS must schedule an onsite visit with the employer and customer to discuss the progress of the OJT. This onsite visit should be documented and the documentation uploaded into JMS.

**ACTION:**

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

**ATTACHMENTS:**

1. On-the-Job Training Employer Eligibility Checklist
2. On-the-Job Training Documentation Checklist
3. On-the Job Training Contract
4. On-the-Job Training Outline
5. On-the-Job Trainee Agreement
6. On-the-Job Training Invoice
7. On-the-Job Trainee Work Evaluation
8. On-the-Job Training Site Visit Summary
9. On-the-Job Training Contract Modification



## On-The-Job Employer Eligibility Checklist

### SECTION 1 - EMPLOYER INFORMATION

EMPLOYER LEGAL BUSINESS NAME:		FEIN #:	NHES #:
FORMER NAME(S) UNDER WHICH EMPLOYER CONDUCTED BUSINESS:			
CONTACT PERSON:		TITLE:	
EMPLOYER ADDRESS:			
CITY:		STATE:	ZIP:
PHONE:	FAX:	EMAIL:	
TYPE OF ORGANIZATION: <input type="checkbox"/> INDIVIDUAL <input type="checkbox"/> PARTNERSHIP <input type="checkbox"/> LIMITED LIABILITY CORPORATION (LLC) <input type="checkbox"/> FOR PROFIT <input type="checkbox"/> NON-PROFIT <input type="checkbox"/> OTHER (specify)			
COMPANY NAICS CODE: <i>(Industry Classification Code)</i>		# OF CURRENT EMPLOYEES	YEARS IN EXISTENCE:
IS THE BUSINESS BEING SOLD OR MERGING WITH ANOTHER COMPANY? <input type="checkbox"/> YES <input type="checkbox"/> NO			
PAY FREQUENCY:			

### SECTION 2 - COMPANY REVIEW

- 1) WARN notices have previously been filed. If yes, explain on reverse side.  Yes     No
- 2) The company has not exhibited a pattern of failing to provide Trainees with continued long-term employment.  Agree     Disagree

### SECTION 3: MEETING FEDERAL CRITERIA

- 1) Company verifies WIOA Title I funds will not be used to relocate in whole or in part.  Yes     No
- 2) Company has operated at current location for at least 120 days  Yes     No
  - a) If less than 120 days and the business relocated from another area in the U.S. were employees laid off at the previous location as a result of the relocation?  Yes     No

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

- 3) Company commits to providing long-term employment for successful Trainees.  Yes  No
- 4) Funds will not be used to directly or indirectly assist, promote or deter union organizing.  Agree  Disagree
- 5) The Retention Incentive Program will not result in the full or partial displacement of employed workers.  Yes  No
- 6) Trainee wages to be paid are at least equal to:
  - a) The Federal, state or local minimum wage (Fair Labor Standards Act).  Yes  No
  - b) Other employees in the same occupation with similar experience.  Yes  No
- 7) Trainees will be provided the same workers' compensation, health insurance, unemployment insurance, retirement benefits, etc. as regular employees.  Yes  No
  - a) Worker's Compensation Company: \_\_\_\_\_
  - b) Account #: \_\_\_\_\_ c) Effective Dates: \_\_\_\_\_ to \_\_\_\_\_
- 8) The employer will comply with the non-discrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act of 2014 and its regulations.  Yes  No
- 9) **Employer meets requirements of the pre-award.**  Yes  No

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

TYPE/PRINT NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## On-The-Job Documentation Checklist

WIOA Title I Funding Source

- Adult  DW

Customer Name: \_\_\_\_\_ SID#: \_\_\_\_\_

Documents in JMS File (Please Check)

- Assessments  IEP

IEP and Assessment contain the following items:

- Previous Occupation
- Marketability of Current Skills / Barriers to Re-Employment
- Employment Goal
- Client Suitability for Employment Goal Occupation
- Skills Gaps Defined

On The Job Training Documents (Please Check)

- WIOA OJT Training Agreement
- OJT Training Outline
- OJT Training Invoice
- OJT Employer Eligibility Checklist
- OJT Trainee Work Evaluation
- OJT Trainee Agreement

WIOA Career Specialist Name Printed \_\_\_\_\_

WIOA Career Specialist Signature \_\_\_\_\_ Date \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## On-The-Job Training Contract

Trainee Name: \_\_\_\_\_

Fund Source: \_\_\_\_\_

State ID Number: \_\_\_\_\_

Employer Name: \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_

NH Works Office: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

## WIOA On-The-Job Agreement

CONTRACT NO: \_\_\_\_\_ MOD #: \_\_\_\_\_ DATE: \_\_\_\_\_

### Employer Information

EMPLOYER LEGAL BUSINESS NAME:	FEIN #:	NHES #:
FORMER NAME (S) UNDER WHICH EMPLOYER CONDUCTED BUSINESS:		
CONTACT PERSON:	JOB TITLE:	
EMPLOYER ADDRESS:		
CITY:	STATE:	ZIP:
TELEPHONE:	FAX:	EMAIL:
TYPE OF ORGANIZATION:		
COMPANY NAICS CODE:	# OF CURRENT EMPLOYEES:	YEARS IN EXISTENCE:
IS THE BUSINESS BEING SOLD OR MERGING WITH ANOTHER COMPANY?		

### Trainee Information

Trainee Name:	SS #:	Telephone:
Beginning Date:	End Date:	Total Training Hours:
Pay Frequency:	Job Title:	O*NET Occupation Code:
Hourly Wage:	Reimbursement Rate: %    \$	Maximum Reimbursement:
Graduated Wage Rate or special conditions (if applicable):		

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

## Purpose and Makers:

The purpose of this contract is to enter into an agreement for the provision of On-the-Job Training for **(Trainee)** which is designed to result in marketplace employment skills. The agreement is entered into between **(Employer)** hereinafter referred to as "Employer" and **(ENTER NAME OF SUBRECIPIENT)** hereinafter referred to as "Provider".

A WIOA Career Specialist (WCS) will be assigned as the party to which concerns or problems shall be reported by the Employer. The Trainee shall report any concerns or problems to his/her WIOA Career Specialist (WCS).

## General Terms and Conditions

1. *Statement of Work.* The Employer agrees to provide the training identified in the "Training Outline" through a qualified individual, and to ensure that the Trainee is provided with the necessary skills and knowledge to adequately perform the job. This agreement must be executed prior to the Trainee's start of work. *Please note that the maximum number of OJT contracts initiated with an employer shall not exceed 25% of the current workforce.*
2. *Time and Wage.* All parties agree that the period of the contract shall be as stated on the previous page and wages to be as set forth therein. Unless otherwise specified before, the Trainee will train for 8 hours per day, for a total of 40 hours per week. Wages shall be paid at the rate specified above minus deductions required by law. The Trainee shall be paid consistent with employer's normal payroll cycle. The Employer must inform the WCS of any pay increases that occur during the OJT. *Please note that OJT wages paid to the trainee must be at a minimum of \$11.00 per hour unless approved by the WIOA Program Manager.*
3. *Notification of Concerns.* The Employer will inform the WCS immediately when any problems or disputes arise during the training period concerning the Trainee's progress in the training program, work habits, or behavioral problems affecting the Trainee's participation in the program. The Employer will in good faith and with the assistance of the WCS make all reasonable efforts to resolve such problems and disputes.
4. *Trainee Concerns.* The Trainee is responsible to follow policies and procedures of the Employer, and to report any concerns or unresolved issues to his/her WCS.
5. *Suspension of Trainee.* The Employer may, if it is necessary to prevent interference with the efficient operation of the Employer's business, suspend the Trainee. Immediately upon such suspension, the Employer must give notification to the WCS stating the reasons which make such suspension necessary. As soon as practicable within the suspension time, the Employer will meet with the WCS and the Trainee if both parties agree, and in good faith make all reasonable efforts to resolve the problems leading to suspension.
6. *Termination of Trainee.* Except for cause, the Employer will not terminate the Trainee without prior notice to the Trainee and reasonable opportunity for correction or improvement of performance including substandard or unsatisfactory progress or conduct.
7. *Invoicing & Evaluations.* The Employer will submit the Invoice Form and the Evaluation Form to the Fiscal Office (as stated on the invoice) at least once every month during the training period.
8. *Cancellation by Employer.* The Employer may cancel this agreement for any of the following reasons:
  - a. The Trainee has been terminated for cause;
  - b. After suspension, when meeting with all represented parties fails to resolve problem (s) leading to the suspension; or

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

- c. Upon fifteen (15) calendar days written notice to the WCS stating the reason why further participation by the Trainee in the training program would not result in the Trainee achieving the marketable job skill that is the intended purpose of this agreement.
9. *Cancellation by Provider.* The Provider may cancel this agreement if they determine that the Employer has failed to maintain a reasonable adherence to the provisions of this agreement, including all Employer assurances provided herein. The Provider may also cancel this agreement, after consultation with the Employer, if the Employer fails to provide the Trainee with instruction, opportunities, materials, or services identified in the training plan for the trainee to achieve the marketable job skills that are the intended purpose of this OJT agreement. In the event of such cancellation, the training will terminate.
10. *Modifications to Contract.* This contract shall not be modified unless done so in writing and signed. Any modification resulting in additional costs to the Employer and/or Provider shall require both signatures. Any modifications to the Training Outline shall require signatures by all parties.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

## Employer Assurances

The Employer hereby certifies that the following assurances are true and agrees to be in compliance with the following:

1. The trainee will be an employee of the company, and as such provided the same workers' compensation, health insurance, unemployment insurance, retirement benefits, etc. as all other full-time employees.
2. This contract shall not result in the full or partial displacement of employed workers.
3. WARN notices have previously been filed, where appropriate, in accordance with State law.
4. The company has not exhibited a pattern of failing to provide OJT Trainees with continued long-term employment.
5. Employer verifies WIOA funds will not be used to relocate in whole or in part.
6. Company has operated at current location for at least 120 days.
7. Funds provided under this contract will not be used to directly or indirectly assist, promote, or deter union organizing.
8. That the OJT will not impair existing agreements for services or collective bargaining agreements and that either it has the concurrence of the appropriate labor organization as to the design and conduct of an OJT, or it has no collective bargaining agreement with a labor organization that covers the OJT position.
9. That the Employer, in good faith, commits to providing long-term employment upon successful completion of the OJT.
10. That the company is financially solvent on the date of this contract, and the Employer's best projection is that they will remain financially able to meet contract obligations at the end of the training period, including OJT Trainee's retention.
11. That the Trainee wages to be paid are at least equal to
  - a. The state minimum wage (Fair Labor Standards Act); and
  - b. Other employees in the same occupation with similar experience.
12. That conditions of employment and training will be in full accordance with all applicable federal, state, and local laws and ordinances (including but not limited to anti-discrimination, labor and employment laws, environmental laws or health and safety laws).
13. That the company has not been debarred or suspended in regard to federal funding.
14. That no member of the OJT Trainee's immediate family is engaged in an administrative capacity for the Employer or will directly supervise the OJT Trainee. For the purpose of this contract, immediate family is defined as spouse, children, parents, grandparents, grandchildren, brothers, sisters or person bearing the same relationship to the OJT Trainee's spouse.
15. That the OJT Trainee will not be employed to carry out the construction, operation, or maintenance of any part of a facility that is used or to be used for sectarian instruction or as a place for religious worship.
16. The trainee is not authorized to submit or approve any invoices or documents related to payment or performance of the OJT.
17. That the OJT Trainee has not been hired into, or will remain working in, any position when any other person is on layoff from the same or substantially equivalent job within the same organizational unit or has been bumped and has recall rights to that position, nor if the OJT is created in a promotional line that infringes on opportunities of current employees.
18. That if the OJT is created in a promotional line, the OJT Trainee has not been hired into, or will remain working in, such a position that infringes on opportunities of current employees.
19. The OJT Trainee and regular employees of the OJT Company alleging displacement are made aware of their right to file a complaint under the applicable grievance procedures found at 20 CFR 667.600 and WIOA section 181, as well as the OJT Company's internal complaint and/or grievance procedure.
20. That no funds under this Act shall be used for payment of a fee charged to an individual for the placement of that individual in a training or employment program under the Act. The sub-recipient/contractor shall not charge a fee to any individual for the referral or placement of that individual in any program.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

The following parties hereby declare they have read and agree with the aforementioned terms of the agreement and execute same as authorized agents for the Employer and Provider:

_____	_____
Authorized Employer Representative Signature	Date
_____	_____
Print Authorized Employer Representative Name	Title

_____	_____
WIOA Career Specialist Signature	Date
_____	
WIOA Career Specialist Printed Name	

_____	_____
Trainee Signature	Date
_____	
Trainee Printed Name	

**WIOA Contact Information**

WIOA Career Specialist: \_\_\_\_\_ (Print Name)  
 \_\_\_\_\_ (Phone & Email)

WIOA Program Manager: \_\_\_\_\_ (Print Name)  
 \_\_\_\_\_ (Phone & Email)

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## On-The-Job Training Outline

Trainee: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Provider: \_\_\_\_\_

Title: \_\_\_\_\_ Agreement Number: \_\_\_\_\_

Occupation: \_\_\_\_\_

Job Description: \_\_\_\_\_

Skills or tasks to learn as developed with Employer. Each individual skill will be assigned training hours. As a general rule, no training task can exceed 100 hours.	Estimated Training Hours for Each Skill
<b>TOTAL</b>	

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



### On-The-Job Trainee Agreement

Trainee Name: \_\_\_\_\_

Fund Source: \_\_\_\_\_

State ID Number \_\_\_\_\_

Employer Name \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_

NH Works Office \_\_\_\_\_

- I have read and understand the WIOA On-the-Job Training Program Contract and I willingly participate in this training.
- I realize that I am a participant in a WIOA On-the-Job Training program and that as a trainee I will be an employee of **ADD EMPLOYER NAME HERE** and will be responsible for acting in accordance with this employer’s rules, policies, regulations, and business procedures.
- I agree to work on a regular full-time basis with this employer during and after the completion of the training program.
- I have reviewed the training outline and acknowledge I will be learning the skills and gaining the knowledge required for the position.
- I have received a copy of the OJT Training outline.
- I have reviewed and signed the approved OJT Contract between **ADD AGENCY NAME HERE** and the Employer listed above.
- I agree to contact my WIOA Career Specialist at a minimum of every two weeks.

\_\_\_\_\_  
Trainee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
WIOA Career Specialist

\_\_\_\_\_  
Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## On-The-Job Training Invoice

Monthly invoices should be submitted by the fifth workday following each calendar month to WIOA **Fiscal Administrator email/address**. **Timesheets completed and approved by the trainee and supervisor and/or paystubs and/or Payroll Register with gross pay and hours worked along with the OJT Trainee Work Evaluation form must be submitted with each invoice.**

State ID #: \_\_\_\_\_ OJT Contract Period From: \_\_\_\_\_ to \_\_\_\_\_

Invoice Period From: \_\_\_\_\_ to \_\_\_\_\_  Monthly  Final

Employer: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Trainee: \_\_\_\_\_ Occupation: \_\_\_\_\_

Wage / Hour: \_\_\_\_\_ WIOA Cost / Hour: \_\_\_\_\_

Pay Period End Date	Total Hours This Pay Period	-	Total Hours OT, Sick, Holiday, or Vacation	=	Net Hours Billed	x	WIOA Cost / Hour (\$)	=	Amount of Reimbursement (\$)
1/1/2000	45	-	5	=	40	x	5.00	=	200.00
		-		=		x		=	
		-		=		x		=	
		-		=		x		=	
		-		=		x		=	
		-		=		x		=	
		-		=		x		=	
		-		=		x		=	
<b>TOTALS</b>		-		=		<b>x</b>		=	

\_\_\_\_\_  
Employer, Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name & Title

\_\_\_\_\_  
Email / Phone

Complete and email with trainee timesheets & paystubs, and/or payroll register with gross pay and hours worked. OJT Trainee Evaluation Form must also be submitted

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## On-The-Job Trainee Work Evaluation

Complete and Submit with the OJT Training Invoice to: \_\_\_\_\_

Employer: \_\_\_\_\_ Name of Trainee: \_\_\_\_\_

State ID #: \_\_\_\_\_

Evaluation Period From: \_\_\_\_\_ to \_\_\_\_\_  Monthly  Final

Authorizing Agency: \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_

Is trainee learning skills reflected in the OJT training outline?  Yes  No

How would you rate the following Appropriate Performance Dimensions?

*(check appropriate rating for each performance dimension)*

	POOR	BELOW AVERAGE	SATISFACTORY	ABOVE AVERAGE	EXCELLENT
ATTENDANCE					
CONDUCT/ATTITUDE					
QUALITY OF WORK					
SKILL ACQUISITION					
OVERALL PERFORMANCE					

Comments, including an explanation of unacceptable ratings (Poor or Below Average), if applicable:

Suggested resolutions to unacceptable ratings (if applicable):

Manner of instruction (please check all that apply):

Verbal  Shadowing  Practice  Reading Manuals

Other (explain): \_\_\_\_\_

Has this evaluation been reviewed with the trainee?  Yes  No

If no, please explain: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Title: \_\_\_\_\_

### FOR FINAL EVALUATION ONLY

The above noted Trainee has achieved competency in all skills detailed in the On-the-Job Training Outline.

\_\_\_\_\_  
Authorized Employer Representative

\_\_\_\_\_  
Title

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## On-The-Job Training Site Visit Summary

Trainee Name: \_\_\_\_\_

Fund Source: \_\_\_\_\_

State ID Number: \_\_\_\_\_

Employer Name: \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_

NH Works Office: \_\_\_\_\_

Name of Company Representative Interviewed \_\_\_\_\_

Title of Company Representative Interviewed \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Employer Interview:**

What is the name and title of the person who has oversight for the training of this trainee?

Manner of instruction to date (check off all that apply):

- Verbal      Shadowing      Practice      Reading Manuals      Other/Specify

Is the trainee learning skills reflected in the training outline?                       Yes                       No

Is training as outlined in the OJT Agreement moving forward and on track?    Yes                       No  
If no, explain (i.e. lack of materials, tools, other)

**Job Performance**

How would you rate the appropriate performance dimensions to date?

	Poor	Below Average	Satisfactory	Above Average	Excellent
Attendance	_____	_____	_____	_____	_____
Conduct/Attitude	_____	_____	_____	_____	_____
Quality of Work	_____	_____	_____	_____	_____
New Skill Acquisition	_____	_____	_____	_____	_____
Overall Performance	_____	_____	_____	_____	_____

Explanation of unacceptable rating:

Suggested resolutions to poor ratings (if applicable):

Are you satisfied with the trainee’s progress to date?                       Yes                       No

Do you have any concerns or comments?

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Trainee Interview:**

Are you receiving training on skills set forth on the Training Outline? (Note: training may not be in the order as listed in the outline)       Yes       No

Is there a designated trainer assigned to overseeing your training?       Yes       No

Who is that person?

On average, how many hours per week are you in training?

What manner of instruction have you received to date (circle all that apply):

- Verbal       Shadowing       Practice       Reading Manuals       Other/Specify

Are you satisfied with the content of training, method of training, and pace of training received to date?

- Yes       No

If no, please explain:

Do you have any concerns or comments?

\_\_\_\_\_  
WIOA Staff Name

\_\_\_\_\_  
WIOA Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company Representative Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
WIOA Trainee Signature

\_\_\_\_\_  
Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## On-The-Job Training Contract Modification

### Employer Information

Employer Name: \_\_\_\_\_

Employer Address: \_\_\_\_\_

Employer Phone #: \_\_\_\_\_

Contact Person: \_\_\_\_\_

### Employee Information

Employee Name: \_\_\_\_\_

JMS State ID#: \_\_\_\_\_

### What is being modified?

Position     Pay Rate     Training outline     Hours/days    (check all that apply)

Effective Date of modification: \_\_\_\_\_

Explain modification: \_\_\_\_\_

**BY SIGNING BELOW, YOU AGREE TO ALL TERMS LISTED ABOVE FOR THE MODIFICATIONS OF THE OJT CONTRACT PREVIOUSLY SIGNED. IF THE TERMS ARE NOT BEING MODIFIED, THE ORIGINAL OJT CONTACT REMAINS IN FULL FORCE AND EFFECT.**

Date: \_\_\_\_\_

Employer Representative Signature: \_\_\_\_\_

Trainee Signature: \_\_\_\_\_

WIOA Career Specialist Signature: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# TRANSITIONAL EMPLOYMENT POLICY

---

Policy #: 2020-P-08 Previous #: 2020-P-008

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

## **PURPOSE:**

To provide guidance on providing transitional employment services under the Adult and Dislocated Worker Programs.

## **POLICY:**

Transitional employment is a type of work-based career service that is allowed under [WIOA](#). Transitional jobs are time-limited work experiences that are subsidized and, in the public, private, or nonprofit sectors.

Transitional jobs are intended for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history and are combined with comprehensive career and support services. The goal of transitional jobs is to establish a work history for the individual that demonstrates success in the workplace and develops the skills that lead into entry into and retention in unsubsidized employment. Unlike OJT, there is no assumption that the individual will be retained in their transitional job after the experience is over, though that would be a successful experience and outcome. Up to 10% of local adult and dislocated worker funds may be used to provide transitional jobs to individuals.

## **PROCEDURE(S):**

Employers (public, private, or non-profit) that can provide quality experiences for individuals to eventually obtain unsubsidized employment will be host agencies for transitional employment training. Transitional employment wages will be paid by the employer. Wages cannot be less than current minimum wage nor exceed \$10 per hour, and not last longer than 520 hours or three (3) months. Employer wage reimbursement is negotiated and identified on the Transitional Employment Agreement signed by both the Employer and subrecipient. The existing support service policy will apply to individuals receiving transitional employment services as outlined on their Individual Employment Plan.

## **ACTION:**

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



---

# DISLOCATED WORKER

---

---

# ASSESSMENT POLICY (ADULT AND DISLOCATED WORKER)

---

Policy #: 2024-P-09

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for assessment protocols for the WIOA Adult and Dislocated Worker program.

## **POLICY:**

After an applicant to the Adult or Dislocated Worker program has been found eligible, the applicant must complete the mandatory assessments prior to receiving their first service in the WIOA program. A participant can take up to 45 days from the date of eligibility certification to complete the mandatory assessments outlined below.

## **PROCEDURE(S):**

The following assessments must be administered and the results/information obtained from those assessments must be used to write the Individual Employment Plan.

1. CASAS Goals Math and Reading (administered during the application process but documented during assessment)
2. O'Net - Interest Profiler (mynextmove.org) **OR** Career One Stop Interest Assessment (careeronestop.org)
3. Verbal Interview/Assessment Narrative

CASAS Goals Math and Reading assessments are administered during the application process and scores are documented in the application (see policy Determining Low Literacy Policy # 2020-P-07). The scores can also be captured in JMS under Assessment> Basic Skills Assessments, CASAS is in the drop down and you can list the Raw Score for each section.

## **Add "Assessment" to the activities section of JMS:**

The WCS must add the assessment activity on the day that the applicant completes the first of the mandatory assessments.

To add "Assessments" to the activities section of JMS:

1. In JMS, go to Services – create activity
2. Enter all mandatory fields
3. Enter 220 for the activity code
4. Actual Start Date – the date that the applicant completes the first of the mandatory assessments

5. Projected End Date – the timeline estimated to complete all of the assessments. Must be within 45 days of the eligibility certification date
6. Comments – A description that includes the names of the assessments that the applicant will complete

### **Completed “Assessment” in the activities section of JMS:**

Once all of the mandatory assessments have been completed, the WCS must update the Objective Assessment activity in JMS.

1. Last Activity Date– this is the date that the last assessment was completed
2. Completion Code–
  - a. Successful Completion- If the applicant completed all of the mandatory assessments and is slated to enter into Services
  - b. Unsuccessful completion – If the applicant did not complete all of the mandatory assessments and is not slated to enter into Services

### **Documentation of Assessments:**

The WCS must make sure that all of the assessments are added to the participants JMS case file in the documents section of JMS. All assessments (O’Net and Verbal Interview/Assessment Narrative) should be saved as **ONE DOCUMENT PACKAGE** and should be titled “Assessments”. The Objective Assessment Tab in JMS does not have to be completed as long as the assessments are uploaded and a note with the details of the initial assessment is added to JMS.

Additionally, the observations and information gathered during the assessment process must be documented in JMS notes. The WCS shall create one note regarding the information that has been obtained from the assessments. The note should address the participant’s skills and needs in the following eight (8) areas:

1. Aptitudes
2. Developmental Needs
3. Employability
4. Interests
5. Occupational Skills
6. Prior Work Experience
7. Review of Basic Skills
8. Support Service Needs

### **Creation of the Individual Employment Plan (IEP):**

Once all of the steps of the assessment phase is complete, a participant’s Individual Employment Plan (IEP) can be created, as the participant is eligible to receive WIOA services. The WCS should work with each participant on creating the goals and objectives within the IEP. As the individual progresses through the program, the IEP should be re-evaluated to see if goals and objectives have been accomplished and whether new goals and objectives should be added.

### **ACTION:**

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

---

# DISLOCATED WORKER ELIGIBILITY POLICY

---

Policy #: 2024-P-05 Previous #: none

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

## **PURPOSE:**

To provide guidance regarding enrolling eligible participants in the WIOA Title I Dislocated Worker Program.

## **POLICY:**

WIOA provides for a workforce system that is universally accessible, customer centered, and training that is job driven. This policy provides guidance for determining the eligibility of individuals to be enrolled and provided services through the WIOA Dislocated Worker Program. The WIOA Dislocated Worker formula program is one pivotal piece of the WorkSource delivery system, which is the foundation of the workforce system.

WIOA Career Specialists (WCS) are to ensure that all individuals interested in and eligible to receive services through the WIOA Dislocated Worker program are determined eligible through the guidance provided within.

## **PROCEDURE(S):**

Enrollment into a WIOA funded program occurs at the point where there is significant staff involvement. Significant staff involvement includes staff's assessment of a participant's skills, education, or career objectives to assist the participant in making a decision or accessing information, compared to staff providing a participant with readily available information that does not require an assessment.

Individuals interested in receiving services under the Dislocated Worker program must meet the general eligibility criteria before being enrolled in the program. General eligibility criteria include being a U.S. citizen or otherwise legally entitled to work in the U.S. and be registered with selective service, if applicable. If an individual meets the general eligibility criteria, the WCS will then complete the Dislocated Worker Eligibility Criteria Documentation Checklist to determine if the individual is eligible for services under the Dislocated Worker Program. The individual must meet all of the requirements in one of the following categories in order to be eligible for the Dislocated Worker Program:

### **Category A – Recently Dislocated**

- A.1.** Has been terminated or laid off, or who has received a notice of termination or layoff, from employment.  
**and**
- A.2.** a) is eligible for or has exhausted entitlement to unemployment compensation,  
**or**  
b) Has been employed for a duration sufficient to demonstrate, to the appropriate entity at a NH Works center referred to in Section 134 (c), attachment to the work force, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a State unemployment compensation law.  
**and**

**A.3.** Is unlikely to return to a previous industry or occupation.

**Notes:**

- Military Service members that are honorably discharged either voluntarily or involuntarily from Military service are deemed to meet Category A1 and A2. These individuals must also meet the criteria outlined in A3.
- Military Spouses that must leave their jobs to follow their spouse are deemed to meet Category A1 and A2. These individuals must also meet the criteria outlined in A3. These individuals may also meet “Displaced Homemaker” criteria as outlined in Category D.
- Individuals who are laid off or terminated because of the cyclical/intermittent/seasonal nature of their employment may be provided services under this category; however, such services should be made available only to those individuals interested in developing skills in non-seasonal occupations and not maintenance of the existing employment status.
- Workers employed on a temporary or seasonal basis, including those employed by a temporary agency, and workers who had been aware of the beginning and ending dates of their terms of employment, may be eligible for Dislocated Worker services when their temporary assignments are completed if they meet the Dislocated Worker eligibility criteria.
- In the case where the worker is employed by a temporary agency but loses work due to a layoff by the worksite employer, that worker may be eligible for Dislocated Worker services. A notice of layoff must be provided by either the workers employer or the employer of record. Documentation of “unlikely to return” should be based on the industry or occupation of dislocation rather than that of the temporary agency.

**Category B – Plant Closure / Substantial Layoff**

**B.1.** Has been terminated or laid off, or has received a notice of termination or layoff, from employment because of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise.

**and**

**B.2.** Individual is employed at a facility where the employer has made a general announcement that such facility will close within 180 days.

**or**

**B.2.** For purposes of eligibility to receive basic and individualized career services only, is employed at a facility at which the employer has made a general announcement only that such facility will close.

**Category C – Self-Employed**

**C.1.** Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed because of general economic conditions in the community which the individual resides or because of natural disasters.

**Category D – Displaced Homemaker**

**D.1.** Individual has been providing unpaid services to family members in the home.

**and**

**D.2.** who has been dependent on the income of another family member but is no longer supported by that income

**and**

**D.3.** is unemployed or underemployed and is having trouble in obtaining or upgrading employment.

If the individual meets the eligibility criteria, the WCS shall complete a WIOA Application within the Job Match System (JMS) and complete all documentation as needed. Should the individual not be eligible for the

Dislocated Worker program, the WCS shall complete a referral to a partner organization that may be able to assist the individual with their career goals.

**ACTION:**

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

**ATTACHMENT:** Dislocated Worker Eligibility Criteria Documentation Checklist

**Dislocated Worker Eligibility Policy –  
Dislocated Worker Eligibility Criteria  
Documentation Checklist (Provided Only in  
PDF Form)**

This is the TOC Link for the attachment. The attachment begins on next page.

# Dislocated Worker Eligibility Criteria Documentation Checklist

Customer Name: \_\_\_\_\_

Case File #: \_\_\_\_\_

CATEGORY A	Applicant Must Meet <u>All</u> Three Conditions (A.1, A.2 and A.3) at the time of WIOA Application						
	A.1	AND	A.2.a.	OR	A.2.b.	AND	A.3
<b>RECENTLY DISLOCATED<sup>1</sup></b>	<b>A.1 Terminated or Laid-off</b>		<b>A. 2.a Eligible for or exhausted UC benefits</b>		<b>A. 2. b Employed for duration sufficient to demonstrate workforce attachment, but not UC eligible due to insufficient earnings or employer was not covered under UC.</b>		<b>A. 3 Unlikely to return to a previous occupation.<sup>2</sup></b>
<b>ACCEPTABLE DOCUMENTATION OPTIONS<sup>3</sup></b>  (In most cases only one document from each column per eligibility criterion is required)	<b>Terminated or Laid-off</b>		<b>UC Eligible<sup>5</sup></b>		<b>Sufficient Duration<sup>6</sup></b>		<b>Unlikely to Return</b>
	<input type="checkbox"/> Layoff / Termination Letter <input type="checkbox"/> Severance Letter <input type="checkbox"/> Statement from Employer <input type="checkbox"/> Employment Verification <input type="checkbox"/> Telephone Verification Form (Dislocation Date Documentation) <input type="checkbox"/> Electronic Dislocation Date Verification Form <input type="checkbox"/> Electronic Employment Verification Form <input type="checkbox"/> Letter from Union Representative (Dislocation Date Documentation) <input type="checkbox"/> Written verification of employment termination status documenting "Early/Forced Retirement" status <input type="checkbox"/> DD214, Report of Transfer or Discharge <sup>4</sup> <input type="checkbox"/> Other Military Separation Letter		<input type="checkbox"/> NHUIS Continued Claims Screen <input type="checkbox"/> Statement from UC rep. <input type="checkbox"/> Adjudication decision letter <input type="checkbox"/> NHUIS Claim Summary Screen		<input type="checkbox"/> Pay Stubs (3 – 6 months) <input type="checkbox"/> Employer Letter (length of employment & confirm UC taxes) <input type="checkbox"/> NHES Confirmation of UC employer coverage		<input type="checkbox"/> WIOA Career Navigator Case Notes <input type="checkbox"/> UC Profile <input type="checkbox"/> WIOA Career Navigator Case Notes for Military/Spouse
			<b>OR</b>		<b>AND</b>		
			<b>Exhausted UC</b>		<b>Insufficient Earnings<sup>7</sup></b>		
		<input type="checkbox"/> Statement from UC rep. (exhausted) <input type="checkbox"/> Letter from NHES re: UC exhausted		<input type="checkbox"/> UC Denial Letter (based on earnings) <input type="checkbox"/> Adjudication decision letter		<b>OR</b>	
				<b>Employer Not UC Covered</b>			
				<input type="checkbox"/> Statement from employer noting not subject to UC law (non-profit) <input type="checkbox"/> Statement from UC rep.- employer not subject to UC			

<sup>1</sup> In general "Recently Dislocated" means the individual was laid off within the preceding 12 months or collecting unemployment and meets the conditions set forth in Criteria A1, A2 & A3 above. See "Interim Employment" policy if applicant has worked since being laid off.

<sup>2</sup> Is unlikely to return to a previous industry or occupation is defined as status of an unemployed worker as having limited opportunities for employment due to factors such as: skill oversupply, obsolete skills, no job offers received, physical limitations or disabilities, local layoff impact/significant negative impact on availability of jobs in the applicants primary occupation and accustomed wage/hour/skill level. Factors must be documented in the participant's file by the WIOA Career Navigator.

<sup>3</sup> The document used to verify eligibility must provide the specific information needed to establish authenticity and eligibility status, e.g. a layoff letter must be on company letterhead, include the applicants name, specifically state that the applicant was laid off and identify the applicant's last date of employment.

<sup>4</sup> Military Service/Military Spouses are deemed to automatically meet A.1 and A.2, but must document A.3 status; refer to "Military Service Members/Military Spouses Policy for more details.

<sup>5</sup> An individual does not need to be receiving UC to be considered "UC eligible". For the purpose of determining Dislocated Worker eligibility, UC eligible means that the employer from which the worker was dislocated was paying unemployment taxes on the wages of the applicant, and the worker earned wages sufficient to reasonably assume a favorable UC eligibility determination once the UC paperwork is processed (e.g., dislocated workers receiving severance pay). These individuals must also meet the criteria outlined in A.1 and A.3 above.

<sup>6</sup> Demonstrating sufficient attachment to the workforce is defined as follows: an individual who is not eligible for UI but was employed for at least 3 consecutive months during the last 12 months, or a seasonal worker who had been employed 30 out of the last 52 weeks. These individuals must also meet the criteria outlined in A.1 and A.3 above.

<sup>7</sup> Insufficient Earnings is an acceptable reason for being denied UC benefits, when the worker would otherwise be eligible for UC benefits. The Employer is not covered under UC tax law (i.e. some non-profits) is the other acceptable reason. Individuals who quit and/or are fired (terminated) for good cause (i.e., not eligible for UC benefits) are not eligible for the dislocated worker program.

WIOA Career Navigator Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Dislocated Worker Eligibility Criteria Documentation Checklist

Customer Name: \_\_\_\_\_

Case File #: \_\_\_\_\_

CATEGORY B	Both Conditions (B.1 & B.2) Must be Met To Qualify An Individual as a Dislocated Worker Under this Category	
	B.1	B.2
<b>PLANT CLOSURE / SUBSTANTIAL LAYOFF</b>	<b>B.1 Permanent Closure / Substantial Lay-off<sup>8</sup></b>	<b>B. 2.a. General Announcement within 180 days of closure<sup>9</sup></b> <b>OR</b> <b>B. 2.b. General Announcement Only<sup>10</sup></b>
<b>ACCEPTABLE DOCUMENTAION OPTIONS</b>  (Both individual (B.1) and company status (B.2) documentation is required)	<b><i>Permanent Closure</i></b>	<b><i>General Announcement with Specific Layoff Date</i></b>
	<input type="checkbox"/> All forms of documentation listed under Recently Dislocated A. 1. (excluding Military Service/Spouse category) (to verify employment and dislocation date) <input type="checkbox"/> Company Lay-off List (master list at SNHS- verify employment & dislocation date) <input type="checkbox"/> Pay Stubs (with individual and company name to verify employment <u>only</u> ) <input type="checkbox"/> Self-statement (only when no other documentation is available, WIOA Program Manager approval required)	<input type="checkbox"/> Statement from Employer or Union Representative (corroborating closure date) <input type="checkbox"/> WARN Notice <input type="checkbox"/> NH Works Rapid Response Fact Finding Report <input type="checkbox"/> Copy of printed media/announcement (must include company name, location and anticipated layoff date)
	<b>OR</b>	<b>OR</b>
	<b><i>Substantial Lay-off<sup>11</sup></i></b>	<b><i>General Announcement Only (no specific layoff date/notice)</i></b>
	<input type="checkbox"/> All forms of documentation listed under Recently Dislocated A. 1. (excluding Military Service/Spouse category) (to verify employment and dislocation date) <input type="checkbox"/> Company Lay-off List (master list at SNHS)	<input type="checkbox"/> Statement from Employer or Union Representative <input type="checkbox"/> Printed Media article / announcement describing the layoff (copy must include who published the article and the date of publication).

<sup>8</sup> Plant Closure/Substantial Layoff – emphasis is on providing basic career and individualized career services to a group of laid -off workers as quickly as possible. Must document that the worker was/will be laid off from a plant closure/substantial layoff and verify that the company qualifies under this definition. Individual workers do not need to verify attachment to UC or unlikely to return to previous occupation for eligibility purposes. However, unlikely to return to previous occupation is a factor when determining appropriateness for retraining services.

<sup>9</sup> The term “general announcement” of a plant closing means a public announcement of a plant closing as confirmed by written notice from an employer or layoff or termination notice; WARN notice, newspaper article; documentation that disaster necessitated business closure or layoff; foreclosure notice; internet documents or other such published or electronically generated reports. The announcement must include projected closure date (with the exception of clause B.2), and be verifiable. Workers are eligible for all services (i.e., basic career, individualized career & training) provided the plant closure/substantial layoff will take effect within 6 months (180 days) from the date of notice. Typically “general announcement” documentation/verification is maintained at SNHS and/or at the State level.

<sup>10</sup> “General Announcement Only” refers to public announcements of an impending closure/substantial layoff without any specifics on when the event will take place and/or specifics on which workers will be affected and when they will be notified/laid-off. In these situations, Rapid Response basic career and individualized career services only may be provided with individual dislocated worker eligibility determined once specific layoff information is available, for the recipient of training services.

<sup>11</sup> The term “substantial layoff” is defined as any reduction-in-force which is not the result of a plant, facility, or enterprise closing and which results in an employment loss at any single site of employment during any 30 day period that represents at least 30 full-time employees during a 6 month period, or any reduction in force of at least 25% of a company’s workforce at a single site during a 6 month period, as determined by the WIOA Administrator.

WIOA Career Navigator Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Dislocated Worker Eligibility Criteria Documentation Checklist

Customer Name: \_\_\_\_\_

Case File #: \_\_\_\_\_

CATEGORY C	Either Condition C.1 or C.2 Must be Met To Qualify An Individual as a Dislocated Worker Under this Category				
	C.1	OR	C.2		
<b>SELF-EMPLOYED<sup>12</sup></b>	<b>C.1 Unemployed as a Result of General Economic Conditions<sup>13</sup></b>		<b>C.2 Unemployed as a Result of Natural Disasters<sup>14</sup></b>		
<b>ACCEPTABLE DOCUMENTATION OPTIONS</b>	<input type="checkbox"/> Applicant Statement (closure tied to economic conditions) <input type="checkbox"/> Career Navigator Case Notes (specify related closures/substantial layoffs) <input type="checkbox"/> Record of Business Closure <input type="checkbox"/> Copy of Completed Income Tax Return (most recent tax year) <input type="checkbox"/> Bankruptcy Documents (name of business & applicant) <input type="checkbox"/> Business License (document self employed status)		<input type="checkbox"/> Official Federal / State/Local Declaration of Disaster		
CATEGORY D	Applicant Must Meet <u>All</u> Three Conditions (D.1, D.2 and D.3) at the time of WIOA Application				
	D.1	AND	D.2	AND	D.3
<b>DISPLACED HOMEMAKER<sup>15</sup></b>	<b>D.1 Providing Unpaid Services<sup>16</sup></b>		<b>D.2 Income No Longer Available<sup>17</sup></b>		<b>D.3 Unemployed/Underemployed<sup>18</sup></b>
<b>ACCEPTABLE DOCUMENTATION OPTIONS</b>	<input type="checkbox"/> Applicant Statement		<input type="checkbox"/> Death Certificate or Notice <input type="checkbox"/> Legal Separation or Divorce/Court Decree <input type="checkbox"/> Documents Affirming Spouse's Notification of Layoff or UC Claim <input type="checkbox"/> Spouse's Medical / Disability Records <input type="checkbox"/> Military Spouse (Active Duty Deployment or Recent Discharge)		<input type="checkbox"/> Applicant Statement (unemployed) <input type="checkbox"/> Pay Stubs (underemployed – limited hours) <input type="checkbox"/> Career Navigator Case Notes (underemployed for skill level – i.e., current employment in relation to education /skill level)

<sup>12</sup> Self-Employed Dislocated Worker is defined as follows: was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters. Dislocated worker status for self-employed individuals needs to be brought to the attention of the WIOA Program Manager / WIOA Statewide Administrator for final approval.

<sup>13</sup> For the purpose of determining dislocated worker status for self-employed applicants, "unemployed as a result of general economic conditions in the community" is tied to the negative impact on the applicant as a result of failure or closure of one or more businesses in the community or substantial layoffs in one or more businesses in the community that had a direct effect on the individual's unemployment; depressed price(s) or market(s) for articles produced by the self-employed individuals; inability to turn a profit during preceding 12 months; inability to obtain capital necessary to continue operations; or other event indicative of the likely insolvency of the farm, ranch or business.

<sup>14</sup> Natural disasters that cause the unemployment of a self-employed individual include: hurricane, tornado, storm, flood, high water, wind-driven water, tidal waves, tsunami, earthquake, volcanic eruption, landslide, mudslide, avalanche, drought, fire, explosion, snow storm or other catastrophe.

<sup>15</sup> Military Spouses may be determined eligible under this category. (Refer to "Military Service Members / Military Spouses Policy".)

<sup>16</sup> The definition in WIOA Section 101(10) includes only those individuals who were dependent on a family member's income. Those individuals who have been dependent on public assistance may be served in the adult program.

<sup>17</sup> For the purpose of determining eligibility based on meeting the conditions set forth in clause D.2., alimony is not considered a replacement for loss income.

<sup>18</sup> The term "underemployed" means an individual who is working part-time but desires full-time employment or who is working in employment not commensurate with the individual's demonstrated level of educational attainment. For example, a college graduate in microbiology that cannot find employment in his/her field and ends up working as a clerk in a department store.

WIOA Career Navigator Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# ENROLLMENT AFTER EXIT SERVICES POLICY

---

Policy #: 2021-P-01 Previous #: 2021-P-01

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

## **PURPOSE:**

To provide guidance regarding enrolling participants in WIOA Title I funded programs after exiting a WIOA Title I funded program.

## **POLICY:**

The Office of Workforce Opportunity (OWO) understands that there are certain circumstances that might warrant a former WIOA Title I participant to come back for enrollment in the same or different Title I funded program.

## **PROCEDURE(S):**

The WIOA Career Specialist (WCS) will complete the WIOA Additional Enrollment After Exit form to explain why the participant should be enrolled into the program. The form should also include whether the participant utilized any training funds during their prior participation in WIOA Title I. The form should be typed, easily understandable and contain all the information necessary to make a determination. The WCS should submit the request to their WIOA Program Manager (WPM) who will review the form for completeness. The completed form should then be sent to the OWO Program Administrator for approval/denial. OWO will review the documentation provided and will decide within 10 days of receiving the request. To maintain flexibility when it comes to these types of situations, each case will be evaluated on a case-by-case basis.

Any training funds that the individual utilized during prior enrollments, will no longer be available for the participant to utilize. Training funds are per participant, per program, over their lifetime. Should a participant who has been approved enrollment after exit require a waiver for training funds, the WCS will need to note this on the waiver request.

