New Hampshire Department of
BUSINESS AND
ECONOMIC AFFAIRS

State Workforce Innovation Board

Program Year 2026 – Meeting 1

October 13, 2026

1:00 pm – 4:00 pm

Meeting Location:

New Hampshire Audubon

PSNH Room

84 Silk Farm Road, Concord NH 03301

RETURN TO AGENDA

SWIB ROLE AND RESPONSIBLITIES

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

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

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

State Workforce Innovation Board (SWIB)

Program Year 2026 Meeting 1

October 13, 2026, 1:00 pm

Agenda

1:00 pm – Call to order
1a. Roll Call
1b. Approval of June 9, 2026, Meeting Minutes 4
1c. Welcome
1d. Public Comment

1:10 pm – Informational Items
2a. Presentation to the Board - Workforce Pell 40
2b. Rapid Response Year End 42
2c. Rapid Response Update 43
2d. Fiscal Update 44
2d. PY26-PY27 Performance Goals 52
2e. PY25 Completed Monitoring 55
2f. PY25Q4 Program Performance Update 63
2g. PY25 Program Performance Update 65
2i. Success Stories 68
2j. NH Works Conference 2026 80
2k. Youth RFP Release 81
2l. Applied Funding Opportunities 82
2m. February Inclement Weather SWIB Meeting 84

2:00 pm – Board Motion & Discussion Items
3a. New Hampshire SNAP Employment & Training Program, SNAP E&T State Plan 85
3b. Workforce Pell Process Approval 86
3c. Workforce Pell Program Approval 97
3d. Topics for February 9th Meeting 99
3e. Board Motions and General Discussion 100

4:00 pm – Adjourn

Next Meeting: February 9, 2027 (inclement weather date February 16, 2027)

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 1b. Approval of June 9, 2026, Meeting Minutes
NAME OF PRESENTER: Joe Doiron, Director, Office of Workforce Opportunity

P R O C E E D I N G S

* * * * *

James Key-Wallace: Welcome back. We're going to call the meeting to order in just a moment. Just for those of you that didn't meet me last time for the record, my name is James Key-Wallace, and I'm filling in as chair of the meeting today of the State Workforce Innovation Board. A couple things to, to quickly note, this meeting is being recorded. And so, for the benefit of the recording prior to speaking, if you would please just state your name, that way the minutes and transcription can be compiled in an orderly fashion, that would be appreciated. I went through the minutes as I'm sure we all did in preparation for today and noticed that I was the most guilty person of not introducing myself by name each time I spoke. So, I'm saying that as much to me as everybody else. So, it's an official meeting of the board. It's open to the public. This meeting will be run-in a manner that's compliant with 91(a).

Meeting materials for the board and public can be found by visiting the Department of Business and Economic Affairs website. We actually have a number of items on the agenda today, but I'm still hopeful that we can come out ahead of schedule, especially given the beautiful day that we have in front of us without shortchanging any of the time, we have to address some important items. So, we've all got the packet. I'm going to be relying on the very capable OWO staff to guide us through much of this. Now, these documents have all been provided to you electronically. Printed copies are available today for anyone that wants it. And for the record, all materials were made public via the BEA website. So, with that, Joe, if I could please turn to you to call the roll for the meeting.

Joe: Thank you, Mr. Chairman. And just a note, we did have a number of folks with conflicts today, so that did reach out. Starting alphabetic Mike Alberts?

Mike Alberts: Here.

Joe: Jim Alden? Joseph Alexander? Stephanie Ashworth? Kevin Avard? Rick Bartle?

Rick Bartle: Here.

Joe: Alan Beaulieu?

Alan Beaulieu: Here.

Joe: Anya Burzynski? Kenneth Clinton? Ryan Clouthier?

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Ryan Clouthier: Here.

Joe: Mary Crowley? Kristine Dudley?

Kristine Dudley: Here.

Joe: Tyler Eaton? Patrick Fall? James Gerry? Cynthia Harrington?

Cynthia Harrington: Here.

Joe: James Key-Wallace?

James Key-Wallace: Here.

Joe: Richard Lavers?

Richard Lavers: Here.

Joe: Wayne Lesperance? Shane Long?

Shane Long: Here.

Joe: Thank you. Lori Ann Lundergan? Larry Major?

Larry Major: Here.

Joe: Ashok Patel? Tracy Pelton? Jim Proulx? Jay Ruais? Richard Sala? Gary Thomas? Cullen Tiernan? With the roll call complete, we do have a quorum, Mr. Chairman.

James Key-Wallace: Thank you, Joe. So, the meeting minutes from the prior meeting are found in your packet. I would be happy to have a motion and then discussion upon those minutes.

Richard Lavers: Great. So, move.

James Key-Wallace: Thank you, Rich. And a second?

Kristine Dubley: Second.

James Key-Wallace: Okay. Thank you, Kristine. Are there any discussion upon the minutes? All right. With a motion and second for the minutes to adopt as presented. All those in favor?

Attendees: Aye.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

James Key-Wallace: All those opposed? Any abstentions for anyone who was not here? I see James, Cindy and Rick. Great. Thank you all very much. With that the minutes are hereby adopted. Again, welcome everybody. And as part of the SWIB procedure, this meeting is open to the public for comments. So, we'd like to have that right away. Are there any members of the public who would like to speak today? And if so, mention your name. I see some, some folks in the back. Are you guys here to, to comment?

Folks in the back (public): Just listening.

James Key-Wallace: Just listening, just listening. Well, if you change your just let me know. All right. So, I think with that, there are no members of the public who wish to speak, so we'll close the public comment portion of the meeting. Wonderful. So, the next phase of the meeting are informational items of which there are many. I'll ask Joe to take us through those. But before he starts, I would say they are particularly exciting. I didn't think we would get better than last meeting, but I believe that we actually may be able to. So, Joe, why don't you take us through it?

Joe: Thank you, Mr. Chairman. For the record, Joe Doiron, we're going to be starting on Page 35 of your packet. So, give you all an opportunity. We're joined today by former SWIP member, Donnalee Lozeau, upon her retirement, took another job with Go North. So, I don't, maybe Donnalee can talk about, you know, her retirement. And also, we have David Chorney from the Go North office. So, with that, we're starting. We have a short presentation, and I'll let Donnalee and David take it away.

Donnalee Lozeau: Thank you. As before David, has hear me said, more than once I failed at retirement *[Inaudible] [00:05:36 - 00:05:55]*. We're going to switch off. I am going to do first half and David the second half, *[inaudible] [00:05:57]* so it stays exciting for you, that's what we're after. Anyway, for those of you that I haven't met, as Joe said, I'm Donnalee Lozeau and I was succeeded by Ryan Clouthier at the Community Action Partnership of Hillsborough and Rockingham Counties*[inaudible] [00:06:11]* and served on the SWIB Board since like 1993, I want to say, when I first started. So, it's whole weird to be entirely different place here. But, so I was asked to come out of retirement that I almost got into, to take on this Go North *[inaudible] [00:06:31]* initiative which is really a pretty remarkable initiative. That was not only is it hard to say no to the governor it hard to say no to *[inaudible] [00:06:37]* something that could really be a significant positive impact on the state and the people we served. *[inaudible] [00:06:43]*.

So, I'm going to start by telling you, this is how we got here. On the federal level, they decided that they want a transformational long term, sustainable, rural health *[inaudible] [00:06:55]* solution. It's just a pretty simple task that they put out there. It was a sign to *[indiscernible] [00:07:01]* Medicaid/Medicare services, CMS. CMS had 70 days to put out a request for applications for this work done at states. States have a full 50 days to pull up together an application and bring it in. With the governor's office taking the lead, public health and Medicaid partner to support the development of the work. And the governor hosted a rural health summit in Wilton, New Hampshire with rural providers, community members, and others to develop a plan.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Executive counselors, some of which help also their version of public meetings to *[inaudible] [00:07:42]* get input then DHHS and the governor engage subject matter experts from the state community-based organizations. A formal request went out for *RFIs [phonetic] [00:07:54]* which really was meant to inform the applications. Give us your good ideas, we're going to grab a bunch of momentum in the application and *[inaudible] [00:08:04]* say this looks great, here it will be funded. There was some confusion with people that did that out of the gate. They thought they're very much enough on the mindset of ARPA money. So, in their mind, if they sent in a, you know, a proposal, they thought as a proposal. So, if they sent in a request if they sent in a request for information, they thought it was a proposal *[inaudible] [00:08:30]*. And so that was a bit of a challenge.

And then, meeting with stakeholder groups, community mental health centers, federally qualified health centers, dental organizations, and again, CBOs. Okay. So, the governor's office decided to take a different approach than the other states. There's only one other state, but I didn't say it was Mississippi. Okay. So only Mississippi and New Hampshire have the initiative run out of the governor's office, and that was to really give us the flexibility to move quickly and make things happen. And so, we're an independent unit under the governor's office. Well, James, I really tried to do good job representing, but, you know, almost, you know, there's a smile, that's good news. Okay. But here is no surprise to you, right? This is the reality that we're facing, right? We have workforce shortages *[inaudible] [00:09:27]* across the spectrum, but particularly in healthcare. Financial pressures on providers, access, challenges and rural communities really can't get there from here for a lot of them, and a rising burden of behavioral *[inaudible] [00:09:41]* health and chronic disease which you see throughout the state.

So, what's the opportunity? So, New Hampshire done more than any of the New England state, spent $204 million a year. As long as we don't have a problem investing it, we only have a problem getting it again unless the federal government decides that they're going to stop the program, *[inaudible] [00:10:04]* which stranger things have happened, but we're not expecting that. It's a five-year transformation effort, and our success drives our future funding. And, again, we have to invest in solutions that are sustainable beyond the solution.

This slide is particularly important. Right? Because what is it and what isn't it? And based on the timing, as I mentioned earlier, that's been one of the challenges. Right? So, it's a system of transformation. It's coordinated approaches. It's a focus on outcomes and sustainability, and its cooperative agreement on how we work together. It is not a traditional grant building. It is not siloed initiatives. It's not short-term rescue funding for existing projects. You've seen some of that happen, and it's not payment a lump sum. So, this is the new slide. I'm trying it out with you guys today for the first time, so you be prepared to be dazzled. I like to try to give people something that helps them remember, right? And there's so much information out there. So, it's a five-year transformational effort. And then *[overlapping conversation] [00:11:14]*, okay. See, I have really *[inaudible] [00:11:17]*. So, we have five hubs for impact. Now, we're the only state that has done this. As a matter of fact, CMS has showcased our model to other states that are still trying to get

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

off the ground*[inaudible] [00:11:30]*. And so, when the application went to DHHS, and the governor decided that the Development Finance Authority will be a hub, Community College System will be a hub, the University System will be a hub, the Foundation for Healthy Communities will be a hub, and the Community Behavioral Health Association will be a hub. Technically, we could call Go North*[inaudible] [00:11:51]* the sixth hub, but we're also putting out RFPs, but not as many as it going to be put out from these other groups.