## **ACTION:**

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

**ATTACHMENT:** WIOA Additional Enrollment after Exit form



## WIOA Enrollment After Exit Form

Agency Submitting Request: \_\_\_\_\_

WIOA Career Specialist Requesting Waiver: \_\_\_\_\_

Participant State ID # from JMS (if applicable) or Participant Name: \_\_\_\_\_

Program exited from: \_\_\_\_\_

Reason for exit: \_\_\_\_\_

Reason for request for additional enrollment: \_\_\_\_\_

Justification for request: \_\_\_\_\_

---



---



---

OWO Staff Member:

Approved

Denied

Comments:

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# FOLLOW UP/POST EXIT SERVICES POLICY

---

Policy #: 2024-P-04 Previous #: 2020-P-001

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

## **PURPOSE:**

To clarify and provide guidance to WIOA Career Specialists (WCS) in providing post-employment/follow-up services to adult and dislocated worker program participants. Follow-up services help ensure that participants continue to succeed in employment and educational goals after completion of participation in the Title I programs.

## **POLICY:**

Post-employment/follow up services must be made available for a minimum of 12 months to all individuals who have exited from the WIOA Adult and Dislocated Worker Programs. The goal of follow-up services is to ensure job retention, wage gains, and career progress for participants who have been referred to and accepted unsubsidized employment. Delivery of post-employment follow-up services can occur between the first 30 days after exit up to 12 months after exit.

## **PROCEDURE(S):**

It is incumbent upon each WIOA Career Specialist (WCS) to schedule and complete these follow-up contacts. WIOA Program Managers will monitor adherence to these requirements as part of their regular participant file reviews.

Methods to contact individuals may include:

- E-mail or Mail Job Placement letters to customers using address they provided at intake or updated.
- Make contact with customer via phone during day or evening.
- Reach customer through secondary/emergency phone number.

Post-employment services may include but are not limited to: additional career planning and counseling; contact with participant's employer, including assistance with work-related problems that may arise; peer support groups; information about additional educational opportunities; and referral to supportive services available in the community. The intensity of appropriate follow-up services will vary among different participants. Examples include:

- Individuals who have multiple barriers and limited work histories requiring significant follow-up services to ensure long-term success in the labor market,
- Individuals who identify an area of weakness in the training provided by WIOA prior to placement that will affect their ability to progress further in their occupation or to retain their employment.

Information gathered during the monthly post-employment follow-up contact will be entered in the JMS “Notes” and “Follow-Up” section.

**Terminating Follow-Up Services:** Although follow-up services must be made available, not all of the participants who exit will need or want such services. Sometimes repeated attempts to contact a participant using these methods will prove unsuccessful in obtaining a response from the individual. If the WCS is unable to contact the exited participant after repeated, reasonable efforts to do so (*minimum 3 attempts in the 30-day period following the scheduled contact point*), the participant will be deemed to have declined the offer of follow up services. In such cases, there must be sufficient documentation in JMS to support this. The WCS will make sure that the details of contacts and attempts to contact are added to the JMS “Notes” section.

If a participant informs the WCS they no longer wish to be contacted or to receive follow up services, it is considered a refusal of services by an exited participant and requires immediate documentation in JMS “Notes”.

**ACTION:**

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

---

# ON-THE-JOB TRAINING POLICY

---

Policy #: 2020-P-02 Previous #: 2020-P-002

Source: 7/1/2021, Nov. 19, 2021, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To provide guidance regarding On-the-Job Training (OJT) Services under WIOA Title I Adult and Dislocated Worker funded programs.

## **POLICY:**

The [Workforce Innovation and Opportunity Act \(WIOA\)](#) defines “on-the-job training” (OJT) as training by an employer that is provided to a paid participant while engaged in productive work in a job that:

- Provides knowledge or skills essential to the full and adequate performance of the job;
- Provides reimbursement (up to 50%) to the employer for the extraordinary costs of providing training and additional supervision related to training,
  
- and
  
- Is limited in duration to the occupation for which the participant is being trained. Factors that can be taken into account include: the content of the training, the prior work experience of the participant, and the service strategy of the participant.

OWO adopts this policy to guide the investment of WIOA Title I Adult and Dislocated Worker funds in OJT opportunities. The investment of these funds in OJT will be driven by strategic priorities, high priority occupations and related targeted industry clusters as well as by local employers with an unmet workforce need.

## **PROCEDURE(S):**

### **Participant Eligibility:**

Participants of WIOA Title I Adult and Dislocated Worker funded programs who meet the eligibility requirements for training will have access to OJT opportunities. OJT opportunities are available to participants who:

- After an interview, evaluation or assessment and career planning, staff have determined that the individual:
  - Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previously employment through career services.
  - Is in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment.
  - Has the skills and qualifications to participate successfully in training services.

- Have selected a program of training services that is linked directly to the employment opportunities in the local area or in another area to which the individual is willing to commute or relocate.
- Are unable to obtain grant assistance from other sources to pay for training.

The participant's case file must contain a determination of need for training services as determined through the interview, evaluation, or assessment and career planning informed by local labor market information, training provider performance information, or through any other career services received. In addition, all OJT requests are subject to review and must be reasonable based on factors such as trainee experience, appropriate hourly wages, trainee needs, work experience, and any other relevant factors. The length of the training is determined by using the approved training plan.

### **Employer Eligibility and Requirements:**

OJTs are available to employers or registered apprenticeship program sponsors in the public, private non-profit, or private sector. OJT funds will not be used to directly or indirectly aid in the filling of a job opening that is vacant because the former occupant is on strike or is being locked out in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage. An OJT contract will not be approved for an employer who has received payments under previous contracts under WIOA or the Workforce Investment Act (WIA) if the employer has exhibited a pattern of failing to provide OJT participants with continued long-term employment as regular employees with wages, benefits (including health benefits), and working conditions at the same level and to the same extent as other employees working a similar length of time and doing the same type of work.

### **Prohibitions:**

On the Job Training (OJT) in occupations with the following characteristics are prohibited:

- Occupations where commissions, tips or piece work are the main source of income.
- Occupations that are intermittent, temporary and/or seasonal in nature.
- Low skilled occupations/industries, where minimum wage is not offered and/or high turnover exists.
- Occupations/industries with a substantial number of experienced and able workers currently unemployed.

Training positions for commission salespersons, bartenders, seasonal workers, occupations requiring licensing as a prerequisite for hiring, and for those employed on a piece-work basis are usually not appropriate for OJT.

A participant in an OJT will not be employed in or assigned to a job if:

- Any other individual is on layoff from the same or any substantially equivalent job;
- The employer has terminated the employment of any regular, unsubsidized employee or otherwise caused an involuntary reduction in its workforce with the intention of filling the vacancy with the participant; or
- A participant in a program or activity authorized under Title I of WIOA must not displace (including a partial displacement, such as a reduction in the hours of non-overtime work, wages, or employment benefits) any currently employed employee (as of the date of the participation).

OJTs are not intended to impair any existing contracts for services or collective bargaining agreements. When a program or activity authorized under Title I of WIOA would be inconsistent with a collective bargaining

agreement, the appropriate labor organization and employer must provide written concurrence before the program or activity begins.

### **Contract Provisions:**

- All OJT contracts must meet established standards of wage requirements. The minimum wage for an OJT contract is a starting wage of \$11.00 per hr.
- The cap for formula OJT contracts is \$5,500.00.
  - Exceptions to the \$5,500 cap may be made with a waiver request signed approved by OWO.
- A minimum of 30 hours per week will be required for any OJT contract.
- When special cases/situations warrant consideration, waivers may be granted by Program Managers, on any of the following: the minimum OJT starting wage; the minimum of 30 hours; or the total maximum cost of an OJT if requested, justified, and approved by OWO.
- The employer will maintain time and attendance, payroll, and other records to support amounts invoiced and reimbursed under OJT contracts in compliance with State and Federal laws and regulation.
- Modifications to the OJT contract can be made as needed through mutual agreement of the employer and subrecipient.
- Employers do not need to provide a credential for participants completing an OJT. There is no type of recognized credential for OJT participants.

WCS's will make sure that each participant that is requesting an OJT has a signed IEP (Individual Employment Plan)/ISS (Individual Service Strategies) and Assessments with goals and objectives to support the request for an OJT.

WCS's will submit a completed OJT Packet to their local WIOA Program Manager for approval. The packet will include:

- On-the-Job Training Employer Eligibility Checklist
- On-the-Job Training Documentation Checklist
- On-the Job Training Contract
- On-the-Job Training Outline
- On-the-Job Trainee Agreement

A copy of the OJT Packet will be scanned into the JMS case management system as **one complete document**.

### **OJT Voucher Process**

All OJT Vouchers must be processed in the JMS case management system. WCS shall enter the information and submit vouchers to their WIOA Program Manager for approval. The WIOA Program Manager will process an approval for the OJT Voucher in JMS as soon as possible or notify the WCS of any outstanding issues that need to be resolved before approval can be made.

All OJT vouchers must be processed, dated, and signed prior to the start of the OJT. In no case will an OJT voucher be authorized after the start of the OJT.

### **OJT Case Management**

The WCS will track and record customer progress throughout the OJT on at least a monthly basis. Services and notes in the JMS case management system will be updated at least once monthly for every customer receiving an OJT. This will help ensure a successful outcome.

A supply of transportation or childcare reimbursement forms will be given to the customer to return to the WCS weekly if applicable. Additionally, the employer will need to submit evidence of attendance and payroll records in order to receive reimbursement. These records must be uploaded into the JMS system to document the OJT.

The WCS must schedule an onsite visit with the employer and customer to discuss the progress of the OJT. This onsite visit should be documented and the documentation uploaded into JMS.

**ACTION:**

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

**ATTACHMENTS:**

1. On-the-Job Training Employer Eligibility Checklist
2. On-the-Job Training Documentation Checklist
3. On-the Job Training Contract
4. On-the-Job Training Outline
5. On-the-Job Trainee Agreement
6. On-the-Job Training Invoice
7. On-the-Job Trainee Work Evaluation
8. On-the-Job Training Site Visit Summary
9. On-the-Job Training Contract Modification



## On-The-Job Employer Eligibility Checklist

### SECTION 1 - EMPLOYER INFORMATION

EMPLOYER LEGAL BUSINESS NAME:		FEIN #:	NHES #:
FORMER NAME(S) UNDER WHICH EMPLOYER CONDUCTED BUSINESS:			
CONTACT PERSON:		TITLE:	
EMPLOYER ADDRESS:			
CITY:		STATE:	ZIP:
PHONE:	FAX:	EMAIL:	
TYPE OF ORGANIZATION: <input type="checkbox"/> INDIVIDUAL <input type="checkbox"/> PARTNERSHIP <input type="checkbox"/> LIMITED LIABILITY CORPORATION (LLC) <input type="checkbox"/> FOR PROFIT <input type="checkbox"/> NON-PROFIT <input type="checkbox"/> OTHER (specify)			
COMPANY NAICS CODE: (Industry Classification Code)		# OF CURRENT EMPLOYEES	YEARS IN EXISTENCE:
IS THE BUSINESS BEING SOLD OR MERGING WITH ANOTHER COMPANY? <input type="checkbox"/> YES <input type="checkbox"/> NO			
PAY FREQUENCY:			

### SECTION 2 - COMPANY REVIEW

- 3) WARN notices have previously been filed. If yes, explain on reverse side.  Yes     No
- 4) The company has not exhibited a pattern of failing to provide Trainees with continued long-term employment.  Agree     Disagree

### SECTION 3: MEETING FEDERAL CRITERIA

- 10) Company verifies WIOA Title I funds will not be used to relocate in whole or in part.  Yes     No
- 11) Company has operated at current location for at least 120 days  Yes     No
- b) If less than 120 days and the business relocated from another area in the U.S. were employees laid off at the previous location as a result of the relocation?  Yes     No

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

- 12) Company commits to providing long-term employment for successful Trainees.  Yes  No
- 13) Funds will not be used to directly or indirectly assist, promote or deter union organizing.  Agree  Disagree
- 14) The Retention Incentive Program will not result in the full or partial displacement of employed workers.  Yes  No
- 15) Trainee wages to be paid are at least equal to:
  - a) The Federal, state or local minimum wage (Fair Labor Standards Act).  Yes  No
  - b) Other employees in the same occupation with similar experience.  Yes  No
- 16) Trainees will be provided the same workers' compensation, health insurance, unemployment insurance, retirement benefits, etc. as regular employees.  Yes  No
  - c) Worker's Compensation Company: \_\_\_\_\_
  - d) Account #: \_\_\_\_\_ c) Effective Dates: \_\_\_\_\_ to \_\_\_\_\_
- 17) The employer will comply with the non-discrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act of 2014 and its regulations.  Yes  No
- 18) **Employer meets requirements of the pre-award.**  Yes  No

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

TYPE/PRINT NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## On-The-Job Documentation Checklist

WIOA Title I Funding Source

- Adult  DW

Customer Name: \_\_\_\_\_ SID#: \_\_\_\_\_

Documents in JMS File (Please Check)

- Assessments  IEP

IEP and Assessment contain the following items:

- Previous Occupation
- Marketability of Current Skills / Barriers to Re-Employment
- Employment Goal
- Client Suitability for Employment Goal Occupation
- Skills Gaps Defined

On The Job Training Documents (Please Check)

- WIOA OJT Training Agreement
- OJT Training Outline
- OJT Training Invoice
- OJT Employer Eligibility Checklist
- OJT Trainee Work Evaluation
- OJT Trainee Agreement

WIOA Career Specialist Name Printed \_\_\_\_\_

WIOA Career Specialist Signature \_\_\_\_\_ Date \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## On-The-Job Training Contract

Trainee Name: \_\_\_\_\_

Fund Source: \_\_\_\_\_

State ID Number: \_\_\_\_\_

Employer Name: \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_

NH Works Office: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

## WIOA On-The-Job Agreement

CONTRACT NO: \_\_\_\_\_ MOD #: \_\_\_\_\_ DATE: \_\_\_\_\_

### Employer Information

EMPLOYER LEGAL BUSINESS NAME:	FEIN #:	NHES #:
FORMER NAME (S) UNDER WHICH EMPLOYER CONDUCTED BUSINESS:		
CONTACT PERSON:	JOB TITLE:	
EMPLOYER ADDRESS:		
CITY:	STATE:	ZIP:
TELEPHONE:	FAX:	EMAIL:
TYPE OF ORGANIZATION:		
COMPANY NAICS CODE:	# OF CURRENT EMPLOYEES:	YEARS IN EXISTENCE:
IS THE BUSINESS BEING SOLD OR MERGING WITH ANOTHER COMPANY?		

### Trainee Information

Trainee Name:	SS #:	Telephone:
Beginning Date:	End Date:	Total Training Hours:
Pay Frequency:	Job Title:	O*NET Occupation Code:
Hourly Wage:	Reimbursement Rate: %    \$	Maximum Reimbursement:
Graduated Wage Rate or special conditions (if applicable):		

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

## Purpose and Makers:

The purpose of this contract is to enter into an agreement for the provision of On-the-Job Training for **(Trainee)** which is designed to result in marketplace employment skills. The agreement is entered into between **(Employer)** hereinafter referred to as "Employer" and **(ENTER NAME OF SUBRECIPIENT)** hereinafter referred to as "Provider".

A WIOA Career Specialist (WCS) will be assigned as the party to which concerns or problems shall be reported by the Employer. The Trainee shall report any concerns or problems to his/her WIOA Career Specialist (WCS).

## General Terms and Conditions

11. *Statement of Work.* The Employer agrees to provide the training identified in the "Training Outline" through a qualified individual, and to ensure that the Trainee is provided with the necessary skills and knowledge to adequately perform the job. This agreement must be executed prior to the Trainee's start of work. *Please note that the maximum number of OJT contracts initiated with an employer shall not exceed 25% of the current workforce.*
12. *Time and Wage.* All parties agree that the period of the contract shall be as stated on the previous page and wages to be as set forth therein. Unless otherwise specified before, the Trainee will train for 8 hours per day, for a total of 40 hours per week. Wages shall be paid at the rate specified above minus deductions required by law. The Trainee shall be paid consistent with employer's normal payroll cycle. The Employer must inform the WCS of any pay increases that occur during the OJT. *Please note that OJT wages paid to the trainee must be at a minimum of \$11.00 per hour unless approved by the WIOA Program Manager.*
13. *Notification of Concerns.* The Employer will inform the WCS immediately when any problems or disputes arise during the training period concerning the Trainee's progress in the training program, work habits, or behavioral problems affecting the Trainee's participation in the program. The Employer will in good faith and with the assistance of the WCS make all reasonable efforts to resolve such problems and disputes.
14. *Trainee Concerns.* The Trainee is responsible to follow policies and procedures of the Employer, and to report any concerns or unresolved issues to his/her WCS.
15. *Suspension of Trainee.* The Employer may, if it is necessary to prevent interference with the efficient operation of the Employer's business, suspend the Trainee. Immediately upon such suspension, the Employer must give notification to the WCS stating the reasons which make such suspension necessary. As soon as practicable within the suspension time, the Employer will meet with the WCS and the Trainee if both parties agree, and in good faith make all reasonable efforts to resolve the problems leading to suspension.
16. *Termination of Trainee.* Except for cause, the Employer will not terminate the Trainee without prior notice to the Trainee and reasonable opportunity for correction or improvement of performance including substandard or unsatisfactory progress or conduct.
17. *Invoicing & Evaluations.* The Employer will submit the Invoice Form and the Evaluation Form to the Fiscal Office (as stated on the invoice) at least once every month during the training period.
18. *Cancellation by Employer.* The Employer may cancel this agreement for any of the following reasons:
  - a. The Trainee has been terminated for cause;
  - b. After suspension, when meeting with all represented parties fails to resolve problem (s) leading to the suspension; or

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

- c. Upon fifteen (15) calendar days written notice to the WCS stating the reason why further participation by the Trainee in the training program would not result in the Trainee achieving the marketable job skill that is the intended purpose of this agreement.
19. *Cancellation by Provider.* The Provider may cancel this agreement if they determine that the Employer has failed to maintain a reasonable adherence to the provisions of this agreement, including all Employer assurances provided herein. The Provider may also cancel this agreement, after consultation with the Employer, if the Employer fails to provide the Trainee with instruction, opportunities, materials, or services identified in the training plan for the trainee to achieve the marketable job skills that are the intended purpose of this OJT agreement. In the event of such cancellation, the training will terminate.
20. *Modifications to Contract.* This contract shall not be modified unless done so in writing and signed. Any modification resulting in additional costs to the Employer and/or Provider shall require both signatures. Any modifications to the Training Outline shall require signatures by all parties.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

## Employer Assurances

The Employer hereby certifies that the following assurances are true and agrees to be in compliance with the following:

21. The trainee will be an employee of the company, and as such provided the same workers' compensation, health insurance, unemployment insurance, retirement benefits, etc. as all other full-time employees.
22. This contract shall not result in the full or partial displacement of employed workers.
23. WARN notices have previously been filed, where appropriate, in accordance with State law.
24. The company has not exhibited a pattern of failing to provide OJT Trainees with continued long-term employment.
25. Employer verifies WIOA funds will not be used to relocate in whole or in part.
26. Company has operated at current location for at least 120 days.
27. Funds provided under this contract will not be used to directly or indirectly assist, promote, or deter union organizing.
28. That the OJT will not impair existing agreements for services or collective bargaining agreements and that either it has the concurrence of the appropriate labor organization as to the design and conduct of an OJT, or it has no collective bargaining agreement with a labor organization that covers the OJT position.
29. That the Employer, in good faith, commits to providing long-term employment upon successful completion of the OJT.
30. That the company is financially solvent on the date of this contract, and the Employer's best projection is that they will remain financially able to meet contract obligations at the end of the training period, including OJT Trainee's retention.
31. That the Trainee wages to be paid are at least equal to
  - a. The state minimum wage (Fair Labor Standards Act); and
  - b. Other employees in the same occupation with similar experience.
32. That conditions of employment and training will be in full accordance with all applicable federal, state, and local laws and ordinances (including but not limited to anti-discrimination, labor and employment laws, environmental laws or health and safety laws).
33. That the company has not been debarred or suspended in regard to federal funding.
34. That no member of the OJT Trainee's immediate family is engaged in an administrative capacity for the Employer or will directly supervise the OJT Trainee. For the purpose of this contract, immediate family is defined as spouse, children, parents, grandparents, grandchildren, brothers, sisters or person bearing the same relationship to the OJT Trainee's spouse.
35. That the OJT Trainee will not be employed to carry out the construction, operation, or maintenance of any part of a facility that is used or to be used for sectarian instruction or as a place for religious worship.
36. The trainee is not authorized to submit or approve any invoices or documents related to payment or performance of the OJT.
37. That the OJT Trainee has not been hired into, or will remain working in, any position when any other person is on layoff from the same or substantially equivalent job within the same organizational unit or has been bumped and has recall rights to that position, nor if the OJT is created in a promotional line that infringes on opportunities of current employees.
38. That if the OJT is created in a promotional line, the OJT Trainee has not been hired into, or will remain working in, such a position that infringes on opportunities of current employees.
39. The OJT Trainee and regular employees of the OJT Company alleging displacement are made aware of their right to file a complaint under the applicable grievance procedures found at 20 CFR 667.600 and WIOA section 181, as well as the OJT Company's internal complaint and/or grievance procedure.
40. That no funds under this Act shall be used for payment of a fee charged to an individual for the placement of that individual in a training or employment program under the Act. The sub-recipient/contractor shall not charge a fee to any individual for the referral or placement of that individual in any program.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

The following parties hereby declare they have read and agree with the aforementioned terms of the agreement and execute same as authorized agents for the Employer and Provider:

_____	_____
Authorized Employer Representative Signature	Date
_____	_____
Print Authorized Employer Representative Name	Title

_____	_____
WIOA Career Specialist Signature	Date
_____	
WIOA Career Specialist Printed Name	

_____	_____
Trainee Signature	Date
_____	
Trainee Printed Name	

**WIOA Contact Information**

WIOA Career Specialist: \_\_\_\_\_ (Print Name)  
 \_\_\_\_\_ (Phone & Email)

WIOA Program Manager: \_\_\_\_\_ (Print Name)  
 \_\_\_\_\_ (Phone & Email)

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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





### On-The-Job Trainee Agreement

Trainee Name: \_\_\_\_\_

Fund Source: \_\_\_\_\_

State ID Number \_\_\_\_\_

Employer Name \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_

NH Works Office \_\_\_\_\_

- I have read and understand the WIOA On-the-Job Training Program Contract and I willingly participate in this training.
- I realize that I am a participant in a WIOA On-the-Job Training program and that as a trainee I will be an employee of **ADD EMPLOYER NAME HERE** and will be responsible for acting in accordance with this employer’s rules, policies, regulations, and business procedures.
- I agree to work on a regular full-time basis with this employer during and after the completion of the training program.
- I have reviewed the training outline and acknowledge I will be learning the skills and gaining the knowledge required for the position.
- I have received a copy of the OJT Training outline.
- I have reviewed and signed the approved OJT Contract between **ADD AGENCY NAME HERE** and the Employer listed above.
- I agree to contact my WIOA Career Specialist at a minimum of every two weeks.

\_\_\_\_\_  
Trainee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
WIOA Career Specialist

\_\_\_\_\_  
Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## On-The-Job Training Invoice

Monthly invoices should be submitted by the fifth workday following each calendar month to WIOA **Fiscal Administrator email/address**. **Timesheets completed and approved by the trainee and supervisor and/or paystubs and/or Payroll Register with gross pay and hours worked along with the OJT Trainee Work Evaluation form must be submitted with each invoice.**

State ID #: \_\_\_\_\_ OJT Contract Period From: \_\_\_\_\_ to \_\_\_\_\_

Invoice Period From: \_\_\_\_\_ to \_\_\_\_\_  Monthly  Final

Employer: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Trainee: \_\_\_\_\_ Occupation: \_\_\_\_\_

Wage / Hour: \_\_\_\_\_ WIOA Cost / Hour: \_\_\_\_\_

Pay Period End Date	Total Hours This Pay Period	-	Total Hours OT, Sick, Holiday, or Vacation	=	Net Hours Billed	x	WIOA Cost / Hour (\$)	=	Amount of Reimbursement (\$)
1/1/2000	45	-	5	=	40	x	5.00	=	200.00
		-		=		x		=	
		-		=		x		=	
		-		=		x		=	
		-		=		x		=	
		-		=		x		=	
		-		=		x		=	
		-		=		x		=	
<b>TOTALS</b>		-		=		<b>x</b>		=	

\_\_\_\_\_  
Employer, Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name & Title

\_\_\_\_\_  
Email / Phone

Complete and email with trainee timesheets & paystubs, and/or payroll register with gross pay and hours worked. OJT Trainee Evaluation Form must also be submitted

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## On-The-Job Trainee Work Evaluation

Complete and Submit with the OJT Training Invoice to: \_\_\_\_\_

Employer: \_\_\_\_\_ Name of Trainee: \_\_\_\_\_

State ID #: \_\_\_\_\_

Evaluation Period From: \_\_\_\_\_ to \_\_\_\_\_  Monthly  Final

Authorizing Agency: \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_

Is trainee learning skills reflected in the OJT training outline?  Yes  No

How would you rate the following Appropriate Performance Dimensions?

*(check appropriate rating for each performance dimension)*

	POOR	BELOW AVERAGE	SATISFACTORY	ABOVE AVERAGE	EXCELLENT
ATTENDANCE					
CONDUCT/ATTITUDE					
QUALITY OF WORK					
SKILL ACQUISITION					
OVERALL PERFORMANCE					

Comments, including an explanation of unacceptable ratings (Poor or Below Average), if applicable:

Suggested resolutions to unacceptable ratings (if applicable):

Manner of instruction (please check all that apply):

Verbal  Shadowing  Practice  Reading Manuals

Other (explain): \_\_\_\_\_

Has this evaluation been reviewed with the trainee?  Yes  No

If no, please explain: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Title: \_\_\_\_\_

### FOR FINAL EVALUATION ONLY

The above noted Trainee has achieved competency in all skills detailed in the On-the-Job Training Outline.

\_\_\_\_\_  
Authorized Employer Representative

\_\_\_\_\_  
Title

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## On-The-Job Training Site Visit Summary

Trainee Name: \_\_\_\_\_

Fund Source: \_\_\_\_\_

State ID Number: \_\_\_\_\_

Employer Name: \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_

NH Works Office: \_\_\_\_\_

Name of Company Representative Interviewed \_\_\_\_\_

Title of Company Representative Interviewed \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Employer Interview:**

What is the name and title of the person who has oversight for the training of this trainee?

Manner of instruction to date (check off all that apply):

- Verbal
- Shadowing
- Practice
- Reading Manuals
- Other/Specify

Is the trainee learning skills reflected in the training outline?  Yes  No

Is training as outlined in the OJT Agreement moving forward and on track?  Yes  No  
If no, explain (i.e. lack of materials, tools, other)

**Job Performance**

How would you rate the appropriate performance dimensions to date?

	Poor	Below Average	Satisfactory	Above Average	Excellent
Attendance	_____	_____	_____	_____	_____
Conduct/Attitude	_____	_____	_____	_____	_____
Quality of Work	_____	_____	_____	_____	_____
New Skill Acquisition	_____	_____	_____	_____	_____
Overall Performance	_____	_____	_____	_____	_____

Explanation of unacceptable rating:

Suggested resolutions to poor ratings (if applicable):

Are you satisfied with the trainee's progress to date?  Yes  No

Do you have any concerns or comments?

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Trainee Interview:**

Are you receiving training on skills set forth on the Training Outline? (Note: training may not be in the order as listed in the outline)       Yes       No

Is there a designated trainer assigned to overseeing your training?       Yes       No

Who is that person?

On average, how many hours per week are you in training?

What manner of instruction have you received to date (circle all that apply):

- Verbal       Shadowing       Practice       Reading Manuals       Other/Specify

Are you satisfied with the content of training, method of training, and pace of training received to date?

- Yes       No

If no, please explain:

Do you have any concerns or comments?

\_\_\_\_\_  
WIOA Staff Name

\_\_\_\_\_  
WIOA Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company Representative Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
WIOA Trainee Signature

\_\_\_\_\_  
Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## On-The-Job Training Contract Modification

### Employer Information

Employer Name: \_\_\_\_\_

Employer Address: \_\_\_\_\_

Employer Phone #: \_\_\_\_\_

Contact Person: \_\_\_\_\_

### Employee Information

Employee Name: \_\_\_\_\_

JMS State ID#: \_\_\_\_\_

### What is being modified?

Position     Pay Rate     Training outline     Hours/days    (check all that apply)

Effective Date of modification: \_\_\_\_\_

Explain modification: \_\_\_\_\_

**BY SIGNING BELOW, YOU AGREE TO ALL TERMS LISTED ABOVE FOR THE MODIFICATIONS OF THE OJT CONTRACT PREVIOUSLY SIGNED. IF THE TERMS ARE NOT BEING MODIFIED, THE ORIGINAL OJT CONTACT REMAINS IN FULL FORCE AND EFFECT.**

Date: \_\_\_\_\_

Employer Representative Signature: \_\_\_\_\_

Trainee Signature: \_\_\_\_\_

WIOA Career Specialist Signature: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# TRANSITIONAL EMPLOYMENT POLICY

---

Policy #: 2020-P-08 Previous #: 2020-P-008

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

## **PURPOSE:**

To provide guidance on providing transitional employment services under the Adult and Dislocated Worker Programs.

## **POLICY:**

Transitional employment is a type of work-based career service that is allowed under [WIOA](#). Transitional jobs are time-limited work experiences that are subsidized and, in the public, private, or nonprofit sectors.

Transitional jobs are intended for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history and are combined with comprehensive career and support services. The goal of transitional jobs is to establish a work history for the individual that demonstrates success in the workplace and develops the skills that lead into entry into and retention in unsubsidized employment. Unlike OJT, there is no assumption that the individual will be retained in their transitional job after the experience is over, though that would be a successful experience and outcome. Up to 10% of local adult and dislocated worker funds may be used to provide transitional jobs to individuals.

## **PROCEDURE(S):**

Employers (public, private, or non-profit) that can provide quality experiences for individuals to eventually obtain unsubsidized employment will be host agencies for transitional employment training. Transitional employment wages will be paid by the employer. Wages cannot be less than current minimum wage nor exceed \$10 per hour, and not last longer than 520 hours or three (3) months. Employer wage reimbursement is negotiated and identified on the Transitional Employment Agreement signed by both the Employer and subrecipient. The existing support service policy will apply to individuals receiving transitional employment services as outlined on their Individual Employment Plan.

## **ACTION:**

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



---

# YOUTH

---

---

# AGE OF COMPULSORY SCHOOL ATTENDANCE POLICY

---

Policy #: 2020-P-20 Previous #: 2020-P-020

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

## **PURPOSE:**

To provide guidance regarding the age of compulsory school under WIOA Title I funded Youth programs.

## **POLICY:**

Guidance for this policy was issued on March 2, 2017, as part of [TEGL 21-16](#).

According to [TEGL 21-16](#), [20 CFR, 681.210\(c\)\(2\)](#), the definition for this eligibility criterion is as follows:

“A youth who is within the age of compulsory school attendance but has not attended school for at least the most recent complete school year calendar quarter”. This section of the final rule further states that a “school year calendar quarter is based on how a local school district defines its school year quarters. In cases where schools do not use quarters, local programs must use calendar year quarters.”

**NOTE:** Those students 16 & 17 years of age who have earned a diploma or its equivalent are considered out of school and do not fall under this requirement.

## **PROCEDURE(S):**

All Youth subrecipient staff shall use the above definition for age of compulsory school attendance when completing participant applications in the Job Match System (JMS).

## **ACTION:**

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

---

# ASSESSMENT POLICY (YOUTH)

---

Policy #: 2020-P-18 Previous #: 2020-P-018

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for assessment protocols for the WIOA Youth program.

## **POLICY:**

Once the Office of Workforce Opportunity has certified an applicant as eligible, the applicant must complete the mandatory assessments prior to receiving their first service in a WIOA Youth program. A participant can take up to 45 days from the date of eligibility certification to complete the mandatory assessments outlined below.

## **PROCEDURE(S):**

The following assessments must be administered and the results/information obtained from those assessments must be used to write the Individual Service Strategy.

1. CASAS Goals Math and Reading (administered during the application process but documented during assessment)
2. O'Net - My Next Move Interest Profiler (mynextmove.org) **OR** Career One Stop Interest Assessment (careeronestop.org)
3. Casey Life Skills Supplemental Support Systems (caseylifeskills.com)
4. Verbal Interview form (5 pages)

CASAS Goals Math and Reading assessments are administered during the application process and scores are documented in the application (see policy Determining Low Literacy Policy # 2020-P-07). The scores can also be captured in JMS under Assessment > Basic Skills Assessments, CASAS is in the drop down and you can list the Raw Score for each section.

In addition, for In School Youth participants, the WIOA Career Specialist (WCS) must add the math and reading scores under the "Educational Functioning Level for Measurable Skills Gain" screen in JMS (see policy Determining Low Literacy Policy # 2020-P-07).

## **Add "Assessment" to the activities section of JMS:**

The WCS must add the assessment activity on the day that the applicant completes the first of the mandatory assessments.

To add "Assessments" to the activities section of JMS:

1. In JMS, go to Services – create activity
2. Enter all mandatory fields
3. Enter 412 for the activity code
4. Actual Start Date – the date that the applicant completes the first of the mandatory assessments

5. Projected End Date – the timeline estimated to complete all of the assessments. Must be within 45 days of the eligibility certification date
6. Comments – A description that includes the names of the 5 assessments that the applicant will complete

### **Completed “Assessment” in the activities section of JMS:**

Once all of the mandatory assessments have been completed, the WCS must update the Objective Assessment activity in JMS.

1. Last Activity Date– this is the date that the last assessment was completed
2. Completion Code–
  - a. Successful Completion- If the applicant completed all of the mandatory assessments and is slated to enter into Services
  - b. Unsuccessful completion – If the applicant did not complete all of the mandatory assessments and is not slated to enter into Services

### **Documentation of Assessments:**

The WCS must make sure that all of the assessments are added to the participants JMS case file in the documents section of JMS. All assessments (except the basic skills assessment) should be saved as **ONE DOCUMENT PACKAGE** and should be titled “Assessments”. At this time, it is not required for the WCS to complete the objective assessment tab in JMS.

Additionally, the observations and information gathered during the assessment process must be documented in JMS notes. The WCS shall create one note regarding the information that has been obtained from the assessments. The note should address the participant’s skills and needs in the following eight (8) areas:

1. Aptitudes
2. Developmental Needs
3. Employability
4. Interests
5. Occupational Skills
6. Prior Work Experience
7. Review of Basic Skills
8. Support Service Needs

### **Creation of the Individual Service Strategy (ISS):**

Once all of the steps of the assessment phase is complete, a participant’s Individual Service Strategy can be created, as the participant is eligible to receive WIOA Youth services. The WCS should work with each participant on creating the goals and objectives within the ISS. As the individual progresses through the program, the ISS should be re-evaluated to see if goals and objectives have been accomplished and whether new goals and objectives should be added.

### **ACTION:**

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

**ATTACHMENTS:**

- 1- Verbal Interview Staff Key
- 2- Verbal Interview (Youth)
- 3- WIOA Youth Self- Assessments
- 4- Employability Competency Assessment Summary

## Verbal Interview Staff Key

WIOA Career Specialists (WCS) who work within the youth programs must complete the Verbal Interview (Youth) form with all eligible participants during the assessment phase. The information below should be used by staff when explaining the 14 program elements to youth participants.

**Please note:** Post secondary education and training should be explained before having a youth participant complete the WIOA youth Self-Assessments.

<p><b>Adult Mentoring</b></p> <p>Definition: Adult mentoring must: last at least 12 months (can be during follow-up), be a formal relationship (must include structured activities, offer guidance, support, and encouragement, develop competence and character); Group activities can be included, but each youth should have an individual mentor and meet face-to-face.</p> <p>Examples: Workplace mentoring, one-on-one mentoring, Youth Case Managers * (must be face-to-face, and include all elements listed in the definition, most of what is provided is case management and not adult mentoring). * DOL discourages this.</p>	<p><b>Comprehensive Guidance and Counseling</b></p> <p>Definition: Individualized counseling (think therapeutic); includes: drug &amp; alcohol, mental health and referrals to partner programs as appropriate; does not include typical case-management.</p> <p>Examples: Substance use prevention / abuse counseling, mental health counseling (domestic violence prevention, anger management, trauma-informed counseling, behavior health treatment</p>
<p><b>Education Offered Concurrently</b></p> <p>Definition: Integrated education and training model; Workforce preparation, basic academic skills, and hands-on occupational skills training are taught with the same time frame; Connected to training in a specific occupational, occupational cluster, or career pathway.</p> <p>Examples: Programs that emphasize workforce preparation activities and basic skills concurrently, Career Pathway Programs with all three of the components of integrated education.</p>	<p><b>Entrepreneurial Skills Training</b></p> <p>Definition: Entrepreneurial skills training provides the basics of starting and operating a small business; Develop skills such as, but not limited to: taking initiative, creatively seeking out and identifying business opportunities, develop budgets and forecast resource needs, understand various options for acquiring capital and the trade-offs associated with each, communicating effectively and marketing oneself and one's ideas.</p> <p>Examples: Entrepreneurship education (introduction to the values and basics of starting and running a business, development of business budgets, guidance in the development of a business plan), enterprise development (supports and services that incubate and help youth development their own businesses, assistance with obtaining small business loans or grants), experiential programs</p>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

	(creation of a youth-run business for youth to experience day-to-day operations, facilitate placement in apprentice or internship positions with adult entrepreneurs).
<p><b>Financial Literacy</b></p> <p>Definition: Helps youth gain knowledge, skills, and the confidence to make informed financial decisions; Helps youth attain greater financial health and stability using tools, strategies, and training that is high quality, age-appropriate, relevant, places lessons into practice, timely; Provides comprehensive financial literacy education based on the needs of the youth instead of only teaching them budgeting.</p> <p>Examples: Creating budgets, setting up checking/savings accounts, managing spending, credit, &amp; debt, understanding credit reports and credit scores, understanding, evaluating, and comparing financial products, services, and opportunities, developing a savings plan, protecting against identity theft, benefits planning and work incentives.</p>	<p><b>Follow Up Services</b></p> <p>Definition: Are provided for 12 months following the completion of participation; Are critical services provided to help ensure the youth is successful in employment and/or post-secondary education and training; Begins immediately after the last date of service; Review Youth Follow Up Policy for more details.</p> <p>Examples: Adult mentoring, financial literacy, support services, labor market, post-secondary transition</p>
<p><b>Labor Market and Employment Info Services</b></p> <p>Definition: Provides labor market and employment information including: Career awareness (develops knowledge of the variety of careers and occupations available, their skill requirements, working conditions and training prerequisites, and job opportunities across industries and occupations that are in demand), career exploration (assists youth with choosing an education/training or job, which fits their interests, skills, and abilities), and career counseling or guidance (provides advice and support in making decision about what career paths to take).</p> <p>Examples: Exploring earning potential, education and skills requirements, career pathways, job openings, job application process, potential earnings, and more, utilizing current LMI tools provided by state or federal agencies, business tours, resume and cover letter preparation, career assessments to identify interests, values, abilities, and aptitudes.</p>	<p><b>Leadership Development</b></p> <p>Definition: Includes community service and peer centered activities that encourages responsibility, confidence, employability, self-determination and other positive social behaviors. Positive social behaviors include: positive attitudinal development, self-esteem building, openness to work with individuals from diverse backgrounds, maintaining healthy lifestyles (alcohol and drug free)</p> <p>Examples: Community volunteering, service learning, peer mentoring or tutoring, character education, citizenship education, including how and why to vote, leadership training, such as how to work in a team, how to run meetings, diversity training, life-skills training, such as parent education, financial education, goal setting, conflict resolution</p>
<p><b>Occupational Skills Training</b></p>	<p><b>Paid and Unpaid Work Experiences</b></p>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

<p>Definition: Organized program of study that provides specific, vocational skills that lead to proficiency in performing actual tasks / functions required. Training must: be outcome oriented and focus on an occupational goal specified in ISS, be of sufficient duration to impart the skills needed to meet the occupational goal, result in attainment of recognized post-secondary credential.</p> <p>Examples: LNA, CDL, HVAC, Medical Assistant, Cybersecurity and IT, Front-End Coding, Microelectronics, (Must be a High Demand Occupation).</p>	<p>Definition: Paid and unpaid work experiences that have academic and occupational education as a component of the work experience (Educational component may occur concurrently or sequentially with the work experience); Planned, structured learning experiences that take place in the workplace for a limited period of time.</p> <p>Examples: Summer employment, pre-apprenticeship programs, internships &amp; job shadowing, Work Based Learning (WBL).</p>
<p><b>Supportive Services</b></p> <p>Definition: Support services enable an individual to participate in WIOA activities by minimizing barriers; (Review the Support Services Policy for specific services and limitations).</p> <p>Examples: Child care, transportation, work attire or uniforms, tools, housing, needs-related payments, employment and training-related applications, tests, and certifications.</p>	<p><b>Alternative Secondary School Services or Dropout Recovery (OSY Only)</b></p> <p>Definition: Education/training for youth who have struggled in traditional secondary education leading to recognized NH High School Equivalency and not a HS diploma; Dropout recovery services or alternative secondary school services with a goal of helping the youth to re-engage and persist in education that leads to the completion of a recognized high school equivalent.</p> <p>Examples: Basic education skills training, individualized training, English as a Second Language training, Hi-Set preparation and study, remedial academic instruction, education plan development for youth who have dropped out, educational credit recovery for youth who have dropped out</p>
<p><b>Tutoring, Study Skills, Instruction / Drop Out Prevention for HS Diploma (ISY Only)</b></p> <p>Definition: Tutoring, study skills training, instruction and secondary school dropout prevention strategies that lead to a HS diploma ( not an equivalency); Activities to keep youth in school and engaged in formal learning.</p> <p>Examples: Literacy development, active learning experiences, after-school opportunities, individualized instruction, remedial academic instruction, academic supports, identifying academic concerns, developing learning strategies, secondary school dropout prevention strategies.</p>	<p><b>Post-Secondary Education and Training</b></p> <p>Definition: Activities that help youth prepare for and transition to postsecondary education and training; Includes exploring postsecondary education options including technical training schools, community colleges, 4-year colleges / universities, and registered apprenticeships.</p> <p>Examples: Assisting youth to prepare for SAT / ACT testing, assisting with college admission applications, searching and applying for scholarships and grants, filling out the proper financial aid applications, connecting youth to postsecondary education programs.</p>

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Verbal Interview (Youth)

YOUTH NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

### Adult Mentoring

Have you ever had, or do you currently have a mentor?  YES  NO

Is this a person we might be able to contact?  YES  NO

NAME: \_\_\_\_\_ CONTACT INFO: \_\_\_\_\_

How might you utilize a mentor / how could you benefit from having a mentor?

### Comprehensive Guidance and Counseling

After hearing about our Guidance and Counseling services, do you have a willingness, desire, and need to receive services in this area?  YES  NO

If no, why not? \_\_\_\_\_

### Education Offered Concurrently with Workforce Preparation and Training for a Specific Occupation

What occupation or career path are you interested in? \_\_\_\_\_

What is it about this career path that interests you? \_\_\_\_\_

Are you willing to take part in a hands-on occupational skills training program and commit to finishing it?

YES  NO

Are you willing to take part in workforce preparation and training with your Career Specialist?

YES  NO

What barriers do you have that may make attending training difficult for you? \_\_\_\_\_

### Entrepreneurial Skills

Do you have any desire to run your own business in the future?  YES  NO

After hearing about the available services provided by this program element, do you have a desire / interest in receiving services in this area?  YES  NO

If your answer is no, can you explain why? \_\_\_\_\_

### Financial Literacy

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

Do you know how to use a budget?  YES  NO

Do you currently have a budget?  YES  NO

Do you have or know how to open a bank account?  YES  NO

Do you have a credit card or know how to get one?  YES  NO

What are your biggest challenges with financial literacy? \_\_\_\_\_

How do you feel you might benefit from financial literacy training? \_\_\_\_\_

**Follow Up Services**

Part of being in our program means that we follow up with you quarterly for up to a year after you exit our program. Are you willing and able to participate in these follow up services?  YES  NO

If no, why not? \_\_\_\_\_

**Labor Market and Employment Information**

Do you feel you know how and are able to look for jobs and understand the current labor markets?

YES  NO

What do you feel your greatest challenges could be in this area? \_\_\_\_\_

After explaining the Labor Market Information service to you, and that we have told you about services offered at your local "America's Job Center," do you have a willingness, desire, and/or need to receive services in this area?  YES  NO

If no, why not? \_\_\_\_\_

**Leadership Development**

Have you had any examples with leadership in the past? Please explain. \_\_\_\_\_

Are you currently involved in any organizations / groups that provide leadership opportunities? Please explain. \_\_\_\_\_

Are you interested or willing to participate in any leadership opportunities through our program?

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

YES       NO

If no, why not? \_\_\_\_\_

**Occupational Skills Training**

Do you have any occupational skills currently? (i.e. CTE classes, direct industry experience?) \_\_\_\_\_

**Paid / Unpaid Work Experience / Prior Work Experience**

What is your past work and volunteer history? \_\_\_\_\_

**Supportive Services**

What financial barriers do you have that might make it difficult for you to be successful right now? \_\_\_\_\_

What other barriers do you face at home that might make it difficult for you to be successful right now? \_\_\_\_\_

**Tutoring and Study Skills Needs (ISY Only)**

After reviewing your TABE scores, it seems that you might have a willingness or desire to receive tutoring or study skills. Is this something you are interested in?       YES       NO

If no, why not? \_\_\_\_\_

**Alternative Secondary School Services (OSY Only)**

What is your current educational status?       HS DIPLOMA       GED       HISET       DROPOUT

Are you interested in receiving alternative secondary school services to achieve your HS diploma / HiSET certificate?       YES       NO

If you are not planning to get your HS diploma / equivalency, what is your reasoning? \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## WIOA Youth Self-Assessments

Your WIOA Career Specialist will use the information below to determine what areas you might need some assistance in. These assessments are vital in determining the level of services you may receive. Please be as honest as possible when answering these questions.

### Post-Secondary Preparation and Transition Assessment

Please indicate your level of knowledge or support needs:

Type of Assistance:	Will Need a Lot of Help	Will Need a Little Help	Will Not Need Help	Not Sure
1. Research and determine options for post-secondary education / training				
2. Complete application for post-secondary education or register for training program				
3. Apply for financial aid - including, but not limited to, FAFSA, grants, scholarships, etc.				
4. Understand your financial obligations connected to your education / training.				
5. Prepare for SAT, ACT, Accuplacer Exam				
6. Time management to ensure class selection / training schedule				
7. Develop study habits				

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

8. Securing transportation to / from classes				
9. Identify resources and supports that could assist in your success (i.e. tutoring, social support, educational planning, etc.)				
10. Securing appropriate childcare				

**Please list any other concerns you have about entering into post-secondary education:**

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

### Pre-Employment / Work Maturity Skills

Please indicate your confidence level for each skill listed below:

<b>Skill:</b>	<b>I am confident I can do this.</b>	<b>I am somewhat confident I can do this.</b>	<b>I do not believe I can do this yet.</b>
I can complete a career research project.			
I can build a functioning resume.			
I can write a properly formatted cover letter.			
I can complete a job application without any support.			
I am self-assured in my ability to do well in a job interview.			
I feel I can be professional in my work and retain employment for an adequate amount of time.			
I can complete an Occupational Skills Training / Job Experience / Training with supports as needed.			

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Employability Competency Assessment Summary

Participant Name: \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_

Date of Completion: \_\_\_\_\_

### Pre-Employment / Work Maturity Skills

### Date Certified

- |                                                                                                    |       |
|----------------------------------------------------------------------------------------------------|-------|
| A. Career Awareness<br><i>Complete Career Research Project</i>                                     | _____ |
| B. Preparing a Resume<br><i>Create Resume</i>                                                      | _____ |
| C. Cover Letter<br><i>Create Cover Letter</i>                                                      | _____ |
| D. Filling Out an Application<br><i>Complete a Job Application</i>                                 | _____ |
| E. Interviewing<br><i>Complete Mock or Real Job Interview</i>                                      | _____ |
| F. Work Maturity<br><i>Display Job Readiness/ Retain Employment for an adequate amount of time</i> | _____ |

### Job-Specific Skills

- |                                                                                                                                                                                         |       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| G. Job Experience/ Training<br><i>Enter Employment or Complete WBL Opportunity/ Complete Occ. Skills Training</i><br><b>OR</b> <i>Other Job Experience/ Training that is Equivalent</i> | _____ |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# DOCUMENTATION OF FOSTER CARE BARRIER FOR ELIGIBILITY POLICY

---

Policy #: 2020-P-16 Previous #: 2020-P-016

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for the documentation for foster care eligibility criteria in the WIOA Youth program.

## **POLICY:**

As outlined in [TEGL 21-16](#), the eligibility barrier of Foster Care is described in the WIOA final rule as follows:

An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship, guardianship or adoption. A child eligible for assistance under [section 477 of the Social Security Act \(42 U.S.C. 677\)](#) or is in an out of home placement. As identified in [20 CFR §§ 681.210](#) and [681.220](#), this also encompasses youth who were formerly in foster care but may have returned to their families before turning 18.

[Section 477 of the Social Security Act \(42 U.S.C. 677\) section 5](#) outlines services as follows:

to provide financial, housing, counseling, employment, education, and other appropriate support and services to former foster care recipients between 18 and 21 years of age to complement their own efforts to achieve self-sufficiency and to assure that program participants recognize and accept their personal responsibility for preparing for and then making the transition from adolescence to adulthood.

For the purposes of WIOA Youth eligibility, foster care can be considered a barrier until the day before the applicants 22nd birthday.

## **PROCEDURE(S):**

All youth subrecipient staff will ask potential participants if they were in the foster care system as outlined above. Should a participant meet the criteria listed above, one of the following forms of documentation must be uploaded to the Job Match System.

- Written Confirmation from Social Services Agency
- Self-Attestation
- Foster Care Agency Referral Transmittal
- Signed Intake Application or Enrollment Form

## **ACTION:**

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

---

# ELIGIBILITY POLICY (YOUTH)

---

Policy #: 2025-P-04

Source: March 7, 2025, eff. July 9, 2025

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for eligibility in the WIOA Youth programs.

## **POLICY:**

The WIOA Title I Youth programs are eligibility programs; not entitlement programs. Enrollment into the WIOA Title I Youth programs and the provision of services are based on individual eligibility and funding availability. Both In-School Youth (ISY) and Out-of-School Youth (OSY) must meet the following eligibility requirements:

- Be a citizen or noncitizen authorized to work in the U.S.; and
- Meet selective service registration requirements (individuals assigned male at birth only, if applicable)

### **Additional eligibility requirements for In-School Youth (ISY):**

- An individual who is between 14 and 21 years of age;
- An individual who is attending school, including secondary and post-secondary school (as defined by State law)
- A low-income individual; and
- One or more of the following:
  - Basic skills deficient;
  - An English language learner;
  - An individual who is subject to the juvenile or adult justice system;
  - A homeless individual, a homeless child or youth, or a runaway;
  - An individual who is Pregnant or parenting;
  - An individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under sec. 477 of the Social Security Act (42 U.S.C. 677), or in an out-of-home placement;
  - An individual with a disability;
  - An individual who requires additional assistance to complete an educational program or to secure or hold employment (See Youth in need of additional assistance Policy# 2015-P-05)

### **Additional eligibility requirements for Out-of-School Youth (OSY):**

- An individual who is not attending any school (including secondary or postsecondary);
- An individual between the ages of 16 and 24 years of age; and
- One or more of the following:
  - A school dropout;
  - A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter;

- A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is one or more of the following:
  - Basic skills deficient; or
  - An English language learner
  - An individual who is subject to the juvenile or adult justice system;
  - A homeless individual, a homeless child or youth, or a runaway;
  - An individual in foster care, or an individual who has aged out of the foster care system;
  - An individual who is pregnant or parenting;
  - A youth who is an individual with a disability;
  - A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment

All eligible ISY participants must meet the WIOA definition of low-income. OSY participants, who have their high school diploma or GED and who are basic skills deficient, or an English language learner must also meet the WIOA definition of low-income (see Income Guidelines for Determining WIOA Eligibility Policy# 2015-P-12).

**Documentation of income eligibility is documented back 26 weeks from the date of the application in JMS.**

Up to five (5) percent of youth enrolled each program year may be classified as not low income but meet the other eligibility requirements (See Five Percent Income Exception for WIOA Youth Programs Policy #2021-P-02).

**PROCEDURE(S):**

The WIOA Career Specialist (WCS) must verify participant eligibility prior to the provision of services. It is the WIOA Youth subrecipients responsibility to review and sign off on all registration/application paperwork for completeness and accuracy.

The following denotes the differences between verification and documentation:

- Verification means to confirm eligibility requirements through examination of documents (e.g., birth certificates or public assistance records) or speaking with representatives of authorized agencies.
- Documentation means to maintain evidence, which is obtained during the verification process, in participant files. Examples of such evidence can be found in the Data Validation Policy# 2019-P-01 Attachment 3 Source Documentation List. The Job Match System (JMS) is the sole system of record for WIOA participant data. All data and documentation for tracking participants' registration and eligibility must be entered into JMS by youth program staff.

Once the WCS has entered and verified all eligibility elements in the JMS application, the WCS will send an email to the OWO Youth Administrator (copy to OWO Program Administrator) requesting application approval. The email will contain only the State Identification Number (SID) assigned to the participant - the WCS shall not include any PII including names or social security numbers.

OWO will review the application in JMS for accurate documentation and eligibility. Should the application be missing accurate documentation or is not eligible as completed, OWO will email the WCS with the steps necessary to find the individual eligible. Once OWO has determined a participant as eligible, a case note will

be added in JMS, and the WCS will be notified of the status. **The individual must be certified eligible by OWO within 45 days of the application date listed in JMS.**

Enrollment into the WIOA Youth programs includes the following items:

- Eligibility determination and documentation as an ISY or OSY youth **(must be completed within 45 days of the application date in JMS)**
- Objective Assessment **(must be completed within 45 days of the application date in JMS)**
- Development of ISS
- A service that triggers program entry into the WIOA Youth program

**ACTION:**

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

---

# ENROLLMENT AFTER EXIT POLICY (YOUTH)

---

Policy #: 2020-P-17 Previous #: 2020-P-017

Source: 7/1/2020, July 1, 2021, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for re-application in the WIOA Youth program.

## **POLICY:**

**Exit and Re-Application:** [US Department of Labor \(US DOL\)](#) has indicated that they do not want to see youth exited from In School Youth (ISY) programs to wait 90 days to then enter Out of School Youth (OSY) programs. It is expected that a youth leaving an ISY program will be provided services and follow up support from the ISY program. This includes assistance with placement in employment and/or continued education.

**Re-Application to OSY Program:** Since the OSY program supports applicants through their 24<sup>th</sup> year, it is understood that a former ISY/OSY youth may apply for an OSY program years after exit. During the application process, if it is determined that a potential participant has previously received ISY or OSY services, a request for a enrollment after exit must be submitted to the WIOA Youth Administrator at the Office of Workforce Opportunity (OWO) for approval before the applicant can be certified eligible for OSY services.

**Re-Application to ISY or OSY Program:** If an ISY or OSY participant moves out of the area and is exited from active services, they should be placed in follow up and attempts to provide services using social media, email, and telecommunications should occur. If the participant moves back to the area, services are to be provided in follow up. If the participant has been gone for more than 12 months from exit and returns to the high school and/or community, an enrollment after exit can be submitted to the WIOA Youth Administrator at OWO. The enrollment after exit form will need to clearly outline why the person, who has received WIOA Youth Services in the past, requires the full range of WIOA Youth Services again.

## **PROCEDURE(S):**

The WIOA Career Specialist (WCS) will complete the WIOA Youth Enrollment After Exit form to explain why the participant should be enrolled into the program. The form should also include whether or not the participant utilized any training funds during prior participation in WIOA Title I. The form should be typed, easily understandable and contain all of the information to make a determination. The WCS should submit the request to their WIOA Program Manager (WPM) who will review the form for completeness. The completed form should then be sent to the OWO Youth Specialist for approval/denial. OWO will review the documentation provided and will make a determination within 10 days of receiving the request. To maintain flexibility when it comes to these types of situations, each case will be evaluated on a case-by-case basis.

## **ACTION:**

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

**ATTACHMENTS:** WIOA Youth Enrollment After Exit Form



## WIOA Youth Enrollment After Exit Form

Agency Submitting Request: \_\_\_\_\_

WIOA Career Specialist Requesting Waiver: \_\_\_\_\_

Participant State ID # from JMS (if applicable) or Participant Name: \_\_\_\_\_

Program exited from: \_\_\_\_\_

Reason for exit: \_\_\_\_\_

Reason for request for additional enrollment: \_\_\_\_\_

Justification for request: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

OWO Staff Member: \_\_\_\_\_

Approved

Denied

Comments:

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# FIVE PERCENT INCOME EXCEPTION FOR WIOA YOUTH PROGRAM POLICY

---

Policy #: 2021-P-02 Previous #: 2021-P-002

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

## **PURPOSE:**

To provide guidance to Title I WIOA Youth programs on the use of the five percent income exception for youth participants in accordance with the [Workforce Innovation and Opportunity Act of 2014](#).

## **POLICY:**

WIOA includes a number of improvements to ensure low-income workers—youth and adults—have the skills and supports they need for full participation in the American workforce. Specifically, Title I of WIOA includes several significant provisions that increase the focus on comprehensive programming for out-of-school youth and those who face the greatest challenges. A minimum of 75% of WIOA youth funds must be spent on out of school youth (OSY).

WIOA Sec. 129 (a) (3) defines all in-school youth and the following two categories of out-of-school youth as “covered individuals:”

1. A recipient of a secondary school diploma or its recognized equivalent who is a low income individual and is either basic skills deficient or an English language learner.
2. A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

Per WIOA Sec. 129 (a)(3)(A)(ii), no more than five percent (5%) of youth served in a local area may be “covered individuals” who are not low income. In addition, [20 CFR 681.250](#) states that **ALL ISY** participants must be low-income with the exception that up to 5 percent of ISY youth who meet all the other eligibility requirements need not be low-income. [20 CFR 681.250](#) further states that for OSY, only those youth who are the recipient of a secondary school diploma or its recognized equivalent and are either basic skills deficient or an English language learner and youth who require additional assistance to enter or complete an educational program or to secure or hold employment must be low-income.

Because not all OSY are required to be low-income, the 5 percent low-income exception under WIOA is calculated based on the 5 percent of youth newly enrolled in a given program year who would ordinarily be required to meet the low-income criteria.

## **Calculation Formula:**

**5% Income Exception =  $\frac{\text{Individuals enrolled as Non-Low-Income Exceptions for ISY \& OSY}}{\text{Youth enrolled (OSY Low Income Eligible \& ISY Enrolled)}}$**

## **PROCEDURE(S):**

WIOA youth service providers are required to request permission to register non-low-income youth prior to entering them into the Job Match System (JMS). Before a request is made, the youth provider must run the 5% enrollment exception report in the Job Match System (JMS) to determine the current percentage of exceptions. If the percentage is below 4%, a written request for permission to register a non-low-income youth can be sent via email to the Office of Workforce Opportunity (OWO) WIOA Youth Administrator. The request must contain the following information:

- A copy of the exported 5% exception report from JMS
- Indication as to if the case is ISY or OSY
- Detailed information about the applicant, including family size and income, the barriers that the individual has which necessitate enrollment in WIOA, and what services the individual needs to be successful.

OWO staff will review all the documentation provided and will respond in writing within three (3) business days to all requests. Any requests that do not provide enough information to make a decision will be sent back to the youth provider without a determination made. The written determination from OWO must be uploaded into the JMS system and kept in the documents section of the participant's electronic record.

**ACTION:**

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

---

# FOLLOW UP POLICY (YOUTH)

---

Policy #: 2021-P-06 Previous #: 2021-P-006

Source: 7/1/2020, 2/7/2022, Mar. 10, 2022, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To clarify and provide guidance to WIOA Career Specialists (WCS) in providing follow-up services to youth program participants (or “Youth”). Follow-up services help ensure that Youth continue to succeed in employment and educational goals after completion of participation in the Title I Youth program.

## **POLICY:**

Per Section 129(c)(2)(I) of WIOA youth follow-up services must be provided to youth for 12 months following their exit from the program. The services youth participants receive while in follow-up status can be the same as services they received while active in the program (e.g., adult mentoring). Examples of these services are outlined in the “Services” section below. Providing these follow-up services should not require WCS to create a new WIOA enrollment. However, if staff feel as though the youth would benefit from more rigorous services (e.g., occupational skills training), they can re-enroll the Youth into the program. (See Enrollment After Exit (Youth) Policy #2020-P-17)

All Youth enrolled in New Hampshire WIOA funded youth programs must be provided with follow-up services for not less than 12 months after the completion of WIOA Youth Program participation. All youth must receive some form of follow-up services; the types, scope, and duration of services must be based on the individual needs of each youth and be included in the Individual Service Strategy (ISS). Follow-up services may end prior to the 12-month requirement, so long as the WCS follows the follow-up protocol outlined below and documents outreach in the Job Match System (JMS) in the follow up tab and in case notes.

**SERVICES:** Follow-up services (or “Services”) are individualized to youth participants. Services should provide continued assistance as needed after participation and assist youth with transition to or retention in employment or further education.

Follow-up services may include but are not limited to:

1. Supportive services, including:
  - a. Linkages to community services
  - b. Assistance with transportation
  - c. Assistance with childcare and dependent care
  - d. Assistance with housing
  - e. Referrals to medical service
  - f. Assistance with uniforms or other appropriate work attire and work-related tools, including items such as eyeglasses and protective eye gear.

*Please note: Supportive services may only be provided to a youth in follow-up when it supports the youth’s placement in employment or education, even if it is not WIOA funded training, or when it*

*supports the youth's attainment of a degree or certificate; and the required documentation is collected.*

2. Adult mentoring
3. Financial literacy education
4. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services
5. Activities that help youth prepare for and transition to postsecondary education and training.

## **PROCEDURE(S):**

### **STAFF ACTION STEPS**

1. Prior to exiting the program, the WCS will have the youth complete a communication form that will provide a phone number, email address, and names of up to three additional contacts (e.g., employers, relatives, and/or education/training organization) who can be contacted for information regarding the youth (if the youth is not reachable). See **ATTACHMENT A** for this document for follow-up contact information.
2. Prior to exiting the program, the follow-up procedure will be reviewed with the youth participant. The WCS will discuss follow-up with the youth and decide upon the appropriate follow-up services needed.
3. Follow-up services can start immediately after an actual end date has been entered for the last open service on the youth's record in JMS. There is no need to wait for JMS to generate the exit date (90 days from the last date of service) to provide follow-up services. Follow-up services do not extend the enrollment or create a new enrollment if they are entered as "Follow-up" in the "Program Service Type" field in JMS.
4. Contact:

**Follow-up:** The WCS must contact the youth or (if the youth cannot be reached) one or more of the contacts the youth identified on the communication plan to discuss youth's progress in employment or education; this contact must be made at a minimum of once each quarter after the youth exits the program by phone, email, in-person, or through social media.

- If/when the youth contact the WCS, this will count as follow-up and should be entered in JMS as a follow-up service.
- If the WCS contacts the youth and the youth reports no need for services during that contact, this should be fully documented as a follow-up service in JMS and should also be noted in the JMS "Comments" section of the follow up.
- Follow-up services should continue to be offered at a minimum of quarterly to monitor the youth's status and needs.
- JMS can be used to help the WCS set reminders to contact youth. Reminders can be scheduled using the "My Alerts" option on the Staff Resources tab in JMS. In addition, the WCS should create a case note using the "Comments" button when entering a follow-up service. The case note should include a comment as to the next date that the WCS will attempt to contact the youth.

**REFUSAL/LOSS OF CONTACT:** The WCS may end a youth's follow-up services in less than twelve (12) months if the WCS is unable to contact the youth and/or the contact's the youth identified on the

communication plan after three (3) consecutive attempts or if the WCS receives one rejection from the youth. Contact should be attempted no less than quarterly but can be as frequent as the WCS and youth feel is necessary. Contact dates and information must be entered as case notes in the JMS "Comments" button to show that the contact policy threshold was reached.

**EXEMPTIONS/ EARLY TERMINATION:** Not all youth exiters are required to be provided follow-up services. The following reasons are exclusions from performance measures that do not require follow-up of the youth. The reason for the exclusion must be documented in JMS comments/case notes. A youth may be exempt from or not need follow up if the youth:

1. Is institutionalized
2. Is deceased
3. Is undergoing health/medical or family medical care
4. Is a member of Reserved Armed Forces called to Active Duty
5. Is in the foster care system as defined in [45CFR 1355.20\(a\)](#) and exits the program because the participant has moved from the area as part of such a program or system.

**ACTION:**

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

**ATTACHMENTS:** Communication plan in follow up.



## WIOA Youth Communication Plan in Follow Up

<b>Name:</b>	
<b>Home Address:</b>	
<b>Cell Phone:</b>	<b>Home Phone:</b>
<b>E-mail:</b>	
<b>Employer:</b>	<b>Supervisor:</b>
<b>Work Address:</b>	<b>Work Phone:</b>
<b>Preferred Method of Contact</b> <input type="checkbox"/> Home Phone <input type="checkbox"/> Cell Phone <input type="checkbox"/> Work Phone <input type="checkbox"/> Text Message <input type="checkbox"/> E-Mail <input type="checkbox"/> Mail	<b>Preferred Time of Contact</b> <input type="checkbox"/> During business hours <input type="checkbox"/> Daytime <input type="checkbox"/> Evening
<b>Frequency of Contact</b> <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly	
Who will know how to contact you if your contact information changes?	
<b>(1) Name:</b>	Relationship:
Phone:	Email:
<b>(2) Name:</b>	Relationship:
Phone:	Email:
<b>(3) Name:</b>	Relationship:
Phone:	Email:

I, \_\_\_\_\_ (self/parent/legal guardian) give permission to the NH WIOA Youth Program, to contact the people listed on this Communication Plan to provide information on \_\_\_\_\_ during the 12-month follow-up period:

\_\_\_\_\_  
WIOA Career Specialist

\_\_\_\_\_  
Print Name and Date

\_\_\_\_\_  
Youth (or representative)

\_\_\_\_\_  
Print Name and Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# FREE AND REDUCED LUNCH ELIGIBILITY POLICY

---

Policy #: 2020-P-15 Previous #: 2020-P-015

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures for the documentation of free or reduced lunch eligibility criteria in the WIOA Youth program.

## **POLICY:**

Guidance from the Department of Labor for this policy was issued on March 2, 2017, as part of [TEGL 21-16](#).

**(iv) receives or is eligible to receive a free or reduced-price lunch under the [Richard B. Russell National School Lunch Act \(42 U.S.C. 1751 et seq.\)](#)**

Based on this definition/clarification, applicants who are eligible for program services under the "Free and Reduced Lunch" criterion require a document indicating that they receive free and reduced lunch. Because eligibility for free and reduced lunch is an income-based program, low-income status has already been determined, therefore, all applicable income will be estimated as part of the application process for WIOA youth services. Because determination for qualification in the Free and Reduced Lunch program occurs once per year, documentation proving eligibility for Free and Reduced Lunch must be within one year of the WIOA program application date.

## **PROCEDURE(S):**

During intake, all WIOA Career Specialist (WCS) shall inquiry if the individual is receiving services under the free or reduced-price lunch program. If the individual does receive services under this program, the WCS shall get documentation that states that the individual receives services under the Richard B. Russell National School Lunch Act and uploaded it into the Job Match System (JMS).

## **ACTION:**

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

---

# INCENTIVE POLICY (YOUTH)

---

Policy #: 2021-P-03 Previous #: 2021-P-003

Source: 7/1/2020, Jan. 1, 2022, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

The purpose of this policy is to provide guidance and establish the Office of Workforce Opportunity (OWO) standards of performance in the issuance of incentive payments to [Workforce Innovation and Opportunity Act \(WIOA\)](#) Title I Youth Program eligible and enrolled participants.

## **POLICY:**

[20 CFR § 681.640](#) states that “incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences. The local program must have written policies and procedures in place governing the award of incentives and must ensure that such incentive payments are tied to the goals of the specific program; outlined in writing before the commencement of the program that may provide incentive payments; align with the local program’s organizational policies; and are in accordance with the requirements contained in 2 CFR part 200.”

Incentives can be effective tools to encourage participation in activities that lead to improved skills and to the achievement of academic, employment and leadership goals and positive outcomes. Incentives are not an entitlement and should be awarded as appropriate. All incentive awards will be subject to the availability of WIOA youth funds. It is the discretion of the service provider to decide, on a case-by-case basis, the use and extent of incentives and may be subject to the need of the client.

While incentive payments are allowable under WIOA, the incentives must be in compliance with the Cost Principles in [2 CFR part 200](#). For example, Federal funds must not be spent on entertainment costs. Therefore, incentives must not include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment. Additionally, there are requirements related to internal controls to safeguard cash, which also apply to safeguarding of gift cards, which are essentially cash.

The US Department of Labor (USDOL) has also clarified that incentives are not allowed for activities such as recruitment, submitting eligibility documentation, or just simply showing up for the program.

Incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences. Such incentives for achievement could include improvements marked by testing or other successful outcomes. You are allowed to pay incentives to WIOA In School Youth (ISY) and Out of School Youth (OSY) for milestones such as receiving a high school diploma or high school equivalency or other acceptable credentials. In addition, the work experience incentive must be directly tied to the completion of work experience.

As described in Section 129 of the WIOA, local elements and requirements include utilizing the Title I Youth Program funds for:

1. activities leading to the attainment of a secondary school diploma or its recognized equivalent, or a recognized postsecondary credential

2. preparation for postsecondary educational and training opportunities
3. strong linkages between academic instruction and occupational education that led to the attainment of recognized postsecondary credentials
4. preparation for unsubsidized employment opportunities, in appropriate cases; and effective connections to employers, including small employers, in in-demand industry sectors and occupations of the local and regional labor markets

**PROCEDURE(S):**

**Incentives:** An eligible youth participant may be compensated for the attainment of skills, goals, credentials, or planned outcomes. Program notes and the Individual Service Strategy (ISS) should document the use of activities or planned outcomes that result in an incentive. All youth incentive payments must be connected to a WIOA service and documented in the Job Match System (JMS).

Each eligible participant can be considered for one incentive per achievement with a maximum cap of \$200 per participant per program year. A participant cannot qualify for measurable skills gain incentive using the same activity for which they have already received an incentive. For example, a participant obtains a high school diploma. The participant can either receive the incentive for the attainment of the high school diploma or the measurable skills gain but not both.

The value of the most common incentive awards are listed in the following section. If an incentive has not been addressed in this policy or in any other policy, the youth subrecipient may submit a written request to OWO identifying the assessed need and the proposed goal.

<b>Activity:</b> Attainment of High School Diploma during program participation or follow-up	\$25.00
<b>Activity:</b> Attainment of High School Equivalency (HiSET) during program participation or follow-up.	\$25.00
<b>Activity:</b> Achieve basic skills improvement during participation. Must increase scores by one Educational Functioning Level (EFL) in at least one area	\$25.00
<b>Activity:</b> Completion of a measurable skills gain during program participation. This includes any of the five skill gain types listed in the OWO measurable skills gain policy #2020-P-19.	\$25.00
<b>Activity:</b> Successful completion of a work-based learning activity (including On the Job Training, work experience, Apprenticeship) during program participation.	\$25.00
<b>Activity:</b> Attainment of an Industry Recognized Credential or Certification during program participation.	\$25.00
<b>Activity:</b> Obtaining unsubsidized employment during program participation.	\$25.00
<b>Activity:</b> Retention of unsubsidized employment at 3-months after exit.	\$25.00
<b>Activity:</b> Retention of unsubsidized employment at 6-months after exit.	\$25.00

**Required Documents:**

1. Program notes and Individual Service Strategy (ISS) must address specifics of the activity and the use of the incentive prior to start of the activity.

2. WIOA Youth Incentive Form completed and approved by WIOA Program Manager and uploaded into JMS.
3. Copy of appropriate documentation verifying attainment of the goal or credential uploaded into JMS:
  - a. High school diploma or transcript
  - b. Postsecondary or occupational skills training degree, diploma, certificate, license or credential
  - c. High School Equivalency certificate/diploma
  - d. Industry Recognized Credential or Certification attained.
  - e. Other documentation as appropriate

**ACTION:**

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

**ATTACHMENT:** WIOA Youth Incentive Form

## WIOA Youth Incentive Form

Participant Name: \_\_\_\_\_

Address: \_\_\_\_\_

City and State: \_\_\_\_\_

State ID#: \_\_\_\_\_

Incentive	Required Documentation	Amount
Attainment of High School Diploma during program participation or follow-up	<input type="checkbox"/> Allowable documentation: Transcripts, diploma, letter from school <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00
Attainment of High School Equivalency (HiSET) during program participation or follow-up.	<input type="checkbox"/> Allowable documentation: Transcripts, certificates, letter from school, copy of official document showing attainment. <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00
Achieve basic skills improvement during participation. Must increase scores by one EFL in at least one area.	<input type="checkbox"/> Youth must be OSY as defined in TEGL 17-05 <input type="checkbox"/> Must complete all posttests in which a deficiency is being scored <input type="checkbox"/> Must have scored an 8.9 or below in reading, language or math Test Adult Basic Education (TABE) pre-test <input type="checkbox"/> Allowable documentation: TABE test, TABE online testing score sheet, TABE Score sheet <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date.	\$25.00
Completion of a measurable skills gain during program participation.	<input type="checkbox"/> Documentation as required in OWO measurable skill gain policy #2020-P-19. <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00
Successful completion of a work-based learning activity, such as On-The-Job training,	<input type="checkbox"/> Allowable documentation as is appropriate for each Work-Based Learning Activity i.e., Work Experience, OJT, Apprenticeship <input type="checkbox"/> Documentation must be in Job Match System (JMS)	\$25.00

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

Work Experience and Apprenticeships.	<input type="checkbox"/> Documentation must include attainment date	
Attainment of an Industry Recognized Credential or Certification during program participation.	<input type="checkbox"/> Allowable documentation includes transcripts, certificate, diploma, letter from training agency <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00
Obtaining unsubsidized employment during program participation.	<input type="checkbox"/> Allowable documentation includes paystubs or letter of hire <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00
Retention of unsubsidized employment at 3-months after exit.	<input type="checkbox"/> Allowable documentation includes paystubs <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00
Retention of unsubsidized employment at 6-months after exit	<input type="checkbox"/> Allowable documentation includes paystubs <input type="checkbox"/> Documentation must be in Job Match System (JMS) <input type="checkbox"/> Documentation must include attainment date	\$25.00

**I certify that the above goal(s) were met, and I am eligible to receive this incentive.**

Participant Signature

Date

WIOA Career Specialist

Date

WIOA Program Supervisor

Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# INCOME GUIDELINES FOR DETERMINING WIOA ELIGIBILITY POLICY

---

Policy #: 2015-P-12 Previous #: 2015-012

Source: 4/9/2021, 4/20/2022, 5/24/2023, 4/17/24, 7/22/24, April 29, 2025, eff. July 9, 2025

## **PURPOSE:**

To provide guidance regarding income guidelines for determining eligibility under WIOA Title I funded programs.

## **POLICY:**

[Title I of WIOA](#) requires the U.S. Secretary of Labor (Secretary) to update and publish the Lower Living Standard Income Level (LLSIL) tables annually, for uses described in the law (including determining eligibility for youth). WIOA defines the term “low-income individual” as one who qualifies under various criteria, including an individual who received income for a six-month period that does not exceed the higher level of the poverty line or 70 percent of the LLSIL. This issuance provides the Secretary’s annual LLSIL for 2025 and references the [current 2025 Health and Human Services “Poverty Guidelines”](#) to be applied when determining WIOA eligibility for residents of New Hampshire.

LLSIL is used for several purposes under the WIOA. Specifically, WIOA defines the term “low-income individual” for eligibility purposes, and the terms “disadvantaged youth” and “disadvantaged adult” in terms of the poverty line or LLSIL for State formula allotments. The governor and State workforce investment boards (SWIBs) use the LLSIL for determining eligibility services for youth and certain adults.

**Jurisdiction:** The jurisdiction for the Northeast region, based generally on the Census Regions of the U.S. Department of Commerce, includes the following states: Connecticut, Maine, Massachusetts, **New Hampshire**, New Jersey, New York, Pennsylvania Rhode Island, and Vermont. The adjusted LLSIL and 70% LLSIL for a family of four for residents in the Northeast is as follows:

Family of Four	2025 adjusted LLSIL	70 percent LLSIL
Metro	\$55,623	\$38,936
Non-Metro	\$54,147	\$37,903

**Determining Family Size:** “Family” under WIOA is defined as two or more individuals related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories:

- A married couple and dependent children;

- A parent or guardian and dependent children; or
- A married couple.

**Defining Dependent:** WIOA does not define dependent. To avoid uncertainty in making eligibility decisions regarding family size and income, OWO has identified examples in which a youth must be considered as a dependent of parent(s) or guardian(s) for the purpose of determining family size for WIOA Youth and Adult Program eligibility. These instances are:

- **Example 1:** Youth not yet 18, who are not emancipated youth or runaway youth, living “at home” with their parents or guardians, including individuals in the temporary care of another individual or household (but not claimed as a dependent by that household).
- **Example 2:** Youth age 18-19 who are full-time students in a secondary school or equivalent and are living “at home” with their parents or guardians.
- **Example 3:** Youth age 18-21 who are not full-time students and are living “at home” with their parents or \*guardians, and who are primarily supported by their parents.

A legal guardian is a blood relative (e.g., grandparent, aunt or uncle) or another legally recognized relative (e.g., decree of court) who claims the youth as a dependent. The key factors are:

- Relationship by blood or decree of court;
- Living in a single residence; and
- The youth is claimed as a dependent.

OWO has the authority to identify instances in which youth age 18-21 and “living at home” with their parents or guardians are to be considered as independents and not dependents. OWO has determined youth age 18-21 who reside with their parents or guardians and who fall into one or more of the following categories can be considered independent for income eligibility determination:

- Youth age 18-21 who are personally receiving TANF, food stamps or Social Security benefits.
- Youth age 18-21 who are attending post-secondary education and who qualify as an independent student on the Free Application for Federal Student Aid (FAFSA), or
- Youth age 18-21 who are not claimed as dependents on someone else’s tax return.

**PROCEDURE(S):**

Consistent with WIOA regulations, the Office of Workforce Opportunity (OWO) shall establish appropriate LLSIL and poverty income guidelines for New Hampshire to be used when an income test is one of the criteria for determining eligibility for services under the WIOA. Using the LLSIL for a family-of-four as a baseline, the OWO will update the income guidelines annually based on the LLSIL guidelines posted by USDOL in the Federal Register. The income tables in the Job Match System (JMS) will be updated annually once the LLSIL’s are released. A revised policy shall be shared with the appropriate WIOA sub-recipients/contractors for implementation in accordance with the effective date posted in the Federal Register.

The chart below represents the income criteria to be used when an income test is required to determine eligibility for WIOA participation, **effective May 7, 2025**, until further notice.

## INCOME GUIDELINES FOR DETERMINING WIOA ELIGIBILITY

	Family Size	Non-Metro Areas (Balance of State)	Metro Areas (Hillsborough, Rockingham & Strafford counties)
Maximum Income		6 months / 1 year	6 months / 1 year
<b>Poverty Level Income</b>	<b>1</b>	<b>7,530/15,060</b>	<b>7,530/15,060</b>
70% LLSIL	2	11,186/22,371	11,491/22,981
70% LLSIL	3	15,355/30,710	15,771/31,541
70% LLSIL	4	18,952/37,903	19,468/38,936
70% LLSIL	5	22,367/44,734	24,976/45,952
70% LLSIL	6	26,153/52,306	26,868/53,735

The Northeast Metro Area includes Hillsborough, Rockingham, and Strafford Counties. The Northeast Non-Metro Area includes Coos, Grafton, Carroll, Belknap, Sullivan, Merrimack, and Cheshire Counties.

\*Please note that the poverty guideline for a family of one is higher than 70% of the LLSIL for a family of one. Therefore, the poverty level guideline shall be used in lieu of the 70% LLSIL when determining income eligibility for a family of one. The 70% LLSIL shall be used for a family size of two or more.

\*\*For families sizes greater than six, subtract the LLSIL of a family of five from a family of six. Use the difference of a family of five and six as the income you will add to each income after a family of six.

### **ACTION:**

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

---

# PROGRAM ELEMENT POLICY (YOUTH)

---

Policy #: 2021-P-08 Previous #: 2021-P-008

Source: 7/1/2020, 3/10/22, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To provide guidance for staff to provide services to Workforce Innovation and Opportunity Act (WIOA) eligible youth participants.

## **POLICY:**

Title I of WIOA outlines a broad youth vision that supports an integrated service delivery system amongst one stop and community partners. It affirms the workforce system's commitment to providing high-quality services for all youth and young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, such as pre-apprenticeships or on-the-job training, and culminating with sustainable employment along a career pathway, enrollment in post-secondary education, or Registered Apprenticeship. The Title I Youth program continues to seek high levels of performance, accountability, and quality in preparing young people for the workforce.

WIOA Youth service delivery is based on the provision of 14 elements. To support the attainment of a secondary school diploma or its recognized equivalent, or entry into post-secondary education and career readiness for participants, all youth programs must make the following 14 elements available to each eligible youth participant as appropriate.

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalency (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.
2. Alternative secondary school services, or dropout recovery services, as appropriate.
3. Paid and unpaid work experiences that have as a component academic and occupational education may include:
  - a. Summer employment opportunities
  - b. Opportunities available throughout the school year
  - c. Pre-apprenticeship programs
  - d. Internships and job shadows
  - e. On-the-job training opportunities
4. Occupational skills training which includes priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved.
5. Education offered concurrently with an in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
6. Leadership development opportunities, including community service and peer centered activities encouraging responsibility and other positive social and civic behaviors.
7. Support Services are services that enable an individual to participate in WIOA activities.

8. Adult Mentoring
9. Follow-up services for not less than 12 months after the completion of participation.
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referrals to counseling, as appropriate to the needs of the individual youth.
11. Financial literacy education
12. Entrepreneurial skills training
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.
14. Activities that help youth prepare for and transition to post-secondary education and training.

The table below provides a list of the 14 youth program elements, identifies which program elements relate to one another, lists the DOL Participant Individual Record Layout (PIRL) data element, and provides federal citations where the program element requirements are described. In addition, the program elements are linked to the Workforce GPS Youth Connections corresponding webpage. The Youth Connection webpage provides additional materials and resources to help service providers deliver youth services.

<b>WIOA Youth Program Element Section 129(c)(2)</b>	<b>Is the element further described in Final Rules? If so, applicable citations</b>	<b>Relates to or overlaps with other program element<sup>1</sup></b>
1. <a href="#">Tutoring, study skills training, instruction, and dropout prevention</a>	No	Program elements 2 and 4
2. <a href="#">Alternative secondary school services or dropout recovery services</a>	No	Program element 1
3. <a href="#">Paid and unpaid work experience</a>	Yes, 681.600, 681.590, 681.480	
4. <a href="#">Occupational skills training</a>	Yes, 681.540, 681.550	Program element 1
5. <a href="#">Education offered concurrently with workforce preparation and training for a specific occupation</a>	Yes, 681.630	Program elements 2, 3, and 4
6. <a href="#">Leadership development opportunities</a>	Yes, 681.520, 681.530	
7. <a href="#">Supportive services</a>	Yes, 681.570	
8. <a href="#">Adult mentoring</a>	Yes, 681.490	
9. <a href="#">Follow-up services</a>	Yes, 681.580	Program elements 7, 8, 11, 13, and 14
10. <a href="#">Comprehensive guidance and counseling</a>	Yes, 681.510	
11. <a href="#">Financial literacy education</a>	Yes, 681.500	
12. <a href="#">Entrepreneurial skills training</a>	Yes, 681.560	
13. <a href="#">Services that provide labor market information</a>	Yes, 651.10	

14. <a href="#">Postsecondary preparation and transition activities</a>	No	
-------------------------------------------------------------------------	----	--

Section 7 of [TEGL 21-16](#) describes how overlapping portions of each element should be categorized.

**PROCEDURE(S):**

The Workforce Innovation and Opportunity Act (WIOA) requires that youth subrecipients make all 14 program elements available. These program elements are services that are intended to assist youth in preparing for the workforce. While all program elements must be made available, each youth does not have to receive all 14 elements. Program elements are provided to youth based on their objective assessment and a plan to provide these services are recorded in the youth’s Individual Service Strategy (ISS). It is expected that youth will receive exposure to multiple program elements during their participation in the program.

**Documenting and Recording in the NH Job Match System:**

The WIOA Career Specialist (WCS) must document that all program elements have been discussed and offered to participants by using the verbal interview form and/or the post-secondary assessment form. These forms must be uploaded into JMS and a note added.

Documenting receipt of a program elements is critical to ensure that youth who are actively participating in programs do not get unintentionally exited due to 90 days of no service. The WCS must make sure that the program element is part of the participants ISS, record the program element in the NH Job Match System (JMS) using the corresponding service code and add a case note for the activity. In addition, dates of services recorded in JMS must reflect the date the service was provided to the participant. It is incredibly important that services are not left “open ended”. Therefore, an activity must be entered each and every time it is provided. Begin and end dates should not extend longer than the amount of time a service takes to complete. For example, when labor market and employment information is provided to an individual on a specific date, an activity should be entered using that begin and end date. It should not extend beyond the actual day it was provided. For training, the begin and end date should reflect the actual begin date of the first day of training and the end date should be the last day of training.

Please see the attached 14 Youth Program Elements: Definitions, Examples and Reporting for more information.