We have five initiatives for change, health care access for all, prevention of population health, workforce, innovative technology, and financial sustainability. And then there are five investment readiness criteria. So, CMS, we have to hit these. That's why they're in red. Transformational impact, strength of the project plan, achieve meaningful outcomes, long term impact, and sustainability. Again, people come in with ideas for us, and we say, how's that transformational? Or how are you going to sustain it? I used the community college as a, as a good example because here's oh, Manchester. Oh, we're hiring two new nursing faculty in low capacity. Perfect. That's what we want you to do. That's great. How are you going to sustain it five years from now? So, you have to be thinking about that as you're moving forward.

If we start to see, like, let's say, year two coming on to year three, there's no plan. That's not going to work. We're, we're going to change gears and figure out how. What do we do instead? So that's really important. But if, if this sticks in your head, five bumps, five initiatives, and five basically scoring greater, that would be great. David's going to take up the initiatives that are coming up because how many are there?

Attendees: Five.

Donnalee Lozeau: How many are there?

Attendees: Five.

Donnalee Lozeau: Okay. I feel better.

David Chorney: Okay. My name is David Chorney. I'm the director of financial sustainability and policy for the office of Go North. I come from a background in Medicaid where I was the deputy Medicaid director. So, thinking through what I'm going to show is some key projects of the outcomes, we're looking to see with the investments, and then really thinking through the sustainability piece of that, whether that be how we use Medicaid to cover certain services or payment models, and partnering with other insurance. So, you'd have to *[inaudible] [00:14:01]*.

So, the first initiative I'll talk about is the population health initiative, some of the key projects there listed on the left, so it's regional capacity for population health. We have a Medicaid dual polite pharmacy, which in layman's terms means there are individuals on Medicaid that are prescribed lots and lots of drugs. Those drugs often have interactions that have bad effects.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

And so, looking at that population and really investing in care management and making sure that they're not overprescribed prescriptions. A return-to-work initiative to really look at people who are out of the workforce currently due to illness or disability and partnering occupational medicine with primary care providers in a team based care environment. And then one of the policy commitments the state made was requiring the presidential fitness challenge in education. So how can we partner with schools on healthy lifestyles, exercise, and food as medicine type of programming. The hubs you can see are in blue. So, the main hubs for the population health initiative are the Foundation for Healthy Communities and the community, the Community College System of New Hampshire.

We also have a couple other procurements that we'll be issuing for this sort of Medicaid public pharmacy. Our prescription model will be issuing a RFP this month for, and then we'll also be issuing either this month or early July a population health request proposal. And then partnering with some of the state agencies, Department of Health and Human Services, Department of Education, Department of Insurance to implement this. The use funds, so this is a CMS terminology. Within the whole grant, we have to fit any of the investments in. I think there's about 13 uses of funds. So, these are really all focused-on investments in primary care, chronic disease, healthy lifestyles, helping healthier communities. To do that, we'll be using provider payments in some cases. And provider payments, some states are using them as, say, uncompensated care payments.

In New Hampshire, what we're really looking at is if there's an investment we want to make that doesn't have a payment policy tied to it again to reimburse the provider for it, we'll use provider payments as a bridge to changing that that payment policy so that there's a sustainable mechanism, not just filling holes or offsetting costs. And then on the right-hand side, you can see a couple of the example performance measures that we're working through that we expect to see. So, we'd expect to see an increase in preventive primary care visits, better blood control pressure, better diabetes control, less – and a big outcome with committees reducing the number of *[inaudible] [00:16:42]* potentially avoidable ED visits, so taking investment off of population so they are not going to *[inaudible] [00:16:48]* primary care provider.

The second initiative is access. And the key projects here so one of the hubs is the Community Behavioral Health Association, and that is really an investment in the long-term sustainability of the state's community mental health system. So, looking at a new service delivery model for the community mental health centers to integrate behavioral health and primary care and substance use treatment, and also tie the payment model that reimburses the services based off of the reasonable cost to provide the service. And then other key projects are major investments in primary care, particularly team based integrated primary care. So really wrapping around case management or care management support from the primary care provider to behavioral health, to community health workers, peers. Perinatal care, advanced imaging, specialty care, and the specialty care piece, I think, will really be done through telehealth. So not necessarily bringing new specialty care providers in person in rural areas. There will be some of that potentially, but how can we use telehealth technology to support the delivery of specialty care in rural areas.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

And then the major hubs for this one are Community Neighbor Health Association, the Foundation for Healthy Communities, and the Community Development Finance Authority. I think the only other piece I'd say, especially in this group, workforce is a major charge. Workforce really intertwines or is connected to a lot of the initiatives. It is its own initiative, but in my mind, you can't expand access if you don't have the workforce to. So, you can see the use of funds. It's really this is pretty much all use of funds that CMS allows. But a couple of the performance metrics we're looking at is so that, that change in service delivery model, so how many community mental health centers have adopted that new service delivery model, how many preventive health and wellness visits do we get. Another major investment we're making is mobile integrated health, so partnering in a regional manner hospitals and EMS units to be able to use mobile integrated health and community paramedicine sort of as a sphere to transition people that would come to the ED to primary care and community based care to reduce those avoidable ED visits.

So, thinking around, like, falls prevention, making sure someone has access to the appropriate follow-up care once they're discharged from the hospital. So, using our EMS teams out there to help support that. Workforce is our third initiative. There's a lot of key projects. The two major hubs here are the Community College System and the University System. The Community College System is really focused at expanding the number of individuals who graduate with a health care related degree program, and they'll be doing that through supporting career navigation and counseling regarding the four healthcare guidance regions, partnering with CTEs, the high schools so you can have a, through high school the higher pathway. And then it also partners with the university system as well. University system is focused on building out a statewide clinical simulation network, which will have big sites in rural areas, but also mobile clinical simulation. So, they could work with the providers to be able to get a mobile Sim to come up and help upscale and train their existing staff.

This will also be used to support a barrier that we've heard of. So, part of clinical education, you need to do a clinical placement at a health care facility, so simulation kind of support of that if there's *[inaudible] [00:20:27]*. And then, the other piece is the Governor's Health Awards Program, which really is a dollar awards program where an individual can get an award to reduce the barriers to being able to complete a health care degree, whether that be tuition costs, transportation, childcare. So pretty flexible. And it comes with a five-year commitment to serve the rural New Hampshire. But as I had mentioned, workforce really runs throughout the whole program, so all the other hubs are also working. You know, there are pieces on there that are workforce related. So, the foundation for health communities is have an opportunity able to request dollars for their own internal work and retention strategies, the same with the Community Behavioral Health Association.

And then the Community Development Finance Authority, one of the proposals we submitted to CMS was to use rural health dollars to support the establishment of childcare facilities at health care facilities. So, you can see just the use of funds is really workforce recruitment and retention, and then a couple of the example performance metrics we're looking at. So, increasing the

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

number of license *[inaudible] [00:21:37]* the number of para professionals are out in our professionals, number of license, registered dental hygienist, credential behavior on providers making care coordinators.

The fourth initiative is technology. And this is the thinking behind this from CMS was help support rural providers adopt innovative technology that could help support both clinical decision making and the streamlining of operations. So, whether that be technology to support revenue cycle management or claims and billing so that they can have a shorter time period or increase their cash on hand. One of the major projects, and this is for community mental health system to adopt a common electronic health record system across the 10 mental health centers so that they have an interoperable system because we know that those patients do travel between centers and that they are able to then centralize some of the nonclinical services across the system.

So, each center isn't doing it slightly different ways of paying for it 10 times over. So common claims and billing technology processes, revenue cycle management. And that will really help them lower their long-term overhead costs to sustain a system long-term. Major hubs here are the Foundation for Healthy Communities, Community Behavioral Health Association, and University System of Education, building up that statewide clinical education framework. And we've got the use of funds and a couple of the example performance metrics. So the adoption of that statewide or common electronic health record system across the community health centers, tele EMS with EMS units, and then digital health infrastructure is another major thing we heard back when we were building the brand in the fall and the request for information or ideas was this idea around providers in New Hampshire are really good at communicating within the same health system. But when you have digital two providers treating the same patient and they are in different health systems, so maybe one's at Concord Hospital and one's at a dermatologist that's unaffiliated with Concord Hospital, it's hard for the records and those providers to share information on the treatment for that common patient.

And the last initiative, which is financial sustainability, and that's the big piece of all of this is we don't want to get to five years down the road and have a financial cliff. So, making sure that we're building up the financial sustainability in all of these investments and the capabilities of our rural health providers. So, a lot of this is looking at different payment models to company services, whether that be value based payment support for rural providers to adopt different models with commercial or Medicaid implementing a value based payment model for how we pay for hospital services or primary care or children's behavioral health. And then the last piece on this is Community Development Finance Authority is doing a capital infrastructure investment, so allowing health care facilities to use RHT dollars to renovate space to either develop new programs or embed childcare facilities, but all of that goes to the long term sustainability of those providers.

We've got a couple of use of funds there, so there's the provider payments, IT advances. But really, a lot of it is adopting innovative care and then pairing it with a payment model to support that. And then we've got a couple of example performance metrics we're looking at there. So,

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

we'd like to see a decrease in claim denial rates, net days, and accounts receivable. And the other piece we're looking at for hospitals is decreasing the number of or the average number of administrative hospital days. So, these are people that are stuck at the hospital. They're medically cleared for discharge, but there's not the community support or care available to be able to discharge that person safely back to their community. So, these that's another piece we'll be working on with partnering with providers to increase access in population health. So, what does this mean in practice? More coordinated care, earlier intervention, support beyond clinical studies, better care, connection between *[inaudible] [00:26:11]* for this.

Donnalee Lozeau: Okay. Well, we're going to have to add the Commissioner of Labor *[inaudible] [00:26:21]*.

David Chorney: Yes. Yeah.

Donnalee Lozeau: I saw that on *[inaudible] [00:26:25]*.

David Chorney: *[Inaudible] [00:26:27]*. So, I'll just close with this that, you know, we're really all responsible for this success for a whole transformation. Going on can't do it alone. The state can't do it alone. So, it's going to take collaboration with community workforce partners, not only to meet the investment requirements in CMS on how quickly we need to invest these dollars on year on year basis, but also to meet the milestones, meet the impact, and sustain long term.

Donnalee Lozeau: Thank you. So, if you want more information about this or people one of the things that's happening to us a lot is people hear about it. They want a platform. Where do I get the money? And so, we start by telling them sign up for notifications. And so, if you go to our website, there's a place where you can sign up for notifications. So anytime, like, let's just say, well, a real one is UNH posted an RFP on their work. He posted it on our site and their site at the same time. So, no matter where you go, you would see it on our site. And that way, you can get it in your inbox telling you that RFP's been posted. And if it's something that you have a bandwidth for, that's because I think of all the different places that you all are out there where people are going to ask you this question. So, all we tell them is that I've had more vendors than you can imagine. And lobbyists that I've known for, you know, 30 years that, hey. Like, talked yesterday. So, I got a client.