**ACTION:**

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

**ATTACHMENT:** 14 Youth Program Elements: Definitions, Examples and Reporting

**Program Element Policy (Youth) – 14  
Youth Program Elements: Definitions,  
Examples, And Reporting (Provided Only  
in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**

# 14 Youth Program Elements

Definitions

Examples

Reporting

# 14 Youth Program Elements

- WIOA has fourteen (14) mandated program elements/services
- All 14 elements must be made available to qualified youth
  - Use the Verbal Interview form/Post-Secondary Preparation and Transition Assessment to document
  - Upload the form into JMS documents
- All services provided are based on the individual participants needs and goals
- Services are based on assessments and are tied to the Individual Service Strategy (ISS)
- Services must be recorded in JMS as outlined
- There is overlap between some of the program elements – so be careful when reporting to avoid duplicative entry

# Program Element Table

WIOA Youth Program Element Section 129(c)(2)	Is the element further described in Final Rules? If so, applicable citations	Relates to or overlaps with other program element <sup>1</sup>
1. Tutoring, study skills training, instruction, and dropout prevention	No	Program elements 2 and 4
2. Alternative secondary school services or dropout recovery services	No	Program element 1
3. Paid and unpaid work experience	Yes, 681.600, 681.590, 681.480	
4. Occupational skills training	Yes, 681.540, 681.550	Program element 1
5. Education offered concurrently with workforce preparation and training for a specific occupation	Yes, 681.630	Program elements 2, 3, and 4
6. Leadership development opportunities	Yes, 681.520, 681.530	
7. Supportive services	Yes, 681.570	
8. Adult mentoring	Yes, 681.490	
9. Follow-up services	Yes, 681.580	Program elements 7, 8, 11, 13, and 14
10. Comprehensive guidance and counseling	Yes, 681.510	
11. Financial literacy education	Yes, 681.500	
12. Entrepreneurial skills training	Yes, 681.560	
13. Services that provide labor market information	Yes, 651.10	
14. Postsecondary preparation and transition activities	No	

<sup>1</sup>Section 7 of [TEGL 21-16](#) describes how overlapping portions of each element should be categorized

# #1 Tutoring, Study Skills Instruction/Drop Out Prevention for H.S. Diploma

## Definition

- Tutoring, study skills training, instruction and secondary school dropout prevention strategies that lead to a H.S. diploma (not an equivalency)
- Activities to keep youth in school and engaged in formal learning

## Examples

- Literacy development
- Active learning experiences
- After-school opportunities
- Individualized instruction
- Remedial academic instruction
- Academic Supports
- Identifying academic concerns
- Developing learning strategies
- Secondary school dropout prevention strategies

## Reporting

- Add/Update the ISS in JMS
  - Any additional activities = new signatures
- Add Activity in JMS
  - Use service code 406
- Add a case note for the original activity and any updates



# #2 Alternative Secondary School Services or Dropout Recovery

## Definition

- Education/training for youth who have struggled in traditional secondary education leading to recognized NH High School (HS) Equivalency and not a HS diploma
- Dropout recovery services or alternative secondary school services with a goal of helping the youth to re-engage and persist in education that leads to the completion of a recognized high school equivalent

## Examples

- Basic education skills training
- Individualized training
- English as a Second Language training
- Hi-Set preparation and study
- Remedial academic instruction
- Education plan development for youth who have dropped out
- Educational credit recovery for youth who have dropped out

## Reporting

- Add/Update the ISS in JMS
  - Any additional activities = new signatures
- Add Activity in JMS
  - Use service code 415
- Add a case note for the original activity and any updates



# #3 Paid and Unpaid Work Experiences

## Definition

- Paid and unpaid work experiences that have academic and occupational education as a component of the work experience
  - Educational component may occur concurrently or sequentially with the work experience
- Planned, structured learning experience that take place in the workplace for a limited period of time

## Examples

- Summer employment
- Pre-apprenticeship programs
- Internships and job shadowing
- On-the-job training (OJT)

## Reporting

- Add/Update the ISS in JMS
  - Any additional activities = new signatures
- Add Activity in JMS
  - Use service code 425 for paid WE
  - Use service code 426 for unpaid WE
  - Use service code 427 for paid internship
  - Use service code 428 for OJT
  - Use service code 400 for summer employment/internship
- Add a case note for the original activity and any updates



# #4 Occupational Skills Training

## Definition

- Organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks/functions required
- Training must:
  - Be outcome-orientated and focus on an occupational goal specified in the ISS
  - Be of sufficient duration to impart the skills needed to meet the occupational goal
  - Result in attainment of recognized post secondary credential

## Examples

- Licensed Nursing Assistant (LNA)
- CDL – Class A and Class B
- HVAC
- Medical Assistant
- Cybersecurity and IT
- Front End Coding
- Microelectronics

\*must be a high demand occupation

## Reporting

- Add/Update the ISS in JMS
  - Any additional activities = new signatures
- Add training justification in JMS
- Add Activity in JMS
  - Use service code 416 for approved provider
  - Use service code 430 for non-approved provider
- ITA documents must be loaded to JMS
- Recognized credentials/licenses should be added to credentials tab in JMS and uploaded in documents
- Add a case note for the original activity and any updates



# #5 Education Offered Concurrently

## Definition

- Integrated education and training model
- Workforce preparation, basic academic skills, and hand-on occupational skills training are taught within the same time frame
- Connected to training in a specific occupation, occupational cluster, or career pathway

## Examples

- Programs that emphasize workforce preparation activities and basic skills concurrently
- Career Pathway Programs with all three of the components of integrated education
- Does NH JAG and MY-Turn's program models fit?

## Reporting

- Add/Update the ISS in JMS
  - Any additional activities = new signatures
- Add Activity in JMS
  - Use service code 430
- If you report this element, you cannot also add elements #2, #3, #4 independently
- Add a case note for the original activity and any updates

[Workforce GPS Education Concurrent with Workforce Resources](#)



**BEA**

New Hampshire Department of  
BUSINESS AND  
ECONOMIC AFFAIRS

# #6 Leadership Development

## Definition

- Includes community service and peer centered activities that encourages responsibility, confidence, employability, self-determination and other positive social behaviors
- Positive social behaviors include:
  - Positive attitudinal development
  - Self-esteem building
  - Openness to work with individuals from diverse backgrounds
  - Maintaining healthy life styles (alcohol and drug free)

## Examples

- Community volunteering
- Service learning
- Peer mentoring or tutoring
- Character education
- Citizenship education, including how and why to vote
- Leadership training, such as how to work in a team, how to run meetings, diversity training
- Life-skills training, such as parent education, financial education, goal setting, conflict resolution

## Reporting

- Add/Update the ISS in JMS
  - Any additional activities = new signatures
- Add Activity in JMS
  - Use service code 410
- Add a case note for the original activity and any subsequent



# #7 Supportive Services

## Definition

- Support services enable an individual to participate in WIOA activities by minimizing barriers
- Review the Support Services Policy for specific services and limitations

## Examples

- Child Care
- Transportation
- Work attire or uniforms
- Tools
- Housing
- Needs related payments
- Employment and training-related applications, test, and certifications

## Reporting

- Add/Update the ISS in JMS
  - Any additional activities = new signatures
- Add Activity in JMS
  - Use the service code that matches the type of support service provided
  - Complete the voucher in JMS
- Add a case note for the original activity



# #8 Adult Mentoring

## Definition

- Adult mentoring must:
- Last at least 12 months (can be during follow up)
- Formal relationship
  - Must include structured activities
  - Offer guidance, support and encouragement
  - Develop competence and character
- Group activities can be included but each youth should have individual mentor and meet face to face

## Examples

- Workplace Mentoring
- One-on-One Mentoring
- Youth Case Mangers\*
  - Must be face to face and include all elements listed in the definition!
  - Most of what you provide is case management not adult mentoring!

\*DOL discourages this

## Reporting

- Add/Update the ISS in JMS
  - Any additional activities = new signatures
- Add Activity in JMS
  - Use service code 411
- Add a case note for the original mentoring activity and any updates



# #9 Follow-Up Services

## Definition

- Are provided for 12 months following the completion of participation
- Are critical services provided to help ensure the youth is successful in employment and/or post-secondary education and training
- Begins immediately after the last date of service

\*Review the youth follow up policy for more details

## Examples

- Adult mentoring
- Financial literacy
- Support services
- Labor market
- Postsecondary transition

## Reporting

- Add follow up activity in JMS
  - Use the service code that matches the type of follow up provided
- Create follow up in follow up tab in JMS once a quarter
- Add a case note for each follow up provided



# #10 Comprehensive Guidance and Counseling

## Definition

- Individualized counseling (think therapeutic)
- Includes: drug & alcohol, mental health and referrals to partner programs as appropriate
- **DOES NOT** include typical case management

## Examples

- Substance use prevention/abuse counseling
- Mental Health counseling
  - Domestic violence prevention
  - Anger management
  - Trauma-informed counseling
  - Behavioral health treatment

## Reporting

- Add/Update the ISS in JMS
  - Any additional activities = new signatures
- Add Activity in JMS
  - Use service code 417
- Add a case note for the activity as well as any updates
  - Do not include specific information about medical conditions or diagnosis
  - Do not include any information that is not related to employment goals



# #11 Financial Literacy

## Definition

- Helps youth gain knowledge, skills and the confidence to make informed financial decisions
- Helps youth attain greater financial health and stability using tools, strategies and training that is:
  - High quality
  - Age appropriate
  - Relevant
  - Places lessons into practice
  - Timely
- Provides comprehensive financial literacy education based on the needs of the youth instead of only teaching them budgeting

## Examples

- Basic education skills training
- Individualized training
- English as a Second Language training
- Hi-Set preparation and study
- Remedial academic instruction
- Education plan development for youth who have dropped out
- Educational credit recovery for youth who have dropped out

## Reporting

- Add/Update the ISS in JMS
  - Any additional activities = new signatures
- Add Activity in JMS
  - Use service code 422
- Add a case note for the original activity and any subsequent



# #12 Entrepreneurial Skills Training

## Definition

- Entrepreneurial skills training provides the basics of starting and operating a small business
- Develop skills such as, but not limited to:
  - Take initiative
  - Creatively seek out and identify business opportunities
  - Develop budgets and forecast resource needs
  - Understand various options for acquiring capital and the trade-offs associated with each
  - Communicate effectively and market oneself and one's ideas

## Examples

- Entrepreneurship education:
  - Introduction to the values and basics of starting and running a business
  - Development of business budgets
  - Guidance in the development of a business plan
- Enterprise development:
  - Supports and services that incubate and help youth develop their own businesses
  - Assistance with obtaining small business loans or grants
- Experiential programs:
  - Creation of a youth-run business for youth to experience day-to-day operations
  - Facilitate placement in apprentice or internship positions with adult entrepreneurs

## Reporting

- Add/Update the ISS in JMS
  - Any additional activities = new signatures
- Add Activity in JMS
  - Use service code 421
- Add a case note for the original activity and any subsequent



# #13 Labor Market and Employment Info Services

## Definition

- Provides labor market and employment information including:
- Career awareness: develops knowledge of the variety of careers and occupations available, their skill requirements, working conditions and training prerequisites, and job opportunities across industries and occupations that are in demand
- Career exploration: Assists youth with choosing an education/training or job which fits their interests, skills and abilities
- Career counseling or guidance: provides advice and support in making decision about what career paths to take

## Examples

- Exploring earning potential, education and skills requirements, career pathways, job openings, job application process, potential earnings and more
- Utilizing current LMI tools provided by State or Federal agencies
- Business tours
- Resume and cover letter preparation
- Career assessments to identify interests, values, abilities and aptitudes

## Reporting

- Add/Update the ISS in JMS
  - Any additional activities = new signatures
- Add Activity in JMS
  - Use service code 423
- Add a case note for the original activity and any subsequent
  - Document the use of any electronic LMI tools



# #14 Post Secondary Education and Training

## Definition

- Activities that help youth prepare for and transition to postsecondary education and training
- Includes exploring postsecondary education options including technical training schools, community colleges 4-year colleges and universities and registered apprenticeships

## Examples

- Assisting youth to prepare for SAT/ACT testing
- Assisting with college admission applications
- Searching and applying for scholarships and grants
- Filling out the proper financial aid applications
- Connecting you to postsecondary education programs

## Reporting

- Add/Update the ISS in JMS
  - Any additional activities = new signatures
- Add Activity in JMS
  - Use service code 433
- Add a case note for the original activity and any subsequent



# Case Management is Not an Element

## Definition

- Case management/life coaching is not a program element
- Should continue throughout the cycle – recruitment, enrollment and follow up
- Provides an opportunity for staff to build a working relationship with the participant to help them meet their goals
- You do this every single day!

## Examples

- Assessment and interpretation of needs and results
- Providing tools and resources to overcome personal barriers
- Documenting youth participation
- Referral outcomes
- Service decisions with youth
- Summaries of one-on-one meetings and achievements
- Activities for rapport and trust building to retain the youth in the program
- General encouragement, support and relationship building

## Reporting

- These are not considered “activities” and should not be recorded that way in JMS
- They should be reported in JMS using case notes.
  - Don’t forget that you can create case note templates which makes it easier to document in the future





OFFICE OF  
**WORKFORCE  
OPPORTUNITY**

Joe Doiron, Director

[Joseph.A.Doiron@livefree.nh.gov](mailto:Joseph.A.Doiron@livefree.nh.gov)

Lisa Gerrard, WIOA Program  
Administrator

[Lisa.D.Gerrard@livefree.nh.gov](mailto:Lisa.D.Gerrard@livefree.nh.gov)

Nick Masi, Workforce Development  
Administrator

[Nicholas.J.Masi@livefree.nh.gov](mailto:Nicholas.J.Masi@livefree.nh.gov)

Melissa Carter, Fiscal Administrator

[Melissa.C.Carter@livefree.nh.gov](mailto:Melissa.C.Carter@livefree.nh.gov)

Melissa Salmon, WIOA Program  
Specialist

[Melissa.M.Salmon@livefree.nh.gov](mailto:Melissa.M.Salmon@livefree.nh.gov)

Melody Crockett, Administrator

[Melody.A.Crockett@livefree.nh.gov](mailto:Melody.A.Crockett@livefree.nh.gov)

Jessica Thompson, Administrative  
Assistant

[Jessica.A.Thompson@livefree.nh.gov](mailto:Jessica.A.Thompson@livefree.nh.gov)



The NH Business and Economic Affairs/OWO is a proud member of the American Job Center Network and of the NH WORKS system and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# WORK EXPERIENCE POLICY (YOUTH)

---

Policy #: 2020-P-09 Previous #: 2020-P-009

Source: 7/1/2020, 7/1/21, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

To provide guidance regarding Work Experience (WE) Services under WIOA Title I youth funded programs.

## **POLICY:**

Work experiences are planned, structured learning experiences that take place in a workplace for a limited period of time. A work experience must include an academic component. Work experiences may be paid or unpaid, as appropriate and consistent with other laws, such as the [Fair Labor Standards Act](#) and [NH Department of Labor School-to-Work](#). Work experiences may be within the private for-profit sector, the non-profit sector, or the public sector. For youth, work experiences may also include:

1. Pre-apprenticeship programs;
2. Summer employment and other employment activities available throughout the school year;
3. Internships and job shadowing; and
4. Work Based Learning Experiences (WBL)

The goal of the program is to promote the development of good work habits and basic work skills by participation in a structured paid/unpaid work-based learning activity. WBL is not a stand-alone activity but is an integral part of the overall services for young adults.

Objectives include:

1. To improve a participant's work maturity skills through meaningful work-based learning assignments and proper supervision; and/or
2. To improve a participant's occupational skills through worksite instruction and well-supervised job tasks; and
3. To enhance a participant's academic and other basic skills through relevant worksite experience.

Program participants will complete the WBL activity to enhance work maturity skills. In addition, participants should find that they have a better understanding of future employment or training options. Each participant's work-based learning activities are reviewed and evaluated with respect to the above goals and objectives.

The work experience may be paid by either the WIOA funded subrecipient or the work-based employer at a wage equal to or greater than the State's minimum wage.

WIOA requires that not less than 20% of funds **must** be spent on activities supporting paid and unpaid work experience that have as a component academic and occupational education. This may include summer employment and other employment opportunities available throughout the year such as pre-apprenticeship programs, internships, job shadowing and on the job training opportunities. According to the [Training Employment and Guidance Letter \(TEGL\) No. 23-14](#), Operating Guidance for the [Workforce Innovation and Opportunity Act](#), "program expenditures on the work experience program element include wages as well as

staffing costs for the development and management of work experience.” These work-based learning strategies must serve as a next step in career development, whether the desired outcome is employment or enrollment in post-secondary education or advanced training.

According to [20 CFR 681.600](#) of the WIOA legislation, all work experiences must include academic and occupational education. The educational component may occur concurrently or sequentially with the work experience. The academic and occupational education component may occur inside or outside the worksite. The work experience employer can provide the academic and occupational component, or such components may be provided separately in the classroom or through other means.

## **PROCEDURE(S):**

### **Participant Eligibility:**

Participants of WIOA Title I youth funded programs who meet the eligibility requirements and have completed the assessment and development of an Individual Service Strategy (ISS) for training will have access to Work Experience opportunities. WE opportunities are available to participants who:

- After an interview, evaluation or assessment and career planning, the WCS has determined that the individual:
  - Is in need of career exploration or training services to obtain or retain employment leading to economic self-sufficiency.
  - Is unable to obtain assistance from other sources to pay for training.

The participant’s case file must contain a determination of need for services as determined through the interview, evaluation, or assessment and career planning informed by local labor market information, training provider performance information, or through any other career services received. In addition, all WE requests are subject to review and must be reasonable based on factors such as participant’s experience, appropriate hourly wages, prior work experience and any other relevant factors. The length of the work experience cannot exceed three months (3) and 160 hours.

### **Training Site Eligibility and Requirements:**

Work Experience sites are available to sponsors in the public, private non-profit, or private sector. WE funds will not be used to directly or indirectly aid in the filling of a job opening that is vacant because the former occupant is on strike or is being locked out in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage. A Work Experience contract will not be approved for a sponsor who has received payments under previous contracts under WIOA or the Workforce Investment Act (WIA) if the training site sponsor has exhibited a pattern of failing to provide quality work experiences.

### **Prohibitions:**

Work Experience contracts in occupations with the following characteristics are prohibited:

- Occupations where commissions, tips or piece work are the main source of income.
- Occupations that are intermittent, temporary and/or seasonal in nature.
- Low skilled occupations/industries, where minimum wage is not offered and/or high turnover exists.
- Occupations/industries with a substantial number of experienced and able workers currently unemployed.

- Work experiences funded with WIOA Out-of-School Youth funds must be in State focused Sector priorities: Manufacturing, Hospitality, Health Care, Information Technology, and Construction.

Training positions for commission salespersons, bartenders, seasonal workers, and for those employed on a piecework basis are usually not appropriate.

A participant in a work experience will not be employed in or assigned to a job if:

- Any other individual is on layoff from the same or any substantially equivalent job;
- The employer has terminated the employment of any regular, unsubsidized employee or otherwise caused an involuntary reduction in its workforce with the intention of filling the vacancy with the participant; or
- A participant in a program or activity authorized under Title I of WIOA must not displace (including a partial displacement, such as a reduction in the hours of non-overtime work, wages, or employment benefits) any currently employed employee (as of the date of the participation).

Work experiences are not intended to impair any existing contracts for services or collective bargaining agreements. When a program or activity authorized under Title I of WIOA would be inconsistent with a collective bargaining agreement, the appropriate labor organization and employer must provide written concurrence before the program or activity begins.

#### **Contract Provisions:**

- All Work Experience contracts must meet established standards of wage requirements. The minimum wage for a participant enrolled in a work experience contract is a starting wage of \$7.25 per hour or state minimum wage.
- The cap for formula work experience contracts is \$5,500.00.
  - Exceptions to the \$5,500 cap may be made with a waiver request signed approved by OWO.
- There is a maximum of 160 hours for work experience and not to exceed 90 days in duration.
- The employer (may be host site or WIOA Youth funded subrecipient) will maintain time and attendance, payroll, and other records to support amounts expended under Work Experience contracts in compliance with State and Federal laws and regulation.
- Modifications to the work experience contract can be made as needed through mutual agreement of the employer and subrecipient.
- Employers do not need to provide a credential for participants completing a work experience. There is no type of recognized credential for work experience participants.

WCS's will make sure that each participant that is requesting a WE has a signed ISS (Individual Service Strategies) and Assessments with goals and objectives to support the request for a WE.

WCS's will submit a completed WE Packet to their local WIOA Program Manager for approval. The packet will include:

- Work Experience Training Employer Eligibility Checklist
- Work Experience Training Documentation Checklist
- Work Experience Training Contract
- Work Experience Training Outline
- Work Experience Trainee Agreement

A copy of the WE Packet will be scanned into the JMS case management system as **one complete document**.

### **WE Voucher Process**

All WE Vouchers must be processed in the JMS case management system. The WCS shall enter the information and submit vouchers to their WIOA Program Manager for approval. The WIOA Program Manager will process an approval for the WE Voucher in JMS as soon as possible or notify the WCS of any outstanding issues that need to be resolved before approval can be made.

All WE vouchers must be processed, dated, and signed prior to the start of the WE. In no case will an WE voucher be authorized after the start of the WE.

### **WE Case Management**

The WCS will track and record customer progress throughout the WE on at least a monthly basis. Services and notes in the JMS case management system will be updated at least once monthly for every customer receiving a WE. This will help ensure a successful outcome.

A supply of timesheets, transportation or childcare reimbursement forms will be given to the customer to return to the WCS weekly if applicable. Please note that the customer will need to submit evidence of attendance in order to receive payment. These records must be uploaded into the JMS system to document the WE.

The WCS must schedule an onsite visit with the employer and customer to discuss the progress of the WE. This onsite visit should be documented and the documentation uploaded into JMS. Additionally, the employer shall complete and submit a Trainee Work Evaluation to the WCS assigned to the case.

### **ACTION:**

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

### **ATTACHMENTS:**

1. Work Experience Training Employer Eligibility Checklist
2. Work Experience Training Documentation Checklist
3. Work Experience Training Contract
4. Work Experience Training Outline
5. Work Experience Trainee Agreement
6. Work Experience Training Time Sheet
7. Work Experience Trainee Work Evaluation
8. Work Experience Training Site Visit Summary
9. Work Experience Training Contract Modification



## Work Experience Employer Eligibility Checklist

### SECTION 1 - EMPLOYER INFORMATION

EMPLOYER LEGAL BUSINESS NAME:		FEIN #:	NHES #:
FORMER NAME(S) UNDER WHICH EMPLOYER CONDUCTED BUSINESS:			
CONTACT PERSON:		TITLE:	
EMPLOYER ADDRESS:			
CITY:		STATE:	ZIP:
PHONE:	FAX:	EMAIL:	
TYPE OF ORGANIZATION:	<input type="checkbox"/> INDIVIDUAL <input type="checkbox"/> FOR PROFIT	<input type="checkbox"/> PARTNERSHIP <input type="checkbox"/> NON-PROFIT	<input type="checkbox"/> LIMITED LIABILITY CORPORATION (LLC) <input type="checkbox"/> OTHER (specify)
COMPANY NAICS CODE: (Industry Classification Code)	# OF CURRENT EMPLOYEES	YEARS IN EXISTENCE:	
IS THE BUSINESS BEING SOLD OR MERGING WITH ANOTHER COMPANY?		<input type="checkbox"/> YES	<input type="checkbox"/> NO
PAY FREQUENCY:			

### SECTION 2 - COMPANY REVIEW

- 1) WARN notices have previously been filed.  Yes  No  
If yes, explain on reverse side.
- 2) The company has not exhibited a pattern of failing to provide Trainees with continued long-term employment (if applicable).  Agree  Disagree

### SECTION 3: MEETING FEDERAL CRITERIA

- 3) Company verifies WIOA Title I funds will not be used to relocate in whole or in part.  Yes  No
- 4) Company has operated at current location for at least 120 days.  Yes  No  
a) If less than 120 days and the business relocated from another area in the U.S. were employees laid off at the previous location as a result of the relocation?  Yes  No
- 5) Funds will not be used to directly or indirectly assist, promote or deter union organizing  Agree  Disagree
- 6) The employer will comply with the non-discrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act of 2014 and its regulations.  Yes  No
- Employer meets requirements of the pre-award.**  Yes  No

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Type/print name: \_\_\_\_\_ Title: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711



## Work Experience Documentation Checklist

WIOA Title I Funding Source: \_\_\_\_\_

Customer Name: \_\_\_\_\_ SID#: \_\_\_\_\_

### Documents in JMS File (Please Check)

- Assessments  ISS

ISS and Assessment contain the following items:

- Previous Occupation  
 Marketability of Current Skills / Barriers to Re-Employment  
 Employment Goal  
 Client Suitability for Employment Goal Occupation  
 Skills Gaps Defined

### Work Experience Documents (Please Check)

- WE Training Agreement  WE Training Outline  
 WE Training Invoice  WE Employer Eligibility Checklist  
 WE Trainee Work Evaluation  WE Trainee Agreement

WIOA Career Specialist Name Printed \_\_\_\_\_

WIOA Career Specialist Signature \_\_\_\_\_ Date \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Work Experience Training Contract

Trainee Name: \_\_\_\_\_

Fund Source: \_\_\_\_\_

State ID Number: \_\_\_\_\_

Employer Name: \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

## WIOA Work Experience Agreement

CONTRACT NO: \_\_\_\_\_ MOD #: \_\_\_\_\_ DATE: \_\_\_\_\_

### Employer Information

EMPLOYER LEGAL BUSINESS NAME:	FEIN #:	NHES #:
FORMER NAME (S) UNDER WHICH EMPLOYER CONDUCTED BUSINESS:		
CONTACT PERSON:	JOB TITLE:	
EMPLOYER ADDRESS:		
CITY:	STATE:	ZIP:
TELEPHONE:	FAX:	EMAIL:
TYPE OF ORGANIZATION:		
COMPANY NAICS CODE:	# OF CURRENT EMPLOYEES:	YEARS IN EXISTENCE:
IS THE BUSINESS BEING SOLD OR MERGING WITH ANOTHER COMPANY?		

### Trainee Information

Trainee Name:	SS #:	Telephone:
Beginning Date:	End Date:	Total Training Hours:
Pay Frequency:	Job Title:	O*NET Occupation Code:
Hourly Wage:	Reimbursement Rate: %    \$	Maximum Reimbursement:
Graduated Wage Rate or special conditions (if applicable):		

### Purpose and Makers:

The purpose of this contract is to enter into an agreement for the provision of Work experience for **(Trainee)** which is designed to result in the development of marketplace employment skills. The agreement is entered into between **(Employer)** hereinafter referred to as "Employer" and **(ENTER NAME OF SUBRECIPIENT)** hereinafter referred to as "Provider".

A WIOA Career Specialist (WCS) will be assigned as the party to which concerns or problems shall be reported by the Employer. The Trainee shall report any concerns or problems to his/her WIOA Career Specialist (WCS).

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

## General Terms and Conditions

1. *Statement of Work.* The Employer agrees to provide the training identified in the “Training Outline” through a qualified individual, and to ensure that the Trainee is provided with the necessary skills and knowledge to adequately perform the job. This agreement must be executed prior to the Trainee’s start of work. *Please note that the maximum number of WE/WE contracts initiated with an employer shall not exceed 25% of the current workforce.*
2. *Time and Wage.* All parties agree that the period of the contract shall be as stated on the previous page. Wages are to be paid as part of Paid Work Experience Training Program.
3. *Notification of Concerns.* The Employer will inform the WCS immediately when any problems or disputes arise during the training period concerning the Trainee’s progress in the training program, work habits, or behavioral problems affecting the Trainee’s participation in the program. The Employer will in good faith and with the assistance of the WCS make all reasonable efforts to resolve such problems and disputes.
4. *Trainee Concerns.* The Trainee is responsible to follow policies and procedures of the Employer, and to report any concerns or unresolved issues to his/her WCS.
5. *Suspension of Trainee.* The Employer may, if it is necessary to prevent interference with the efficient operation of the Employer’s business, suspend the Trainee. Immediately upon such suspension, the Employer must give notification to the WCS stating the reasons which make such suspension necessary. As soon as practicable within the suspension time, the Employer will meet with the WCS and the Trainee if both parties agree, and in good faith make all reasonable efforts to resolve the problems leading to suspension.
6. *Termination of Trainee.* Except for cause, the Employer will not terminate the Trainee without prior notice to the Trainee and reasonable opportunity for correction or improvement of performance including substandard or unsatisfactory progress or conduct.
7. *Invoicing & Evaluations.* The Employer will submit the Invoice Form (if paying the trainee directly) and/or the Evaluation Form to the Fiscal Office (as stated on the invoice) at least once every month during the training period.
8. *Cancellation by Employer.* The Employer may cancel this agreement for any of the following reasons:
  - The Trainee has been terminated for cause;
  - After suspension, when meeting with all represented parties fails to resolve problem (s) leading to the suspension; or
  - Upon fifteen (15) calendar days written notice to the WCS stating the reason why further participation by the Trainee in the training program would not result in the Trainee achieving the marketable job skill that is the intended purpose of this agreement.
9. *Cancellation by Provider.* The Provider may cancel this agreement if they determine that the Employer has failed to maintain a reasonable adherence to the provisions of this agreement, including all Employer assurances provided herein. The Provider may also cancel this agreement, after consultation with the Employer, if the Employer fails to provide the Trainee with instruction, opportunities, materials, or services identified in the training plan for the trainee to achieve the marketable job skills that are the intended purpose of this WE agreement. In the event of such cancellation, the training will terminate.
10. *Modifications to Contract.* This contract shall not be modified unless done so in writing and signed. Any modification resulting in additional costs to the Employer and/or Provider shall require both signatures. Any modifications to the Training Outline shall require signatures by all parties.
11. *Claims and Liability.* The Provider is responsible for all claims and/or liability for damages, costs, expenses or injury to persons or damage to property in connection with the operation of this training agreement.
12. *Equal Opportunity.* The nondiscrimination and Equal Opportunity provisions of WIOA Section 188 prohibit discrimination against applicants, beneficiaries, and employees on the basis of race, color, national origin, age, disability, sex, relation, genetics, and political affiliation or belief, as well as against beneficiaries on the basis of citizenship and participation in WIOA.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

## Employer Assurances

The Employer hereby certifies that the following assurances are true and agrees to be in compliance with the following:

1. The Employer is in compliance with the NH Department of Labor Safety requirements.
2. This contract shall not result in the full or partial displacement of employed workers.
3. WARN notices have previously been filed, where appropriate, in accordance with State law.
4. The company has not exhibited a pattern of failing to provide WE Trainees with continued long-term employment.
5. Employer verifies WIOA funds will not be used to relocate in whole or in part.
6. Company has operated at current location for at least 120 days.
7. Funds provided under this contract will not be used to directly or indirectly assist, promote, or deter union organizing.
8. That the WE will not impair existing agreements for services or collective bargaining agreements and that either it has the concurrence of the appropriate labor organization as to the design and conduct of an WE, or it has no collective bargaining agreement with a labor organization that covers the WE position.
9. That conditions of employment and training will be in full accordance with all applicable federal, state, and local laws and ordinances (including but not limited to anti-discrimination, labor and employment laws, environmental laws or health and safety laws).
10. That the company has not been debarred or suspended in regard to federal funding.
11. That no member of the WE Trainee's immediate family is engaged in an administrative capacity for the Employer or will directly supervise the WE Trainee. For the purpose of this contract, immediate family is defined as spouse, children, parents, grandparents, grandchildren, brothers, sisters or person bearing the same relationship to the WE Trainee's spouse.
12. That the WE Trainee will not be employed to carry out the construction, operation, or maintenance of any part of a facility that is used or to be used for sectarian instruction or as a place for religious worship.
13. That the WE Trainee has not been hired into, or will remain working in, any position when any other person is on layoff from the same or substantially equivalent job within the same organizational unit or has been bumped and has recall rights to that position, nor if the WE is created in a promotional line that infringes on opportunities of current employees.
14. That if the WE is created in a promotional line, the WE Trainee has not been hired into, or will remain working in, such a position that infringes on opportunities of current employees.
15. The WE Trainee and regular employees of the WE Company alleging displacement are made aware of their right to file a complaint under the applicable grievance procedures found at 20 CFR 667.600 and WIOA section 181, as well as the WE Company's internal complaint and/or grievance procedure.
16. That no funds under this Act shall be used for payment of a fee charged to an individual for the placement of that individual in a training or employment program under the Act. The sub-recipient/contractor shall not charge a fee to any individual for the referral or placement of that individual in any program.

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

The following parties hereby declare they have read and agree with the aforementioned terms of the agreement and execute same as authorized agents for the Employer and Provider:

_____	_____
Authorized Employer Representative Signature	Date
_____	_____
Print Authorized Employer Representative Name	Title

_____	_____
WIOA Career Specialist Signature	Date
_____	
WIOA Career Specialist Printed Name	

_____	_____
Trainee Signature	Date
_____	
Trainee Printed Name	

**WIOA Contact Information**

WIOA Career Specialist:

\_\_\_\_\_ (Print Name)

\_\_\_\_\_ (Phone & Email)

WIOA Program Manager:

\_\_\_\_\_ (Print Name)

\_\_\_\_\_ (Phone & Email)

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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





## Work Experience Trainee Agreement

Trainee Name: \_\_\_\_\_

Fund Source: \_\_\_\_\_

State ID Number \_\_\_\_\_

Employer Name \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_

- I have read and understand the WIOA Work Experience Training Program Contract and I willingly participate in this training.
- I realize that I am a participant in a WIOA Work Experience program and that as a trainee I will be responsible for acting in accordance with this employer’s rules, policies, regulations, and business procedures.
- I agree to work on a regular basis with this employer throughout and until completion of the training program.
- I have reviewed the training outline and acknowledge I will be learning the skills and gaining the knowledge required for the position.
- I have received a copy of the WE Training outline.
- I have reviewed and signed the approved WE Contract between **ADD AGENCY NAME HERE** and the Employer listed above.
- I agree to contact my WIOA Career Specialist at a minimum of every two weeks.

\_\_\_\_\_  
Trainee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
WIOA Career Specialist

\_\_\_\_\_  
Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Work Experience Time Sheet

**Timesheets must be completed and signed by the trainee and supervisor and must be submitted weekly to the WIOA Career Specialist assigned to the work experience.**

State ID #: \_\_\_\_\_

Participant Name: \_\_\_\_\_ Site: \_\_\_\_\_

Pay Period From: \_\_\_\_\_ To: \_\_\_\_\_

Date	Day of the Week	Total Hours Worked	-	Total Hours Lunch, Dinner, etc.	=	Net Hours worked
1/1/2000	Monday	9	-	1.0	=	8.0
			-		=	
			-		=	
			-		=	
			-		=	
			-		=	
			-		=	
			-		=	
			-		=	
			-		=	
<b>TOTALS</b>			-		=	

\_\_\_\_\_  
Participant Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employer (Supervisor) Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Work Experience Trainee Work Evaluation

Complete and Submit to: \_\_\_\_\_

Employer: \_\_\_\_\_ Name of Trainee: \_\_\_\_\_

State ID #: \_\_\_\_\_

Evaluation Period From: \_\_\_\_\_ to \_\_\_\_\_  Monthly  Final

Authorizing Agency: \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_

- Is trainee learning skills reflected in the WE training outline?  Yes  No
- How would you rate the following Appropriate Performance Dimensions?  
(check appropriate rating for each performance dimension)

	POOR	BELOW AVERAGE	SATISFACTORY	ABOVE AVERAGE	EXCELLENT
ATTENDANCE					
CONDUCT/ATTITUDE					
QUALITY OF WORK					
SKILL ACQUISITION					
OVERALL PERFORMANCE					

Comments, including an explanation of unacceptable ratings (Poor or Below Average), if applicable:

Suggested resolutions to unacceptable ratings (if applicable):

Manner of instruction (please check all that apply):

Verbal  Shadowing  Practice  Reading Manuals

Other (explain): \_\_\_\_\_

Has this evaluation been reviewed with the trainee?  Yes  No

If no, please explain: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Title \_\_\_\_\_

### FOR FINAL EVALUATION ONLY

The above noted Trainee has achieved competency in all skills detailed in the Work Experience Training Outline.

\_\_\_\_\_  
Authorized Employer Representative

\_\_\_\_\_  
Title

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Work Experience Training Site Visit Summary

Trainee Name: \_\_\_\_\_

Fund Source: \_\_\_\_\_

State ID Number: \_\_\_\_\_

Employer Name: \_\_\_\_\_

WIOA Career Specialist: \_\_\_\_\_

Name of Company Representative Interviewed: \_\_\_\_\_

Title of Company Representative Interviewed: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

<b>Employer Interview:</b>
----------------------------

What is the name and title of the person who has oversight for the training of this trainee?

Manner of instruction to date (circle all that apply):

- Verbal     
  Shadowing     
  Practice     
  Reading Manuals     
  Other/Specify

Is the trainee learning skills reflected in the training outline?  Yes  No

Is training as outlined in the WE Agreement moving forward and on track?  Yes  No

If no, explain (i.e. lack of materials, tools, other)

### Job Performance

How would you rate the appropriate performance dimensions to date?

	Poor	Below Average	Satisfactory	Above Average	Excellent
Attendance	_____	_____	_____	_____	_____
Conduct/Attitude	_____	_____	_____	_____	_____
Quality of Work	_____	_____	_____	_____	_____
New Skill Acquisition	_____	_____	_____	_____	_____
Overall Performance	_____	_____	_____	_____	_____

Explanation of unacceptable ratings:

Suggested resolutions to poor ratings (if applicable):

Are you satisfied with the trainee's progress to date?  Yes  No

Do you have any concerns or comments?

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**Trainee Interview:**

Are you receiving training on skills set forth on the Training Outline? (Note: training may not be in the order as listed in the outline)  Yes  No

Is there a designated trainer assigned to overseeing your training?  Yes  No  
Who is that person?

On average, how many hours per week are you in training?

What manner of instruction have you received to date (circle all that apply):  
 Verbal  Shadowing  Practice  Reading Manuals  Other/Specify

Are you satisfied with the content of training, method of training, and pace of training received to date?  
 Yes  No

If no, please explain:

Do you have any concerns or comments?

\_\_\_\_\_  
WIOA WCS Name

\_\_\_\_\_  
WIOA WCS Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company Representative Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
WIOA Trainee Signature

\_\_\_\_\_  
Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



## Work Experience Training Contract Modification

### Employer Information

Employer Name: \_\_\_\_\_

Employer Address: \_\_\_\_\_

Employer Phone #: \_\_\_\_\_

Contact Person: \_\_\_\_\_

### Employee Information

Employee Name: \_\_\_\_\_

JMS State ID#: \_\_\_\_\_

### What is being modified?

Position     Pay Rate     Training outline     Hours/days    (Check all that apply)

Effective Date of modification: \_\_\_\_\_

Explain modification: \_\_\_\_\_

**BY SIGNING BELOW, YOU AGREE TO ALL TERMS LISTED ABOVE FOR THE MODIFICATIONS OF THE WE CONTRACT PREVIOUSLY SIGNED. IF THE TERMS ARE NOT BEING MODIFIED, THE ORIGINAL WE CONTACT REMAINS IN FULL FORCE AND EFFECT.**

Date: \_\_\_\_\_

Employer Representative Signature: \_\_\_\_\_

Trainee Signature: \_\_\_\_\_

WIOA Career Specialist Signature: \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# YOUTH IN NEED OF ADDITIONAL ASSISTANCE POLICY

---

Policy #: 2015-P-05 Previous #: 2015

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

## **PURPOSE:**

The WIOA Legislation allows the state to establish the definition and eligibility documentation requirements regarding “requires additional assistance to complete an education program or to secure and hold employment criterion” for the purpose of a sixth barrier for WIOA youth eligibility for in-school or out-of-school youth programs.

## **POLICY:**

New Hampshire’s Youth Council, under the auspices of the State Workforce Investment Board, and in collaboration with the Office of Workforce Opportunity, the grant recipient for WIOA Youth funds, identified the criterion as follows:

1. **In-School Youth**: A youth determined to be at risk of dropping out of school as defined by the Jobs for America’s Graduates program model definitions:
  - a. One or more years behind modal grade for one’s age group, with particular emphasis on those two or more years behind modal grade.
  - b. Below average academic test scores relative to students in his/her class with particular emphasis on those in the bottom 25% of the test score distribution.
  - c. Above average number of absences during the past school year in comparison to other students in the school.
  - d. Placed on probation, suspended from school or expelled from school one or more times during the past two years.
  - e. Member of an economically disadvantaged family. Criteria for determining one’s economic status is that used in local WIOA programs.
  - f. Lives with only one or neither of his/her natural parents.
  - g. Mother has not graduated from high school.
  - h. Closest friends have limited educational expectations, i.e. they do not expect to graduate from high school or have already dropped out of school.
  - i. Substance abuse.
2. **WIOA Out-of-School-Youth Programs (OSY)**
  - a. For Out-of-School Youth, low-income individual who needs additional assistance. “Additional assistance to enter or complete an educational program or to secure or hold employment” is defined as having been unemployed for six months out of the last two years.

## **PROCEDURE(S):**

The WIOA Career Specialist (WCS) must provide the supporting documentation to reflect one of the in-school barrier(s) or the out of school barrier during the application and eligibility determination process.

Please note that according to TEGL 09-02, for ISY Participants who fit under one of the nine (9) criteria listed above, it is important that subrecipients only report this barrier when it is a participants sole eligibility barrier. If the participant is eligible under any other barrier, youth in need of additional assistance should not be marked.

**ACTION:**

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

---

# ELIGIBLE TRAINING PROVIDER LIST

---

---

# ELIGIBLE TRAINING PROVIDER POLICY AND PROCEDURES

---

Policy #: 2024-P-01

Source: 7/1/2020, July 1, 2024, eff. July 9, 2025

## **PURPOSE:**

This policy and procedures govern the operation of the statewide Eligible Training Provider List (ETPL) in New Hampshire. They address the activities of the Governor, State Workforce Innovation Board (SWIB) and their NH Works locations, and those training providers who wish to offer services to individuals whose training is funded by the Workforce Innovation and Opportunity Act (WIOA). This directive establishes the minimum performance standards for initial and subsequent eligibility for training providers who list training programs on the ETPL. New Hampshire is a single state entity, with the State serving as the state and local board, with a single ETPL system.

## **POLICY:**

WIOA Section 122 requires states to establish criteria, information requirements, and procedures regarding the eligibility of providers of training services to receive funds provided under WIOA section 133(b) for the provision of training services in the State.

### **Role of the Office of Workforce Opportunity**

The Office of Workforce Opportunity (OWO) is the entity responsible for publishing and maintaining the comprehensive New Hampshire ETPL with performance and cost information. In alignment with WIOA, publishing the ETPL promotes customer choice and enables job seekers to compare offerings on the ETPL and select, with the assistance of WIOA Career Specialists (WCS), the most appropriate training program.

In addition, as the designated State agency for WIOA administration, OWO must establish criteria and procedures for initial determination and renewals of eligibility for training providers and training programs to receive funds under WIOA Title I. As such, OWO is responsible for the following:

- Establish eligibility procedures and criteria
- Establish a mechanism for adding Registered Apprenticeship programs to the list and verifying registered status at least every two years
- Consult with the State Workforce Innovation Board when establishing these procedures
- Determine whether the provider submitted accurate information, and take enforcement actions as needed
- Notify training providers of the denial of programs
- Disseminate information concerning the ETPL and maintain the State ETPL
- Evaluate the performance data of all training providers during the subsequent eligibility review
- Monitor training providers for compliance and performance
- Determine if State-established minimum performance levels for eligibility are met
- Remove programs and/or providers that do not meet State-established program criteria, performance levels for eligibility, and/or are out of compliance with the provisions of WIOA law
- Develop and implement a complaint and appeals procedure.

### **Registered Apprenticeships**

Unlike other training programs that must apply for eligible training provider status and placement on the statewide ETPL, National Program Registered Apprenticeship programs (RAPs) and other RAPs are automatically eligible for placement if they “opt in” for such placement, consistent with the WIOA regulations and federal policy. There are other distinctions and exceptions that apply uniquely to RAPs.

Pursuant to Section 122(a)(3) of WIOA, apprenticeship programs registered with the U.S. Department of Labor (US DOL), Apprenticeship and Training Division are automatically eligible to be included on the ETPL. US DOL and the State of New Hampshire are committed to developing apprenticeship opportunities for the citizens of New Hampshire. RAPs are a proven model of apprenticeship that has been validated by the US DOL or a State Apprenticeship Agency. RAPs enable and energize more employers to participate and provides them access to larger talent pools that have been trained for entry-level to management positions, thereby meeting industry demands and reducing unemployment rates across the country.

This rigorous vetting process on the national level allows the RAPs to bypass the initial or continued eligibility applications under these procedures and can automatically be added to the ETPL with their consent. To notify RAPs of their ability to join the ETPL, OWO will receive contact information from the US Department of Labor’s Office of Apprenticeship in NH. At the end of each quarter, the apprenticeship office will email OWO staff a list of all new RAP’s approved that quarter. OWO staff will email all new registered apprenticeship sponsors within 30 days of receiving the list. An informational letter about the ETPL, the benefits of being include on the list, as well as the instructions and information required to register the apprenticeship program will be attached to the email.

RAPs that request to be on the ETPL are required to provide the following information to OWO.

- Occupations included within the registered apprenticeship program
- The name and address of the registered apprenticeship program sponsor
- The name and address of the Related Technical Instruction provider, and the location of instruction if different from the program sponsor’s address
- The method and length of instruction
- The number of active apprentices

Once an apprenticeship program is registered on the ETPL, the program will remain on the ETPL until the program is no longer registered with the US Department of Labor’s Office of Apprenticeship or until the provider notifies OWO, in writing, of their intention to be removed from the list. In addition, OWO, in coordination with the Office of Apprenticeship, will verify the status of RAPs at least every two years to ensure that they remain registered by US DOL. OWO will remove any apprenticeship program from the ETPL that is no longer registered with US DOL.

As stated above, RAP sponsors interested in being on the ETPL will not be subject to the same application and performance information requirements as other providers. RAPs are however required to comply with all laws and rules regarding apprenticeship programs including but not limited to CFR29, Part 29 and Part 30 and applicable labor laws in the State of New Hampshire.

All RAP occupations for which registered apprenticeship programs are accepting applications or actively conducting apprenticeship training are considered an in-demand occupation for the purposes of ETPL eligibility.

Unlike RAPs, pre-apprenticeship programs do not have automatic eligibility for the ETPL. Pre-apprenticeship programs are subject to the same eligibility process and performance requirements as other eligible training providers.

#### **Eligible Training Providers and Programs of Study:**

The WIOA statute and the Final Rule distinguish between eligible training providers (ETPs) and programs of study, as one ETP may provide multiple programs of study for a variety of occupations. Determining ETP eligibility is therefore a two-tier approach.

First, the training provider must be an eligible entity to provide training, as listed in the Training Provider Criteria section later in this policy. Second, the training program(s) offered by an approved training provider must meet eligibility and performance criteria also delineated later in this policy. For a training provider to receive WIOA Title I funds for adults, dislocated workers, and out-of-school youth aged 18-24, the programs of study must be listed on the ETPL.

### **Eligible Training Providers**

The following types of training providers are eligible to receive WIOA Title I funds to provide training services to eligible adult, dislocated workers, and out-of-school youth through Individual Training Accounts (ITA).

5. Institutions of higher education that provide a program of training that leads to a recognized postsecondary credential
6. Apprenticeship programs, including Registered Apprenticeship Programs (RAP), National Program RAPs, and Industry Recognized Apprenticeship Programs (IRAPs) (see the registered apprenticeship section of this policy for additional information)
7. Public or private training providers, including joint labor-management organizations, and occupational/technical training
8. Providers of adult education and literacy activities provided in combination with occupational skills training

### **Training Provider Criteria**

- All new and current ETPL providers will be required to register in the Job Match System (JMS) and submit their request for approval to have programs listed on the ETPL.
- Provide the required data elements in JMS as directed. This includes but is not limited to items such as reasonable accommodations, business partnerships, credential offerings, and debarment status.
- Training providers must agree to securely collect and report required information for all programs listed on the ETPL. This includes collecting Social Security Numbers (SSNs) for all students (WIOA and non-WIOA students) in the programs listed on the ETPL
- Training providers must be in good standing with the Secretary of State in NH.
- Training providers must be licensed or accredited by the State of NH or a similar entity.
- Training providers must provide a current refund policy specifying when refunds for tuition and other costs associated with the training program will be allowed. Refund policies must be written and published so that students are aware of how to request a refund.
- Training providers must have a current grievance policy which provides for due process for students to file complaints with an organization against faculty, staff, or other institution employees. Grievance policies must be written and published so that students are aware of how to file a complaint.
- Training providers must assure their ability to provide training programs that are architecturally and programmatically accessible for individuals who are employed and individuals with barriers to employment, including individuals with disabilities.
- Every training provider that applies to be listed on the ETPL must sign a WIOA Training Provider Assurances acknowledging adherence to WIOA requirements before receiving final approval to be added to the ETPL. The WIOA TPA form indicates the training provider will comply with nondiscrimination and equal opportunity provisions of all applicable federal and state laws. If a training provider does not assure compliance with all applicable federal and state laws, they will not be able to complete the application for inclusion on the ETPL.
- Training providers must comply with nondiscrimination and equal opportunity provisions of all federal and state applicable laws including, but not limited to:
  - Section 188 of the Workforce Innovation and Opportunity Act
  - Title VI of the Civil Rights Act of 1964
  - Age Discrimination Claims Assistance Act of 1988
  - Sections 504 and 508 of the Rehabilitation Act of 1973
  - The Age Discrimination Act of 1975

- Title IX of the Education Amendments of 1972

## Out of State Providers

New Hampshire has reciprocal agreements with Massachusetts, Vermont, and Maine that allow training providers who are listed on the ETPL in those states, to be added to NH's ETPL. This allows WIOA participants in New Hampshire to use ITAs to enroll in a program of training identified on those states' ETPL. The training provider must be active and in good standing in the state of the provider's physical address, complete the necessary documentation for inclusion on NH's ETPL, and comply with the rules and policies contained in this directive. Only programs listed on the other state's ETPL will be eligible for inclusion. Final approval for using a New Hampshire funded ITA at a Massachusetts, Vermont, or Maine training provider rests with New Hampshire WIOA service providers.

Other out-of-state training providers that are not operating within New Hampshire and with which New Hampshire does not have a reciprocal agreement must apply to be on New Hampshire's ETPL. In general, training providers should have a permanent location in NH to be included on the ETPL. NH will consider a program as ETP eligible if it is on the ETPL in the state in which it is located. Out-of-state providers (aside from those in NH's bordering states) must meet the following criteria for consideration of inclusion on NH's ETPL:

- Meet the eligibility requirements established in this policy
- Meet the licensing requirements of its home state
- Be active and in good standing on its home state's ETPL

## Distance Learning

Training programs in which the majority of training is delivered via distance or online learning must meet all of the eligibility requirements listed in this policy as well as the following additional requirements:

- Providers must have a mechanism for student interaction with an instructor or instructors
- Providers must have a process in place that ensures periodic assessment of each student.
- The providers' policy must describe the responsibilities of each party (training provider, participant) to the distance or online learning experience
- Providers must have procedures in place for tracking students' participation in the training program

## Eligible Training Programs

As stated previously, both training providers and their individual programs must meet eligibility criteria. A *program of training* is defined as one or more courses or classes, or a structured regimen that directly leads to employment in an in-demand occupation. The training must lead to the following:

- An industry-recognized certificate or certification, a certificate of completion of a registered apprenticeship, a license recognized by the State involved or the Federal government, an associate or baccalaureate degree
- Employment  
or
- Measurable skill gains toward a credential described in the first bullet of this section or employment.

Note: The US DOL Employment and Training Administration (ETA) defines a measurable skill gain as one of the following types of gains:

- Educational Functioning Level (EFL) gain
- Attainment of Secondary School Diploma
- Secondary Transcript/Report Card
- Training Milestone
- Skills Progression

Training programs may be delivered in person, online (virtual), or through a blended approach.

However, the training provider must provide physical facilities and/or tools and equipment to provide a high-quality experience in meeting instructional and skills assessment needs.

OWO, and its subrecipients, **may choose not to approve or fund** specific training programs based on, but not limited to, the following reasons:

- Lack of high occupational demand
- High tuition costs compared to similar programs
- Doesn't lead to a self-sufficient wage
- Doesn't lead to a WIOA – defined “recognized post-secondary credential”

### **Training Program Criteria**

- The training program leads to an in-demand occupation that is listed on the NH High Demand Occupation List. The list can be found within JMS, is updated at least every two years, and is approved by the State Workforce Innovation Board. (also see high demand occupation exception)
- The training program provides a high-quality experience, including a recognized postsecondary credential or demonstrated measurable skills gain toward such a credential or employment.

*Note:* WIOA participants will be encouraged to select high quality training that leads to an industry-recognized postsecondary credential.

- A high-quality training experience is identified by:
  - Physical or virtual facilities with the appropriate tools or equipment to meet instructional and skills assessment needs
  - Reportable skills gain measured by assessments
  - Industry endorsement
  - Regional or national accreditation, if applicable
  - Not having a high dropout rate and/or high student loan default rate and/or poor job placement rate
  - The training program is published in the provider's catalog of courses/programs and is available to all students (WIOA and Non-WIOA)
- The training program meets or exceeds a factor related to established WIOA performance outcomes:
  - Employment in the 2nd quarter after exit
  - Employment in the 4th quarter after exit
  - Median earnings in the 2nd quarter after exit
  - Credential attainment

*Note:* If the eligible training provider has not previously collected program data on the WIOA performance measures listed above, the state has identified alternative criteria that may be used to satisfy the initial performance requirement. Any of the following may be used:

- The training provider's general student retention, placement, or completion rates
- The number of students who obtained employment
- The number of students who obtained a credential or degree
- A narrative that describes and quantifies how the training program improves students' employability and/or earning potential

### **Occupational Skills Training**

Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Such training must:

- Be outcome oriented and focused on an occupational goal specified in an ISS or IEP
- Be of sufficient duration to impart the skills needed to meet the occupational goal
- Lead to the attainment of a recognized postsecondary credential per WIOA
- Meet the quality standards in WIOA Section 123

## Individual Training Accounts

Except in specific circumstances, occupational skills training is provided for WIOA Title I Adults, Dislocated Workers, and Out-of-School Youth through an individual training account (ITA) that is used to purchase training from an ETP. ETPs must be approved by the State before they may receive funding through ITAs. Only ITAs require the use of an eligible training provider. Other training services required by contracts are not required to be certified as an ETP.

**Note:** The Eligible Training Provider List only provides occupational skills training services. Basic skills training, “soft” skills training, or other workforce preparation activities do not train individuals for a particular occupation. Additionally, the following are not considered occupational skills training:

- Intensive review courses as instruction for test preparation
- Continuing education courses for those with existing occupational skills
- Short term certificates that are only one component of the typical requirements for a job, such as CPR, OSHA, WorkKeys, Food Handler Certificates, and basic computer training.

As part of a WIOA participant’s individualized employment plan, NH’s WIOA programs may pay for these activities as career services separate from or in addition to occupational skills training.

## Training Exceptions

Under WIOA Section 134(c)(3)(G), limited exceptions allow states to provide training through a contract for services rather than ITAs in order to maintain consumer choice. These programs are not included on the ETPL. These exceptions include:

9. On the Job Training
10. Customized training<sup>1</sup>
11. Incumbent worker training<sup>2</sup>
12. Transitional employment<sup>3</sup>
13. Instances where the Board determines there are insufficient numbers of eligible providers of training services in the local area
14. Where the Board determines an exception is necessary to meet the needs of individuals with barriers to employment (including assisting individuals with disabilities or adults in need of adult education and literacy services)
15. Where the Board determines that it would be most appropriate to award a contract to an institution of higher education or other eligible provider to facilitate the training of multiple individuals in in-demand industry sectors or occupations (where the contract does not limit customer choice)
16. Pay-for-performance contracts<sup>4</sup>

## Eligibility

WIOA provides for *Initial Eligibility* and *Continued Eligibility*. Initial eligibility refers to new providers and/or programs that, upon approval, receive eligibility for one year. Continued eligibility refers to a biennial review and renewal of programs that have completed initial eligibility.

## Initial Eligibility

Initial eligibility procedures apply to all training providers except for Registered Apprenticeships. RAPs complete an in-depth application and vetting process which satisfies the eligibility criteria for inclusion on the ETPL.

Prospective training providers may apply at any time on a year-round basis; eligibility will be open and rolling. All applications must be submitted through the Job Match System (JMS). Providers must submit separate applications for each individual program. If multiple training delivery formats (in-person only, online only, hybrid) are available, an application must be submitted for each delivery format.

The initial eligibility period is good for one year after which the provider must apply for continued eligibility on a biennial basis, except for RAPs (see registered apprenticeship section of this policy).

## Initial Eligibility Procedures

As stated previously, both training providers and their individual programs must meet eligibility standards. To be considered for inclusion on the ETPL, a training provider must first create a training provider account in JMS. The account information includes but is not limited to:

- Provider FEIN
- Name and address of institution
- Type of institution
- Years in business
- Description of the institution
- Certification that the institution is accessible to those with disabilities
- Certification that the institution is ADA compliant
- Whether the institution is eligible to administer Pell Grants

In addition, providers must upload proof of current licensing/accreditation, certificate of good standing from the NH Secretary of State, and proof of current liability insurance. For providers that are licensed by the Department of Safety, the Division of Public Health Services or the Board of Barbering, Cosmetology and Esthetics, the additional documentation listed below must also be uploaded:

- documentation of surety bond insurance in the amount of 10% of last year's annual gross income or a minimum of \$10,000
- most recent audit or audited financial statement

Provider initial and continued eligibility is based on but is not limited to the following:

- Training programs must be for occupations in industry sectors that are in-demand<sup>5</sup> (unless approved for a high demand occupation exception)
- Training programs must result in completion of an industry-recognized credential, national or state certificate, or degree, including all industry appropriate competencies, licensing and/or certification requirements
- Providers must provide evidence of accreditation and/or licensure with the appropriate state or other governing entity
- Providers must be in good standing with the NH Secretary of State
- Providers must have liability insurance
- Providers must have a student grievance policy and procedure
- Providers must have a refund policy and procedure
- Cost information, including tuition and fees must be available to all students
- A statement should be provided if the provider is in partnership with a business or multiple businesses
- Information that addresses alignment of the training services with in-demand industry sectors and occupations, to the extent possible
- All providers, except Registered Apprenticeships, must meet the minimum established performance criteria. Information must be provided for all students (includes every student enrolled in a WIOA-approved training program) based on performance measures set forth under WIOA
  - Unsubsidized Employment During the Second Quarter after Exit
  - Unsubsidized Employment During the Fourth Quarter after Exit
  - Median Earnings at the Second Quarter After Exit
  - Credential Attainment Rate

Once the provider account and required documentation has been submitted, staff will review the provider account for approval. If the application is not complete, documentation is not uploaded, or documentation

indicates that a provider is not eligible for the list, the training provider contact will be notified within 30 days via email that their account is not approved with the reason(s) why.

Providers whose accounts have been approved, will be able to complete an application for each training program they wish to have included on the ETPL by accessing their account on JMS. All required information is marked with an asterisk and must be completed to proceed with the application. Some of the information needed for the application includes:

- Name and description of the program
- Attainment of credential
- CIP code that best fits the program
- Program prerequisites
- Minimum entry requirements
- Class size, frequency, number of hours, class schedule
- Costs of program to include tuition, books, fees, materials, etc.

### **Continued Eligibility**

After the initial eligibility period, providers can apply for continued eligibility on the ETPL. Continued eligibility will be granted for two (2) years for providers who continue to meet the eligibility requirements described throughout this policy. For the provider and training programs to be considered for continued eligibility, the training provider must review and update the provider and program information in JMS. All provider information should be reviewed and updated to include:

- Accurate provider information including contacts and users
- Accurate program cost information (including tuition & fees)
- Accurate consumer information in JMS

Upon receipt of completed information and student data, OWO will review all provider and program information to make a determination as to continued eligibility. OWO's determination of continued eligibility will be based upon the information supplied by the provider, as well as:

- consideration of the provider's continued ability to offer high quality programs resulting in industry-recognized certificates and recognized post-secondary credentials in in-demand industry sectors and occupations.
- the timeliness and accuracy of submitted performance reports
- whether performance measures were met
- whether the program has had WIOA participants enrolled during the previous two years

OWO staff will send the determination to the providers contact via email within 30 days of receiving the application. Should the provider and/or program be denied continued eligibility, the provider may appeal the decision. (see, denial, delisting, and appeals section)

## **Reporting and Performance Requirements**

### **Program Performance**

All providers must meet reporting and performance requirements for continued eligibility. Data collected in the ETP performance will be made accessible to the public via the WIOA Annual Report and shared by U.S. DOL at [trainingproviderresults.gov](http://trainingproviderresults.gov). This information will also be available to job seekers through JMS.

### **Training Provider Reporting Period**

Each approved training provider must submit program performance reports on an annual basis, based on the Program Year (July 1 to June 30) for each approved program using the data template supplied in JMS. Data must be **submitted no later than July 31** after the end of each program year for the 12-month period beginning July 1 of the previous year. This 12-month period is the "reporting period."

Should the training provider fail to submit the program performance for each program listed, for all students enrolled in the program, or fail to provide the required information including SSNs, the provider and its

programs will be deactivated and removed from the ETPL. OWO staff will inform the providers of deactivation via email. The email will consist of the cause of deactivation, their right to an appeal and the date the written notice of appeal should be received by the ETP Coordinator. Providers who fail to provide performance data will be removed for a period of at least one full program year before they can re-apply for inclusion.

### **Required Reporting Elements**

1. Total Number of Individuals Served – The **total number** of students (WIOA and non-WIOA) in the program of study in the reporting period.
2. Total Number of Individuals Exited – The total number of students (WIOA and non-WIOA) who **completed, withdrew, or transferred** from this program of study in the reporting period.
3. Total Number of Individuals Completed – The total number of students (WIOA and non-WIOA) who **completed (did not withdraw or transfer out)** from this program of study in the reporting period.
4. Credential Attainment Rate – The total number of students (WIOA and non-WIOA) who completed the training program **AND** attained a credential associated with the program of study within one year after exit. This includes all students who attained a recognized postsecondary credential during the program or within one year after exit **OR** attained a secondary school diploma or its equivalent, and who were also employed or enrolled in an education or training program leading to a postsecondary credential within one year after training program exit.
5. Social Security Number - Include the social security numbers of students (WIOA and non-WIOA) for the purpose of direct UI wage record match or supplemental wage information conducted by New Hampshire Employment Security (NHES). (A Memorandum of Understanding (MOU) between NHES and OWO exists to provide this information.)
  - Employment Rate 2nd and 4th Quarter After Exit – The total number of students (WIOA and non-WIOA) from the training program who are found to be employed.
  - Median Earnings 2nd Quarter After Exit – Total quarterly earnings, for the total number of students (WIOA and non-WIOA) who are employed in the second quarter after exit.
  - Average Earnings 2nd and 4th Quarters After Exit – Average earnings of students (WIOA and non-WIOA) in the training program who are in unsubsidized employment during the second and fourth quarters after exit.

### **Minimum Performance Requirements**

Program performance is collected for OWO to evaluate program effectiveness and monitor compliance. OWO has established the minimum performance standards to meet the State's lowest negotiated performance rate of the Adult, Dislocated Worker, or Youth program established with US DOL for the program year. Registered Apprenticeship Programs are not required to submit performance information and are not held to minimum performance requirements.

Program performance is based on **all student** outcomes for the **Employment Rate 2nd Quarter After Exit, Employment Rate 4th Quarter After Exit, Median Earnings 2nd Quarter After Exit, and Credential Attainment Rate.**

Programs that **fail the same performance measure for two consecutive years** must be removed from the ETPL. Training programs with less than ten total students enrolled will not be included in performance data due to insufficient performance information. Providers removed for failing performance measures may reapply, after one year, for initial eligibility. The program must demonstrate, in a written statement to OWO, how it intends to meet program performance and demonstrate compliance with all requirements under WIOA law and this policy.

### **PERSONAL IDENTIFIABLE INFORMATION & CONFIDENTIALITY**

To comply with federal reporting requirements, the collection of Personally Identifiable Information (PII) (e.g., Social Security Numbers on WIOA and non-WIOA program participants) is required to derive performance outcomes such as employment and earnings. PII and other sensitive information must be protected. OWO, NHES, and training providers must take the steps necessary to ensure all PII obtained from participants and/or other individuals in the ITA invoicing process is secure to protect such information from unauthorized

disclosure. All PII data must be processed in a manner that will protect the confidentiality of the records/documents and is designed to prevent unauthorized persons from retrieving such records by computer, remote terminal, or any other means.

### **The Federal Educational Rights and Privacy Act**

The Federal Educational Rights and Privacy Act (FERPA) generally applies to postsecondary institutions that are eligible training providers. Most postsecondary institutions are also recipients of federal funds under a program administered by the U.S. Department of Education. However, some private providers of training services may not be recipients of funds administered by the U.S. Department of Education, including Pell Grants or student loans funded under Title IV of the Higher Education Act of 1965. Those providers would generally be excluded from FERPA requirements.

Compliance with ETPL reporting requirements does not violate the privacy requirement set forth in FERPA. Per TEGL 7-16, joint guidance issued by the U.S. Departments of Labor and Education, the FERPA audit or evaluation exception permits PII disclosure from education records for WIOA performance accountability purposes.

### **Publication of ETPL**

OWO will post the ETPL on JMS so that individuals, WIOA Career Specialists (WCS), WIOA Program Managers, NH Works partners, providers, and the public will have immediate access. Training providers will appear on the statewide ETPL after verification of eligibility by the State. As new programs, and providers, are verified and approved, the statewide list will be updated on an ongoing basis. If a program is removed from the list, the State will cease to approve additional ITAs for that program and the ineligible program will be removed from the statewide list.

The State ETPL must be accompanied by appropriate information to assist participants in choosing employment and training activities. Such information must include the following, as applicable:

- Recognized post-secondary credential(s) offered
- Provider information supplied to meet the State's eligibility procedure
- Performance and cost information aligned with the time periods; and,
- Additional information as determined by the State as follows:
  - Program length including number of units such as credits, hours, weeks, or semesters needed to earn the credential(s) offered.
  - Program Service/Location and type
  - Class/Faculty size
  - Program prerequisites
  - Target occupations
  - Program description
  - Additional information as deemed necessary

Training providers are responsible for providing updated information about their programs in JMS. OWO will accept any changes to data displayed for providers and programs listed on the ETPL and will update the list as necessary.

### **Denial, Delisting, and Appeals Policy and Procedures**

A training provider and/or its program may be denied inclusion in or removed from the state ETPL for the following reasons:

- The initial and/or renewal application was not completed, was not completed by the established due date, or was missing required information
- Performance data was not submitted or was not submitted by established due date
- The training provider does not meet the WIOA definition of an eligible training entity

- The training program does not meet the WIOA definition of an eligible training service
- The training program does not result in a WIOA recognized credential
- The training provider intentionally supplied inaccurate information
- The training provider substantially violated any requirement under WIOA, state or local laws and policy
- Failure to abide by the equal opportunity and nondiscrimination requirements under WIOA Section 188
- The training provider loses its license or accreditation of its accrediting body
- Upon setting minimum levels of performance, a provider or program that fails to meet such levels will be removed
- Failure to comply with all applicable provisions in the ETPL contract and/or policy
- Or
- Other just cause

If OWO denies eligibility for listing a provider's program on the ETPL, the provider will be notified via email within 10 business days after the decision. The notice shall be emailed to the training provider using the information listed in JMS. The notice shall include:

- Display the "date emailed"
- Identify the program that was denied or terminated
- State specific reason(s) for the action and
- State the training provider has the right to appeal within 30 calendar days of the date the notice is emailed. with the reason(s) for denial and information on the appeal process.

If a training provider chooses to appeal, the training program that is subject to removal shall remain on the ETPL until the appeal has concluded and a final determination is made. If WIOA students are currently enrolled in a program that is subject to removal or has been removed, those students will be allowed to complete the program.

A provider choosing to appeal a decision must submit a written appeal to the Director of OWO within 30 calendar days of the issuance of the denial notice. The written appeal must include:

- a statement of the desire to appeal
- specification of the program in question
- Specifically and in detail, the grounds and the reasons upon which it claims that the denial is invalid
- OWO will not consider any factual or legal grounds for relief that are not set forth in the appeal. OWO will determine whether a hearing for the purpose of fact-finding is necessary and will issue a decision not later than 30 calendar days from either the date a hearing is held, or the date the appeal request is received by OWO.

Providers and Programs that have been removed from or denied listing on the ETPL may be reinstated after two years by applying through the initial application process. A provider who has been removed from the list for noncompliance is liable to repay all WIOA training funds received during the period of noncompliance.

### **High Demand Occupation (HDO) Exception**

Providers who have training programs that meet all other eligibility requirements but whose program does not lead to an occupation on the current NH high demand occupation list, can request an exception. This exception only applies to whether the program should be exempt from the high demand occupation requirement. All other eligibility requirements must be met. Providers need to request this exception by completing a request form. Only providers that have one or more programs that are on the current HDO list are allowed to request an exception for additional programs.

Providers who wish to request this exception must complete all information on the HDO exception form (Appendix C) for consideration. Incomplete requests will be returned to the provider without consideration.

Upon receipt of a completed HDO Exception Form, OWO will review the request for accuracy and forward the request to the State Workforce Innovation Board (SWIB) – Education and Training subcommittee. The subcommittee will vote to approve or deny the request.

- If the request is approved, the program will receive initial eligibility for one program year. After the initial eligibility expires, the program will be subject to the application procedures for continued eligibility.
- If the request is denied, the program will not be added to the ETPL and the program will need to wait one calendar year to request another exception.

## **Endnotes**

<sup>1</sup> The term “customized training” means training—

- that is designed to meet the specific requirements of an employer (including a group of employers);
- that is conducted with a commitment by the employer to employ an individual upon successful completion of the training; and
- for which the employer pays—(i) a significant portion of the cost of training, as determined by the local board involved, taking into account the size of the employer and such other factors as the local board determines to be appropriate, which may include the number of employees participating in training, wage and benefit levels of those employees (at present and anticipated upon completion of the training), relation of the training to the competitiveness of a participant, and other employer-provided training and advancement opportunities.

<sup>2</sup> Incumbent worker training is defined as training designed to meet the special requirements of an employer (or group of employers) to retain a skilled workforce or avert the need to lay off employees by assisting workers in obtaining the skills necessary to retain employment and conducted with a commitment by the employer to retain or avert laying off incumbent worker(s) that are trained in order to increase the competitiveness of the employee and/or employer.

<sup>3</sup> Transitional employment is defined as time-limited subsidized work experiences that help individuals who are chronically unemployed and have barriers to employment establish a work history and develop skills to access unsubsidized employment and progress in the workplace.

<sup>4</sup> The law defines pay-for-performance contract strategies as contracts that specify a fixed amount that will be paid to an eligible service provider (which may include a local or national community-based organization or intermediary, community college, or other training provider, that is eligible) based on the achievement of specified levels of performance on the primary indicators of performance for target populations as identified by the local board (including individuals with barriers to employment), within a defined timetable, and which may provide for bonus payments to such service provider to expand capacity to provide effective training.

<sup>5</sup> For the purpose of this policy, all approved Registered Apprenticeship programs meet the in-demand criteria.

## **PROCEDURE(S):**

OWO, with assistance from staff at NHES, will review applications from training providers to maintain the NH ETPL in accordance with the policies and procedures set forth in this policy.

## **ACTION:**

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

**ATTACHMENT:** Training Provider Assurances form

**Eligible Training Provider Policy and  
Procedures – Training Provider Assurances  
Form (Provided Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**



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



### **Workforce Innovation & Opportunity Act (WIOA) Training Provider Assurances**

The applicant acknowledges that certification as an eligible training provider is subject to, and requires compliance with, the provisions of Workforce Innovation and Opportunity Act Section 122 relating to eligibility requirements.

#### **WIOA Requirements Related to Debarment and Suspension, Drug-Free Workplace and**

**Lobbying:** All WIOA Title I and Wagner-Peyser grant recipients, sub-recipients, and eligible training providers must comply with the government-wide requirements for debarment and suspension and the requirements for a drug-free workplace, codified at 29 CFR part 98 and restrictions on lobbying, and the nondiscrimination provisions of WIOA section 188 and section 195, respectively.

1. Debarment and Suspension: A certification regarding debarment and suspension requirements is required by the Federal Regulations implementing Executive Order 12549, Government-wide Debarments and Suspension, for the Department of Agriculture (7 CFR Part 3017), the Department of Labor (29 CFR Part 98), the Department of Education (34 CFR Part 85), and the Department of Health and Human Services (45 CFR Part 76). By applying, the applicant is certifying that it is in compliance with the assurance set out in the regulations cited above.
2. Drug-Free Workplace: A certification regarding drug-free workplace is required by Federal Regulations implementing the Drug-Free Workplace Act of 1988 for the Department of Agriculture (7 CFR Part 3017), the Department of Labor (29 CFR Part 98), the Department of Education (34 CFR part 84), and the Department of Health and Human Services (45 CFR Part 76). By applying, the applicant is certifying that it is in compliance with the regulations cited above.
3. Lobbying: A certification regarding lobbying is required by Federal Regulations adopted by the Department of Agriculture (7 CFR Part 3018), the Department of Labor (29 CFR Part 93), the Department of Education (34 CFR Part 82), and the Department of Health and Human Services (45 CFR Part 93). By applying, the applicant is certifying that it is in compliance with the assurance set out in the regulations cited above.

**Nondiscrimination:** As provided in WIOA Section 195, as a condition of payment of funds under title I of WIOA, the applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws.

1. Section 188 of WIOA, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA title I-financially assisted program or activity.
2. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin.
3. Section 504 and 508 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities.

4. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age.
5. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The applicant also assures that it will comply with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the applicant's operation of the WIOA Title I financially assisted program or activity, and to all agreements the applicant makes to carry out the WIOA Title I financially assisted program or activity. The applicant understands that the United States, and the State of New Hampshire has the right to seek judicial enforcement of this assurance.

This assurance is considered incorporated by operation of law in any grant, cooperative agreement, contract, or other arrangement whereby funds under Title I of the WIOA are made available, whether or not it is physically incorporated in such document and whether or not there is a written agreement between OWO and the recipient of those funds. This assurance also may be incorporated by reference in such grants, cooperative agreements, contracts, or other arrangements.

WIOA Section 188(a)(3): WIOA Title I funds may not be spent on the employment or training of participants in sectarian activities. Further, the undersigned applicant certifies that it shall comply with the requirements of the U.S. Department of Health and Human Services set forth in 45 CFR Chapters 80 and 84.

**Education Standards and Procedures:** The applicant certifies that it shall comply with the provision outlined in WIOA Section 194(9)(B) Except as otherwise provided in this title [WIOA Title I], the following conditions are applicable to all programs under this title: ....Standards and procedures with respect to awarding academic credit and certifying educational attainment in programs conducted under such chapter shall be consistent with the requirements of applicable State and local law, including regulation.

**Compliance with State Law:** The applicant certifies that it shall comply with applicable State law, including legislation related to the licensure or regulation of providers of education and training services, including but not limited to NH RSA 188-G, related to Private Post-Secondary Career Schools and Chapter Hedc 300: Office of Career School Licensing.

**Reporting Requirements:** The undersigned applicant certifies that it shall comply with the provisions of WIOA Section 122, and the reporting and procedural requirements issued by the Office of Workforce Opportunity (OWO). Where the prospective recipient of federal assistance funds is unable to certify any of the statements in this certification, such prospective recipient shall attach an explanation to this certification.

The undersigned authorized representative of the applicant herein certifies that the statements above pertaining to WIOA Requirements Related to Debarment and Suspension, Drug-Free Workplace and

The NH Business and Economic Affairs/OWO is a proud member of the American Job Center Network and of the NH WORKS system and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.  
Relay NH 711

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

Lobbying; Nondiscrimination; Education Standards and Procedures; Compliance with State Law; and Reporting Requirements are true and correct as of the date of submission.

The authorized representative acknowledges that this information applies to any and all applications for initial and continued eligibility submitted. In addition, the authorized representative acknowledges that OWO is statutorily charged with the function of oversight responsibilities including ensuring continuous improvement of eligible programs of services through the system and ensuring that such programs meet the needs of local employers and training participants. In this capacity, OWO has oversight authority over the quality and integrity of training services by providers, and the provider's compliance with all assurances herein. Violations of any terms of this agreement may lead to further action.

Submission of this document authorizes OWO to accept and use all information submitted to OWO by the applicant through the Eligible Training Provider System. Further, the authorized representative acknowledges that any information submitted will be attributed to the applicant and the applicant will be responsible and liable for any action taken by the OWO or training participants in reliance on that information.

I have received, read, and understand the Workforce Innovation and Opportunity Act (WIOA) Eligible Training Provider List (ETPL) policies and procedures. I agree to follow all rules outlined above as well as in the policies and procedures document.

---

**Name of Training Institution:**

Print Name of Representative: \_\_\_\_\_

Signature of Representative: \_\_\_\_\_ Date: \_\_\_\_\_

The NH Business and Economic Affairs/OWO is a proud member of the American Job Center Network and of the NH WORKS system and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.  
Relay NH 711

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

---

# HIGH DEMAND OCCUPATION LIST POLICY

---

Policy #: 2024-P-02

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

## **Purpose:**

To provide guidance regarding the demand occupation list as required under the Workforce Innovation and Opportunity Act.

## **Policy:**

The Workforce Innovation Opportunity Act requires a demand occupation list per workforce area. The Office of Workforce Opportunity contracts with NHES's Economic and Labor Market (ELMI) Bureau to develop the State's Demand Occupation List also called the High Demand Occupation List.

In past years, the criteria used to develop this list was a minimum of 106 openings annually with a minimum wage rate of \$11.00 an hour. Working with staff from ELMI, OWO looked at different criteria to determine the best way to be inclusive yet reflect what occupations are in high demand in New Hampshire. For PY24, the following criteria was used to best represent the high demand occupations for New Hampshire.

- Occupations with \$15+ wage **and** 106+ openings
- Occupations with 5% growth projection **and** 20+ openings (may not have \$15+ wage)
- Occupations listed as an Apprenticeship **or** WIOA targeted sector **with** 20+ openings (may not have 5% growth nor \$15+ wage)
- Occupations listed as having a Doctoral Degree have been removed as they are beyond WIOA funding limits.

## **Procedure:**

Every two years, the Office of Workforce Opportunity works with ELMI and other partners to establish the criteria that will be used to generate the demand occupation list. The list is presented to the State Workforce Innovation Board to be voted on and approved or opposed. Once the list is approved, OWO disseminates the list to all partners and Title I funded subrecipients using email and posting on OWO's transparency webpage. Additionally, the Job Match System (JMS) is updated to reflect the current listing. The list is valid for two years or until updated.

## **Action:**

All staff, NH Works partners, and other workforce development agencies must be knowledgeable about the contents of this directive.

**ATTACHMENT:** High Demand Occupation List

**High Demand Occupation List Policy –  
High Demand Occupation List (Provided  
Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Openings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
11-1021	General and Operations Managers	17324	18581	7.3	447	964	1537	50	X
11-2021	Marketing Managers	1265	1360	7.5	31	71	112	72.44	
11-2022	Sales Managers	1963	2117	7.8	50	98	163	69.71	
11-3031	Financial Managers	4338	5193	19.7	123	194	403	67.49	X
11-9021	Construction Managers	1294	1425	10.1	34	62	109	50.43	
11-9051	Food Service Managers	1382	1466	6.1	52	105	165	33.36	X
11-9141	Property, Real Estate, and Community Association Managers	1254	1366	8.9	55	44	110	31.52	X
13-1020	Buyers and Purchasing Agents	2763	2657	-3.8	100	143	232	32.96	
13-1041	Compliance Officers	1346	1405	4.4	48	57	111	41	X
13-1071	Human Resources Specialists	4588	5153	12.3	146	253	455	31.63	X
13-1082	Project Management Specialists	3746	4165	11.2	90	182	314	42.94	X
13-1111	Management Analysts	4638	5210	12.3	170	227	454	49.44	X
13-1151	Training and Development Specialists	2125	2337	10	68	117	206	32.3	X
13-1161	Market Research Analysts and Marketing Specialists	4365	5083	16.4	148	275	495	30.29	X
13-2011	Accountants and Auditors	7866	8516	8.3	253	371	689	37.91	X
13-2052	Personal Financial Advisors	2150	2508	16.7	63	80	179	39.9	
21-1012	Educational, Guidance, and Career Counselors and Advisors	2309	2494	8	72	97	187	27.88	
21-1018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	2297	2854	24.2	93	119	268	26.19	
21-1093	Social and Human Service Assistants	2117	2396	13.2	100	129	257	19.03	X
23-2011	Paralegals and Legal Assistants	1340	1432	6.9	52	88	149	28.44	X
25-2011	Preschool Teachers, Except Special Education	3324	3578	7.6	158	204	387	18.1	X
25-2021	Elementary School Teachers, Except Special Education	5948	5980	0.5	200	196	399	63550	
25-2022	Middle School Teachers, Except Special and Career/Technical Education	3461	3486	0.7	117	114	233	63830	
25-2031	Secondary School Teachers, Except Special and Career/Technical Education	4905	4946	0.8	143	159	306	65150	
25-3021	Self-Enrichment Teachers	2065	2295	11.1	136	124	283	28.15	
25-3031	Substitute Teachers, Short-Term	1294	1349	4.3	82	75	163	15.98	
25-3041	Tutors	701	725	3.4	65	56	123	24.71	
25-4022	Librarians and Media Collections Specialists	1101	1162	5.5	62	43	111	30.4	
25-9045	Teaching Assistants, Except Postsecondary	8355	8392	0.4	477	495	976	36810	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Forces_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average Hourly or Annual Wage	Natl_Apprenticeship
27-1026	Merchandise Displayers and Window Trimmers	965	1018	5.5	48	68	121	17.69	X
27-3031	Public Relations Specialists	1304	1394	6.9	32	73	114	31.47	X
31-1120	Home Health and Personal Care Aides	8762	10784	23.1	782	652	1636	16.55	
31-1131	Nursing Assistants	7409	7751	4.6	480	593	1107	21.13	X
31-9011	Massage Therapists	1693	1921	13.5	119	123	265	35.08	X
31-9091	Dental Assistants	1366	1480	8.3	79	116	206	27.1	X
31-9092	Medical Assistants	2721	3142	15.5	138	236	416	22.23	X
31-9096	Veterinary Assistants and Laboratory Animal Caretakers	463	556	20.1	32	67	108	17.46	X
33-2011	Firefighters	2478	2673	7.9	67	124	211	24.75	X
33-3051	Police and Sheriff's Patrol Officers	3050	3258	6.8	92	147	260	30.65	X
33-9032	Security Guards	2742	2803	2.2	160	206	372	19.66	X
33-9091	Crossing Guards and Flaggers	523	592	13.2	95	29	131	19.55	
35-1011	Chefs and Head Cooks	1030	1138	10.5	42	86	139	26.94	X
35-1012	First-Line Supervisors of Food Preparation and Serving Workers	4528	4991	10.2	240	456	742	22.27	
35-2011	Cooks, Fast Food	1725	1594	-7.6	113	135	235	16.71	X
35-2012	Cooks, Institution and Cafeteria	1753	1835	4.7	122	146	276	19.15	X
35-2014	Cooks, Restaurant	6382	8149	27.7	496	592	1265	18.24	X
35-2021	Food Preparation Workers	2705	2706	0	240	241	481	16.55	
35-3031	Waiters and Waitresses	8546	8757	2.5	744	1045	1810	16.7	
35-3041	Food Servers, Nonrestaurant	1344	1391	3.5	112	111	228	16.2	
37-1011	First-Line Supervisors of Housekeeping and Janitorial Workers	1324	1437	8.5	72	86	169	26.15	X
37-1012	First-Line Supervisors of Landscaping, Lawn Service, and Groundskeeping Workers	1412	1534	8.6	58	91	161	29.04	
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	9531	9997	4.9	680	679	1406	18.05	X
37-2012	Maids and Housekeeping Cleaners	4746	4901	3.3	359	324	699	16.58	X
37-3011	Landscaping and Groundskeeping Workers	7607	8365	10	397	620	1093	19.8	X
37-3013	Tree Trimmers and Pruners	763	838	9.8	29	72	109	25.38	X
39-2021	Animal Caretakers	2115	2516	19	150	266	456	15.19	X
39-5012	Hairdressers, Hairstylists, and Cosmetologists	2788	3095	11	175	221	427	16.62	X
39-9011	Childcare Workers	3792	3835	1.1	275	356	635	15.62	X