And so, we're happy to that people are interested, but we want to make sure that they're spotted in the right stuff where they can really have a positive impact. In New Hampshire, we're small, but I think we're mighty. And so, I think we can get a lot of this work done. And the initiative slides, David put those together for CMS project officer *[inaudible] [00:28:26]* visit. We're one of the first states to have a visit from them. Took them up to the north*[inaudible] [00:28:30]* country and, you know, and then meet some of our partners who have been working with, it went really well *[inaudible] [00:28:34]*. So happy to answer any questions between the two of us. Do you have any?

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Joel: Sure. Yeah. If we have time for questions we would I know I have a few and go ahead, Rick.

Rick Bartle: Rick Bartle. This is great, it's really, really cool. It's incredibly comprehensive. So actually, two questions. I apologize. The first one is I saw Community College of New Hampshire and New Hampshire University System as you know, the partners are fantastic. It occurs to me, is there any opportunity for student led innovation to compete for some of the things that you need? So, competitions at community colleges or at UNH or wherever for students to come up with innovations that will meet your needs.

Donnalee Lozeau: That's a helpful comment. I don't know that there is or there isn't, but it doesn't mean there couldn't be. Right?

Rick Bartle: That would be pretty exciting.

Donnalee Lozeau: Because you guys so student focused. UNH has something for summer camps that are going out across the state for students to come in and be exposed to some of these fields. So that's pretty likely.

Rick Bartle: And you, and you, you need an enormous amount of technology to drive this. Right? And that thread rings clear throughout the initiative, and I would think that there are some technology programs at both across our higher education mosaic in the state that contribute to that in pretty way. So, my next question is, are you are you guys do you have a road show? Are you going to be on road sort of going to other places to talk about this?

Donnalee Lozeau: Well, we're trying not to go on the road too much because people keep wanting us to and not that we don't, but it's just so early. You know, I'd like to, I would more enjoy so this is the basic. This is what we're doing. This is how it happened. Once we start having our fees be awarded and work now is trying to build an organization. Right? We have 20 positions on our org chart. We filled maybe half. We're meeting with the hubs every month because we're trying to, I like to say, cross pollinate. So, they're supporting each other and trying to make sure that all their invoicing templates are the same. All their reporting templates are the same so that they can support each other and help us to keep within the ball and occupy down in some of that. Some finest things, they could be automatic if you look at it.

Rick Bartle: That was just great. As a product rural New Hampshire *[inaudible] [00:31:10]*. This is pretty spectacular. So rural, in fact, I was born in Vermont, that's how rural it was.

Donnalee Lozeau: Oh, geez. So, you're from away*[inaudible] [00:31:17]*?

Rick Bartle: Sort of, briefly.

James Key-Wallace: Great.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Rick Bartle: Thank you.

James Key-Wallace: Perfect. I've got a few questions, but are there any other questions before I, yep, Shane Long?

Shane Long: I have a question Donnalee. Is this only through medical centers and through like schools or like community centers and other municipal things that partner with this to get more access?

Donnalee Lozeau: So, there are something that are automatically qualify, like, fairly qualify all centers across the state of north, south, east, west, the behavioral health centers north, south, east, west. We are encouraging people to do and *[inaudible] [00:31:58]* access multiple session that we build on. We're encouraging people to do is the partner with these. So stronger together, right? So, if you want to each put something out and community college put something out, and they partner with a community-based organization like in north, particularly in the North Country where a lot of that work is done even more closely knit. That will make for a stronger application.

Shape Long: Okay.

Donnalee Lozeau: So, you're not precluded from doing it. You just have to be with working on something that qualifies. Is that a fair way to say it? That's a fair way to say it.

James Key-Wallace: So, I've got a couple of questions for you, a couple of just little technical ones and then a bigger picture one or two. When you're going through the slides at the bottom of each of the five focus areas, there was a total investment number. So, is that that number was bigger than the current year allocation so is that assuming that the five hubs are getting a five-year kind of pulse of new capital each time?

Donnalee Lozeau: So, their contract that went through the executive council and I'll step back, because I like to like keep an eye on David, because if his head goes the wrong direction, I got to change *[phonetic] [00:33:10]*. The executive council approved the contract for five, five-year contracts. But each year, we have to go back, and then they'll contract for any money for the SPM.

James Key-Wallace: Yep.

Donnalee Lozeau: If it's fixed around the number that we have that we have this time, it'll be about 1 million *[inaudible] [00:33:27]*.

James Key-Wallace: Got it. And so, great.

Donnalee Lozeau: And it's also, just to let you know, it's not, its federal money, but it's not on Fed fiscal year. It's not on state fiscal year. It's not on calendar year. It's actually, I know it's hard to

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

imagine, it's also, it's actually on what they call a budget cycle. And so, events on October 30th and started something in November 1st.

James Key-Wallace: I think we're familiar with that. Yes. Yep. Great. Thank you. Another, just another quick question. You mentioned coordination of electronic health records like for the mental health centers. What if one or more of them says I like my system? Is it like what you got to do it if you want any of this other money? Is that basically?

David Chorney: So, their, their contract has a deliverable requirement, so *[inaudible] [00:34:19]* electronic health records and so…

James Key-Wallace: Great.

David Chorney: Across all the community mental health records.

James Key-Wallace: Great.

Donnalee Lozeau: So, they have an association. So, contracts with the association with them understanding that they'll agree when they enter this contract that they will work together and make it.

James Key-Wallace: Yeah, yeah. If you're in, you're in. That's, yeah, okay. But…

David Chorney: And it was partially their idea too. They came to us and said, we will like to do a common electronic health record system, *[inaudible] [00:34:46]* permissible use of funds.

James Key-Wallace: Great. Okay. Yeah, just curious. One of the things that people have mentioned to me before is our public school system has access to Medicaid in school for reimbursement of in public school Medicaid delivered activities, but that the staff at our public school systems don't always have the capacity and the know how to actually engage with the program and get reimbursements for those. So, some schools do especially in our kind of cities where they have more staff kind of at the SAU level to help coordinate but some of our rural schools are like we don't know how to navigate this. And I mean it's millions of dollars and actually DHHS is the one that helps administer that program. So, I don't know if that's something to build workforce capacity in our public school system to go then get these Medicaid eligible services for our schools, for kids.

David Chorney: Yeah.

James Key-Wallace: Yeah. And that's the billing is a big part of it. I don't know. Is that part of any of this or?

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

David Chorney: It certainly could be. And for schools and also for rural health care providers just understanding or providing technical expertise or access to technical expertise or support to adopt different workflows foreclose or to address the barriers. But we could certainly answer for…

James Key-Wallace: Yeah. Sure. Oh, and for the record, this is James Key-Wallace. Well, after the meeting, I know the people that run that program at the small agency that is DHHS. So, if you want the direct connection, if you don't already know them, I'm happy to make that introduction.

Donnalee Lozeau: I would say, this is one of the other benefits of going around talking with people, just to hear about things that maybe we haven't thought about.

James Key-Wallace: Sure.

Donnalee Lozeau: Because we already hope, we already said we will do and that's *[inaudible] [00:36:43]* on it.

James Key-Wallace: Yeah.

Donnalee Lozeau: But hearing these things along the way that we can talk about and work with people is very helpful.

James Key-Wallace: Sure. One last question for me is obviously there's a big and very impressive focus on workforce throughout this. How does the coordination work with all the existing workforce initiatives that the state is involved in the private sector is involved in, the SWIB, you got OWO, you everybody, right? Which is great. How do we make sure that's all coming together?

Donnalee Lozeau: We were figuring it out.

James Key-Wallace: Okay.

Donnalee Lozeau: Okay?

James Key-Wallace: Yeah. Yeah.

Donnalee Lozeau: So, Joe's been working with us and met with Commissioner of Lavers about information and Commissioner Lange*[inaudible] [00:37:25]* and I chair the committee college board of trustees which thank goodness, it is no a conflict. And the university system is that, I mean I just think that all these conversations will take place. I actually, one of the things that excited me about taking on this role was the idea of, Joe certainly said it for a long time, it is so difficult to coordinate efforts. I mean, you talk to people about one officer and others are like, what's that. Like that work has been going on for 20 years. I'm like, it is? Well, who is it? You know, it happens a lot. And we have to get our arms around that to be effective leaders, because

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

it runs through all that. And it should benefit everybody in the long run, not just health care. Just making that happen, I think that's a transformational sustainable *[inaudible] [00:38:20]*.

James Key-Wallace: Great. Thank you.

Richard Lavers: Commissioner Lavers.

James Key-Wallace: Oh, Commissioner Lavers?

Richard Lavers: Yeah, just going to it was a comment and perfect segue from that comment. So, we had a great meeting last week with Commissioner Lange and with Donnalee and talking about ways that the data that we have, labor market data that we have through ELMI and the programs that we have, how that can all be leveraged. Some of it used, some of it not used, whatever would be helpful for Go North. So, starting that conversation, have some subsequent meetings, then we'll continue that conversation. It is one other comment. I think the health care space, and Cindy and I sit on, I don't know how many other boards have been doing workforce related issues in health care. There's a lot of players for workforce within health care, and having an effort here to try to organize all of that to make sure everyone is heading in the same direction, isn't two different groups doing the same exact thing, I think it's a big effort, but it's a much needed effort. So, it's I think I agree.

Donnalee Lozeau: And then commissioner and Brian got them up. They're going to come to our next hub meeting and build a presentation around data so that all the hubs can get a sense of it. And, you know, one of the things that I was involved with a while back was learning from a foundation that 80,000 students were not going into colleges, into healthcare, because they couldn't get preceptors or clinical placements. And that's just unacceptable. And so, the chancellor sent the foundation to *[inaudible] [00:40:08]*, the one who loves in New Hampshire and she, what we ended up doing is we brought together a group of southern nurse leaders and nurse educators, like, from Concord down *[inaudible] [00:40:20]*. And the agency funded our meetings. And six times a year, we have a month meeting, you know, on a Friday from 11:00 to 02:00 and it's the most incredible conversations you could imagine, because these are people that should be continue with each other and just didn't have a way to do it collectively. And there is going to a lot of changes around some of the workforce based on their conversations. And it's one other point that it reminds me of that the Governor really focused on, which is there are things that we're going to find that are barriers to success in workforce, whether it's Department of Labor putting in something, one of our volunteer boards like the Board of Nursing or any of those other groups that have things that students either can't overcome or agencies or schools can't help them get through it.

And so, looking at those and seeing how we can change them looking you know really helpful and so we are doing that. So, and maybe they will run into those barriers. You know, by all means, let me know, because I'm trying to make a list and then so what's the solution to it.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

James Key-Wallace: Great. Well thank you both very much. This is wonderful. Thank you for all your work. You're welcome. I hope you're enjoying your retirement. Perfect. Well, thank you for that. So, Joe, I know we have a number of informational items to continue on with. Take us to the next one.