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Openings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
39-9031	Exercise Trainers and Group Fitness Instructors	2067	2435	17.8	137	276	450	22.92	X
39-9032	Recreation Workers	1744	1868	7.1	132	236	380	16.03	X
41-1011	First-Line Supervisors of Retail Sales Workers	7980	7669	-3.9	305	462	736	24.02	X
41-1012	First-Line Supervisors of Non-Retail Sales Workers	2756	2846	3.3	95	131	235	47.37	
41-2021	Counter and Rental Clerks	1708	1760	3	98	103	206	21.25	
41-2022	Parts Salespersons	1292	1350	4.5	64	90	160	19.29	X
41-2031	Retail Salespersons	19407	19475	0.4	1276	1539	2822	16.71	
41-3021	Insurance Sales Agents	2885	3193	10.7	114	126	271	28.31	
41-3091	Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel	5107	5544	8.6	136	360	540	36.8	
41-4012	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	7715	8385	8.7	268	440	775	34.97	
43-1011	First-Line Supervisors of Office and Administrative Support Workers	7675	7490	-2.4	317	406	705	31.01	
43-3021	Billing and Posting Clerks	2109	2157	2.3	101	117	223	22.79	
43-3031	Bookkeeping, Accounting, and Auditing Clerks	8712	8496	-2.5	558	438	974	23.11	X
43-3071	Tellers	1547	1420	-8.2	67	84	138	18.08	X
43-4051	Customer Service Representatives	13521	13074	-3.3	743	1043	1741	21.09	X
43-4081	Hotel, Motel, and Resort Desk Clerks	970	1026	5.8	63	96	165	16.83	X
43-4111	Interviewers, Except Eligibility and Loan	1085	1026	-5.4	55	71	120	20.28	
43-4121	Library Assistants, Clerical	943	914	-3.1	92	69	158	16.75	
43-4171	Receptionists and Information Clerks	4523	4580	1.3	288	316	610	17.64	
43-5052	Postal Service Mail Carriers	1426	1426	0	58	49	107	27.64	
43-5061	Production, Planning, and Expediting Clerks	1441	1517	5.3	58	92	158	28.5	X
43-5071	Shipping, Receiving, and Inventory Clerks	5031	4775	-5.1	202	292	468	20.68	
43-6013	Medical Secretaries and Administrative Assistants	3814	4097	7.4	210	200	438	21	X
43-6014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	11346	10379	-8.5	632	572	1107	21.67	X
43-9041	Insurance Claims and Policy Processing Clerks	1419	1392	-1.9	57	70	124	26.12	X
43-9061	Office Clerks, General	16199	15718	-3	964	938	1854	22.23	X
45-2092	Farmworkers and Laborers, Crop, Nursery, and Greenhouse	2337	2684	14.8	142	227	404	15.45	
45-2093	Farmworkers, Farm, Ranch, and Aquacultural Animals	943	1021	8.3	56	89	153	16.29	X
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers	2817	3020	7.2	97	133	250	35.88	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
47-2031	Carpenters	4800	5117	6.6	173	233	438	28.32	X
47-2061	Construction Laborers	4046	4464	10.3	147	215	404	21.74	X
47-2073	Operating Engineers and Other Construction Equipment Operators	1499	1613	7.6	52	78	141	30	X
47-2111	Electricians	3206	3646	13.7	114	185	343	29.46	X
47-2141	Painters, Construction and Maintenance	1355	1449	6.9	48	60	117	22.58	X
47-2152	Plumbers, Pipefitters, and Steamfitters	2342	2542	8.5	77	131	228	29.64	X
47-4051	Highway Maintenance Workers	1372	1515	10.4	65	64	143	22.53	
49-1011	First-Line Supervisors of Mechanics, Installers, and Repairers	2540	2683	5.6	101	113	228	37.66	X
49-2022	Telecommunications Equipment Installers and Repairers, Except Line Installers	1048	1143	9.1	39	71	120	39.2	X
49-3023	Automotive Service Technicians and Mechanics	3797	3945	3.9	134	191	340	24.04	X
49-9021	Heating, Air Conditioning, and Refrigeration Mechanics and Installers	1929	2057	6.6	62	103	178	29.42	X
49-9041	Industrial Machinery Mechanics	2037	2464	21	80	93	216	29.03	X
49-9071	Maintenance and Repair Workers, General	5803	6311	8.8	267	276	594	22.92	X
51-1011	First-Line Supervisors of Production and Operating Workers	3301	3461	4.8	122	191	329	36.16	
51-2028	Electrical, Electronic, and Electromechanical Assemblers, Except Coil Winders, Tapers, and Finishers	3022	3172	5	154	173	342	21.87	
51-2090	Miscellaneous Assemblers and Fabricators	5765	5663	-1.8	242	361	593	19.24	
51-3011	Bakers	770	841	9.2	57	60	124	17.17	X
51-4041	Machinists	1664	1775	6.7	69	98	178	27.12	X
51-4081	Multiple Machine Tool Setters, Operators, and Tenders, Metal and Plastic	1030	1104	7.2	42	61	110	19.02	X
51-4121	Welders, Cutters, Solderers, and Brazers	1219	1303	6.9	38	84	130	26.5	X
51-6011	Laundry and Dry-Cleaning Workers	801	818	2.1	62	48	112	16.34	X
51-9061	Inspectors, Testers, Sorters, Samplers, and Weighers	3551	3560	0.3	149	256	406	23.55	X
51-9111	Packaging and Filling Machine Operators and Tenders	915	1013	10.7	46	57	113	21.71	
51-9161	Computer Numerically Controlled Tool Operators	2802	2714	-3.1	86	163	240	24.61	X
53-1047	FirstLine Supervisors of Transportation & Material Moving Workers, Exc Aircraft Cargo Handling Supervisor	2470	2635	6.7	86	167	269	28.33	
53-3032	Heavy and Tractor-Trailer Truck Drivers	8208	8740	6.5	384	496	933	27.32	X
53-3033	Light Truck Drivers	5611	6380	13.7	271	351	699	20.97	
53-3051	Bus Drivers, School	1796	1927	7.3	197	85	295	23.02	
53-3053	Shuttle Drivers and Chauffeurs	831	911	9.6	74	44	126	17.01	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
53-3054	Taxi Drivers	790	994	25.8	45	42	107	21.27	
53-7051	Industrial Truck and Tractor Operators	1659	1757	5.9	55	109	174	24.46	
53-7061	Cleaners of Vehicles and Equipment	990	1051	6.2	55	79	140	17.53	X
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	6082	6516	7.1	301	512	856	18.51	X
53-7065	Stockers and Order Fillers	14479	15978	10.4	947	1491	2588	17.2	
11-2032	Public Relations Managers	276	296	7.2	6	13	21	64.21	
11-2033	Fundraising Managers	245	258	5.3	6	11	18	54.89	
11-3012	Administrative Services Managers	654	704	7.6	24	28	57	54.04	
11-3013	Facilities Managers	608	647	6.4	20	27	51	50.26	X
11-3051	Industrial Production Managers	1127	1185	5.1	28	49	83	64.88	X
11-3061	Purchasing Managers	488	523	7.2	14	22	40	67.45	
11-3071	Transportation, Storage, and Distribution Managers	434	464	6.9	13	22	38	58.39	X
11-3121	Human Resources Managers	807	877	8.7	24	38	69	64.78	
11-3131	Training and Development Managers	242	263	8.7	6	13	21	62.34	
11-9072	Entertainment And Recreation Managers, Except Gambling	59	67	13.6	3	4	8	36.2	
11-9081	Lodging Managers	246	282	14.6	10	15	29	31.5	X
11-9151	Social and Community Service Managers	1070	1219	13.9	37	51	103	36.61	
13-1011	Agents and Business Managers of Artists, Performers, and Athletes	43	48	11.6	2	2	4	29.46	
13-1081	Logisticians	797	966	21.2	24	46	87	38.75	X
13-1121	Meeting, Convention, and Event Planners	446	487	9.2	19	29	52	25.31	
13-1131	Fundraisers	797	850	6.6	25	35	65	32.28	
13-1141	Compensation, Benefits, and Job Analysis Specialists	ND	ND	ND	ND	ND	ND	40.29	
13-2020	Property Appraisers and Assessors	370	400	8.1	19	13	35	33.17	
13-2031	Budget Analysts	67	71	6	2	2	4	40.99	
13-2051	Financial and Investment Analysts	916	1006	9.8	21	39	69	41.95	
13-2054	Financial Risk Specialists	ND	ND	ND	ND	ND	ND	46.52	X
13-2071	Credit Counselors	476	505	6.1	13	20	36	23.57	
13-2072	Loan Officers	1157	1266	9.4	32	49	92	36.76	
13-2081	Tax Examiners and Collectors, and Revenue Agents	323	339	5	12	13	27	27.65	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Openings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
19-5011	Occupational Health and Safety Specialists	504	601	19.2	16	42	68	40.63	X
19-5012	Occupational Health and Safety Technicians	75	82	9.3	2	6	9	31.41	X
21-1013	Marriage and Family Therapists	285	347	21.8	11	9	26	26.43	
21-1021	Child, Family, and School Social Workers	924	1000	8.2	31	42	81	27.92	
21-1022	Healthcare Social Workers	596	640	7.4	23	29	56	36.11	
21-1023	Mental Health and Substance Abuse Social Workers	368	420	14.1	15	12	32	34.5	
21-1091	Health Education Specialists	ND	ND	ND	ND	ND	ND	30.4	X
21-1094	Community Health Workers	267	313	17.2	12	17	34	21.27	X
25-4011	Archivists	42	47	11.9	3	2	5	29.36	
25-4012	Curators	81	94	16	5	5	11	29.84	
25-4013	Museum Technicians and Conservators	39	44	12.8	3	2	5	23.95	
27-1011	Art Directors	296	321	8.4	14	15	31	39.18	
27-1013	Fine Artists, Including Painters, Sculptors, and Illustrators	367	393	7.1	17	18	38	17.1	X
27-1021	Commercial and Industrial Designers	137	148	8	3	6	10	35.72	X
27-1022	Fashion Designers	104	121	16.3	3	7	12	42.13	X
27-1024	Graphic Designers	883	948	7.4	26	47	79	29.49	X
27-1025	Interior Designers	333	376	12.9	15	16	35	28.05	X
27-2012	Producers and Directors	308	333	8.1	9	17	28	31.21	X
27-2022	Coaches and Scouts	942	1076	14.2	55	70	138	43970	
27-2023	Umpires, Referees, and Other Sports Officials	117	134	14.5	16	12	30	52000	
27-3042	Technical Writers	192	210	9.4	6	10	18	38.76	X
27-3091	Interpreters and Translators	243	266	9.5	13	12	27	22.49	X
27-4011	Audio and Video Technicians	235	251	6.8	7	14	23	25.48	X
27-4021	Photographers	392	418	6.6	15	20	38	23.75	X
27-4032	Film and Video Editors	174	196	12.6	5	11	18	29.7	X
31-2011	Occupational Therapy Assistants	104	118	13.5	6	10	17	30.28	
31-2021	Physical Therapist Assistants	371	479	29.1	20	37	68	33.23	
31-9093	Medical Equipment Preparers	394	414	5.1	23	31	56	21.85	X
31-9097	Phlebotomists	696	753	8.2	36	56	98	21.9	X

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average Hourly or Annual Wage	Natl_Apprenticeship
33-1012	First-Line Supervisors of Police and Detectives	667	716	7.3	19	26	50	45.39	
33-1021	First-Line Supervisors of Firefighting and Prevention Workers	395	426	7.8	10	15	28	39.87	X
33-2021	Fire Inspectors and Investigators	62	66	6.5	2	3	5	35.15	X
33-9011	Animal Control Workers	41	45	9.8	2	2	4	24.56	
33-9021	Private Detectives and Investigators	226	251	11.1	10	12	24	22.62	X
33-9094	School Bus Monitors	46	49	6.5	7	2	9	15.4	
37-2021	Pest Control Workers	325	364	12	11	33	48	23.66	X
37-3012	Pesticide Handlers, Sprayers, and Applicators, Vegetation	318	342	7.5	11	31	44	21.35	X
39-1014	First-line Supervisors of Entertainment And Recreation Workers, Except Gambling Services	713	790	10.8	32	49	89	24.33	
39-2011	Animal Trainers	244	293	20.1	12	25	42	15.46	X
39-4031	Morticians, Undertakers, and Funeral Arrangers	96	101	5.2	5	7	12	31.73	
39-5094	Skincare Specialists	588	655	11.4	31	53	91	20.01	X
39-6012	Concierges	ND	ND	ND	ND	ND	ND	16.35	
39-7010	Tour and Travel Guides	332	370	11.4	32	42	78	18.48	
39-9041	Residential Advisors	292	313	7.2	17	35	54	20	X
41-3031	Securities, Commodities, and Financial Services Sales Agents	1103	1249	13.2	33	53	101	36.87	X
41-9011	Demonstrators and Product Promoters	74	78	5.4	8	5	13	22.24	
41-9022	Real Estate Sales Agents	694	751	8.2	34	26	66	27.46	
43-4031	Court, Municipal, and License Clerks	542	580	7	29	27	60	21.69	
43-4131	Loan Interviewers and Clerks	959	1017	6	33	48	87	23.56	
43-5011	Cargo and Freight Agents	223	248	11.2	9	14	25	24.04	X
43-5031	Public Safety Telecommunicators	645	690	7	31	36	71	24.06	X
45-1011	First-Line Supervisors of Farming, Fishing, and Forestry Workers	233	270	15.9	13	20	37	25.84	X
47-2021	Brickmasons and Blockmasons	206	219	6.3	8	9	18	28.11	X
47-2042	Floor Layers, Except Carpet, Wood, and Hard Tiles	46	52	13	2	2	5	28.13	X
47-2044	Tile and Stone Setters	85	98	15.3	3	4	8	44.98	X
47-2071	Paving, Surfacing, and Tamping Equipment Operators	234	256	9.4	8	12	22	27.87	X
47-2081	Drywall and Ceiling Tile Installers	389	418	7.5	10	17	30	29.07	X
47-2121	Glaziers	158	169	7	7	9	17	29.53	X

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Forces_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
47-2131	Insulation Workers, Floor, Ceiling, and Wall	259	282	8.9	8	13	23	21.96	X
47-2161	Plasterers and Stucco Masons	ND	ND	ND	ND	ND	ND	28.99	X
47-2181	Roofers	352	380	8	10	18	31	23.13	
47-2211	Sheet Metal Workers	794	844	6.3	30	44	79	25.63	X
47-2221	Structural Iron and Steel Workers	173	187	8.1	4	11	16	26.82	X
47-3015	Helpers--Pipelayers, Plumbers, Pipefitters, and Steamfitters	159	172	8.2	6	12	19	20.07	
47-4071	Septic Tank Servicers and Sewer Pipe Cleaners	233	256	9.9	9	13	24	26.86	
47-4090	Miscellaneous Construction and Related Workers	73	77	5.5	3	4	7	23.27	
47-5023	Earth Drillers, Except Oil and Gas	122	131	7.4	6	7	14	29.81	X
47-5081	Helpers--Extraction Workers	53	59	11.3	2	4	7	24.56	X
49-2021	Radio, Cellular, and Tower Equipment Installers and Repairers	224	245	9.4	8	15	25	24.33	X
49-2091	Avionics Technicians	ND	ND	ND	ND	ND	ND	33.86	X
49-2092	Electric Motor, Power Tool, and Related Repairers	57	60	5.3	2	3	5	32.29	X
49-2094	Electrical and Electronics Repairers, Commercial and Industrial Equipment	223	239	7.2	8	12	22	30.12	X
49-2098	Security and Fire Alarm Systems Installers	313	346	10.5	13	22	38	23.98	X
49-3041	Farm Equipment Mechanics and Service Technicians	160	189	18.1	6	9	18	24.45	X
49-3042	Mobile Heavy Equipment Mechanics, Except Engines	592	660	11.5	20	31	58	29.84	X
49-3051	Motorboat Mechanics and Service Technicians	232	253	9.1	12	12	26	23.01	X
49-3091	Bicycle Repairers	145	154	6.2	6	11	18	16.69	
49-3092	Recreational Vehicle Service Technicians	81	94	16	4	6	11	29.5	X
49-9011	Mechanical Door Repairers	116	136	17.2	4	5	11	28.37	X
49-9012	Control and Valve Installers and Repairers, Except Mechanical Door	145	154	6.2	5	6	12	36.81	X
49-9043	Maintenance Workers, Machinery	323	366	13.3	17	15	36	36.83	X
49-9051	Electrical Power-Line Installers and Repairers	469	514	9.6	13	24	41	49.03	X
49-9052	Telecommunications Line Installers and Repairers	534	586	9.7	17	32	54	38.87	X
49-9062	Medical Equipment Repairers	195	227	16.4	8	11	22	26.44	X
49-9096	Riggers	80	85	6.3	4	4	8	27.94	X
49-9098	Helpers--Installation, Maintenance, and Repair Workers	402	428	6.5	25	21	49	18.64	X
51-3022	Meat, Poultry, and Fish Cutters and Trimmers	222	234	5.4	11	16	28	16.57	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
51-3092	Food Batchmakers	418	462	10.5	28	37	69	17.42	X
51-4021	Extruding and Drawing Machine Setters, Operators, and Tenders, Metal and Plastic	451	485	7.5	18	30	51	23.52	X
51-9012	Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders	277	314	13.4	9	18	31	26.46	X
51-9082	Medical Appliance Technicians	100	108	8	5	7	13	24.73	X
51-9141	Semiconductor Processing Technicians	ND	ND	ND	ND	ND	ND	23.52	
51-9162	Computer Numerically Controlled Tool Programmers	354	432	22	12	23	43	32.31	X
51-9192	Cleaning, Washing, and Metal Pickling Equipment Operators and Tenders	94	100	6.4	4	6	11	19.65	
53-2012	Commercial Pilots	389	412	5.9	14	31	47	86310	X
53-3011	Ambulance Drivers and Attendants, Except Emergency Medical Technicians	ND	ND	ND	ND	ND	ND	17.1	X
53-3052	Bus Drivers, Transit and Intercity	196	217	10.7	16	10	28	23.6	X
53-5022	Motorboat Operators	31	36	16.1	1	2	3	21	
53-6021	Parking Attendants	253	273	7.9	14	23	39	15.39	
53-6032	Aircraft Service Attendants	54	57	5.6	3	5	8	18.16	
53-7011	Conveyor Operators and Tenders	123	136	10.6	5	8	14	17.07	X
53-7063	Machine Feeders and Offbearers	511	557	9	42	41	88	21.08	
53-7071	Gas Compressor and Gas Pumping Station Operators	35	37	5.7	1	2	3	28.22	
27-1023	Floral Designers	291	239	-17.9	17	14	26	16.94	X
27-2011	Actors	199	219	10.1	11	13	26	NA	X
27-2042	Musicians and Singers	338	349	3.3	24	20	45	NA	X
35-3011	Bartenders	3331	3638	9.2	189	406	626	13.28	X
47-2051	Cement Masons and Concrete Finishers	387	397	2.6	10	19	30	23.5	X
47-4011	Construction and Building Inspectors	436	449	3	29	21	51	31.03	X
51-2041	Structural Metal Fabricators and Fitters	395	353	-10.6	14	24	34	24.23	X
51-3021	Butchers and Meat Cutters	436	442	1.4	22	30	53	22.09	X
51-4031	Cutting, Punching, and Press Machine Setters, Operators, and Tenders, Metal and Plastic	890	851	-4.4	30	54	80	21.73	X
51-4033	Grinding, Lapping, Polishing, and Buffing Machine Tool Setters, Operators, and Tenders, Metal and Plastic	655	623	-4.9	25	42	64	20.56	X
51-4072	Molding, Coremaking, and Casting Machine Setters, Operators, and Tenders, Metal and Plastic	657	658	0.2	21	37	58	19.25	X
51-4111	Tool and Die Makers	357	358	0.3	18	19	37	32.09	X
51-4122	Welding, Soldering, and Brazing Machine Setters, Operators, and Tenders	269	263	-2.2	8	18	25	20.81	X

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
51-5112	Printing Press Operators	824	797	-3.3	36	50	83	22.86	X
51-6031	Sewing Machine Operators	416	405	-2.6	27	19	45	18.75	X
51-6064	Textile Winding, Twisting, and Drawing Out Machine Setters, Operators, and Tenders	196	185	-5.6	10	11	20	19.43	X
51-7011	Cabinetmakers and Bench Carpenters	268	265	-1.1	11	14	25	22.84	X
51-7041	Sawing Machine Setters, Operators, and Tenders, Wood	239	248	3.8	11	16	28	19.22	X
51-7042	Woodworking Machine Setters, Operators, and Tenders, Except Sawing	367	370	0.8	12	22	34	21.02	X
51-8031	Water and Wastewater Treatment Plant and System Operators	412	403	-2.2	17	21	37	26.93	X
51-9023	Mixing and Blending Machine Setters, Operators, and Tenders	221	228	3.2	8	15	24	22.93	X
51-9041	Extruding, Forming, Pressing, and Compacting Machine Setters, Operators, and Tenders	468	489	4.5	20	27	49	20.74	X
51-9071	Jewelers and Precious Stone and Metal Workers	159	159	0	12	9	21	23.39	X
51-9083	Ophthalmic Laboratory Technicians	189	194	2.6	9	14	23	22.39	X
51-9124	Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	628	644	2.5	19	38	59	22.54	X
51-9195	Molders, Shapers, and Casters, Except Metal and Plastic	144	151	4.9	8	11	20	22.94	X
51-9196	Paper Goods Machine Setters, Operators, and Tenders	189	175	-7.4	8	13	20	21.13	X
11-9013	Farmers, Ranchers, and Other Agricultural Managers	4912	5043	2.7	348	166	527	NA	X
11-9032	Education Administrators, Kindergarten through Secondary	1413	1426	0.9	39	54	94	100050	X
13-1031	Claims Adjusters, Examiners, and Investigators	783	774	-1.1	20	32	51	37.41	X
13-2082	Tax Preparers	409	427	4.4	23	23	48	27.24	X
33-3012	Correctional Officers and Jailers	827	773	-6.5	28	42	65	25.17	X
33-3021	Detectives and Criminal Investigators	425	442	4	14	18	34	37.61	X
39-5011	Barbers	659	734	11.4	25	49	82	NA	X
39-5092	Manicurists and Pedicurists	942	1047	11.1	49	66	125	14.23	X
43-3051	Payroll and Timekeeping Clerks	878	771	-12.2	40	43	72	26.76	X
43-4161	Human Resources Assistants, Except Payroll and Timekeeping	537	537	0	23	36	59	24.38	X
43-5032	Dispatchers, Except Police, Fire, and Ambulance	697	701	0.6	28	38	66	23.19	X
43-5051	Postal Service Clerks	568	567	-0.2	28	20	48	28.37	X
43-6012	Legal Secretaries and Administrative Assistants	518	416	-19.7	27	26	43	23.93	X
43-9021	Data Entry Keyers	1141	873	-23.5	50	66	89	18.42	X
43-9051	Mail Clerks and Mail Machine Operators, Except Postal Service	424	388	-8.5	27	26	49	18.99	X

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
45-2091	Agricultural Equipment Operators	212	282	33	14	22	43	NA	X
49-2011	Computer, Automated Teller, and Office Machine Repairers	669	653	-2.4	23	41	62	25.45	X
49-3011	Aircraft Mechanics and Service Technicians	290	303	4.5	9	13	23	32.97	X
49-3021	Automotive Body and Related Repairers	703	723	2.8	31	30	63	23.74	X
49-3031	Bus and Truck Mechanics and Diesel Engine Specialists	1080	1120	3.7	39	51	94	29.84	X
49-3052	Motorcycle Mechanics	224	234	4.5	12	11	24	23.19	X
49-3053	Outdoor Power Equipment and Other Small Engine Mechanics	237	248	4.6	12	12	25	23.52	X
53-2021	Air Traffic Controllers	439	428	-2.5	11	26	36	84.74	X
27-3023	News Analysts, Reporters, and Journalists	201	193	-4	9	13	21	23.51	
27-3041	Editors	490	480	-2	22	26	47	29.41	
27-3043	Writers and Authors	969	1043	7.6	45	52	104	0	
29-2010	Clinical Laboratory Technologists and Technicians	570	595	4.4	20	17	39	38.3	
31-1132	Orderlies	132	137	3.8	8	12	20	18.66	
31-1133	Psychiatric Aides	290	303	4.5	17	26	44	24.33	
35-2015	Cooks, Short Order	3403	3324	-2.3	229	274	495	14.86	
35-3023	Fast Food and Counter Workers	13650	14562	6.7	1558	1663	3312	14.01	
35-9011	Dining Room and Cafeteria Attendants and Bartender Helpers	1746	1928	10.4	176	166	360	10.86	
35-9021	Dishwashers	2461	2542	3.3	220	210	438	13.78	
35-9031	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	2507	2673	6.6	348	302	667	14.69	
51-3091	Food and Tobacco Roasting, Baking, and Drying Machine Operators and Tenders	ND	ND	ND	ND	ND	ND	19.28	
51-9198	Helpers--Production Workers	677	638	-5.8	44	58	98	18.48	
11-3021	Computer and Information Systems Managers	3537	4173	18	75	171	310	78.71	
11-9041	Architectural and Engineering Managers	1629	1763	8.2	34	72	119	82.86	
11-9111	Medical and Health Services Managers	ND	ND	ND	ND	ND	ND	58.84	X
15-1211	Computer Systems Analysts	2668	2995	12.3	71	94	198	50.89	X
15-1232	Computer User Support Specialists	3824	4098	7.2	97	163	287	29.89	X
15-1244	Network and Computer Systems Administrators	2184	2297	5.2	46	78	135	46.47	X
15-1252	Software Developers	8524	10878	27.6	166	347	748	61.95	X
17-2051	Civil Engineers	1740	1982	13.9	40	69	133	41.56	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
17-2071	Electrical Engineers	2050	2213	8	49	63	128	64.03	
17-2112	Industrial Engineers	1835	2126	15.9	48	60	137	47.97	X
17-2141	Mechanical Engineers	2429	2843	17	58	84	183	48.07	X
29-1141	Registered Nurses	13685	14597	6.7	470	291	852	41.65	X
29-1171	Nurse Practitioners	1518	2288	50.7	42	42	161	61.77	
29-2052	Pharmacy Technicians	2169	2276	4.9	87	112	210	18.83	X
29-2056	Veterinary Technologists and Technicians	940	1133	20.5	36	58	113	21.63	
29-2061	Licensed Practical and Licensed Vocational Nurses	2136	2250	5.3	89	77	177	33.95	X
41-4011	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	2435	2589	6.3	84	137	236	36.06	X
11-9121	Natural Sciences Managers	213	234	9.9	5	10	17	65.69	
15-1212	Information Security Analysts	678	931	37.3	18	30	73	64.93	X
15-1221	Computer and Information Research Scientists	53	66	24.5	2	2	5	63.24	
15-1231	Computer Network Support Specialists	927	1035	11.7	24	40	75	32.7	X
15-1241	Computer Network Architects	630	666	5.7	12	22	38	63.94	X
15-1242	Database Administrators	302	327	8.3	8	10	20	49.8	X
15-1243	Database Architects	293	331	13	8	10	22	59.82	
15-1253	Software Quality Assurance Analysts and Testers	1035	1292	24.8	29	42	97	49.34	
15-1254	Web Developers	571	685	20	12	26	49	43.85	
15-1255	Web and Digital Interface Designers	351	409	16.5	11	16	33	40.3	X
15-2011	Actuaries	32	40	25	1	1	3	65.65	
15-2031	Operations Research Analysts	470	588	25.1	15	16	43	40.91	
15-2041	Statisticians	60	80	33.3	2	2	6	51.59	X
15-2051	Data Scientists	638	899	40.9	18	28	72	44.55	X
17-1011	Architects, Except Landscape and Naval	392	451	15.1	12	13	31	38.36	
17-1021	Cartographers and Photogrammetrists	148	166	12.2	5	5	12	29.88	X
17-1022	Surveyors	167	190	13.8	6	6	14	29.6	
17-2041	Chemical Engineers	88	101	14.8	2	3	6	48.84	
17-2061	Computer Hardware Engineers	263	288	9.5	5	9	16	69.49	X
17-2072	Electronics Engineers, Except Computer	406	434	6.9	10	12	25	51.56	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Force_Exits	Annual_Occupational_Transfers	Annual_Total_Operings	Average_Hourly_or_Annual_Wage	Natl_Apprenticeship
17-2081	Environmental Engineers	202	233	15.3	7	7	17	40.38	
17-2111	Health and Safety Engineers, Except Mining Safety Engineers and Inspectors	41	45	9.8	1	1	2	31.16	
17-2131	Materials Engineers	58	62	6.9	2	2	4	53.53	X
17-3011	Architectural and Civil Drafters	579	627	8.3	25	31	61	29.35	X
17-3012	Electrical and Electronics Drafters	83	88	6	3	4	7	39.04	X
17-3022	Civil Engineering Technologists and Technicians	136	149	9.6	5	7	13	30.18	
17-3025	Environmental Engineering Technologists and Technicians	48	51	6.3	2	3	5	22.01	
17-3026	Industrial Engineering Technologists and Technicians	530	573	8.1	21	28	53	30.06	X
17-3028	Calibration Technologists and Technicians	112	126	12.5	4	6	11	28.95	
17-3031	Surveying and Mapping Technicians	304	344	13.2	14	24	42	28.61	X
19-1022	Microbiologists	218	247	13.3	4	13	20	42.69	
19-1031	Conservation Scientists	145	162	11.7	3	9	14	32.67	X
19-2021	Atmospheric and Space Scientists	83	89	7.2	1	6	8	27.72	X
19-2031	Chemists	209	232	11	3	12	17	36.17	
19-2041	Environmental Scientists and Specialists, Including Health	527	576	9.3	9	34	48	35.79	X
19-2042	Geoscientists, Except Hydrologists and Geographers	96	110	14.6	1	6	8	44.14	
19-3051	Urban and Regional Planners	300	323	7.7	7	17	26	35.82	
19-3091	Anthropologists and Archeologists	32	35	9.4	1	2	3	24.27	
19-4013	Food Science Technicians	ND	ND	ND	ND	ND	ND	28.24	
19-4021	Biological Technicians	377	418	10.9	13	36	53	24.64	X
19-4031	Chemical Technicians	157	167	6.4	3	15	19	22.58	x
19-4042	Environmental Science and Protection Technicians, Including Health	183	205	12	3	16	21	24.74	X
19-4061	Social Science Research Assistants	106	115	8.5	3	10	14	19.95	
19-4071	Forest and Conservation Technicians	119	126	5.9	4	11	16	20.41	
19-4092	Forensic Science Technicians	45	50	11.1	1	4	5	34.99	X
25-1072	Nursing Instructors and Teachers, Postsecondary	489	577	18	24	18	51	82330	
29-1031	Dietitians and Nutritionists	312	338	8.3	12	9	24	35.42	
29-1071	Physician Assistants	965	1258	30.4	24	30	83	63.93	
29-1122	Occupational Therapists	991	1122	13.2	31	26	70	42.08	

LETP_SOC_Cd	LTEP_OccTitle	2022_Estimated	2032_Projected	Percent_Change	Annual_Labor_Forces_Exits	Annual_Occupational_Transfers	Annual_Total_Openings	Average Hourly or Annual Wage	Natl_Apprenticeship
29-1126	Respiratory Therapists	395	447	13.2	13	8	26	39.84	
29-1127	Speech-Language Pathologists	866	1034	19.4	26	24	67	40.21	
29-1128	Exercise Physiologists	111	125	12.6	4	3	8	29.76	
29-1151	Nurse Anesthetists	567	613	8.1	11	12	28	104.25	
29-1161	Nurse Midwives	47	52	10.6	1	1	2	62.85	
29-1292	Dental Hygienists	1213	1317	8.6	54	28	92	44.82	
29-2032	Diagnostic Medical Sonographers	338	390	15.4	10	8	23	42.16	
29-2034	Radiologic Technologists and Technicians	1044	1106	5.9	33	23	62	37.9	X
29-2035	Magnetic Resonance Imaging Technologists	239	258	7.9	8	6	16	47.11	X
29-2042	Emergency Medical Technicians	1086	1167	7.5	29	49	86	19.59	X
29-2043	Paramedics	412	437	6.1	9	10	21	28.31	X
29-2053	Psychiatric Technicians	145	176	21.4	6	7	16	22.58	X
29-2055	Surgical Technologists	482	511	6	15	14	32	31.63	X
29-2057	Ophthalmic Medical Technicians	319	363	13.8	18	19	41	20.2	X
29-2072	Medical Records Specialists	855	934	9.2	34	26	68	23.06	X
29-2091	Orthotists and Prosthetists	69	87	26.1	3	2	7	47.77	X
29-9021	Health Information Technologists and Medical Registrars	187	218	16.6	7	6	16	37.95	X
29-9093	Surgical Assistants	236	254	7.6	8	7	17	38.76	
15-1251	Computer Programmers	407	371	-8.8	10	14	20	46.32	X
29-2081	Opticians, Dispensing	292	304	4.1	12	12	25	23	X
17-3023	Electrical and Electronics Engineering Technologists and Technicians	853	852	-0.1	43	38	81	31.69	X
17-3027	Mechanical Engineering Technologists and Technicians	495	517	4.4	19	26	47	30.34	X

ADD AGENCY NAME HERE is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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



---

# STATE WORKFORCE INNOVATION BOARD (SWIB)

---

---

# CONFLICT OF INTEREST POLICY

---

Policy #: 2015-P-04 Previous #: 2015-004

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

## **PURPOSE:**

[29 U.S. Code § 3112\(b\)\(2\)\(E\)\(i\)](#) of the [Workforce Innovation and Opportunity Act of 2014 \(WIOA\)](#) requires that the Unified State Plan establish a conflict-of-interest policy that identifies the circumstances that may present a conflict of interest for a State board or the entity or class of officials that the member represents, and procedures to resolve such conflict. In addition, [New Hampshire Statutes 15-A Financial Disclosure](#) and [15-B Gifts, Honorariums, and Expense Reimbursement](#), require that the state board adopt standards for conflict of interest and self-dealing transactions.

## **POLICY:**

This conflict-of-interest policy aims to ensure that individuals employed by, or representatives of organizations entrusted with WIOA funds and their immediate family members will not personally or professionally benefit from the award of expenditure of such funds. This policy provides that each grant recipient and subrecipient must ensure that no individual in a decision-making capacity engages in any activity of a conflict of interest (real, implied, apparent, or potential) is involved. This includes decisions involving the selection, award or administration of a grant sub grant or contract supported by WIOA funds.

## **PROCEDURE(S):**

It is the policy of the Office of Workforce Opportunity that employees engaged in the administration, oversight, and operation of federal WIOA grant programs minimize organizational conflicts of interest through segregation of duties, disclosure, and recusal to foster public and partner confidence.

[29 USC § 3111 \(f\)](#) specifically sets forth OWO's obligations regarding conflict of interest. A State Workforce and Innovation Board (SWIB) member may not vote on a matter under consideration by the SWIB regarding the provision of services by such member or that would provide direct financial benefit to such member or the immediate family of such member or engage in any other activity determined by the Governor to constitute a conflict of interest as specified in the State Plan. In accordance with [2 CFR § 200.112](#), recipients of federal awards must disclose in writing any potential conflict of interest to the U.S. Department of Labor. Subrecipients must disclose in writing any potential conflict of interest to OWO, the recipient of grant funds.

[New Hampshire Statute 15-B](#) prohibits any public official or public employee from accepting gifts and honorarium, as defined in the statute. The statute also states that no individual should knowingly give any gifts or honorariums to any public official or public employee and/or their family members for the purpose of influencing that public individual. A family member is defined as any person related to and living in the same household as the public individual and shares a common economic interest in the expenses of daily living, including, but not limited to, a spouse, child, or parent.

In accordance with [RSA15-B](#), a public official or public employee may accept expense reimbursement for reasonable expenses for attending a bona fide event that is related to the office or position held. An Expense

Reimbursement Report must be submitted to the Secretary of State with accompanying documentation no later than the last day of the month following when it was received. Additionally, in accordance with [RSA 15: A](#), each representative serving on the SWIB is required to have a current, signed Statement of Financial Interests form on record with the NH Secretary of State. Statement of Financial Interests forms shall be renewed annually and filed no later than the third Friday in January. An individual shall file a statement of financial interest within 14 days of assuming the appointment to the SWIB unless a financial interest statement has already been filed within the calendar year.

The SWIB may take disciplinary actions against any individual, up to and including termination of board membership, for any violation of this policy. In addition, the failure to comply with the statutory requirements referenced in this policy, may subject an individual to criminal sanction as outlined in [RSA 15-A:7 and RSA 15-B:9](#).

**ACTION:**

All WIOA Title I funded staff and SWIB Board members must be knowledgeable of the contents of this directive.

**Links:**

[New Hampshire Statement of Financial Interests – RSA-15-A](#)

[New Hampshire Honorarium or Expense Reimbursement Report Executive Branch – RSA -15-B](#)

---

# PUBLIC ACCESS TO BOARD MEETINGS POLICY

---

Policy #: 2012-P-20 Previous #: 2012-0020

Source: 7/1/2015, July 1, 2020, eff. July 9, 2025

## **PURPOSE:**

The purpose for this policy is to advise of the requirements to ensure public access to board meetings and information regarding board activities, such as board membership and minutes.

## **POLICY:**

Sections 101, 102 and 107 of the [Workforce Innovation & Opportunity Act \(WIOA\)](#) requires that the public (including individuals with disabilities) have access to board meetings and information regarding board activities, such as board membership and minutes. This policy has been developed to ensure public access to board meetings and activities.

## **PROCEDURE(S):**

The New Hampshire Workforce Innovation Board (SWIB) must make available.

1. notice of meeting (s) through posting on the NH Economy/Office of Workforce Opportunity/State Workforce Innovation Board website (<https://www.nheconomy.com/office-of-workforce-opportunity/about-us/state-workforce-innovation-board>) ; and
2. for the benefit of the public on a regular basis, through open meetings, information regarding the activities of the boards.

This sunshine provision includes information pertaining to the state plan prior to the submission of the plan, as well as information regarding membership. On request, minutes of formal meeting of the state board must be made available.

The state plans will be made available to the public for a 14-day comment period prior to actual submission of the plans. Plans will be available through various outlets including: One-Stop Centers, Media organizations, and the NH Economy/Office of Workforce Opportunity/Transparency website.

(<https://www.nheconomy.com/office-of-workforce-opportunity/about-us/transparency>)

## **ACTION:**

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

---

# RESPONSIBILITIES FOR REPORTING INSTANCES OF SUSPECTED FRAUD, PROGRAM ABUSE, AND CRIMIAL CONDUCT POLICY

---

Policy #: 2012-P-31 Previous #: 2012-031

Source: 7/1/21, July 1, 2024, eff. July 9, 2025

## **PURPOSE:**

[US DOL TEGL 15-23](#) transmits procedures to be used by all Employment and Training Administration (ETA), and subsequently all Office of Workforce Opportunity (OWO) subrecipients and contractors, for reporting allegations of fraud, program abuse or criminal conduct involving grantees or other entities and subrecipients receiving Federal funds either directly or indirectly. The detection and prevention of fraud and abuse in programs authorized by the US Department of Labor (US DOL) are the highest priority. Therefore, systematic procedures for reporting instances of suspected or actual fraud, abuse or criminal conduct are vital. This policy will provide procedures for reporting and investigating allegations of wrongdoing or misconduct to include allegations of suspected fraud, program abuse, and criminal conduct involving subrecipients of Federal Funds from OWO and/or US DOL, ETA.

## **POLICY:**

**US DOL Policy:** The Office of Inspector General (OIG) Hotline Portal is the official mechanism used for reporting allegations of criminal and other illegal or improper activities in federal funded programs. Allegations are reported to OWO (specifically the Director) and to the OIG, and to the Employment Training Administration (ETA). Incidents reported using OIG Hotline Portal may involve allegations of fraud, misfeasance, nonfeasance or malfeasance, allegations involving misapplication of funds; allegations of gross mismanagement; allegations of employee/participant misconduct, and other potential or suspected criminal actions.

When the OIG receives an Incident Report, they determine whether the allegations have merit and, when appropriate, conduct or arrange for an investigation and/or audit. If the OIG determines that the case does not have investigative or audit merit, the case is referred back to ETA for resolution.

Grant recipients must immediately document allegations, suspicions and complaints involving possible fraud, program abuse, and criminal misconduct using the [Incident Report \(IR form 1- 156\)](#). In addition, situations involving imminent health or safety concerns or the imminent loss of funds exceeding an amount larger than \$50,000 are considered emergencies and must immediately be reported to the OIG and ETA

**Prohibition and Reprisals:** No action will be taken against any complainant for disclosing information concerning criminal or improper activities or making a valid complaint to proper authorities. Complainants may

remain anonymous. If a complainant considers that his/her position will be compromised by reporting information through the OIG Hotline Portal, the individual can contact OIG by telephone.

**Definitions:** These definitions are illustrative and are not intended to be either fully inclusive or restrictive.

1. **Emergency:** A situation involving imminent health or safety concerns, or the imminent loss of funds exceeding an amount larger than \$50,000.
2. **Employee/Participant Misconduct:** Actions occurring during or outside work hours that reflects negatively on the Department and/or NH Business of Economic Affairs, Office of Workforce Opportunity or its mission including, but not limited to: conflict of interest or the appearance of conflict of interest involving outside employment, business and professional activities; the receipt or giving of gifts, fees, entertainment, and favors; misuse of federal property; and, misuse of official information and such other activities as might adversely affect the confidence of the public in the integrity of the government as well as serious violations of Federal and state laws.
3. **Fraud, Misfeasance, Nonfeasance, or Malfeasance:** Any alleged deliberate action, which may be in violation of federal statutes and regulations. This category includes, but is not limited to indications of bribery, forgery, extortion, embezzlement, theft of participant checks, kickbacks from participants or contractors, intentional payments to a contractor with the expectation of receiving services, payments to ghost enrollees, misuse of appropriated funds, and misrepresenting information in official reports.
4. **Gross Mismanagement:** Actions or situations arising out of management ineptitude or oversight and leading to a major violation of the legislative process, regulations, or contract/grant provisions. Such actions or situations have the potential to severely hamper accomplishment of program goals, waste government resources, and jeopardize future support for a particular project. This category includes, but is not limited to, in auditable records, unsupported costs, highly inaccurate fiscal reports or program reports, payroll discrepancies, payroll deductions not paid to the Internal Revenue Service, and lack of good internal control procedures.

**Misapplication of Funds:** Any alleged deliberate use of funds, assets or property not authorized or provided for by legislation or regulations, grants or contracts. This category includes, but is not limited to nepotism, political patronage, and use of participants for political activity, ineligible enrollees, conflict of interest, and failure to report income from federal funds, violation of contract/grant procedures, and the use of federal funds for other than specified purposes. An incident report should be filed when there appears to be an intent to misapply funds rather than merely for a case of minor mismanagement.

**OIG Hotline Portal:** The OIG operates the OIG Hotline Portal to receive and process allegations of fraud, waste, and abuse concerning Departmental grants, contracts, programs and operations. The OIG Hotline Portal is also used to address allegations of criminal activity and serious misconduct involving Department employees. Incident reports should be submitted online at: <https://www.oig.dol.gov/hotline.htm>. The OIG Hotline Portal should not be used for resolving employee grievances, Equal Employment Opportunity complaints, labor disputes, or other personnel concerns. If Internet access is not available, incidents can be reported to the OIG via the Toll-Free Hotline at 1-800-347-3756, or (202) 693-6999 (this is not a toll-free number)

## **PROCEDURE(S) AND REPORTING PROTOCOL:**

### **Definitions:**

Complaint, for this directive only, means criminal complaint and noncriminal complaints accepted by USDOL as incidents, such as gross waste of funds, mismanagement and dangers to the public health and safety.

Subrecipient, for this directive, means service delivery contractors and other recipients that receive WIOA funds directly from the State.

Lower tier subrecipient means a recipient that does not receive WIOA funds directly from the State.

### **General:**

All subrecipients that receive WIOA funds shall promptly report to OIG and OWO all allegations of WIOA-related fraud, abuse, and other criminal activity.

Each subrecipient shall establish appropriate internal program management procedures to prevent and detect fraud, abuse, and criminal activity. These procedures must include a reporting process to ensure that OIG and OWO are notified immediately of any allegations of WIOA-related fraud, abuse, or criminal activity. Internal management procedures must be in writing and include the designation of a person on the subrecipients' staff who will be responsible for such notifications.

Lower tier subrecipients will establish, document, and implement procedures to immediately notify the funding entity of any suspected or proven fraud, abuse, or other criminal activity involving WIOA-funded activities. Funding entities must provide written notification to lower tier subrecipients regarding their responsibilities to be alert for instances of fraud, abuse, and criminal activity committed by staff, contractors, or program participants and to report all such instances to the funding entity, OIG and OWO immediately. Proof of this notification must be maintained in the funding entity's files. Subrecipients detecting the presence or appearance of fraud, abuse, or other criminal activity must obtain sufficient information to provide a clear, concise report of each incident. Reports must include a statement of all facts, known at the time, as well as any known or estimated loss of WIOA funds resulting from the incident. It is important that an initial report is made to OIG and OWO within one working day of the detection of the incident. The submission of an incident report should not be delayed even if all facts are not readily available. Any facts subsequently developed by the subrecipient are to be forwarded in a supplemental incident report.

The reporting procedures do not supersede the responsibility for subrecipients to safeguard WIOA funds by taking prompt and appropriate corrective action when any evidence of a violation of WIOA or its implementing regulations is found.

### **Reporting:**

Within one workday of detection or discovery of information alleging fraud, abuse, or other criminal activity involving WIOA funds, a report must be made to OIG Hotline Portal by the detecting entity. A copy of the report must also be submitted to:

*Joseph Doiron, Director*

*Office of Workforce Opportunity 100 North Main Street Suite 100*

and to ETA at [ETAIncidentReporting@dol.gov](mailto:ETAIncidentReporting@dol.gov)

The OWO will record any incident report it receives in the WIOA Incident Report System and forward the incident report to DOL/ETA, within one working day of receipt. Concurrently with its transmittal of the incident report to ETA, OWO will, when applicable, notify the reporting entity to take appropriate action to recover misspent funds, or to contain its financial liability.

If OIG decides to investigate the incident, OWO will wait for OIG's results before commencing the state-level formal resolution. If OIG decides not to investigate the incident, OWO will request, when appropriate, a special monitoring review or an investigation by the appropriate state entities. Otherwise, OWO will require the subrecipient to submit its fact-finding and local resolution.

Whenever the entity reporting the allegation of an incident believes that immediate action to prevent further financial loss or other damage is necessary, or recovery of funds or property may be impeded if immediate action is not taken, the reporting entity has the responsibility to take any action it deems appropriate, including contacting the local law enforcement agency. Any immediate action taken or planned by the reporting entity must be reported to OWO when the incident report is submitted.

Allegations of fraud, abuse, or other criminal activity in WIOA-funded programs may originate from sources other than subrecipients. Such sources may include informants, independent auditors, or local law enforcement agencies. Whenever OWO receives an allegation from such source, OWO will prepare an incident report and submit it to OIG, in accordance with this directive. In such a case, OWO will, when appropriate, inform the subject subrecipient of the incident reported and advise the latter of the need to take certain action.

During an investigation, based on a report of fraud or abuse, DOL OIG investigators or auditors may contact a subrecipient regarding an incident of which the subrecipient was not previously aware. Upon learning of the incident from federal sources, the subrecipient should contact OWO to determine whether the latter is aware of the incident. If the subrecipient is not aware of the allegations but OWO is; then the latter will, when appropriate, inform the former of the specific allegations contained in the incident report.