Joe Doiron: For the record, Joe Doiron, if I can turn everyone's attention and thank you, Donnalee and David. And, also, apologies for the heat in here, for the temperature. Apologies. We're going to go to Page 37, Item 2(b), a rapid response update from Nick Masi.

Nick Masi: Nick Masi for the record, workforce development administrator. Since last meeting, we've had a 12 Rapid Response *[inaudible] [00:42:22]* activities. It's on par with what we had in previous time period. We did 13 the prior which was just one less. So, there's been a slight decline as far as the number of people that have been impacted by the strong activities. We had 379 compared to 400, 278 versus 409 on the previous time period, on the previous report. The number of businesses fluctuate, because it seems to be studying that kind of 350 *[inaudible] [00:42:56]*, about 350, 400 people that are infected during that time period. So, since I started January of 2025, each third or each quarter we had about in that range, 350, 400 people that have been infected. Five in-person rapid responses and one virtual.

With several large companies that made the offer coming *[inaudible] [00:43:25]* fully rapid response. They declined the *[inaudible] [00:43:29]* us, because they had everything setup for themselves. The three big ones that we had since February were *[inaudible] [00:43:38]* Ruger in Newport laid off 80 people, Phoenix Precast here in Concord*[inaudible] [00:43:44]* laid off 95 *[inaudible] [00:43:47]* company in Ohio. And they, within their, they just were shutting down, that's it. And we had North Country Growers in Berlin*[inaudible] [00:43:57]* and they laid off 40 people, had lost through financing for payroll and from what I hear, they're still trying to find finance and to continue on. So, we're *[inaudible] [00:44:11]* up there and 39, I think reported with the layoff *[inaudible] [00:44:15]* the rapid response.

The only other thing we have here is, other than rapid response is, I've been talking to businesses, have made the contacts out with businesses and business role *[inaudible] [00:44:28]* board information on October, with our next meeting, so just a little teaser there *[inaudible] [00:44:37]*. So that's it. Any questions anybody have? No questions?

Joe Doiron: Thank you.

Nick Masi: Thanks.

Joe Doiron: Again, Joe Doiron for the record, Item 2(c) on page starting on Page 38 is going to be discussed by Melissa Carter.

Melissa Carter: Melissa Carter for the record with a fiscal update for our WIOA Title I Grant*[inaudible] [00:45:00]*. Just a reminder, our grants are awarded on program here and they

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

have *[inaudible] [00:45:07]* and will require to obligate general funds by the end of the first year. So, our last meeting, I gave an update on our first quarter, so I have our second quarter in here, but I will give you a brief update on third and I'll get the print out next meeting since it's now a few months passed *[inaudible] [00:45:27]*. But as you can see, after quarter two, we had minimal funds left in our used grant. By the end of quarter three, we have $1.49 remaining, so it's basically attentive.

We're, although it's actually all of *[inaudible] [00:45:48]*. Program year '24, we'll be, we have one more year to extend all of the funds from those brands. As of the end of quarter two, there is just over $1 million remaining in balance. But since quarter two and quarter three, we had spent 42% of that, so they're going just over $600,000.

And then our program year '25 is the one we were awarded in July. And by the end of the second quarter, we had almost $5.5 million remaining, which we spent 58.9% on that balance in quarter 3. And just on a fiscal note, we have had many audits. In the last couple of years, we had one with our SCSEP grant *[inaudible] [00:46:43]* with is for the seniors. We've had two single audits for the state and we had our federal review which in accumulation of all, it takes a tone of time *[inaudible] [00:46:53]* for myself, Lisa, Joe, we try to spare everybody else, but not always a guarantee *[inaudible] [00:47:00]*. But based on the amount of funds we're awarded from the federal government for the *[inaudible] [00:47:06]* WIOA Title I grants, I'm anticipating a single audit annual with the state just because we have exceeded that certain threshold. And we got *[inaudible] [00:47:17]* our potential allotments for our next program year which has gone up 1.07% from this program year. So that's great, thanks too that we have the need for the *[inaudible] [00:47:28]* funds. It's not ton, it's just over $24,000, but it's something *[inaudible] [00:47:36]*. Any questions?

James Key-Wallace: Seeing no questions, Chair, thank you. No? Awesome.

Joe: Thank you, Mr. Chairman. Again, for the record, Joe Doiron. We're going to go to Page 42, Item 2(d), and the presenter is Lisa Gerrard.

Lisa Gerrard: Lisa Gerrard, the record. 2(d) and 2(e), are both program performance updates. We got we were able to get Q2, which we weren't able to provide you with last meeting. So, we do have Q2, Quarter 2 of 25 performance in here. And I will note that on the chart, there is a problem with the VR over here 25Q2 measures. Those somehow copied our adult goals into that column. So, we're going to fix that and get it up to you electronically. Basically, both PY'25 in Q2 and Q3, we're in the board for WIOA title programs. Our WIOA title one programs that OWO administers are mostly in the green. We're a little bit yellow in some of them, and we do have a couple red, which falls below threshold right now. We've been working really hard at the field level on credential statement and measurable skill gain for the documentation and really trying to make those measures, trying to meet those measures.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

So, I think that we're going to be okay at the end of the year, but I'm not quite sure what the other title programs. Adult Education and Voc Rehab are struggling a little bit, but I'm hopeful that we can turn it around at the end and as a state, meet our measures. So Q3 is on page 45. That's the chart for that will really show you Voc Rehab numbers that were kind of wrong in the other one. So, you'll see there are some red numbers in there. But, again, credit measurable skill gain is a year-long measure. So, we expect it to be either red or yellow about this time, especially for vocational rehabilitation and the youth program because a lot of their measurable skill dates come after school ends with diplomas and high school graduations and conditions. So, I'm we're very hopeful that we can, as a state, beat the measures. Any questions?

Unknown Male Speaker: Hi. I have a question Lisa.

Lisa Gerrard: Yes.

Unknown Male Speaker: What seems to be the issue with the adult ed, *[inaudible] [00:50:33]* not completion and follow through with their job? Or was it…

Lisa Gerrard: Adult education, they're in their own case management system. They do struggle with performance measures because the way that they have to capture a lot of the data for them is manual. So, they have to do follow-ups. They have to get employment information. They have to get wage information from the actual participant. And to be perfectly honest, most folks don't respond back to follow-up. So, it's hard for them to capture the data accurately. They don't have, there's a problem with the ability to use wage data from the natural employment security for them. There's some kind of legislation issue that they've been working on for quite a few years, but it's because they have to do follow-up manually to get all that data back. Yeah.

Unknown Male Speaker: So hard to fix and get everywhere along with each other, but we'll lose money if we don't reach that.

Lisa Gerrard: So, what happens with performance measures is at the end of the year, they will run them through a statistical adjustment model, which will either make them go up or down. If we fail across the state in once performance measures meaning the same level, then we will be under a corrective action plan. And if we fail in a second year in a row, that same measure, our title one program will lose some discretionary government reserve money. So, this is one of the reasons we added the other two titles or other three titles into these performance measures, because we all either meet the measures and succeed or we all fail together.

Unknown Male Speaker: Yeah. Okay. Yeah. I hope you get better accountability for that final piece. Yeah.

James Key-Wallace: Great. With no further questions.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Joe Doiron: Mr. Chairman, for the record, Joe Doiron. I don't know, Lisa, if this may be a moment to talk about our negotiated performance goals for U. S. Department of Labor. I know we wanted to maybe mention that to the SWIB and where that kind of stands process wise.

Lisa Gerrard: So, Lisa Gerrard for the record again. This is a negotiation here for our performance measures. So, when we do the revisions to the state plan, that means we revise our performance goals for the next two years. So, we just finished our negotiation with the US Department of Labor, PTA. Title one performance goals were really high. I mean, they're really high now if you look in comparison to other programs. We have really high performance measures in our title one, Adult, DW and Youth programs, and they went up even higher. So, we were able to negotiate by Melissa and I, Melissa Salmon and I drafted some language about what is forthcoming, what we think is going to happen in the next couple of years with enrollments, with populations that we're enrolling. So, we made a really good argument, and they accepted our negotiated performance measures. They're still really high, but we took it as a win that we were able to get them even 1% or 2% lower. So, we can put that in the next SWIB. We just literally got it, like, the other day. So, we can make that an informational item for the next SWIB to provide those goals for you for all of the programs as well.

James Key-Wallace: Great. Thank you very much. Back to you, Joe.

Joe: Thank you, Mr. Chairman. And if you need Lisa to help negotiate a car sale, I think she's available after this meeting. She was very persuasive with the Feds. Item 2F begins on Page 46 and goes for a number of pages. These are and, again, for the record, Joe Doiron, these are success stories. I hope that you all have an opportunity or had an opportunity to review those and happy to take any questions that you might have. We certainly talk about performance and numbers and money and all that sort of stuff, but this is kind of the human story, some real compelling stories, and, and really good work by a lot of folks in here. So happy to take any questions, Mr. Chairman, if there are any.

James Key-Wallace: Cindy?

Cindy Harrington: Cindy Harrington, I think I just want to say I really enjoy reading these, and it's nice to see the diverse age groups, counties, and different training centers.

Joe: Thank you.

Cindy: Thank you for sharing.

Joe: Thank you for saying that. Thank you. It's a lot of work. Thank you. Thank you, Cindy. Great. Thank you. Proceeding on. Now we're on to Page 61, Item 2G. Again, for the record, Joe Doiron. So, New Hampshire Works Conference, we are, it's weird thinking about October, especially in a beautiful I know we're technically not in summer, but, you know, it feels like it today. So, October 23, we're going to be hosting the third New Hampshire Works Conference. So going for our Triple

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Crown is the goal on Friday, October 23, 8:00 AM to 4:00 PM at NHTI. Thank you Kris and the team at the Community College System for providing a free event. We have another additional item for the New Hampshire Works Conference, so I don't want to kind of step on that yet. I know we're about to go into that. So, for this, it's kind of a save the date.

We invite members of the SWIB. We are also looking for volunteers for the awards committee. We would like at least three members of the awards committee. I know Alan and Rick and Tracy were on it last year. So just saying, we can always volunteer Tracy since she isn't here today. But we are looking for at least three members of the selection committee for that. So, if you're interested, if you could see myself or Jess after. If you feel like you would like to present something at the conference, we are welcome and always happy to have SWIB involvement. And if you just want to come and attend as a member of the day just to go to sessions and meet and greet with folks, the feedback was really positive that we had several members there that folks really acknowledge or really appreciated the fact that the SWIB acknowledged the importance of this event. So, we have the date, we have the time, the place, and the next item I'm going to ask you for money.

But I'm happy to take any questions on Item 2G. And, again, we get this all donated in terms of presenters essentially, and we run a very shoestring budget. So.

James Key-Wallace: Great. Thank you, Joe. This is the Chair. Be there or be square, I think, is the message. I will definitely go, Joe.

Joe: Great.

James Key-Wallace: Thank you. And I'll make you is it Giving Tuesday today? Is that the day? I'll do my own pledge. If anyone here by the end of the day, on the SWIB agrees to be on this nomination committee for the awards, I will join as well and then you'll have two people.

Joe: Great.

James Key-Wallace: Someone here looks like we got Alan. Okay. All right. That's two.

Rick Bartle: Alan and Rick.

James Key-Wallace: All right. Three. We did it.

Joe: Great. Thank you, Mr. Chairman. You got it. And, and also to, and not to belabor the point, but it we have some really incredible people doing some incredible work. And something that we realized a few years back, something that we're doing very poorly was acknowledging people's years of service. And last year was really emotional because we had Commissioner Copadis retiring. We had Donnalee retiring. We had some other folks getting some awards. So, it's really awesome. So, thank you. Is it all right if I move on to Item 3(a), Mr. Chairman?

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

James Key-Wallace: Yes. Please do. Thank you. So, for the record, this is James Key-Wallace. We're now moving to the board motion and discussion items. So, get your hands ready, yeas or nays, and we'll go, go ahead.

Joe Dorion: Perfect.

Joe Doiron: Yep. Thank you, Mr. Chairman. Again, for the record, Joe Doiron. So, again, we put the details there. We do have we do have some board funds set aside and a dedicated fund. These are non-federal dollars. This will be the third year. Each year, the State Workforce Innovation Board has supported the conference. We run a very shoestring budget. We get presenters for free. We get the space for free, including audio visual and, and their use of their tech support, which there always seems to you know, they're just wonderful. I can never seem to get a PowerPoint to work. We do our, we are generously getting food donated by CAPHR. So, the Community Action Partnership at Hillsborough Rockingham County, they did that last year, and they're also likely going to support opening plenary speaker again. So, we are asking, you know, for if we could get just in case if, if whatever happens, we did put it in the motion for $5,000.

We are not, you know, we are, this is just so we don't have to come to you in a panic at the October meeting that if for some reason the food falls through or there's something that happens with the venue, we don't have to come back with an emergency item or something retroactive. But I think last year, our total budget was, like, $235. It's for printing and stuff like that. Also, this is how cheap we are when we go to conferences. We rate the swag tables as prizes for some of the networking things. So, there's a few vendors that in Phoenix where we're at least and I were at were not pleased when I kind of rated their tables, but we got some good support as well. So, we are asking for $5,000. This will be the third year. We will likely come nowhere near that number, but, again, that is just to ensure that we have the authorization to not exceed and then go from there.

James Key-Wallace: So, if I could get a motion and then a second and then any discussion?

Moved by Rick. Second by Alan. Chair has one question. Yeah. Unspent monies that are allocated for this, how do they where do they go back?

Joe Doiron: They just roll over. Back in. Yeah. Back. Yep. So, we for the record, Joe Doiron, we use our P Card through the state system. So, there are checks and controls on that. So, we have to ensure that the expenditures are what they say. We also do, like, a separate W. B. Mason order to track its, this is how kind of granular we get. So, when we have to, like, do the printing in we do that in house. So, we do track, you know, to the, to the ream of paper sort of thing. So, we are quite granular and quite careful with how we use these funds. So, they won't be taken out of anywhere, but when we do the reimbursement we utilize the, the board funds that we have. Again, non-federal, non-governmental funds. Does that answer your question?

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

James Key-Wallace: It does, Joe. Thank you.

Any other questions? All right. We have a motion and a second. All those in favor say aye.

Attendees: Aye.

James Key-Wallace: Aye. All those opposed? Seeing none. All the extensions? Great. The motion passes.

Joe Doiron: Thank you, Mr. Chairman. Item 3(b), again, starting on Page 64. We are partners with adult education. They are title two under the Workforce Innovation Opportunity Act, WIOA. So, there are tie ins to the different titles that we have. So, I know Richard Sala couldn't be here today. He represents the Department of Education on the State Workforce Innovation Board because, again, they are a core partner, a partner agency with all that we do. Every so often, and I say that because it depends on how often they put out the procurement for the adult education grants. It could be a two-year, three-year, four-year. It's their programs to manage, so I don't want to speculate. In this case, you know, we been asked as staff to support their efforts in procuring new adult education providers across the state.

So, a request came from Chrissy Vander Hook over at adult education for myself, Nick Masi, and Melissa Salmon to, on behalf of the SWIB, review applications that were reviewed. We cannot comment on who applied. That is confidential until it ends up on the governor and council schedule. My understanding is that they're probably going to go for, like, an August or September, so giving kind of a rough time frame. So, each member of the Office of Workforce Opportunity reviewers on top of other reviewers reviewed the applications to make sure that there was tie in to the WIOA combined state plan and the overall workforce system here in New Hampshire, which we found that they actually asked a question in their request for application. So, it meets the compliance requirement. So, this is one of these items that we have to sort of provide a nod, a supporting that they've followed the procedures and are meeting compliance.

So, did I explain that in an okay manner? It's we do this also if you the SNAP E&T plan and other programs through DHHS to ensure coordination and also meet compliance under WIOA. This is something we've been doing since WIOA was passed in 2014. Happy to answer any questions.

James Key-Wallace: I see no questions, so I'd be happy to entertain a motion. Thank you Commissioner Lavers. A second?

Larry Major: Second.

James Key-Wallace: Great, great. Thank you, great. So, we have a motion and a second. Any discussion? All those in favor? Oh, sorry. Yes, go ahead.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Unknown Male Speaker: Question for the record. I mean, looks like the only resource this really sort of requires is people time.

Unknown Male Speaker: That's it. Right? I mean, there's no…

Joe: Correct. For the record, Joe Doiron. Yep. So, it's our and they are quite robust responses that have taken quite a bit of time.

Unknown Male Speaker: Okay.

Joe Doiron: But correct. Correct. We don't have to we don't provide any money. It's just staff time and effort, and it's all compliant under WIOA that we can allocate our time to it.

Unknown Male Speaker: Great. Thank you.

James Key-Wallace: Okay. No further discussion I see. All right. All those in favor signify by saying aye.

Attendees: Aye.

James Key-Wallace: All those opposed? Any abstentions? Chair votes yes. The motion passes. Thank you, Joe.

Joe Doiron: And for the record, we had…

Unknown Male Speaker: I'll let this is right because I'll abstain…

James Key-Wallace: Okay.

Unknown Male Speaker: On that last one.

Joe Doiron: Yep. Great. Thank you. One abstention noted. Thank you. And just for the record, it was Commissioner Laver's motion, second by Larry Major.

James Key-Wallace: Correct.

Joe Doiron: Okay. Great. Just making sure for the recording. All right. Item 3(c) starts on Page 66. This is a very substantive item. Lisa Gerrard is going to take us through it. I will try to help and provide, but I don't want to step on Lisa's toes here. Once every three years, we have to do this, and this took staff on the road all across the state for multiple days, three hours at least for each of these certifications. So, but also, two, Lisa developed in coordination with our partners a wonderful process. So, she gets a deserves a lot of credit for the work she put into this. So, I'll stop talking and turn it over to Lisa, and this starts on Page 66.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Lisa Gerrard: Lisa Gerrard, for the record, the last SWIB meeting, we came with our revised one stop certification policy, explained how it used to be and how we wanted it to be. You all voted on it to prove it. So, we took it. We implemented it. Joe and I and Jess just hit the road for the whole month of April, I think. It was a whirlwind. We were able to visit every single New Hampshire Works office. And to be perfectly honest, it was fantastic to get out to the field and to really sit down with the staff that are doing the actual work with participants to really listen to what's working, what's not working, what's great, what's might need some help. And we've gained a lot of understanding of the differences that each office has in response to their community. They really do kind of make the office fit the community.

So, they don't, they wrap themselves around the community in order to fit, where that really does help the participants and the greater community, the business the businesses in that community as well because they really do understand what's happening. They have their fingers on the pulse of what's going on in their community. I can't say enough about field staff. They are dedicated. They are knowledgeable. They want to do a good job. They will work tirelessly to help anybody that walks in that door. However, there are some observations that we have which search on Page 67. And some of these really do go to continuous improvement. The one there was some consistent being staffing is one of them. We are short staffed in every single New Hampshire Works office. There is not a lot of cross partner representation at the New Hampshire Works offices either, and that also has contributed to statuaries.

So, there are things that we can potentially do to try and work on these issues going forward over the next three years, and I hope that's what we take away from this because it's not, it's really not a ding against anybody. It really is just that staffing is really hard right now with all of these programs. And if you don't have staff in place, because and there's vacancies, other taking the responsibilities on for those people that are not there. And it creates a kind of it's a snowball. It's a snowball effect when, when we are short staffed. Other than really the integration of partners and staffing issue, the only other thing that we noted was some accessibility issues in some on at some of the buildings that are not major at this point, but there were some walkways that were deteriorating. And I know the New Hampshire Employment Security already knows this. That, that it could potentially become a problem with somebody in a wheelchair or somebody that had mobility issues.

So, we wanted to point out the continuous improvement, but we also highlighted at the beginning some noted practices. We didn't list everything that we, we gathered at all of the offices, but we tried to highlight some of the really unique things that some of the offices are doing. Did I miss anything, Joe? It was a lot. Thank you to Dijana and Kate and Sarah Morrissey. Sarah Sacco also, they were our road dog people with us. They kind of followed us around, Dijana, Kate and Sarah Morrissey covered the actual reception and different things that were going on at people in the security offices so that their staff can come in and talk to us.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

We had some really great conversations, and that's really, I think, for us, the takeaway. And we want to make sure that we support them in any way that we can and some of that continuous improvement that we've noted are some ways that we potentially help.

James Key-Wallace: Well, Mr. Chair, thank you for this report and to the team and everybody else that went. I know this was enormous amount of effort. I think I actually remember signing, the travel authorizations when I was interim commissioner over at BEA for this. I was like, wow, you guys are all busy. So good work. I, I do have one question for you. So, and, and tell me if this is not SWIB sort of bull's eye focus or maybe not even OWO staff focus. But whenever I hear sort of a list of opportunities for improvement, I always think, okay, that's great. So, what are we doing to keep track of those? Are they progressing? Are those opportunities for improvement being realized? You know, some of them might be in their control, some might not be. Like if it's staff, I know there's probably a request for appropriations and allocation and hiring but at least we could know the status of those and where they are so we know how this kind of opportunity list is going.

Is that something that could come back to us as a recording item over time? Does that make sense for the SWIB? What, what do you think?

Lisa Gerrard: Yep. Lisa Gerrard for the record, absolutely. So, with this new process we built-in into it after we did the initial certification, which we do recommend all 12 offices be certified. We built-in an annual narrative that each office will then submit to the OWO, which will be asking about some of those things. You know, what have you worked on this year? What do you need? The different things that we put in our report. We're going to look for a response back. In addition, we work very close, closely with Sarah Morrissey, back in New Hampshire Employment Security. So, her and I will work on some of the things that are more tangible as far as, like, you know, we'll get, I'll check-in every once in a while how are you know, has there been any movement on the walkway in Manchester or things like that. So, we can definitely provide a report back on some of these items.