**Inquiries:** If you have any questions about the information contained in this directive, please contact, Joseph Doiron, Director OWO, at (603) 271- 7275.

**ACTION:**

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

**Links:**

[USDOL ETA TEGL 15-23](#)

[US DOL OIG Hotline](#)

---

# NH WORKS POLICIES

---

---

# NH WORKS ONE-STOP CENTER CERTIFICATION POLICY GUIDANCE

---

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

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

## **PURPOSE:**

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

## **POLICY:**

### **Background:**

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

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

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

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

### **Definitions:**

1. One Stop Delivery System: The one-stop delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-stop partners administer separately funded programs as a set of integrated streamlined services to customers. Title I of the Workforce Innovation and Opportunity Act (WIOA) assigns responsibilities at the local, State, and Federal level to ensure the creation and maintenance of a one-stop delivery system that enhances the range and quality of education and workforce development services that employers and individual customers can access. The system must include at least one comprehensive physical "one-stop" center in each local area as described in § 678.305.

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

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

- f. Having a program staff member physically present at the one-stop center; or
  - g. Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
  - h. Making available a direct linkage through technology to program staff who can provide meaningful information or services.
5. Affiliate Center: An affiliated site, or affiliate one-stop center, is a physical location that makes available to job seeker and employer customers one or more of the one-stop partner programs, services, and activities with a physical presence of combined staff more than 50 percent of the time the center is open. An affiliated site does not need to provide access to every required one-stop partner program.
  6. Direct Linkage: A direct linkage means providing direct connection at the AJC, within a reasonable time, by phone or through a real- time web-based communication to a program staff member who can provide program information or services to the customer.
  7. Specialized Center: A center that address specific needs. (i.e. youth, key industry sectors, etc.). The specialized centers are not required to be certified.
  8. NH Works MOU: WIOA requires the SWIB, with the agreement of the chief elected official, establish a one-stop delivery system and conduct oversight of that system. The SWIB is responsible for developing

a memorandum of understanding (MOU) with the required one-stop partners that outlines each partner's responsibilities within the one-stop system. Each one-stop partner that carries out a required program or activity "shall provide access through the one-stop delivery system to such program or activities carried out by the entity, including making the career services that are applicable to the program or activities available at the one-stop centers (in addition to any other appropriate locations)." See NH Works MOU 07/01/2020 – 06/30/2023 for more details.

9. Infrastructure Funding Agreement (IFA): MOU infrastructure costs are defined as non-personnel costs that are necessary for the general operation of the NH Works Center, including, but not limited to:
  - a. Rental of the facilities;
  - b. Utilities and maintenance;
  - c. Equipment, including assessment-related products and assistive technology for individuals with disabilities; and,
  - d. Technology to facilitate access to the NH Works Center, including technology used for the center's planning and outreach activities.

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

## **PROCEDURE:**

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

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

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

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

1. certification
2. provisional certification with a requirement that one-stop centers provide action plans and timelines for meeting certification standards, and

3. not certified or decertified

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

**One-Stop Evaluation and Certification Criteria:**

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

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

		comprehensive centers every three years.
Common Identifier	NH Works Logo Americas Job Works Center Logo	At a minimum, the NH Works and America's Job Center logos on all promotional materials.

**Appeals and Non-Certification:**

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

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

**ACTION:**

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

**REFERENCES:**

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

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

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

20 CFR 361.400-430

29 CFR 38

34 CFR 463.410-430

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

---

# RECORD RETENTION POLICY

---

Policy #: 2015-P-10 Previous #: 2015-003

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

## **PURPOSE:**

To transmit the Office of Workforce Opportunity's (OWO) policies and procedures regarding record retention for all Title I funded programs.

## **POLICY:**

Financial records, supporting documents, statistical records, and all other non-Federal entity records pertinent to a Federal award must be retained for a period of three years from the date of submission of the final expenditure report or, for Federal awards that are renewed quarterly or annually, from the date of the submission of the quarterly or annual financial report, respectively, as reported to the Federal awarding agency or pass-through entity in the case of a subrecipient. Federal awarding agencies and pass-through entities must not impose any other record retention requirements upon non-Federal entities. The only exceptions are the following:

- If any litigation, claim, or audit is started before the expiration of the 3-year period, the records must be retained until all litigation, claims, or audit findings involving the records have been resolved and final action taken.
- When the non-Federal entity is notified in writing by the Federal awarding agency, cognizant agency for audit, oversight agency for audit, cognizant agency for indirect costs, or pass-through entity to extend the retention period.
- Records for real property and equipment acquired with Federal funds must be retained for 3 years after final disposition.
- When records are transferred to or maintained by the Federal awarding agency or pass-through entity, the 3-year retention requirement is not applicable to the non-Federal entity.
- Records for program income transactions after the period of performance. In some cases, recipients must report program income after the period of performance. Where there is such a requirement, the retention period for the records pertaining to the earning of the program income starts from the end of the non-Federal entity's fiscal year in which the program income is earned.
- Indirect cost rate proposals and cost allocations plans. This paragraph applies to the following types of documents and their supporting records: indirect cost rate computations or proposals, cost allocation plans, and any similar accounting computations of the rate at which a particular group of costs is chargeable (such as computer usage chargeback rates or composite fringe benefit rates).
  - c. If submitted for negotiation. If the proposal, plan, or other computation is required to be submitted to the Federal Government (or to the pass-through entity) to form the basis for negotiation of the rate, then the 3-year retention period for its supporting records starts from the date of such submission.

- d. If not submitted for negotiation. If the proposal, plan, or other computation is not required to be submitted to the Federal Government (or to the pass-through entity) for negotiation purposes, then the 3-year retention period for the proposal, plan, or computation and its supporting records starts from the end of the fiscal year (or other accounting period) covered by the proposal, plan, or other computation.

**PROCEDURE(S):**

All Title I funded programs, including OWO, will maintain records outlined above for a period of three years unless part of the exceptions mentioned above.

**ACTION:**

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

---

# RESPONSIBILITIES FOR REPORTING INSTANCES OF SUSPECTED FRAUD, PROGRAM ABUSE, AND CRIMINAL CONDUCT POLICY

---

Policy #: 2012-P-31 Previous #: 2012-031

Source: 7/1/21, July 1, 2024, eff. July 9, 2025

## **PURPOSE:**

[US DOL TEGL 15-23](#) transmits procedures to be used by all Employment and Training Administration (ETA), and subsequently all Office of Workforce Opportunity (OWO) subrecipients and contractors, for reporting allegations of fraud, program abuse or criminal conduct involving grantees or other entities and subrecipients receiving Federal funds either directly or indirectly. The detection and prevention of fraud and abuse in programs authorized by the US Department of Labor (US DOL) are the highest priority. Therefore, systematic procedures for reporting instances of suspected or actual fraud, abuse or criminal conduct are vital. This policy will provide procedures for reporting and investigating allegations of wrongdoing or misconduct to include allegations of suspected fraud, program abuse, and criminal conduct involving subrecipients of Federal Funds from OWO and/or US DOL, ETA.

## **POLICY:**

**US DOL Policy:** The Office of Inspector General (OIG) Hotline Portal is the official mechanism used for reporting allegations of criminal and other illegal or improper activities in federal funded programs. Allegations are reported to OWO (specifically the Director) and to the OIG, and to the Employment Training Administration (ETA). Incidents reported using OIG Hotline Portal may involve allegations of fraud, misfeasance, nonfeasance or malfeasance, allegations involving misapplication of funds; allegations of gross mismanagement; allegations of employee/participant misconduct, and other potential or suspected criminal actions.

When the OIG receives an Incident Report, they determine whether the allegations have merit and, when appropriate, conduct or arrange for an investigation and/or audit. If the OIG determines that the case does not have investigative or audit merit, the case is referred back to ETA for resolution.

Grant recipients must immediately document allegations, suspicions and complaints involving possible fraud, program abuse, and criminal misconduct using the [Incident Report \(IR form 1- 156\)](#). In addition, situations involving imminent health or safety concerns or the imminent loss of funds exceeding an amount larger than \$50,000 are considered emergencies and must immediately be reported to the OIG and ETA

**Prohibition and Reprisals:** No action will be taken against any complainant for disclosing information concerning criminal or improper activities or making a valid complaint to proper authorities. Complainants may

remain anonymous. If a complainant considers that his/her position will be compromised by reporting information through the OIG Hotline Portal, the individual can contact OIG by telephone.

**Definitions:** These definitions are illustrative and are not intended to be either fully inclusive or restrictive.

1. **Emergency:** A situation involving imminent health or safety concerns, or the imminent loss of funds exceeding an amount larger than \$50,000.
2. **Employee/Participant Misconduct:** Actions occurring during or outside work hours that reflects negatively on the Department and/or NH Business of Economic Affairs, Office of Workforce Opportunity or its mission including, but not limited to: conflict of interest or the appearance of conflict of interest involving outside employment, business and professional activities; the receipt or giving of gifts, fees, entertainment, and favors; misuse of federal property; and, misuse of official information and such other activities as might adversely affect the confidence of the public in the integrity of the government as well as serious violations of Federal and state laws.
3. **Fraud, Misfeasance, Nonfeasance, or Malfeasance:** Any alleged deliberate action, which may be in violation of federal statutes and regulations. This category includes, but is not limited to indications of bribery, forgery, extortion, embezzlement, theft of participant checks, kickbacks from participants or contractors, intentional payments to a contractor with the expectation of receiving services, payments to ghost enrollees, misuse of appropriated funds, and misrepresenting information in official reports.
4. **Gross Mismanagement:** Actions or situations arising out of management ineptitude or oversight and leading to a major violation of the legislative process, regulations, or contract/grant provisions. Such actions or situations have the potential to severely hamper accomplishment of program goals, waste government resources, and jeopardize future support for a particular project. This category includes, but is not limited to, in auditable records, unsupported costs, highly inaccurate fiscal reports or program reports, payroll discrepancies, payroll deductions not paid to the Internal Revenue Service, and lack of good internal control procedures.

**Misapplication of Funds:** Any alleged deliberate use of funds, assets or property not authorized or provided for by legislation or regulations, grants or contracts. This category includes, but is not limited to nepotism, political patronage, and use of participants for political activity, ineligible enrollees, conflict of interest, and failure to report income from federal funds, violation of contract/grant procedures, and the use of federal funds for other than specified purposes. An incident report should be filed when there appears to be an intent to misapply funds rather than merely for a case of minor mismanagement.

**OIG Hotline Portal:** The OIG operates the OIG Hotline Portal to receive and process allegations of fraud, waste, and abuse concerning Departmental grants, contracts, programs and operations. The OIG Hotline Portal is also used to address allegations of criminal activity and serious misconduct involving Department employees. Incident reports should be submitted online at: <https://www.oig.dol.gov/hotline.htm>. The OIG Hotline Portal should not be used for resolving employee grievances, Equal Employment Opportunity complaints, labor disputes, or other personnel concerns. If Internet access is not available, incidents can be reported to the OIG via the Toll-Free Hotline at 1-800-347-3756, or (202) 693-6999 (this is not a toll-free number)

## **PROCEDURE(S) AND REPORTING PROTOCOL:**

**Definitions:**

Complaint, for this directive only, means criminal complaint and noncriminal complaints accepted by USDOL as incidents, such as gross waste of funds, mismanagement and dangers to the public health and safety.

Subrecipient, for this directive, means service delivery contractors and other recipients that receive WIOA funds directly from the State.

Lower tier subrecipient means a recipient that does not receive WIOA funds directly from the State.

**General:**

All subrecipients that receive WIOA funds shall promptly report to OIG and OWO all allegations of WIOA-related fraud, abuse, and other criminal activity.

Each subrecipient shall establish appropriate internal program management procedures to prevent and detect fraud, abuse, and criminal activity. These procedures must include a reporting process to ensure that OIG and OWO are notified immediately of any allegations of WIOA-related fraud, abuse, or criminal activity. Internal management procedures must be in writing and include the designation of a person on the subrecipients' staff who will be responsible for such notifications.

Lower tier subrecipients will establish, document, and implement procedures to immediately notify the funding entity of any suspected or proven fraud, abuse, or other criminal activity involving WIOA-funded activities. Funding entities must provide written notification to lower tier subrecipients regarding their responsibilities to be alert for instances of fraud, abuse, and criminal activity committed by staff, contractors, or program participants and to report all such instances to the funding entity, OIG and OWO immediately. Proof of this notification must be maintained in the funding entity's files. Subrecipients detecting the presence or appearance of fraud, abuse, or other criminal activity must obtain sufficient information to provide a clear, concise report of each incident. Reports must include a statement of all facts, known at the time, as well as any known or estimated loss of WIOA funds resulting from the incident. It is important that an initial report is made to OIG and OWO within one working day of the detection of the incident. The submission of an incident report should not be delayed even if all facts are not readily available. Any facts subsequently developed by the subrecipient are to be forwarded in a supplemental incident report.

The reporting procedures do not supersede the responsibility for subrecipients to safeguard WIOA funds by taking prompt and appropriate corrective action when any evidence of a violation of WIOA or its implementing regulations is found.

**Reporting:**

Within one workday of detection or discovery of information alleging fraud, abuse, or other criminal activity involving WIOA funds, a report must be made to OIG Hotline Portal by the detecting entity. A copy of the report must also be submitted to:

*Joseph Doiron, Director*

*Office of Workforce Opportunity 100 North Main Street Suite 100*

*Concord, NH 03301 [Joseph.A.Dorion@livefree.nh.gov](mailto:Joseph.A.Dorion@livefree.nh.gov)*

and to ETA at [ETAIncidentReporting@dol.gov](mailto:ETAIncidentReporting@dol.gov)

The OWO will record any incident report it receives in the WIOA Incident Report System and forward the incident report to DOL/ETA, within one working day of receipt. Concurrently with its transmittal of the incident report to ETA, OWO will, when applicable, notify the reporting entity to take appropriate action to recover misspent funds, or to contain its financial liability.

If OIG decides to investigate the incident, OWO will wait for OIG's results before commencing the state-level formal resolution. If OIG decides not to investigate the incident, OWO will request, when appropriate, a special monitoring review or an investigation by the appropriate state entities. Otherwise, OWO will require the subrecipient to submit its fact-finding and local resolution.

Whenever the entity reporting the allegation of an incident believes that immediate action to prevent further financial loss or other damage is necessary, or recovery of funds or property may be impeded if immediate action is not taken, the reporting entity has the responsibility to take any action it deems appropriate, including contacting the local law enforcement agency. Any immediate action taken or planned by the reporting entity must be reported to OWO when the incident report is submitted.

Allegations of fraud, abuse, or other criminal activity in WIOA-funded programs may originate from sources other than subrecipients. Such sources may include informants, independent auditors, or local law enforcement agencies. Whenever OWO receives an allegation from such source, OWO will prepare an incident report and submit it to OIG, in accordance with this directive. In such a case, OWO will, when appropriate, inform the subject subrecipient of the incident reported and advise the latter of the need to take certain action.

During an investigation, based on a report of fraud or abuse, DOL OIG investigators or auditors may contact a subrecipient regarding an incident of which the subrecipient was not previously aware. Upon learning of the incident from federal sources, the subrecipient should contact OWO to determine whether the latter is aware of the incident. If the subrecipient is not aware of the allegations but OWO is; then the latter will, when appropriate, inform the former of the specific allegations contained in the incident report.

**Inquiries:** If you have any questions about the information contained in this directive, please contact, Joseph Doiron, Director OWO, at (603) 271- 7275.

### **ACTION:**

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

### **Links:**

[USDOL ETA TEGL 15-23](#)

[US DOL OIG Hotline](#)

---

# STATE LEVEL MONITORING POLICY AND PROCEDURES

---

Policy #: 2015-P-03 Previous #: 2015-003

Source: 7/1/2021, 8/24/22, July 22, 2024, eff. July 9, 2025

## **PURPOSE:**

The purpose of this policy and procedure is to establish a monitoring system which contains acceptable standards for ensuring accountability. Monitoring and technical assistance are integral parts of the OWO oversight responsibilities, as required by law. The system includes monitoring and implementation of subrecipient contracts, carrying out monitoring activities at reasonable intervals, and taking prompt and appropriate corrective action when evidence indicates a possible violation of the Workforce and Innovation Act, regulations, subrecipient contracts, or policies of the Office of Workforce Opportunity (OWO) and/or State Workforce Innovation Board (SWIB).

## **POLICY:**

1. The Director of OWO will be responsible for ensuring compliance with federal requirements to monitor subrecipients on an annual basis.
2. Compliance monitoring of each OWO operated program and contract will be conducted at least once during the program year.
3. Compliance monitoring is conducted to verify contract and program compliance with the terms and conditions of the contract, WIOA, and the policies established by the OWO and the SWIB.
4. Compliance monitoring will be conducted by reviewing records and documents maintained by the OWO administrative office on each program or contract; conducting onsite reviews of procedures, records, and documents maintained by the contractor or program operations staff; and submitting written reports of findings, including corrective action recommendations if appropriate.
5. The State Board will certify compliance with WIOA monitoring compliance annually.

## **PROCEDURE(S):**

### General Monitoring Procedure

1. A monitoring tool is developed to ensure all acceptable standards of accountability are reviewed.
2. Compliance monitoring activities are scheduled in advance with the contract signatory or designated representative or program operations staff. Those responsible for the contract or program operations are also notified as to the purpose, procedure and specific areas to be monitored.
3. Reports, records and documents, maintained by the OWO administrative office on each contract or program, are reviewed for completeness, accuracy and timeliness of submission. Such reports, records and documents include but are not limited to:
  - a. The approved contract and modifications thereto and/or program specifications;
  - b. Correspondence and reports maintained by the contracting officer in the contract program

- operations file;
  - c. Transmittal of individual participant records;
  - d. Previous monitoring reports; and
  - e. Applicable corrective action plans.
4. Each contract or program is monitored at the site of operation. Annual on-site monitoring may include but not be limited to:
- a. An entry interview with the contract signatory or designated representative or program operations staff;
  - b. A review of applicable written policies and procedures;
  - c. Staff and participant interviews;
  - d. A review of participant records, including eligibility documentation;
  - e. A review of financial procedures, records and documentation; and
  - f. An exit interview with the contract signatory or designated representative or program operations staff.
5. A written report is completed on each monitored contract or program and is submitted to the OWO Director and the contract/program operator. The written report includes but is not limited to:
- a. Completed applicable sections of the written monitoring tool;
  - b. Written comments and recommendations on identified deficiencies.
6. Verbal reports may be made to the Director when apparent deficiencies are identified which may need immediate action. Such deficiencies include but are not limited to:
- a. Inaccurate or insufficient financial management procedures;
  - b. Inaccurate or insufficient participant eligibility determinations;
  - c. Child labor law violations; or
  - d. Blatant non-compliance with the terms of the contract or program specifications or with other applicable federal, state, SWIB, or WIOA requirements.

### Special Investigations

Special investigations are conducted when information is received which indicates possible fraud, abuse or alleged criminal activity. The investigation is designed to provide the SWIB and the OWO Director with sufficient information to justify a decision to notify appropriate legal authorities.

1. The OWO Director notifies the SWIB Chair upon receipt of any request to conduct a special investigation and or upon the initiation of any special investigation.
2. The OWO Director or SWIB Chair appoints specific persons as appropriate to conduct special investigations.
3. Assistance or advice from other individuals approved by the SWIB Chair or the OWO Director may be solicited during a special investigation.

### Annual Reviews

[WIOA Sec. 184 \(a\)\(4\)](#) requires annual onsite monitoring by the State of each local area's fiscal controls and fund accounting procedures. OWO uses fiscal and programmatic questionnaires to elicit information from managers, front-line staff, participants, and/or partners (including participating employers) about all aspects of service delivery, service quality and program management.

The on-site annual review reveals information about the efficacy of local service delivery design and planning, the quality of services being delivered, the management of federal funds, the methods by which services are delivered and documented, how staff members are trained and assigned, how staff capacity and turnover are anticipated and addressed and how management oversees these same aspects. Monitoring schedules should be provided at least 30 to 60 days in advance of an on-site monitoring event. Both reviewers and recipients of monitoring need time to prepare in advance of annual on-site monitoring.

### Processing Procedures

1. The Job Match System (JMS) case management system, the Performance Accountability and Customer Information Agency (PACIA), and OWO/BEA financial systems are used to maintain individual participant data and fiscal data sufficient to generate monthly, quarterly and annual performance reports.
2. Performance reports are generated by PACIA and/or OWO staff and used for the development of performance reviews.
3. A fiscal and program annual review template are developed by OWO staff and used to standardize the monitoring for subrecipients during annual on-site reviews.
4. A pre-review announcement should be sent at least 30-60 days in advance of the monitoring confirming the original monitoring schedule, confirming requested space will be available, and service provider staff members will be available at the scheduled times. The announcement must also identify documents that must be provided in advance and the timeframes by which they must be received by OWO and finally must include a detailed schedule of monitoring activities that will take place.
5. An entrance interview will occur when OWO staff arrive at the subrecipient's office. It is a brief meeting that outlines the purpose of the review, summarizes expectations, goes over the on-site schedule, explains the process and follow-up activities such as the exit-session, the formal report and response expectations and provides the opportunity for those being monitored to ask questions.
6. An exit interview occurs after the on-site event is completed and after all documents and files have been reviewed and OWO staff have had the opportunity to document potential findings or concerns. During the exit interview, OWO staff summarize what they have ascertained from the monitoring exercise. Innovations and best practices are noted, and information is shared about issues that may result in formal findings and or concerns.

### Documenting Findings, Concerns, and Best Practices

When a finding is identified, the report must cite the specific law, regulation, contract condition, guidance letter, or policy being violated and must identify the specific action required to resolve the finding. Monitoring reports that identify findings require a formal response explaining the required actions that have been taken and or will be taken and the date by which the finding will be resolved.

The core monitoring guide provided by USDOL references the **4 Cs** as requirements pertaining to documentation of findings; stating that the explanation for each finding should contain four items: condition, criteria, cause, and corrective action. Depending on the findings, corrective actions are identified, and best practices are shared to guide the subrecipients in implementing new initiatives. Best practices are catalogued in monitoring reports and get shared during staff-development and training activities, through newsletters and may even be promoted nationally by the USDOL.

## Desk Reviews

OWO conducts a financial, program implementation and performance review quarterly (2nd, 3rd, and 4th quarter) to compare planned levels of service and spending with actual levels of service and to ensure minimum spending thresholds will be met, maximum spending thresholds will not be exceeded and negotiated performance measures will be attained. Participant and financial status reports are reviewed based on actual cumulative data versus plan, actual performance rates versus plan, and actual performance relative to performance standards criteria. These desk reviews ensure that the performance objectives of individual contracts and programs are attained within reasonable limits and are used to determine whether program design and program mix are adequate to meet the needs of the eligible population and planned objectives. The desk reviews also monitor the subrecipient's financial reports to ensure that the subaward is used for authorized purposes and follows federal statutes, regulations, and terms and conditions.

OWO staff will make all reasonable attempts to complete quarterly desk reviews no later than the 60th day of the month following the last day of each program year quarter. If subrecipient financial or performance data is not available, this time frame could be longer. Quarter end-dates are September 30, December 31, March 31, and June 30. If an on-site annual review was completed within a specified quarter, OWO staff will not complete a desk review during that quarter. OWO desk review reports will be sent to the subrecipient executive director or program manager assigned by the subrecipient. It is that individual's responsibility to share the report with staff as necessary.

## Processing Procedures

1. The Job Match System (JMS) case management system, the Performance Accountability and Customer Information Agency (PACIA), and OWO/BEA financial systems are used to maintain individual participant data and fiscal data sufficient to generate monthly, quarterly, and annual performance reports.
2. Performance reports are generated by PACIA and/or OWO staff and used for development of performance reviews.
3. A fiscal and program desk review template is developed by OWO staff and used to standardize the monitoring for subrecipients during desk reviews.
4. OWO staff maintains monthly contract and program information and reports sufficient to review performance on participant and fiscal outcomes.
5. Quarterly performance review summaries on individual National Dislocated Worker Reserve Grants (NDWRG) contracts and programs as well as the Senior Community Service Employment Program (SCSEP) are submitted to OWO by the contractors.
6. OWO staff develops and submits reports and recommendations to the SWIB relative to attainment of performance goals.
7. Special inquiry reports may be requested by the OWO Director, or SWIB for the purposes of investigating or analyzing specific data or responding to specific performance related inquiries.
8. Following completion of each program year, contractor staff will develop and submit an annual narrative report of performance for the WIOA funded program, which may be shared with the board.

## Corrective Action and Follow-up

Corrective action and follow-up are conducted to eliminate reported violations. Corrective action plans are developed and implemented for the purposes of alleviating reported inadequacies in acceptable operating procedures, standards of accountability or program performance standards.

1. All compliance monitoring findings that require corrective action are reported in writing to the OWO Director.
2. Compliance monitoring findings, which may require immediate corrective action, are verbally reported to the Director prior to issuing a written report.
3. Requests for corrective action as a result of performance review findings will be initiated by OWO staff.
4. The OWO staff will conduct corrective action procedures resulting from performance review findings.
5. Written responses to recommendations to initiate corrective action may include any of the following:
  - a. No plan for corrective action with written justification for not initiating such action;
  - b. A written plan for corrective action which includes dates for implementing and completing such action; or
  - c. A written explanation of the appropriate action which has been initiated prior to the issuance for the request for corrective action.
6. OWO staff will be responsible for initiating corrective action requests and follow-up on responses and actions.
7. Written reports on corrective action activities are distributed as appropriate by the OWO Director.

#### Subrecipient Risk Analysis Monitoring

[2 CRF 200-331 \(b\)](#) requires a formal risk assessment of sub-awards to evaluate each subrecipients' risk of noncompliance with federal statutes, regulations, and the terms and conditions of the sub award for purposes of determining the appropriate level of subrecipient monitoring required to minimize potential risk.

1. OWO staff shall within the first quarter after a finalized sub-award agreement is in place conduct a formal risk analysis of the subrecipient's capacity to fully comply with federal statutes, regulations, and the terms and conditions of the sub award. This shall be in addition to any first quarter monitoring activities identified above.
2. At a minimum the risk analysis will assess the following factors:
  - a. Prior experience with the same or similar activities
  - b. Audit results – e.g., A1-33 Single Audits, federal audits or other similar formal audits.
  - c. Degree to which new staff or systems have been put in place that may impede successful outcomes.
  - d. Results of previous state and/or federal monitoring
  - e. Good standing reports – federal (SAM) and state Certificate of Good Standing
3. Other risk factors may be assessed at the discretion of the OWO Director based on unique or specific sub-award requirements considered to have the potential to negatively impact the subrecipient's ability to maintain compliance at all times.

#### WIOA Compliance Requirement:

The Office of Workforce Opportunity staff shall submit a summary report to the Director of OWO for signature annually, certifying that BEA is in full compliance with WIOA regulations specific to monitoring requirements.

**ACTION:** All staff must be knowledgeable of the contents of this directive.



---

# **NH WORKS GUIDANCE LETTERS AND DIRECTIVES**

---

---

# NH WORKS CONSORTIUM

---

## NH Works Guidance Letters



### NH Works Consortium

Dear NH Works Employee:

In an effort to ensure consistent communication and messages from the NH Works partners, the NH Works Consortium will be releasing Guidance Letters that provide information and/or requests pertaining to the NH Works policy and/or operations consistent with the NH Works Cooperative Agreement.

Guidance Letters will be released via e-mail and forwarded via the NH Works partner to their respective NH Works Center staff. In addition, the Guidance Letters will be maintained on the NH Works web site at [www.nhworks.org](http://www.nhworks.org) for future reference as needed. If there are questions about the desired outcome or next action steps from a guidance letter, the questions should be forwarded to Joe Doiron, Workforce Director, Office of Workforce Opportunity at [Joseph.A.Doiron@livefree.nh.gov](mailto:Joseph.A.Doiron@livefree.nh.gov) or to your PDT representative for inclusion on a future NH Works Consortium agenda for resolution.

Sincerely,

George Copadis, Chair NH Employment Security	Joseph Doiron, Vice Chair Office of Workforce Opportunity	Donnalee Lozeau Community Action Partnership Hillsborough Rockingham Counties
Richard Sala NH Department of Education Vocational Rehabilitation	Sarah Wheeler NH Department of Education Adult Education	Kristine Dudley Community College System of NH
Jeffrey Beard NH Department of Education Bureau of Career Development	TBD NH Department of Health and Human Services	Sarah Morrissey NH Employment Security

Cc: NH Works Consortium Members

The NH Works Consortium is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# NH WORKS GUIDANCE LETTER NO 01-05

---



**ADVISORY: NH WORKS GUIDANCE LETTER NO. 01-05**

TO: All NH Works Center Partner Agency Staff

FROM: NH Works Consortium

SUBJECT: NH Works One-Stop Operator Consortium (Consortium)

1. **Purpose:** To inform NH Works center staff about the role, membership and authority of the NH Works One-Stop Operator Consortium (Consortium).
2. **Background:** Federal workforce regulations allow States to choose a group of entities (i.e., consortium) to serve as the State's one-stop operator at the discretion of the Governor. The NH Works One-Stop Operator Consortium (Consortium) was established in 2000 by the State Workforce Investment Board under the direction of the Governor of New Hampshire to serve as the "one-stop operator" for the State of New Hampshire. The role of the Consortium is to oversee the State's one-stop system known as "NH Works", which consists of 12 local NH Works offices, located throughout the State.

Initially the Consortium focused on achieving three primary goals; assisting in the preparation of the State's Unified Plan, developing and implementing a statewide Memorandum of Understanding and serving as the one-stop operator. Over time the group has evolved from an implementation body to a system's improvement and management team responsible for developing continuous improvement plans, resolving system level issues and recommending key operational policies that affect the day-to-day operations of the centers.

Using the Memorandum of Understanding as its guide, the Consortium is accountable to ensure customers receive services consistent with the process and procedures set forth in the State Unified Plan and the Memorandum of Understanding, which is re-negotiated every two years. In addition, the is charged with monitoring and evaluating NH Works system performance outcomes. Continuity is achieved through Consortium members who serve in the various capacities, as well as on the State Workforce Innovation Board.

In 2001, the Consortium adopted a process improvement model based on the seven Malcolm Baldrige dimensions of quality (i.e., leadership, strategic planning, customer and market focus, information and analysis, human resource focus, process management and business results) as an overarching framework for NH's approach to continuous improvement of the system. Since that time the Consortium has taken the lead in developing and implementing numerous system improvement initiatives.

The NH Works Consortium is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

Decisions at the Consortium level are reached by consensus, or in consultation with the Workforce Innovation Board and/or the Governor, as appropriate. The Consortium directs the work of the Interagency Business Team (IBT) and the Professional Development Team (PDT), which in turn work with management staff within each partner agency to inform, guide or affect systems improvement and/or change consistent with the direction set forth by the Consortium.

Consortium membership is determined by the Consortium's bylaws in consultation with the leadership of the represented agency. Sitting members must hold an executive director, commissioner or deputy commissioner level position within their respective agency and/or have system decision-making authority.

Meetings of the Consortium are typically held quarterly.

Current members of the Consortium are as follows:

- George Copadis, Commissioner NH Employment Security, Chair
- Joseph Doiron, Workforce Director, Office of Workforce Opportunity, Vice-Chair
- Donnalee Lozeau, Chief Executive Officer, Community Action Partnership Rockingham Hillsborough Counties (CAPHR)
- Richard Sala, Director, NH Department of Education, Vocational Rehabilitation
- Sarah Morrissey, Director, Employment Service Bureau/Operations, NH Employment Security
- Sarah Wheeler, Administrator, NH Department of Education, Bureau of Adult Education
- Kristine Dudley, Director of Workforce Development, Community College System of NH
- TBD, Bureau of Employment Services, DHHS/Division of Economic and Housing Stability
- Jeffrey Beard, Administrator, NH Department of Education, Workforce Innovation

3. **Action Required:** NH Works Center staff should know who the Consortium committee members are, be informed about the purpose and role of the Consortium and understand the committee's relationship and relevance to the day-to-day operations of the local NH Works Centers.
4. **Inquiries:** Questions and/concerns about the content of this guidance letter should be directed to your Interagency Business Group/Professional Development Team representative or submitted in writing to Joe Doiron at [Joseph.A.Doiron@livefree.nh.gov](mailto:Joseph.A.Doiron@livefree.nh.gov). All inquiries will be reviewed by the Consortium at the first scheduled meeting following the receipt of the inquiry, and a formal response will be issued within one week of the meeting.
5. **Attachments:** None

Issuance Date: May 1, 2005	Originally Issued by: NH Works IDG
Effective Date: June 1, 2005	Approved by: NH Works Consortium
Expiration Date: Ongoing	Revised by: NH Works PDT
Updated: February 1, 2017	Revised: January 4, 2023, July 1, 2025

The NH Works Consortium is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# NH WORKS GUIDANCE LETTER NO 01-06

---



**ADVISORY: NH WORKS GUIDANCE LETTER NO. 01-06**

TO: NH Works Center Partner Agency Management Staff

FROM: NH Works Consortium

SUBJECT: NH Works Partner Referral Forms

- 1. Purpose:** To provide procedures regarding the use of a standardized Partner Referral Form in each of the twelve NH Works Centers consistent with the directive set forth by the NH Works Consortium. There is an English and Spanish version of the NH Works Release of Information Form which must be submitted along with the NH Works Referral Form.
- 2. Background:** Currently, partner referrals are conducted among NH Works and other partners in a variety of formats both formal and informal. The NH Works Partner Referral Form is designed to provide a mechanism for partner referrals, to streamline the referral process and to facilitate prompt delivery of partner services to the customer.

**NH Works Partner Referral Form**

- 3. Action Required:** Effective **January 1, 2007**, each NH Works Center will maintain a supply of NH Works Partner Referral Forms and NH Works Release of Information forms in the office for use in referring customers to partner agencies. Forms will also be available electronically to all NH Works partners. The procedure shall be as follows:
  1. The NHES Managers will ensure that sufficient copies of the referral form and the release form are available at the NH Works office at all times. All partner agencies will be provided with electronic copies of the referral form and the release form.
  2. Upon request, agencies outside of the NH Works Partners will be provided an electronic copy of the referral and release forms to refer customers to NH Works agencies.
  3. Staff who refer customers to other NH Works Partner organizations will complete all sections of the referral form, get the release form completed, and attach pertinent information/documents listed on the form.
  4. Referrals can be made electronically by using a secure method (secure email exchange) so that any Personally Identifiable Information (PII) is secured. If secure electronic methods are not available, referrals can be completed using any other secure delivery method.
  5. When referring a customer, the referring agency will identify whether this referral indicates: a joint services plan or no further services required by the referring agency. In the case of a joint services plan, the agency receiving the referral will be required to provide status/feedback on the enrollment and provision of services to the customer to the referring agency. In the case of a referral out (no further services), no status reporting is required.
  6. A copy of all referrals and release forms along with any follow up documents that result from the referral shall be kept in the customers case file within the appropriate case management system. Should the agency keep paper files, a copy shall be maintained according to PII policies. Referrals shall be retained based on the agencies document retention policy.

The NH Works Consortium is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

7. If an individual is referred without having a case with the referring partner, the referring partner shall keep documents based on the individual agencies record retention policy.
8. Both the referring and receiving agency shall retain a copy of the referral and release forms as well as other documents associated with the referral based on the agencies record retention policy.

Additional local management responsibilities include:

- All partner agency management and/or supervisory staff is expected to support the implementation and maintenance of the Partner Referral Form process by assuring that the staff they supervise is informed about and adheres to the process identified in this guidance letter.
- New versions of the NH Works Partner Referral Form and NH Works Release of Information Form will be released by the NH Works Consortium and partner agency management and/or supervisory staff will make sure that staff are using the correct version of the NH Works Partner Referral Form and NH Works Release Form.

4. **Inquiries:** Questions and/or concerns regarding the content of this guidance letter should be directed to your Professional Development Team representative. All inquiries will be reviewed by the NH Works Consortium at the first scheduled meeting following the receipt of the inquiry, and a formal response will be issued within one week of the meeting.

**ATTACHMENT:** NH Works Partner Referral Form, NH Works Release of Information Form

Issuance Date: January 1, 2007  
Effective Date: January 1, 2007  
Expiration Date: Ongoing  
Updated: November 7, 2014

Issued by: NH Works IDG  
Approved by: NH Works Consortium  
Revised by: NH Works PDT  
Revised: January 4, 2023

The NH Works Consortium is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**NH Works Guidance Letter NO 01-06 – NH  
Work Partner Referral Form (Provided Only  
in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**



**NH Works Partner Referral Form**

Date:

Referring agency:

Referring staff member:

Agency referring to:

Customer name:

Address:

Phone number:

Email address:

Purpose of referral:

Is customer registered in JMS?      Yes              No              Unsure

Joint service plan needed:              Yes              No

If joint service plan is needed, what services will the referring agency provide:

The following information is attached:

- \_\_\_\_\_ NH Works Release of Information (Mandatory)
- \_\_\_\_\_ Copies of assessments
- \_\_\_\_\_ Employability plan
- \_\_\_\_\_ Copy of resume (if available)
- \_\_\_\_\_ Confirmation of Public Assistance/UI received
- \_\_\_\_\_ Disability documentation (if applicable)
- \_\_\_\_\_ Other documentation necessary for the referral

**NH WORKS System Partners  
Release of Information**

**This form is valid for two years from participant's signature date**

**NH Employment Security**

- Employment Services
- Unemployment Insurance Benefits
- Trade Act Program
- WorkNowNH
- Reentry Program
- Migrant & Seasonal Farmworker Program
- New England Farm Workers Council

**NH Department of Education**

- Adult Education
- Vocational Rehabilitation

**NH Department of Health and Human Services**

- TANF
- SNAP
- NHEP

**Office of Workforce**

- Opportunity/Community Action Agencies**
- WIOA Dislocated Worker
- WIOA Adult
- WIOA Youth
- SCSEP

**Community College System of New Hampshire**

- WorkReady NH
- Apprenticeship NH
- Community College

**NH Job Corps**

**Operation Able**

**Veterans' Services**

- Harbor Homes
- Veterans Inc.
- U.S. Department of Veterans Affairs Vocational Rehabilitation and Employment
- Clear Path for Veterans New England

**Please see back of form for additional information about the programs listed above.**

I, \_\_\_\_\_, authorize \_\_\_\_\_ to  
(individual or agency)

exchange information relating to prior assessment(s) for training and employment including but not limited to: work history, vocational assessments, career planning, documentation related to eligibility, skills, training, quarterly wage data, and Unemployment Compensation benefits with the agency(ies) listed on the left side of this form.

This Release of Information does not authorize the disclosure of any medical information or any other restricted third party information.

I understand that this information may be used to determine eligibility for employment and training services, assist in the development of my individual training plan for education and employment, career planning, and/or may be used for statistical purposes.

I allow the NH Works System Partners listed on the left to release to each other the requested information when I am referred to partner services. I understand the information will be used only on an as needed basis and will remain confidential, to the extent required and/or permitted by law. This information cannot be shared with any other entity without my written permission.

A copy of this Release of Information is as valid as the original. This Release is valid for both program and follow-up services.

\_\_\_\_\_  
Participant's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Guardian's Signature (if applicable)

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Email Address



## SYSTEM PARTNERS / PROGRAM SERVICES

**NH EMPLOYMENT SECURITY** – A free public Employment Service, which benefits the job seeker, the employer, and the economy by helping people find work through work search programs, employment information, and economic and labor market information. <https://www.nhes.nh.gov/>

- Employment Services
- Unemployment Insurance Benefits
- Trade Act Program
- Migrant and Seasonal Farmworker Program
- WorkNowNH
- Reentry Program
- New England Farm Workers Council

**DEPARTMENT OF HEALTH AND HUMAN SERVICES** – <https://www.dhhs.nh.gov/>

**TANF** – Cash Assistance provides assistance to needy families with dependent children

**FOODSTAMPS** – Supplemental Nutrition Assistance Program

**NHEP** – Employment support program that provides cash assistance to eligible able-bodied parents and assists them in becoming self-sufficient.

**NH DEPARTMENT OF EDUCATION** – <https://www.education.nh.gov/>

**ADULT EDUCATION** – Provides a variety of educational opportunities to empower adults to become lifelong learners, to support individuals in identifying and achieving academic and/or career goals.

**VOCATIONAL REHABILITATION** – Assists eligible NH citizens with disabilities to secure competitive integrated employment and financial and personal independence by providing rehabilitation services.

**OFFICE OF WORKFORCE OPPORTUNITY** – Serves as the state administrative entity for the Title I Workforce Innovation and Opportunity Act. <https://www.nhworks.org/>

**WIOA Youth Program** – Provides academic and work based learning services to youth with the goal of self-sufficiency.

**WIOA Adult Program** – Provides economically disadvantaged adults access to employment, education, training and support services to succeed in the labor market and obtain self-sufficiency.

**WIOA Dislocated Worker Program** – Provides laid off workers access to employment, training and support services to succeed in labor market and obtain self-sufficiency.

**SCSEP** – Community Service and Work-based training program for older workers. Provides job training and placement to those 55 or older.

**COMMUNITY COLLEGE SYSTEM OF NH** – The seven NH community colleges offer associates degree, certificate and skill based programs that provide opportunities for college education and career training. <https://www.ccsnh.edu/>

**Work Ready NH** – Tuition free workforce development program tailored to meet the needs of job seekers and career builders as well as provide training in the specific skills employers are seeking in their current and future employees.

**ApprenticeshipNH** – Program supports the development of new registered apprenticeship programs and in healthcare, advanced manufacturing, hospitality and construction and infrastructure sectors. Registered apprenticeship is an employer driven model which combines on the job training and related classroom instruction to increase an apprentice's skill level and wages. <https://www.EarnLearnNH.org>

**NH JOB CORPS** – A tuition free training and education program that connects young adults to the skills and educational opportunities needed to establish a career. <https://newhampshire.jobcorps.gov/>

**OPERATION ABLE** – Older Worker program that empowers older workers with job skills supports and training services to re-enter the workforce. <https://operationable.net/staff>



## Socios del Sistema NH WORKS Divulgación de información

**Este formulario es válido por dos años desde la fecha de firma del participante**

### Seguridad de Empleo de NH

- Servicios de empleo
- Beneficios del seguro por desempleo
- Programa de la Ley de Comercio
- WorkNowNH
- Programa de Reinserción
- Programa de Trabajadores Agrícolas Migrantes y Estacionales
- Consejo de Trabajadores Agrícolas de Nueva Inglaterra

Yo, \_\_\_\_\_, autorizo a

\_\_\_\_\_ a

(persona o agencia)

intercambiar información relacionada con la(s) evaluación(es) previa(s) para la formación y el empleo, incluido, entre otros: historial de trabajo, evaluaciones vocacionales, planificación profesional, documentación relacionada con la elegibilidad, las habilidades, la capacitación, los datos de los salarios trimestrales y los beneficios de la Compensación por Desempleo con la(s) agencia(s) que figuran en el lado izquierdo de este formulario.

### Departamento de Educación de NH

- Educación para adultos
- Rehabilitación Vocacional

Esta Divulgación de información no autoriza la divulgación de ninguna información médica ni de ninguna otra información restringida de terceros.

### Departamento de Salud y Servicios Humanos de NH

- TANF
- SNAP
- NHEP

Entiendo que esta información puede ser usada para determinar la elegibilidad para servicios de empleo y capacitación, asistir en el desarrollo de mi plan de capacitación individual para educación y empleo, planificación profesional y/o puede ser usada para fines estadísticos.

### Oficina de Oportunidades Laborales/Agencias de Acción Comunitaria

- Trabajador desplazado de la ley WIOA
- Adulto de la ley WIOA
- Joven de la ley WIOA

Permito a los Socios del Sistema NH Works indicados a la izquierda a divulgar entre ellos la información solicitada cuando sea derivado a los servicios de los socios. Entiendo que la información se utilizará solo cuando sea necesario y permanecerá en confidencialidad, en la medida requerida y/o permitida por la ley. Esta información no puede ser compartida con ninguna otra entidad sin mi permiso por escrito.