The staffing, you know, obviously, it is kind of where we're at. We do have still a freeze with state employment. So, if that one's going to take a little bit longer to kind of make a real difference in location with the partners. The one stop infrastructure MOU is coming due this year, so that is going to potentially work on maybe getting more partners into offices. So, there are some things that we can bring back to this point.

James Key-Wallace: That would be great. None of its easy, right? But it'd just be nice to know how it's going.

Rick Bartle: I appreciate that. Rick Bartle, for the record. So this is sort of I, I realize this is not a criteria that's necessarily going to speak to certification. But anecdotally, as you're out there driving around looking at all these different sites, how much does performance of, of a particular one stop location, how much is it impacted by their actual physical address? The only reason I

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

ask is because in Nashua was is fairly often tracked relative to where the community is. And so, did you *[inaudible] [01:15:34]*?

Lisa Gerrard: Lisa Gerrard for the record again. We have seen foot traffic. I will tell you, Nashua has been one of the busier offices for foot traffic. The other great thing the New Hampshire Employment Security does is they mandate that everyone attend a session in person when they apply for unemployment benefits. So, it's automatically building in foot traffic to that location at least once. But then that person now knows that's my location. I know how to get there. I know where to go now. So, it's also an added benefit with ERI sessions and those mandatory sessions, bringing folks in to the locations. Some offices are slower than others. Salem, they're right on main. Right on Route 28, main location, great parking lot. They don't have a lot of foot traffic per say. So, location isn't always correlation there. I think there could be some, but also most of the New Hampshire Works offices are in locations that the community knows because they've been there for quite a long time.

Rick Bartle: Okay. Thank you.

James Key-Wallace: Commissioner Lavers.

Richard Lavers: Richard Labors. So, I'll address that issue or help with some more information on that. At least you did a great job responding. But almost all of these sites are owned by health security or leased by employment security. And an important distinction is that while other state agency buildings are owned by the state, admin services controls buildings, and then an agency will lease out space. These sites are actually owned by employment security. So, on the deed is employment security, and it goes back to the nature of the original dollars that were used to purchase them that were in part federal dollars that required that relationship, that they be held by employment security at the time. One thing that New Hampshire does really well is that we, we have more one stops than most other most other states have.

And you look at other large states, big box states, and we have more offices than they do. And so, their offices really aren't even accessible for most of their populations. Ours are quite accessible when you look at a state the size of New Hampshire with 12 locations and some itinerant locations up in Colebrook and Plymouth. It's quite remarkable that we have as many locations as we do. It's a good, you make a very good point about Nashua. You can compare Nashua to Manchester. Manchester, we're right downtown here on Hanover Street. We've been there for seemingly forever. It predates my 16 years with the agency, but it's walkable right on the bus route. It is, it, it couldn't be more accessible, and you see that in the numbers. We have that's our busiest office. Nashua used to be in a location like that again, predates my time with the agency or George Copadis' time with the agency. But there was a decision made to move the Nashua location out onto 101.

The only good things about the current location are that it's close to the community college, and it's on a bus line. It's not walkable at all. I don't think 101A is a place where many people would

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

enjoy getting out to spend their time on a lunchtime one or trying to figure out where the office is off of 101A, behind a bunch of buildings, and then seemingly feel like you have to leave a trail of bread crumbs to get out of there. So that's a location that it should be better than it is. You know, back when it was moved, this and Plano Security now owns that site. So tough to a lot of things that go into factors that go into trying to move that to a, a better location within the downtown border.

But overall, the New Hampshire does really well with maintaining a network of fully accessible offices that you can get to in less than a half an hour drive. In most instances, it's a lot less than that. That's all. Thank you. And then just I wanted to reiterate the thank you earlier. So, Dijana and Kate, they are both here. They're assistant directors in our employment service bureau. And Sarah Morrissey, all of their efforts with the team that went around to all of the offices. So, I thank you to all of them. Notes about staffing, very much felt by employment security. You we have about, you know, over 80% of the staff that are out in the offices. And right now, with the, a lot of the empty that you see, there's a lot of positions that aren't being filled, not because of difficult conversations with the governor.

The governor has been excellent when we request for a position to be filled. You know, we have, you know, we have no general fund dollars. It's all federal and other funds from employer taxes. But the governor has been great whenever we are able to fill positions. It's because of those funding sources aren't adequate to meet any of the growing needs that we have with delivering these services. So a lot of our positions that have become vacant over the course of the last year, and a lot of those fall within the local offices and the one stops, have been kept vacant because of looking at budget issues down the road and wanting to be good stewards of the agency budget and not have a problem when we get into that next budget cycle. So that does result in people wearing a lot of hats within the one stops right now. And Dijana and Kate, I see their travel vouchers, so I know how much coverage they are providing out there in the one stops, same as Sarah. And so, there's a lot of each day is a new challenge.

I'm trying to make sure that we have adequate coverage to make sure that that person coming in the door can get the services that they need. And so seeing, you know, as we look at the next one stop agreement, seeing more partner staff out in our one stop offices, I think it's something we need to really, really look hard at in getting more of those partner services so that these one stops could be truly one stops. The Claremont office right now is a great example of some of the success, and I saw Lisa that you had noted that, and I was really excited to see that. DHHS threw a, you know, they had a, a facility issue with their, their Claremont office. They needed to bring in some space, what they thought was temporarily. They have five staff in our Clermont office, and they've kept them there because they've realized that when they have their appointments coming in, those individuals are then going over and meeting with a counselor to either talk, you know, whichever of the WIOA programs that might not be a good fit for them or the WorkNow program or other services.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

And the staff get along really well. We have more people in there. It's more vibrant in the office itself. So, it's a great example of what, what we could be seeing in some of the other offices, and DHHS has been great in wanting to further have conversation around that. They own a lot of other facilities, though. Right? So, it becomes difficult. Some of the facility issues that were noted, you know, I was in Claremont yesterday, and that sidewalk needs some, needs it's more than TLC, and it needs to be ripped up and replaced. Some of the signs could look a lot better.

But right now, without having you know, with partner agencies not having a presence, they're also not contributing anything significant financially to the operation of these offices. And that falls almost entirely on employment security. And so, when all of your revenues are going down because when the economy continues to be strong like it is right now, layoffs are low, employer tax rates stay low, and in fact, one of the lowest in the entire country right now on average. What they're what that then translates into is that there's fewer of those tax dollars that go to support the operation of employment security. And it's those dollars that get relied upon for fixing those sidewalks, fixing those signs. And so it, it's just a reflection of what the budget reality is. We'd love to be making those repairs. But right now, with our, with the current state of how the one stops are funded and what those revenues that employment security relies on are continuing to go down, it's just we're at a let's stay afloat right now and do the best that we can with what we have.

So I think the one stop the renewal of the one stop agreement will be a good opportunity to look at that and, and what we want for partner contributions to be able to support the type of offices that we want to be showcasing for the public to make it so that it's a desirable place to come into, not something that's just viewed as the unemployment office. Right? It's something that you come into when you're, you're looking for that next better job, but sometimes when the signage doesn't reflect that or the sidewalk doesn't reflect that. The one in Manchester is not my problem. That's the city. It, it can be tough sell, right, to get some of those folks to come into the office. And so, I think that, again, that conversations around the renewal will be a good opportunity for us to look at that and think about how we want, how we want all of this to work and how we want the finances to support that.

James Key-Wallace: Perfect. Thank you, commissioner. Are there other questions or discussion on this item? Okay. Seeing none, so there are, two motions and let's take them one at a time. So, motion number one, as you can see in your packet, is to approve the certification of all 12 of the offices.

Rick Bartle: I move.

James Key-Wallace: Great. Moved by Rick. And second? *[Inaudible] [01:27:22]*?

Ryan Clouthier: Ryan Clouthier *[Inaudible] [01:27:22]*.

James Key-Wallace: Yep. All right, thank you. All right. All sorry, any discussion on the motion to approve certification? Seeing none, all those in favor?

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Attendees: Aye.

James Key-Wallace: All right. All those opposed? Any abstentions? Chair votes yes. Motion passes. Thank you. Motion number 2 is to have the SWIB direct the One Stop Consortium to look at this MOU for opportunities to improve, engage partners, and do all the things that we just talked about.

Unidentified Male Speaker: So moved.

James Key-Wallace: Second. Great. Christine second. Thank you. Any discussion? No? Seeing no discussion. All those in favor say aye.

Attendees: Aye.

James Key-Wallace: Aye. All those opposed? Abstentions? None on both fronts. James votes yes. The motion passes. Great. Thank you. That was very interesting. Yeah. That's, thank you. Joe?

Joe Doiron: Thank you, Mr. Chairman. Thank you, everybody. We are now being mindful of the time. Item 3(d) on Page 82. I don't want to read through everything. Workforce Pell was passed under HR1, July 4th, 2025. Workforce Pell has, is going to bring some really great opportunities to the state of New Hampshire and nationwide for workforce development and for improving access to these programs. You might be wondering, why is this a SWIB item? You know, why is this being discussed here? Well, under HR1, the responsibility for approving programs falls collaboratively to the State Workforce Innovation Board and the governor's office of each state. So, what we're looking here to do is to get if you see in the in the motion is to get, to get granted authority to work collaboratively with the governor's office to make sure it's a plan that she approves and her and her staff approve.

We have done a considerable amount of work going into this. We understand that things can change, but we want to kind of give, we like to give options and not just a blank piece of paper. So, we convened in OWO a work small working group. Kristine Dudley from the Community College System, Sarah Morrissey from New Hampshire Employment Security, where we could come together, take a look at what the feds were talking about, take a look at the legislation. Also, at the time when we were writing this, we only had the final rule out for a week. So just to be very clear with all the shutdowns and everything that's just happening in Washington, I'm just going to leave it at that. Things were incredibly delayed and incredibly unclear. So, we were kind of working with the best information possible. So, we are making some great progress to understand what the requirements are under Workforce Pell, how we can effectively deploy it here in New Hampshire.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

So, we're going to actually see a lot of likely SWIB involvement. So, in a future item, we are going to add ask for an additional meeting. We're going to be getting some committees likely up, up and going again, which is awesome. So, this item here is to give us the authority to continue doing the work that we're doing to make sure that we're moving in a direction that is agreeable to the governor and her team and incorporates her vision, but also, two, ensures compliance with the federal regulations. That's, of course, always a thing.

Workforce Pell is a great opportunity. It is certainly not a silver bullet. As I've just been describing, Congress never misses an opportunity to miss an opportunity and made a, I would argue, a very Byzantine and complex system that goes into this. We have to in order to get program we have to approve programs, the state does, but we have to look at return on investment. We have to look at job placement. We have to in order for a program to get listed, it has to be on the Eligible Training Provider List that we administer for one year. There are other requirements, job placement. There are certain clock hours, but not to be confused with also a limit on weeks. So, there are multiple I feel like I need a decoder ring on some of the, the programs, updating myself there. I apologize. And so that's something that as staff, we have to kind of work through and provide options to the decision makers so that they can make an informed decision on the process.

So, I'm happy to discuss Workforce Pell, kind of where we're at, but I know I talked too much. So, I want to pull back and see if you have any questions.

Larry Major: Larry Major for the record *[Inaudible] [01:32:17]* for the record. So, we did release, bring into the email onto, on Phase 3, of course, if you ever wanted to do that?

Joe Doiron: So…

Kris Dudley: Sorry. What kind of course? CDL.

Larry Major: CDL.

Sarah Morrissey: Sorry. Just…

Larry Major: The commercial driver's license.

Joe Doiron: Yes. So for the record, Joe Doiron, and real fast, again, thanks to Kris Dudley and Sarah Morrissey for their help with this. So, correct. So, a program similar, if it fits within the time requirements that are very strict. We also have to look at I mentioned completion rates as well. That's something I neglected to say earlier. So, we have to take a look at all these different metrics in order to get the programs eligible and approved. What we've seen in CDL since it was mentioned, there is unfortunately or fortunately, depending on how you look at it, there is a higher fail rate. And again, said that can be good or bad because, you know, they do want to be quite choosy about who gets behind a big, you know, a giant truck and for safety reasons and whatnot.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

So, it could be a program like that. The students have to be Pell eligible, so they have to fill out the financial aid paperwork in order to be so it is an eligibility program just like regular, quote unquote, regular Pell. Was that helpful?

Lisa Gerrard: Lisa Gerrard, just, just to clarify as well, for Workforce PELL, have to be the, the training provider has to be accredited by the higher education. So, a lot of the *ETPL [inaudible] [01:33:56]* providers that are currently on will not qualify for the Workforce Pell, because they are not recognition by higher education. So, like Community College System would qualify, UNH college system, but it will limit the ability to, based on the health programs *[inaudible] [01:34:19]*.

[Inaudible] [01:34:20].

Kristine Dudley: Sorry, I will just have a comment as well. It really is, it, it's interesting because I think, Joe, you said it best. It's, it's not necessarily a silver bullet. It's what it really is an opportunity to have some of the short-term workforce credential programs be eligible for some federal Pell dollars. Right? So just like any other eligibility, it's going to have to go through all of the touch points. Joe mentioned some of them. But ultimately, students have to still complete a FAFSA. So, it follows. They have to graduate high school. They have to fill out a FAFSA. So, there's all of those requirements that are still there that are somewhat academic related, right? But it does provide a really great opportunity and funding source, you know, for students. But it definitely it's been interesting working through all of the requirements and the rules that have been put in place to really figure out which programs will ultimately could potentially be eligible.

Joe Doiron: And, and again, for the record, Joe Doiron, so we will not be touching any of the money that comes through. There's no specific pot or allocation that each states get. So, we, we won't be reporting out on that, but we will be probably reporting out on, like, enrollments, performance data, that sort of stuff, all to make sure within compliance of the feds and what the governor would like. On top of that, you know, this is a tool in the toolbox. It's not a silver bullet, but it will help with increased access even by a little bit. And we're not talking, like, hundreds of programs. We're talking probably between five and 10. You know, the low watermark being five, the high being 10. And we can't, we're, we're, we have to be strategic because we don't know what the penalties are if, you know, there's certain fail rates or non-completion rates. A lot of this is incredibly unclear. But here's the good news. It's a great opportunity. We're working collaboratively towards it.

We are ahead of most states. With the exception of, like, North Carolina, they have a website going, but they have, like they have more people figuring this out than we do in OWO. So, there's that. And but also, two, we don't have a funding stream that comes with this to kind of manage all the responsibilities that we have. I mean, there's going to be reporting that we're doing collaboratively with New Hampshire Employment Security on all of that. Again, we have to track job completion, return on investment. So, we got to look at wage data. We got to look at a whole bunch of, so the devil's a little bit in the details here, but we're going to get through it.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

James Key-Wallace: Okay. Any other questions? No? Okay. So, we do have a motion, a request for a motion in front of us that is to grant OWO the authority to develop the process to implement Workforce Pell. And I would be happy to entertain a motion if someone's willing to make it.

Cindy Harrington: *[Inaudible] [01:37:34]*.

James Key-Wallace: Thanks Cindy. Got you by a fraction. Second.

Rick Bartle: Sure.

James Key-Wallace: Rick? Wonderful. Any further discussion? Nope. Okay. All those in favor please say aye.

Attendees: Aye.

James Key-Wallace: All those opposed? I think it might be best.

Kristine Dubley: I think it must be best.

James Key-Wallace: Okay. One abstention, Kristine Dudley. No opposed. I didn't miss anybody on that. Careful, yes. With that the motion passes. Thank you, Joe. I'm going to go into my timekeeper chair mode. Just FYI, I'm not becoming less friendly. I'm just trying to get us out of here while still attending to our duties. Joe, if you could please take us to the next item.

Joe: Joe Doiron, for the record, Page 85, 3(e), the state plan. It's something I really don't love chatting about, and I just want this never ending story to be over. So, we did get final approval. So fun fact, we were the second state to put it a plan. So, we, we just got beaten out. I don't they haven't told me who the first one is. But the big thing is on May 29, we were, that's why this packet was a little delayed getting out the door because this is a big thing that we had to get done. We're like, hey, feds. I have a deadline here. Can you help us? And they said, yeah. We'll get back to you. And but on May 29, we did receive formal notification that our plan was approved. So, we are looking for in the revision, we're looking to approve the revisions. Revisions included updating performance data requirements that updated performance goals, minor tweaks, some commas, and stuff like that.

So, nothing substantive for the really for the board. But if you want, we can, at some point, sit down with you and chat with you about that if you'd like. But minor tweaks and edits. So.

James Key-Wallace: Great. Well, let's first start with a motion and then a second and then move to any discussion. So moved by Larry, second by Commissioner Lavers. Okay, any discussion on the motion to approve the revisions to the state plan? Okay, I will just say good job. You know I know how hard that state plan is and to get through with relatively minor modifications

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

considering the challenges in getting guidance in that state plan to begin with. I know it's you guys and partners. So, everybody, if you're not patting yourself on the back, you really should. So, congratulations. So that's a big deal. And as long as the commas were in words not numbers I think we're probably okay. But all right so no, I see no further discussion. So, all those in favor say aye.

Attendees: Aye.

James Key-Wallace: Aye. All those opposed? Any abstentions? Chair votes yes. The motion passes. Congratulations. Joe?

Joe: Thank you, Mr. Chairman. We're on Page 87, Item 3(f), high demand occupation list, and Lisa Gerrard will have this item.

Lisa Gerrard: Lisa Gerrard, the record. So, every two years, we are required under legislation to come up with a high demand occupation list. We set the criteria at the state level. We, we looked at our criteria last year with the folks from PACIA over at New Hampshire Employment Security. So, we didn't change up the, the type the criteria this year because we, we really need to have it for a few years to see where it goes. So, we re-ran or ran the list for the next two years, and the list was provided electronically because it's a lot of pages. The highlight really is that we dropped about 51 occupations throughout the different sectors, and then we added another 182 to the list. So, we dropped way less than we've added. So, the list increased quite a bit. And I think we provided the comparison as well. And if we did, we did. So, you would have the list and then a comparison of what dropped off the list and what added to the list.

So, the high demand occupation list is really a set of occupations that all of the title WIOA titles use to determine if an occupation is high demand, we can pay for trainings in those sectors or those occupations. Everything is run through the SOC code. So, each occupation receives their own SOC code. I do not know what SOC stands for. I'm sure it's some kind of lovely acronym, but each occupation has its own, so we run it based on SOC code. We look at an average wage of $15 per hour. We have to have projected growth of 5% or greater, at least 20% projected annual openings. We have to have at least a 106 projected annual openings in each occupation. Apprenticeship occupations, we've been targeted industries to stay on the list usually along with some other occupations that are in the sectors.

So, really, this becomes our list for the next two years. Unless there is a huge change, we can rerun it in between the two years. But this will guide us in the next two years on occupations that are going be in high demand in the state of New Hampshire so that we can start either getting training providers in some of these that we might not have or using existing providers to maybe fill in some gaps. So that's the High Demand Occupation List.

James Key-Wallace: Great. So, I'll start with the motion and a second and then we'll move to discussion. Can I get a motion to approve the high…

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Alan Beaulieu: Alan Beaulieu, James, I'm happy to.

James Key-Wallace: Oh, perfect. Great. Thank you. And I got a couple second. We'll get, we'll get it down the road here. Thank you.

Ryan Clouthier: Ryan Clouthier, Yeah.

James Key-Wallace: Yep. Perfect. Okay. So, we have a motion in the second. I see a couple hands up to chat. Sean. Right?

Shane Long: Shane.

James Key-Wallace: Shane? Sorry.

Shane Long: Yeah. Shane Long for the record. Lisa, I know, over the last years we've talked about trying to get like the instruction trainings in emergency services and all those. I did not look at the digital list, but had those sectors, have some of those been able to be added or what are kind of the highlights that have been added to 182?

Lisa Gerrard: So, most of those sectors are going to stay on because they're a sector and not individual occupations. A lot of the trades stay on because they haven't really changed because the need is so great. But we do have some other things that have come on. Some of them, you know, we have to look at the whole list, because there is some that require bachelor's or master's degrees. We only does not pay for those kinds of education. We only pay for an associate's degree. So, I some of the occupations might not ever fit someone. But most of the ones that are in high demand or were in high demand have been added. I can kind of do a comparison of the ones that fell off now or on. Just for one example, social workers, they're on a list now, you know, live meeting application list, where they might not have they weren't last time, but because it's a catch all category for social workers, it's now on there, where report might have been social workers for the legal help for social workers for children, like, the DCYF*[inaudible] [01:45:52]* things like that. So, it kind of fluctuates.

And we do have an exemption process for eligible training providers to add programs that might not be in the high demand, but that they're seeing in the community more projections that they're going to make. So that's another way that programs can get added on that might not fit on the high demand by health officials.

Joe Doiron: Mr. Chairman? May I?

James Key-Wallace: Yeah, sure.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Joe Doiron: For the record, Joe Doiron, but to answer so EMS, we have on there, and we have a great partnership with the New Hampshire Fire Academy, which does fire, but also EMS training. In the community college system, we have on the eligible training provider list and as a high demand occupation, things like EMT, firefighters, and all that sort of stuff. So, we haven't had a huge uptick in people taking advantage of that, but we have had some good success stories in the past about that. And essentially all the trades are high demand. If you're a homeowner or a business owner, you're getting a trades person to your house or business is difficult. So, all of that, yes.

Lisa Gerrard: Sorry, Joe. And Lisa Gerrard for the record. Regarding the EMS, on the last list, we added quite a few training providers for EMS. We added one for Elliot Hospital. We added quite a few. And we've been pretty close to EMT training along with we usually bundle with healthcare track, we kind of bundle a lot of the training. So, they might start off with L&A, and they go to provide with kind of staff A credential. We've had quite a few folks staff A within EMT training as well. So, and we had one successful individual go through the fire campaigning that we paid for a couple years ago. So pretty exciting to get some of those different tracks going.