### Sistema de Colegios Comunitarios de New Hampshire

- WorkReady NH
- ApprenticeshipNH
- Colegio Comunitario

Una copia de esta Divulgación de información es tan válida como el original. Esta Divulgación es válida tanto para el programa como para los servicios de seguimiento.

\_\_\_\_\_  
Firma del participante

\_\_\_\_\_  
Fecha

### NH Job Corps

### Operation Able

\_\_\_\_\_  
Firma del tutor (si corresponde)

### Servicios para veteranos

- Harbor Homes
- Veterans Inc.
- Departamento de Asuntos de los Veteranos de los EE. UU.
- Rehabilitación Vocacional y Empleo
- Clear Path for Veterans New England

\_\_\_\_\_  
Firma del personal

\_\_\_\_\_  
Dirección de correo electrónico

**Consulte el reverso del formulario para obtener más información sobre los programas mencionados.**



Las agencias socias NH WORKS One-Stop son empleadores que ofrecen igualdad de oportunidades  
Las personas con discapacidad pueden solicitar ayudas y servicios auxiliares. ACCESO TDD: RETRANSMISIÓN NH 1-800-  
735-2964

NHES 0350  
Rev. a 09/22

## SOCIOS DEL SISTEMA / SERVICIOS DEL PROGRAMA

**SEGURIDAD DE EMPLEO DE NH:** un servicio público de empleo gratuito, que beneficia al solicitante de empleo, al empleador y a la economía, ayudando a las personas a encontrar trabajo a través de programas de búsqueda de empleo, información sobre el empleo e información económica y del mercado laboral. <https://www.nhes.nh.gov/>

- Servicios de empleo
- Beneficios de seguro por desempleo
- Programa de la Ley de Comercio
- Programa de Trabajadores Agrícolas Migrantes y Estacionales
- WorkNowNH
- Programa de Reinserción
- Consejo de Trabajadores Agrícolas de Nueva Inglaterra

**DEPARTAMENTO DE SALUD Y SERVICIOS HUMANOS:** <https://www.dhhs.nh.gov/>

**TANF** – La ayuda de dinero en efectivo proporciona asistencia a las familias con necesidad e hijos a cargo **CUPONES PARA ALIMENTOS** – Programa de Asistencia Nutricional Suplementaria

**NHEP** – Programa de apoyo al empleo que proporciona ayuda de dinero en efectivo a los padres sanos elegibles y los ayuda a ser autosuficientes.

**DEPARTAMENTO DE EDUCACIÓN DE NH** – <https://www.education.nh.gov/>

**EDUCACIÓN PARA ADULTOS** – Ofrece una diversidad de oportunidades educativas para capacitar a los adultos para que se conviertan en aprendices de por vida, para apoyar a las personas en la identificación y el logro de las metas académicas y/o profesionales.

**REHABILITACIÓN VOCACIONAL** – Ayuda a los ciudadanos de NH con discapacidades elegibles para conseguir un empleo integrado competitivo e independencia económica y personal mediante la prestación de servicios de rehabilitación.

**OFICINA DE OPORTUNIDADES LABORALES** – Sirve como entidad administrativa estatal para la Ley de Innovación y Oportunidad de la Fuerza Laboral del Título I. <https://www.nhworks.org/>

**Programa de Jóvenes de la ley WIOA** – Proporciona servicios de aprendizaje académico y laboral a los jóvenes con la meta de que sean autosuficientes.

**Programa de Adultos de la ley WIOA** – Proporciona a los adultos económicamente desfavorecidos acceso al empleo, la educación, la formación y los servicios de apoyo para tener éxito en el mercado laboral y lograr la autosuficiencia.

**Programa para Trabajadores Desplazados de la ley WIOA** – Proporciona a los trabajadores despedidos acceso al empleo, a la formación y a los servicios de apoyo para tener éxito en el mercado laboral y lograr la autosuficiencia.

**SCSEP** – Servicio comunitario y programa de formación en el trabajo para trabajadores mayores. Ofrece capacitación para el empleo y ubicación para personas de 55 años o más.

**SISTEMA DE COLEGIOS COMUNITARIOS DE NH** – Los siete colegios comunitarios de NH ofrecen programas de grado asociado, certificado y basado en habilidades que proporcionan oportunidades para la educación universitaria y la formación profesional. <https://www.ccsnh.edu/>

**Work Ready NH** – Programa de desarrollo de la mano de obra, sin costo alguno, diseñado para satisfacer las necesidades de los solicitantes de empleo y los creadores de profesiones, así como para proporcionar formación en las habilidades específicas que los empleadores buscan en sus empleados actuales y futuros.

**ApprenticeshipNH** – El programa apoya el desarrollo de nuevos programas de pasantías registrados y en los sectores de la sanidad, la fabricación avanzada, la hostelería y la construcción e infraestructuras. La pasantía registrada es un modelo impulsado por el empleador que combina la formación en el puesto de trabajo y la enseñanza en el aula relacionada para aumentar el nivel de habilidades y los salarios de un aprendiz. <https://www.EarnLearnNH.org>

**NH JOB CORPS** – Un programa de formación y educación gratuito que conecta a los jóvenes adultos con las habilidades y oportunidades educativas necesarias para establecer una profesión. <https://newhampshire.jobcorps.gov/>

**OPERATION ABLE** – Programa de trabajadores de edad avanzada que capacita a los trabajadores adultos con apoyos de habilidades laborales y servicios de formación para reincorporarse a la fuerza de trabajo.  
<https://operationable.net/staff>



**ADVISORY: NH WORKS GUIDANCE LETTER NO. 01-08**

TO: All NH Works Center Partner Agency Staff

FROM: NH Works Consortium

SUBJECT: NH Works Interagency Business Team (IBT)

- Purpose:** To define and reinforce the role of the newly formed NH Works Interagency Business system improvement team known as the "IBT" (Interagency Business Team)
- Background:** The IBT is a system improvement team established by the Workforce Opportunity Council in collaboration with the NH Works One-Stop Operator Consortium effective February 2008. The IBT shall function as a collaborative mechanism to facilitate communication among partner agencies specific to current and ongoing services to employers offered through the NH Works service delivery infrastructure.

The IBT shall work to develop strategies for the delivery of effective and streamlined employer services in an effort to eliminate duplication or extra contacts and maximize limited resources in the delivery of comprehensive information and quality services to area businesses. Working within the framework of the NH Works workforce development partnership, the goal of this team shall be to identify strategies for better coordination of information and services to employers.

It is understood that this team will not be responsible for establishing or directing the policies or procedures related to the delivery of business services by any partner agency. The formation of the IBT is not intended to dissuade any partner agency from undertaking the business outreach plans they have developed. The primary role of the IBT will be to discuss strategies for addressing common issues around workforce job placement, to share information on current employer related activities, and to identify new opportunities to better serve the employer community.

Recommendations identified by the IBT for continuous improvement, and/or replication of best practices for working with employers at the local level, shall be submitted to the NH Works Consortium for discussion and/or final approval.

IBT membership is by assignment of the NH Works Consortium in consultation with the leadership of the represented agency. Sitting members must be in a position within their respective agency that requires day-to-day direct and ongoing contact within the business community and who have a working knowledge of the local NH Works service delivery system.

Members assigned to the IBT are as follows:
Nick Masi, Office of Workforce Opportunity
James Fortin, NH Employment Security
Matt Russell, Southern NH Services – Community Action Program
Courtney Frederick, NH Department of Education – Adult Education
Terri Tedeschi, NH Department of Education – Vocational Rehabilitation NH
Nicole Levesque, NH Department of Education – Career and Technical Education

The NH Works Consortium is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

Gene Patnode, NH Department of Health and Human Services – NH Employment Program
Angela Kalampalikis, Community College System of NH

Originally Issued by: NH Works IDG
Approved by: NH Works Consortium
Revised by: NH Works PDT
Revised: January 4, 2023, July 1, 2025
Expiration Date: Ongoing

The NH Works Consortium is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# NH WORKS GUIDANCE LETTER NO 03-05

---



**ADVISORY: NH WORKS GUIDANCE LETTER NO. 03-05**

**TO:** All NH Works Center Partner Agency Staff

**FROM:** NH Works Consortium

**SUBJECT:** NH Works Professional Development Team (PDT)

- Purpose:** To inform NH Works center staff about the role, membership and work of the NH Works Professional Development Team (PDT).
- Background:** The PDT is an interagency partnership team charged with "Building the Capacity of Partners to Enhance Customer Service" within the NH Works system. The team serves as a strategic, state-level interagency capacity building planning team. To this end, team members coordinate partner agency training opportunities to reduce duplication, leverage existing training resources (e.g., trainers, training funds, training rooms, etc.) from within the system and/or the region to affect system efficiencies, as well as plan, develop and implement staff training opportunities funded by capacity building funds made available through the Office of Workforce Opportunity and/or the NH Works Memorandum of Understanding. The team's primary consumer groups are NH Works partner staff.

Under the guidance of the NH Works Consortium, the PDT is accountable for identifying and planning "system" training designed to enhance the sharing of information and/or skill development of NH Works Center staff, and others as appropriate, to support and foster continuous improvement throughout the workforce system.

Decisions at the PDT level are reached by team consensus, or in consultation with the NH Works Consortium. All decisions at the PDT level are submitted as recommendations to the Consortium for further discussion. Training plans and/or other staff training recommendations are reviewed by the NH Works Consortium for final approval.

PDT meetings are currently chaired by staff from the Office of Workforce Opportunity, who serves at the discretion of the group. PDT team membership is by assignment of the Consortium in consultation with the leadership of the represented agency. Sitting members should be a member of or have a direct relationship with the training unit of the agency he/she represents.

PDT system capacity building initiatives offered have included:

Partnering is Our Future – State Conference	America's Tool Kit Training
<i>Partnering WORKS! – State Conference</i>	<i>ONET Training</i>

The NH Works Consortium is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

<i>Partnerships for Tomorrow – State Conference</i>	<i>EmployOn Training</i>
<i>Facilitation Training</i>	<i>Business Services</i>
<i>Communication Focus Groups</i>	<i>Placement Institute</i>
<i>Marketing Participants</i>	<i>Job Development Training</i>
<i>Understanding Baldrige Principles for Continuous Improvement</i>	<i>Customer Flow Pilots (Keene, Conway, Somersworth and Nashua)</i>
<i>Job Match System (JMS) - Partners training</i>	<i>Facilitating Group Workshops</i>
<i>Disability Awareness &amp; ADA Training</i>	<i>Mystery Shopper Initiative</i>
<i>DOL One-Stop Conference - NH</i>	<i>New Hire Training (under development)</i>

Current members of the PDT are as follows:

- Lisa Gerrard, WIOA Administrator, Office of Workforce Opportunity, NH Business and Economic Affairs
- Julie Fitzpatrick, NHEP Statewide Training Coordinator, Division of Economic and Housing Stability, NH Employment Program
- Ginette Chandler, Director of Professional Development Services, NH Adult Education, Second Start
- Chantel Hagan, Regional Leader/Training Coordinator, NH Department of Education, Vocational Rehabilitation
- Melinda Antonowicz, ESB Training Coordinator, NH Employment Security
- Sara Sacco, Director Workforce Development, Community Action Partnership Hillsborough Rockingham Counties (CAPHR)
- Jocelyn Mahoney, Director of Finance & Development, My Turn, Inc.
- Nick Resca, Executive Director, JAG-NH

3. **Action Required:** NH Works Center staff should be informed about the purpose and role of the PDT and the team’s relevance to NH Works Center staff development and system capacity building initiatives. In addition, staff should know who represents their agency on the team, and how to contact him/her with training suggestions. Capacity building opportunities initiated by the PDT (NH Works Consortium) shall be made available to all NH Works Center staff (as appropriate to the training topic) via their respective agency management staff.

4. **Inquiries:** Questions and/or concerns regarding the content of this guidance letter should be directed to your Professional Development Team representative or submitted in writing to Joe Doiron at [Joseph.A.Doiron@livefree.nh.gov](mailto:Joseph.A.Doiron@livefree.nh.gov). All inquiries will be reviewed by the Consortium at the first scheduled meeting following the receipt of the inquiry, and a formal response will be issued within one week of the meeting.

5. **Attachments:** None

Issuance Date: May 1, 2005	Originally Issued by: NH Works IDG
Effective Date: June 1, 2005	Approved by: NH Works Consortium
Expiration Date: Ongoing	Revised by: NH Works PDT
Updated: May 22, 2020	Revised: January 4, 2023

The NH Works Consortium is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# NH WORKS GUIDANCE LETTER NO 04-05

---



**ADVISORY: NH WORKS GUIDANCE LETTER NO. 04-05**

TO: All NH Works Center Partner Agency Staff

FROM: NH Works Consortium

SUBJECT: NH Works Protocol for Greeting NH Works Center Customers

1. **Purpose:** To establish and reinforce a protocol for staff working in a NH Works Center that requires all staff to introduce themselves using their first name when greeting customers (either on the phone or in person) accessing services through any of the 12 local NH Works Centers.
2. **Background:** The NH Works governing partnership known as the NH Works Consortium is committed to consistently providing the best customer service possible and fostering a welcoming environment for all of New Hampshire's citizens accessing services through the State's one-stop system. In 2005, to test the effectiveness of our system from the customer's perspective, the Consortium contracted with a private company to provide "Mystery Shopper" services and report the results to the Consortium. Results related to interfacing with the customer were less than satisfactory in specific areas, with shoppers rating 53% of the offices as negative when it came to "utilizing a customer-friendly, professional approach to provide staff assistance at the greeter station". In addition, 53% of the offices were rated negative for "perceived characteristics in staff such as being cool, impersonal, or distracted". The Mystery Shopper report also identified the following specific staff procedures as in need of improvement:
  - Individuals answering the phone need to be trained to introduce themselves to the customer
  - Staff should wear nametags and introduce themselves whenever interacting with a customer. [Note: currently, NH Works staff is required to wear a name badge for *office security purposes*, but these badges are not always visible to the customer]

It is understood that these findings are not necessarily reflective of all staff and/or all offices. In fact, the Consortium is aware that many staff follow this process when they answer the phone, and who are consistently courteous to customers seeking services. However, the less than satisfactory overall results that had been received as a result of this past Mystery Shopper report could not be ignored. Therefore, the Consortium established a protocol for addressing customers that requires all staff working in a NH Works office, regardless of which agency they work for, to introduce themselves by first name to all customers with whom they interact during the course of the business day.

3. **Action Required:** Ongoing, all NHES Office Managers and partner agency managers, coordinators and/or supervisors will instruct all staff working in the NH Works Centers to introduce themselves to a customer (in person or on the telephone) using their first name only. This practice will be standardized in each office across the state and shall be a requirement for all volunteers and partner staff working full-time or part-time in a NH Works Center. Adherence to this procedure shall be consistent. NHES Office Managers, with the support of partner agency management staff shall reinforce this practice and periodically monitor staff for compliance. Future Mystery Shopper initiatives will evaluate staff performance

The NH Works Consortium is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

in this specific area. Failure to comply with this protocol shall be brought to the attention of the appropriate agency manager.

4. **Inquiries:** Questions and/or concerns should be directed to your NH Works Consortium representative or submitted in writing to George Copadis, NH Works Consortium Chair at [George.N.Copadis@NHES.NH.gov](mailto:George.N.Copadis@NHES.NH.gov). All inquiries will be reviewed by NH Works Consortium at the first scheduled meeting following the receipt of the inquiry, and a formal response will be issued within one week of the meeting.
  
5. **Attachments:** None

Issuance Date: May 1, 2005	Originally Issued by: NH Works IDG
Effective Date: June 1, 2005	Approved by: NH Works Consortium
Expiration Date: Ongoing	Revised by: NH Works PDT
Updated: January 1, 2017	Revised: January 4, 2023,

The NH Works Consortium is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# NH WORKS GUIDANCE LETTER NO 05- 05

---



**ADVISORY: NH WORKS GUIDANCE LETTER NO. 05-05**

TO: NH Works Center Partner Agency Management Staff

FROM: NH Works Consortium

SUBJECT: NH Works Center Customer Satisfaction Survey

1. **Purpose:** To provide policy and procedures regarding the use of a standardized Customer Satisfaction Survey (NH Works form # 01-05) in each of the thirteen NH Works Centers consistent with the directive set forth by the NH Works Consortium.
2. **Background:** Currently, each NH Works partner measures customer satisfaction independently. Some tools are designed to capture self-initiated feedback while other tools are designed to capture service end outcomes. While these and other tools currently in use are effective, they are typically specific to the services provided by one agency and may not provide consistent point-in-time customer "grading" of the NH Works service delivery "system".

The results of past state sponsored "Mystery Shopper" efforts identified "the lack of active customer feedback mechanisms" as a "systemic area of concern" in need of significant improvement. It was determined that improvement in capturing both informal and formal customer satisfaction feedback from job seeker customers is needed in all of our NH Works Centers.

The NH Works Consortium is committed to quality customer services for job seekers accessing services through the local NH Works offices. As part of this commitment, the Consortium has established a standardized (i.e., across all agency partners) mechanism for consistently rating the job seeker's experience at the point of service. The NH Works Customer Satisfaction survey will provide the customer with an immediate and confidential opportunity to give feedback and provide the system with a formal mechanism for measuring customer satisfaction at the Center level. The new survey is designed to supplement (not replace) individual partner surveys currently in use and will be used in conjunction with locally initiated customer satisfaction feedback efforts as appropriate.

3. **Action Required:** Effective June 1, 2005 each NH Works Center will provide new customers with a Customer Satisfaction survey upon entering the Center. The procedure for processing the surveys shall be as follows:
  - The NHES Managers will ensure that sufficient copies of the survey are available at the Center at all times.

The NH Works Consortium is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

- The NH Works receptionist will hand the survey to each new customer as they enter the Center. The receptionist will ask the customer to complete the survey and place it in the box located in the reception area as they leave the building. [The NH Works receptionist will use his/her discretion in determining who is a “new” customer to the Center.]
- NH Works staff will encourage the new customers they meet with to complete a survey as they leave.
- At the end of each week an assigned staff member will remove all surveys from the collection box and enter them onto a spreadsheet named: “Customer Satisfaction Surveys” located in the NHES S:\ drive (S:\Restricted\LO Managers),.
- If there are any negative surveys the staff entering them will bring it to the Local Office Manager for review.
- Once surveys have been entered onto the spreadsheet, they will put the surveys in an interoffice envelope and send to Operations Unit in Concord.
- Surveys will be sent via interoffice mail to:
  - Operations Unit
  - 45 South Fruit St
  - Concord, NH 03301
  - ATTN: Kate LaPierre
- Once a year, NHES will provide information to the Office of Workforce Opportunity to be included in annual reporting.

Additional local management responsibilities: All partner agency management and/or supervisory staff is expected to support the NHES Manager in the implementation and maintenance of the Customer Satisfaction Survey process by assuring that the staff they supervise is informed about and adheres to the process identified in this guidance letter.

4. **Inquiries:** Questions and/or concerns regarding the content of this guidance letter should be directed to your NH Works Consortium representative or submitted in writing to Joe Doiron at [Joseph.A.Doiron@livefree.nh.gov](mailto:Joseph.A.Doiron@livefree.nh.gov). All inquiries will be reviewed by the NH Works Consortium at the first scheduled meeting following the receipt of the inquiry, and a formal response will be issued within one week of the meeting.

**ATTACHMENT:** NH Works Customer Satisfaction Survey

Issuance Date: June 1, 2005	Issued by: NH Works IDG
Effective Date: June 1, 2005	Approved by: NH Works Consortium
Expiration Date: Ongoing	Revised by: NH Works PDT
Revised: October 1, 2017	Revised: January 4, 2023

The NH Works Consortium is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

**NH Works Guidance Letter NO 05-05 –  
Customer Satisfaction Survey (Provided  
Only in PDF Form)**

**This is the TOC Link for the attachment. The attachment begins on next page.**



 AmericanJobCenter®

*A Proud Partner of NH Works and American Job Center*

## CUSTOMER SATISFACTION SURVEY

Your feedback is important to us!

Welcome to your NH Works Center! As a new customer to our services we are interested in hearing about your experience. Please help us to continue to provide the highest quality information and services by taking a few minutes to complete this quick survey.

Today's date: \_\_\_\_\_ Office Location: \_\_\_\_\_

Reason for visit: \_\_\_\_\_

Did we provide you with the information you were looking for? Yes \_\_\_ No \_\_\_

Did we explain our services and/or programs to your satisfaction? Yes \_\_\_ No \_\_\_

Is there anything else that we could have done for you that was not offered? Yes \_\_\_ No \_\_\_

Overall how would you rate the service(s) you received? Excellent Very Good Good Fair Poor \_\_\_

Comments: \_\_\_\_\_

(Back side available for additional comments)

**Please leave your completed survey in the box in the receptionist area.**

Thank you!

NHES 0372  
N-4-13

---

# SCSEP (SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM)

---

---

# EQUAL OPPORTUNITY AND GRIEVANCE PROCEDURE POLICY - SCSEP

---

Policy #: 2025-P-01 Previous #: NONE

Source: July 1, 2025

## **PURPOSE:**

To provide guidance regarding providing the equal opportunity and grievance procedure to all individuals enrolling in the Senior Community Service Employment Program (SCSEP).

## **POLICY:**

It is the policy of the New Hampshire Works Consortium and partner agencies to assure nondiscrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any SCSEP financially assisted program or activity. Individuals receiving assistance from SCSEP shall be provided the process for filing a grievance if they believe they have been discriminated against.

## **PROCEDURE(S):**

As part of the application process the SCSEP staff shall explain equal opportunity and will provide the SCSEP Grievance Procedure Notice to all individuals who are applying for services. The individual will be asked to sign a copy of the notice and will be provided an additional copy to keep for future reference. The SCSEP staff person shall keep a signed document in the participant's SCSEP case file.

If English is not the individuals first language, the grievance procedure notice shall be provided in the language that the individual indicates is their primary language. If translation of documents is needed, SCSEP staff shall contact OWO to facilitate this.

## **ACTION:**

Should the sub grantee also be a National SCSEP grantee and there is a conflict with the National's policies, the state policy will take precedence.

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

## **ATTACHMENTS:**

Attachment: SCSEP Grievance Procedure Notice English



## SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP) EQUAL OPPORTUNITY AND GRIEVANCE PROCEDURE NOTICE

Any applicant or program participant, who wishes to file a grievance because of perceived unfair treatment, discrimination, or violation of SCSEP regulations, must follow the appropriate procedure outlined below. If a problem arises when being considered for a service or while enrolled, you should first try to work out a satisfactory solution with the host agency supervisor or SCSEP program provider. If that does not solve the problem, contact the Office of Workforce Opportunity Equal Opportunity Officer. He/she will try to help you find a solution that meets your needs as well as those of the host agency or SCSEP program provider. If you are still not satisfied, you may file a formal grievance or written complaint.

- A. You may file a written complaint to begin the formal process (one can be obtained from your SCSEP case manager or the EO Officer on file). This written complaint must detail the specific grievance and include the following information:
  1. Your name, address, business, and home telephone number
  2. Nature of the grievance
  3. Regulations or policies violated, if known
  4. Date of alleged act
  5. Name and title of others involved in the situation
- B. All non-civil rights grievances must be submitted within 15 days of the alleged incident.
- C. The Equal Opportunity Officer may contact you and/or other parties relevant to the complaint to obtain additional information and may convene a formal hearing. As an alternative, you may request a formal mediation process using an impartial mediator.
- D. The Office of Workforce Opportunity EO Officer will render a decision within ninety (90) days of receipt of the complaint.
- E. If you are dissatisfied with the decision, you may choose to file your complaint with the Director of the Office of Workforce Opportunity in Concord, NH or to the Secretary, U.S. Department of Labor. Information regarding this process will accompany the decision.
- F. Appeals must be filed within 60 days of the receipt of the decision being appealed.

The NH Department of Business and Economic Affairs, Office of Workforce Opportunity  
Lisa Gerrard, Equal Opportunity Officer  
100 North Main Street, Suite 100, Concord, NH 03301  
Phone: 603-271-0355 Relay:711

### EQUAL OPPORTUNITY IS THE LAW NOTICE

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under the Older American's Act (OAA)/Workforce Innovation and Opportunity Act (WIOA), on the basis of the individual's citizenship status or participation in any SCSEP financially assisted program or activity.

Participant's Initials \_\_\_\_\_

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

The recipient (grantee or subgrantee) must not discriminate in any of the following areas: deciding who will be admitted, or have access, to any SCSEP financially assisted program or activity; providing opportunities in, or treating any person about, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

## WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a SCSEP financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either: the recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose);

The NH Department of Business and Economic Affairs, Office of Workforce Opportunity  
 Lisa Gerrard, Equal Opportunity Officer  
 100 North Main Street, Suite 100, Concord, NH 03301  
 Phone: 603-271-0355 Relay:711

or

Director, Civil Rights Center (CRC), U.S. Department of Labor  
 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210

Email: [CRCEXternalComplaints@dol.gov](mailto:CRCEXternalComplaints@dol.gov)

Voice: (202)693-6500 Fax: (202)693-6506 TRS 7-1-1

or electronically as directed on the CRC website at <https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/external/how-to-file-complaint>.

If you file your complaint with the grantee or subgrantee, you must wait either until the grantee or sub grantee issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the grantee or sub grantee does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with the CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the grantee or sub grantee does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

I have read and/or had this form read to me. I understand my rights to file a grievance. I understand that I may ask for help in filing a grievance from the EO/Grievance Officer.

\_\_\_\_\_  
 Signature of Applicant/Participant

\_\_\_\_\_  
 Date

**ADD AGENCY NAME HERE** is a proud member of the NH WORKS system, an American Job Center Network, and is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay NH 711

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

---

# PARTICIPANT DURATIONAL LIMIT POLICY - SCSEP

---

Policy #: 2025-P-02 Previous #: NONE

Source: July 1, 2025

## **PURPOSE:**

To provide guidance regarding the durational limits for participation in the Senior Community Service Employment Program (SCSEP).

## **POLICY:**

Each state is federally mandated to set the durational limits for participation in the SCSEP program to assist the maximum number of individuals under this subsidized training program. The NH State SCSEP grant has limited a SCSEP participant to a maximum of 48-month durational limit.

## **PROCEDURE(S):**

The sub grantee of the SCSEP State Grant will monitor reports and will not approve any extensions over and above the 48-month limits. Each individual participant shall be provided a written notice of termination due to durational limits. Written notification will be provided at one (1) year prior to exit date, six (6) months before exit date, and 30 days prior to exit date. The SCSEP sub grantee shall also send a copy of the notice of termination to the host agency supervisor.

During the year prior to exit, the SCSEP sub grantee shall begin working with the participant on their exit strategy so that the participant is prepared for exit.

## **ACTION:**

Should the sub grantee also be a National SCSEP grantee and there is a conflict with the National's policies, the state policy will take precedence.

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

## **ATTACHMENTS:**

None

---

# PARTICIPANT TERMINATION POLICY - SCSEP

---

Policy #: 2025-P-03 Previous #: NONE

Source: July 1, 2025

## **PURPOSE:**

To provide guidance regarding the notification and termination of participants in the Senior Community Service Employment Program (SCSEP).

## **POLICY:**

The Office of Workforce Opportunity, as the state grantee, requires the subrecipient of the SCSEP state grant to provide all NH-SCSEP participants a written copy of the SCSEP termination policy during initial enrollment, along with a verbal explanation of the policy. This policy must be applied fairly and consistently in terminating SCSEP enrollment for all participants. Participants cannot be terminated due to age, as there is no upper age limit for participation in SCSEP. Participants should only be terminated when it is clear that a program violation has occurred, and a record of the issue or incident is properly recorded in the participant's file.

All participants must receive a written SCSEP Termination Notice 30 days prior to the date of termination. All participants should be informed of their right to appeal any termination. The SCSEP Termination Notice must inform participants that the termination is subject to the State's Termination Policy and Procedures, and a copy of the SCSEP Equal Opportunity and Grievance Procedure notice must be attached to the Termination Notice.

Involuntary termination is defined under SCSEP as "any termination from program participation that results a participant who is no longer eligible to receive SCSEP services". New Hampshire has identified the following types of involuntary termination:

*Termination due to providing false information:* If, at the time of enrollment, a participant provides false information to qualify for SCSEP, the participant shall be terminated. The participant shall immediately end all training and community service activities. The participant shall be placed on leave without pay upon receiving verbal notification. Verbal notification shall be received 30-days prior to termination. The participant shall receive written notification of termination on the same day that they are verbally notified of termination.

*Termination due to ineligibility:* The sub-grantee shall complete a recertification for each participant and review their eligibility for SCSEP. A recertification is conducted annually or sooner, if circumstances warrant it. A change in the participant's eligibility criteria such as income, employment status, number of household members or family of one due to disability status may result in the participant no longer being eligible for the program. If the recertification process determines the participant does not meet the eligibility criteria, the participant will be terminated.

*Termination due to Durational Limit.* Participants are subject to the individual participant durational limit of 48-months of enrollment with SCSEP. This includes time enrolled with grantees other than the State of New

Hampshire. Enrollment does not include time spent on approved leaves of absence. Participants shall be terminated from the program upon reaching this 48-month limit.

*Termination due to becoming employed during enrollment.* SCSEP participants shall be unemployed to be eligible for the program. Upon enrollment, all participants are informed that they cannot be employed while receiving program services. A participant who is discovered to be employed while enrolled with SCSEP shall be terminated. The participant shall end all training and community service activities immediately. The participant shall be placed on leave without pay upon receiving notification 30-days prior to termination.

*Termination for cause.* Any participant demonstrating willful misconduct while enrolled in SCSEP shall be terminated for cause. Upon receiving verbal notification from the host agency, the sub-grantee shall immediately terminate all training. The sub-grantee shall place the participant on leave without pay. Immediately following, the sub-grantee shall provide the participant with verbal notification as well as written notification. During this 30-day leave period, the grantee or sub-grantee shall investigate the incident to determine the circumstances surrounding the alleged misconduct and the validity of the occurrence. Actions resulting in a termination for cause are:

- One incidence of engaging in physical violence or destruction of property;
- One incidence of acting in a harassing, abusive or threatening manner, including but not limited to sexual harassment;
- One incidence of using obscene, abusive, harassing or threatening language;
- One incidence of causing an imminent threat to health and safety;
- One incidence of non-compliance with substance abuse policy prohibiting participants from consuming, selling, purchasing, manufacturing, distributing, possessing of any illegal or non-prescribed drug or from being under the influence of alcohol and or drugs while performing their SCSEP host agency assignment\*. \*Legally prescribed medications are excluded if they do not affect the participant's ability to perform his or her duties or affect the safety of the participant or others;
- One incidence of failing to return from approved breaks without notice and cause;
- Three incidences of absence from a training site or host agency without prior notification and cause;
- No more than six (6) incidences of tardiness at training or a host agency without prior notification and cause;
- Three incidences of failing to comply with program prohibitions, such as engaging in political activities while at the host agency;
- One incident of intentional falsification of official records, such as timesheets or other official documents; or
- One incidence of theft of property meaning the illegal taking or withholding of property of another person or business as they relate to the participant's SCSEP community assignment.

*Individual Employment Plan (IEP) Termination.* Any participant refusing to participate in the activities outlined in the IEP shall be terminated from the program. A participant is terminated for:

- Failure to accept training opportunities;
- Failure to accept a new community service assignment in support of the IEP;
- Failure to accept referrals to educational or job preparation activities, consistent with the IEP;
- Failure to participate in sub-grantee offered services such as job development or resume writing;
- Failure to participate in job search efforts;

- Failure to show for recertification, assessment and IEP process;
- Willfully sabotaging a job interview, for example a participant telling the interviewer that he or she is not interested in the job, that he or she is not qualified or by demonstrating unprofessional behavior;
- Insubordination or the intentional refusal of the direct instruction from a supervisor; or
- Refusing more than two (2) bonafide job offers.

### **PROCEDURE(S):**

As part of the application process the sub grantee staff shall explain the termination policy and provide the NH State SCSEP Termination Policy to all individuals who are applying for services under the state SCSEP grant. If a participant violates the state SCSEP policies the sub grantee shall take the following steps.

**Step one: Documented Verbal Warning-** The sub grantee will provide a verbal warning to the participant. The subgrantee will document the verbal warning in the case note sections of the participant's file.

**Step two: Written Warning** - The sub grantee will complete a written warning and send it to the participant with the correction plan described below.

**Step three: Corrective Action** - The sub grantee will complete a 30-day Corrective Action Plan (CAP). The subgrantee will meet with the participant, in person, to discuss the CAP. The CAP must be signed by the sub grantee and the participant. The participant and sub grantee will review the CAP weekly to measure the progress that is being made toward resolving the CAP.

**Step four: Termination** - If a participant fails to satisfactorily comply with the 30-day Corrective Action Plan, the subgrantee will provide the participant with a Termination Notice which informs him or her of the reason(s) for termination and the effective date, which must be a minimum of 30 days after the issuance of the notice. The termination notice will inform the participant of his or her last day at the Host Agency and inform the participant that he or she is being placed on a 30-day unpaid leave of absence until the exit date. During this time SCSEP staff are available to assist the participant in job search activities.

**SCSEP Termination Notice:** A SCSEP Termination Notice is completed for each participant whose enrollment is ended. It must state the participant's right of appeal and a copy of the Complaint Resolution and Grievance Procedures must be included with the SCSEP Termination Notice. The signature of the sub grantee Program Director or designee is required on each termination notice. A copy of the SCSEP Termination Notice shall be a part of the participant's record.

**Resigning from SCSEP:** If a Participant decides to leave the program for any reason, a two-week notice shall be given, and a written letter of resignation with an explanation must be submitted to the sub grantee and copied to the Host Agency Supervisor. A copy of the Participant's resignation letter must be kept in the Participant's file.

### **ACTION:**

Should the sub grantee also be a National SCSEP grantee and there is a conflict with the National's policies, the state policy will take precedence.

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

**ATTACHMENTS:** N/A

---

# RESPONSIBILITIES FOR REPORTING INSTANCES OF SUSPECTED FRAUD, PROGRAM ABUSE, AND CRIMINAL CONDUCT

---

Policy #: 2012-P-31 Previous #: 2012-031

Source: 7/1/21, 7/1/24, eff. July 1, 2025

## **PURPOSE:**

[US DOL TEGL 15-23](#) transmits procedures to be used by all Employment and Training Administration (ETA), and subsequently all Office of Workforce Opportunity (OWO) subrecipients and contractors, for reporting allegations of fraud, program abuse or criminal conduct involving grantees or other entities and subrecipients receiving Federal funds either directly or indirectly. The detection and prevention of fraud and abuse in programs authorized by the US Department of Labor (US DOL) are the highest priority. Therefore, systematic procedures for reporting instances of suspected or actual fraud, abuse or criminal conduct are vital. This policy will provide procedures for reporting and investigating allegations of wrongdoing or misconduct to include allegations of suspected fraud, program abuse, and criminal conduct involving subrecipients of Federal Funds from OWO and/or US DOL, ETA.

## **POLICY:**

**US DOL Policy:** The Office of Inspector General (OIG) Hotline Portal is the official mechanism used for reporting allegations of criminal and other illegal or improper activities in federal funded programs. Allegations are reported to OWO (specifically the Director) and to the OIG, and to the Employment Training Administration (ETA). Incidents reported using OIG Hotline Portal may involve allegations of fraud, misfeasance, nonfeasance or malfeasance, allegations involving misapplication of funds; allegations of gross mismanagement; allegations of employee/participant misconduct, and other potential or suspected criminal actions.

When the OIG receives an Incident Report, they determine whether the allegations have merit and, when appropriate, conduct or arrange for an investigation and/or audit. If the OIG determines that the case does not have investigative or audit merit, the case is referred back to ETA for resolution.

Grant recipients must immediately document allegations, suspicions and complaints involving possible fraud, program abuse, and criminal misconduct using the [Incident Report \(IR form 1- 156\)](#). In addition, situations involving imminent health or safety concerns or the imminent loss of funds exceeding an amount larger than \$50,000 are considered emergencies and must immediately be reported to the OIG and ETA

**Prohibition and Reprisals:** No action will be taken against any complainant for disclosing information concerning criminal or improper activities or making a valid complaint to proper authorities. Complainants may

remain anonymous. If a complainant considers that his/her position will be compromised by reporting information through the OIG Hotline Portal, the individual can contact OIG by telephone.

**Definitions:** These definitions are illustrative and are not intended to be either fully inclusive or restrictive.

1. **Emergency:** A situation involving imminent health or safety concerns, or the imminent loss of funds exceeding an amount larger than \$50,000.
2. **Employee/Participant Misconduct:** Actions occurring during or outside work hours that reflects negatively on the Department and/or NH Business of Economic Affairs, Office of Workforce Opportunity or its mission including, but not limited to: conflict of interest or the appearance of conflict of interest involving outside employment, business and professional activities; the receipt or giving of gifts, fees, entertainment, and favors; misuse of federal property; and, misuse of official information and such other activities as might adversely affect the confidence of the public in the integrity of the government as well as serious violations of Federal and state laws.
3. **Fraud, Misfeasance, Nonfeasance, or Malfeasance:** Any alleged deliberate action, which may be in violation of federal statutes and regulations. This category includes, but is not limited to indications of bribery, forgery, extortion, embezzlement, theft of participant checks, kickbacks from participants or contractors, intentional payments to a contractor with the expectation of receiving services, payments to ghost enrollees, misuse of appropriated funds, and misrepresenting information in official reports.
4. **Gross Mismanagement:** Actions or situations arising out of management ineptitude or oversight and leading to a major violation of the legislative process, regulations, or contract/grant provisions. Such actions or situations have the potential to severely hamper accomplishment of program goals, waste government resources, and jeopardize future support for a particular project. This category includes, but is not limited to, in auditable records, unsupported costs, highly inaccurate fiscal reports or program reports, payroll discrepancies, payroll deductions not paid to the Internal Revenue Service, and lack of good internal control procedures.

**Misapplication of Funds:** Any alleged deliberate use of funds, assets or property not authorized or provided for by legislation or regulations, grants or contracts. This category includes, but is not limited to nepotism, political patronage, and use of participants for political activity, ineligible enrollees, conflict of interest, and failure to report income from federal funds, violation of contract/grant procedures, and the use of federal funds for other than specified purposes. An incident report should be filed when there appears to be an intent to misapply funds rather than merely for a case of minor mismanagement.

**OIG Hotline Portal:** The OIG operates the OIG Hotline Portal to receive and process allegations of fraud, waste, and abuse concerning Departmental grants, contracts, programs and operations. The OIG Hotline Portal is also used to address allegations of criminal activity and serious misconduct involving Department employees. Incident reports should be submitted online at: <https://www.oig.dol.gov/hotline.htm>. The OIG Hotline Portal should not be used for resolving employee grievances, Equal Employment Opportunity complaints, labor disputes, or other personnel concerns. If Internet access is not available, incidents can be reported to the OIG via the Toll-Free Hotline at 1-800-347-3756, or (202) 693-6999 (this is not a toll-free number)

## **PROCEDURE(S) AND REPORTING PROTOCOL:**

**Definitions:**

Complaint, for this directive only, means criminal complaint and noncriminal complaints accepted by USDOL as incidents, such as gross waste of funds, mismanagement and dangers to the public health and safety.

Subrecipient, for this directive, means service delivery contractors and other recipients that receive WIOA funds directly from the State.

Lower tier subrecipient means a recipient that does not receive WIOA funds directly from the State.

**General:**

All subrecipients that receive WIOA funds shall promptly report to OIG and OWO all allegations of WIOA-related fraud, abuse, and other criminal activity.

Each subrecipient shall establish appropriate internal program management procedures to prevent and detect fraud, abuse, and criminal activity. These procedures must include a reporting process to ensure that OIG and OWO are notified immediately of any allegations of WIOA-related fraud, abuse, or criminal activity. Internal management procedures must be in writing and include the designation of a person on the subrecipients' staff who will be responsible for such notifications.

Lower tier subrecipients will establish, document, and implement procedures to immediately notify the funding entity of any suspected or proven fraud, abuse, or other criminal activity involving WIOA-funded activities. Funding entities must provide written notification to lower tier subrecipients regarding their responsibilities to be alert for instances of fraud, abuse, and criminal activity committed by staff, contractors, or program participants and to report all such instances to the funding entity, OIG and OWO immediately. Proof of this notification must be maintained in the funding entity's files. Subrecipients detecting the presence or appearance of fraud, abuse, or other criminal activity must obtain sufficient information to provide a clear, concise report of each incident. Reports must include a statement of all facts, known at the time, as well as any known or estimated loss of WIOA funds resulting from the incident. It is important that an initial report is made to OIG and OWO within one working day of the detection of the incident. The submission of an incident report should not be delayed even if all facts are not readily available. Any facts subsequently developed by the subrecipient are to be forwarded in a supplemental incident report.

The reporting procedures do not supersede the responsibility for subrecipients to safeguard WIOA funds by taking prompt and appropriate corrective action when any evidence of a violation of WIOA or its implementing regulations is found.

**Reporting:**

Within one workday of detection or discovery of information alleging fraud, abuse, or other criminal activity involving WIOA funds, a report must be made to OIG Hotline Portal by the detecting entity. A copy of the report must also be submitted to:

*Joseph Doiron, Director*

*Office of Workforce Opportunity 100 North Main Street Suite 100*

*Concord, NH 03301 [Joseph.A.Dorion@livefree.nh.gov](mailto:Joseph.A.Dorion@livefree.nh.gov)*

and to ETA at [ETAIncidentReporting@dol.gov](mailto:ETAIncidentReporting@dol.gov)

The OWO will record any incident report it receives in the WIOA Incident Report System and forward the incident report to DOL/ETA, within one working day of receipt. Concurrently with its transmittal of the incident report to ETA, OWO will, when applicable, notify the reporting entity to take appropriate action to recover misspent funds, or to contain its financial liability.

If OIG decides to investigate the incident, OWO will wait for OIG's results before commencing the state-level formal resolution. If OIG decides not to investigate the incident, OWO will request, when appropriate, a special monitoring review or an investigation by the appropriate state entities. Otherwise, OWO will require the subrecipient to submit its fact-finding and local resolution.

Whenever the entity reporting the allegation of an incident believes that immediate action to prevent further financial loss or other damage is necessary, or recovery of funds or property may be impeded if immediate action is not taken, the reporting entity has the responsibility to take any action it deems appropriate, including contacting the local law enforcement agency. Any immediate action taken or planned by the reporting entity must be reported to OWO when the incident report is submitted.

Allegations of fraud, abuse, or other criminal activity in WIOA-funded programs may originate from sources other than subrecipients. Such sources may include informants, independent auditors, or local law enforcement agencies. Whenever OWO receives an allegation from such source, OWO will prepare an incident report and submit it to OIG, in accordance with this directive. In such a case, OWO will, when appropriate, inform the subject subrecipient of the incident reported and advise the latter of the need to take certain action.

During an investigation, based on a report of fraud or abuse, DOL OIG investigators or auditors may contact a subrecipient regarding an incident of which the subrecipient was not previously aware. Upon learning of the incident from federal sources, the subrecipient should contact OWO to determine whether the latter is aware of the incident. If the subrecipient is not aware of the allegations but OWO is; then the latter will, when appropriate, inform the former of the specific allegations contained in the incident report.

**Inquiries:** If you have any questions about the information contained in this directive, please contact, Joseph Doiron, Director OWO, at (603) 271- 7275.

### **ACTION:**

Should the sub grantee also be a National SCSEP grantee and there is a conflict with the National's policies, the state policy will take precedence.

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

### **Links:**

[USDOL ETA TEGL 15-23](#)

[US DOL OIG Hotline](#)