James Key-Wallace: Thank you. There are some other questions. We'll go with Commissioner Lavers.

Richard Lavers: Richard Lavers. Just I did look it up to make sure my memory is correct. Standard Occupational Olassification.

Lisa Gerrard. Thank you.

James Key-Wallace: You still got it.

Rick Bartle: Rick Bartle for the record. So, on your list here, Lisa, so there's a couple of things. One, some of them are highlighted or shaded.

Lisa Gerrard: Yep.

Rick Bartle: What's the distinction?

Lisa Gerrard: I believe the highlighted ones are stem programs.

Rick Bartle: Got it. We need to clarify. Yeah, that makes some sense. Okay. And then there was a letter code *[inaudible] [01:48:38]*.

Lisa Gerrard: Oh, on the *[overlapping conversation] [01:48:43]*?

Rick Bartle: On the chart, yep.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Lisa Gerrard: Okay.

Rick Bartle: It's the *[inaudible] [01:48:46]*.

Lisa Gerrard: So down below there is a code that equals the letters. I think *[overlapping conversation] [01:48:57]* here.

Rick Bartle: Looks like the test were *[inaudible] [01:48:58]*. All right. Excellent. Thank you. So *[inaudible] [01:49:05]*.

James Key-Wallace: Any other questions, conversation, discussion? Perfect. Okay. Seeing none, believe we actually already have a motion and second on the table. So, all those in favor of adopting the high occupancy list, please say aye.

Attendees: Aye.

James Key-Wallace: Aye. All those opposed? Any abstentions? Seeing none. Chair votes yes. Motion passes. Thank you. Thank you.

Joe Doiron: Thank you, Mr. Chairman. The last item we have on Page 88, 3(g), SWIB dates for 2027. We do this for multiple reasons. One, for disclosure of meetings we put on our website, the BEA website, so the note we have satisfied the public notice requirements. Also, two, we have to enter into a contract with the Audubon Center. They've been very gracious to host us, so we want to continue. We are adding an additional meeting, which will hopefully shave down some of the times at the other meetings because we won't have to drop a whole bunch of items. So, I think that will be helpful. These dates have been vetted with the Audubon Society here or the Audubon Center to make sure availability. So, you will see five dates there because every February, my beard turns ever so gray and white because I get nervous around when we get snow falling. And I'm not a big snow or winter guy, so I always am happy with less snow than more.

So, we did put a second date for inclement weather. So that is at a little bit of additional cost, but we want to make sure that if we have we've been lucky, and we want to continue that luck streak, but we'd have an inclement weather date if there is a snowstorm. So, we've never done this before, but we're trying to keep my blood pressure down. And so, any questions on that?

James Key-Wallace: I think this should be a date. This is the chair, for when the weather is too good and we don't want to miss.

Joe Doiron: I agree, Mr. Chairman.

Kris Dudley: Is that a motion?

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

James Key-Wallace: Yeah. Let's start with a motion then a second and then we'll have a conversation actually. I apologize for speaking out of turn. Kris, thank you for the motion. And we have a second. Commissioner Lavers. Is there any discussion on the proposed SWIB calendar for 2027? Wonderful. Okay. All those in favor in adopting the calendar as proposed.

Attendees: Aye.

James Key-Wallace: Aye. All right. Any opposed? Extensions? Seeing none. Chairperson. Yes. Okay. 2027 in the box. Super excited. I believe that is it. Unless there are other are there general items, Joe, that you would like this the board to address?

Joe Doiron: Mr. Chairman, I think they've heard enough from us today. So, we're happy to if anything that they want to hear, that they want to bring up, but we're, we're good.

James Key-Wallace: Anything for the good of the order from members of the board? All good? I'll take a motion to adjourn. Okay. Could you…

Joe Doiron: Oh, wait. Sorry. No. Sorry. Mr. Chairman. Apologize.

James Key-Wallace: Again, for the record, this is James Key-Wallace. This concludes the duly notice meeting for the state workforce innovation board. This meeting has been recorded and was conducted in a manner client with RSA 91(a). Please end the recording, and I would note that it is a record breaking 02:55PM. And with that, I would entertain a motion to adjourn. Cindy gets it.

Ryan Clouthier: Second.

James Key-Wallace: Ryan. Second. All those in favor?

Attendees: Aye.

James Key-Wallace: Aye. Seeing none in oppose or abstention, the meeting is concluded. Thank you.

Unidentified Male Speaker: Thanks, James.

Unidentified Male Speaker: Joe, on the conference.

Joe: Yep. Go ahead.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 2a. Presentation to the Board - Workforce Pell
NAME OF PRESENTER: Joe Doiron, Director, Office of Workforce Opportunity and Lisa Gerrard, WIOA Program Administrator

Background:

Workforce Pell, also referred to as Short-Term Pell, was established under H.R. 1 in 2025 to allow students to use Pell Grants for short-term postsecondary programs that lead to industry-recognized credentials. Traditionally, Pell Grants were limited to longer academic programs, leaving many short-term workforce programs ineligible. Workforce Pell extends Pell eligibility to high-quality short-term programs that meet specific state and federal standards. Eligible programs must run between 150 and 599 clock hours, last at least 8 weeks but fewer than 15 weeks, lead to a recognized credential, and connect to an academic pathway. Typical programs that may become eligible include healthcare (LNA, Medical Assistant), advanced manufacturing, welding, construction trades and more. Programs must meet quality standards established by state and federal governments, and student eligibility is determined through the Free Application for Federal Student Aid (FAFSA) process.

Role of the State Workforce Innovation Board (SWIB):

The SWIB will serve as the state's workforce policy and strategic advisory body for Workforce Pell, providing guidance consistent with New Hampshire's workforce priorities and the Governor's goals.

SWIB's role will include:

- Establishing strategic direction for how Workforce Pell programs align with New Hampshire's high-skill, high-wage, and in-demand occupations and industries.
- Reviewing and advising on the state's Workforce Pell framework, including workforce-alignment criteria, application requirements, and ongoing monitoring.
- Providing strategic review and approval of proposed programs based program criteria such as labor-market needs, employer demand, credentials, and broader state workforce priorities.
- Monitoring statewide outcomes and receiving periodic reports on program participation, completion, employment outcomes, and alignment with workforce needs.

SWIB will focus on policy, strategic alignment, and oversight, rather than the day-to-day administration of individual applications.

Role of the Office of Workforce Opportunity (OWO):
OWO will serve as the administrative and technical lead for New Hampshire's Workforce Pell process, operating within the policy framework established by the Governor and SWIB.

OWO's responsibilities will include:

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

- Developing and administering the Workforce Pell application, review, and approval process.
- Providing technical assistance and serving as the primary point of contact for participating institutions.
- Conducting initial administrative and workforce-alignment reviews of proposed programs.
- Using labor-market information, employer input, and workforce-system data to assess alignment with New Hampshire's workforce needs.
- Coordinating Workforce Pell with the Eligible Training Provider List (ETPL) and other workforce initiatives, while maintaining distinct eligibility determinations where required.
- Preparing standardized review materials and recommendations for SWIB consideration.
- Maintaining program records and monitoring outcomes, with regular reporting to SWIB.

This structure provides a clear separation of responsibilities: SWIB provides workforce policy direction and strategic oversight, while OWO manages the operational implementation and administration of the Workforce Pell process.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 2b. Rapid Response Year End
PRESENTING STAFF MEMBER: Nick Masi, Workforce Development Administrator

The Office of Workforce Opportunity (OWO) ended the July 1,2025 – June 30, 2026, reporting year (PY25), documenting 47 Rapid Response Activities that affected 1824 workers. This is a decrease in Rapid Response activities but an increase in affected employees over PY24. For the previous program year (PY24 – 7/1/24 to 6/30/25) 74 Rapid Response activities affecting 1459 workers were documented. All Rapid Response Sessions are offered as in-person events to all businesses announcing closures and or substantial layoffs affecting more than 25 employees.

For PY25, 689 affected employees attended one of the in-person Rapid Response sessions. The industries that were provided with Rapid Response Sessions were retail, education, healthcare, manufacturing, construction, and non-profits.

Through ongoing engagement, partnerships, and relationship-building activities with businesses and community partners, NH Works continues to assist many laid-off workers identifying new career opportunities. We meet these challenges by collaborating with the business, working individually with workers, identifying training opportunities (WIOA Dislocated Worker Program), and promoting job fairs in local areas impacted by the layoff or closure. When possible, we assist employers in managing reductions in the workforce, which may include early identification of companies at risk of layoffs, assessment of their needs and the delivery of services to address these needs.

As we transition into the new 2025/2026 reporting year, OWO will use “in person” Rapid Response Sessions as our primary mode of delivering services but will use video conferencing and our NH Rapid Response webpage as resources as needed. To ensure we meet the needs of our employers and workers, we will continue to support smaller numbers of layoffs including those that fall under the mandatory response number or 25, with direct support from OWO staff. To make sure we maintain continuity in the delivery of Rapid Response services across the State of New Hampshire, OWO has expanded the communication with the NH Business and Economic Affairs – Division of Economic Development’s Rapid Response Team facilitators. Training will cover the Rapid Response Standard Operating Procedure (SOP), best practices, funding, documentation, and reporting. Follow-up training will be provided as needed. Lastly, OWO has been working closely with its NHWorks partners to bring the most accurate and up-to-date information to our Rapid Response Sessions, including brochures and handouts, the PowerPoint presentations, and talking points presented at each session.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 2c. Rapid Response Update
PRESENTING STAFF MEMBER: Nick Masi, Workforce Development Administrator

Background:

With the start of PY26, the completion of the first quarter, and the start of the second quarter, we have had eight (8) Rapid Response activities up through today across the state. This is a decrease of 9 from the same period in PY25, which had Seventeen (17). The eight rapid response activities affected a total of 692 employees in total that were employed by a cross section of industries - manufacturing, healthcare, retail, social services, and forestry.

Current:

Rapid Response presentations were held for 5 of the layoffs, and all were in person. There were 64 employees that attended our presentations in total. This is approximately 10% of those affected by the layoffs.

Of note during the reporting period, there were several large layoffs that occurred with no advanced warning. There were 358 employees who were laid off from these organizations, and Rapid Response services were declined when offered.

There are also two companies who have contacted the Rapid Response program about upcoming layoffs, but these layoffs are scheduled to take place over a period of a year, with small groups of employees over an extended period, usually no more than five or ten. This long lead time has resulted in employees leaving prior to the layoff date creating a need to hire new employees on a temporary basis to fulfill contracts or finish scheduled work.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 2d. Fiscal Update
NAME OF PRESENTER: Melissa Carter, Fiscal Administrator

Background:

WIOA Title I grants are awarded for one program year and allow for carryforward of two additional years. At the end of the three years, all funds must be expended or otherwise returned to US Department of Labor, Employment and Training Administration.
At the end of the first program year of an award, at least 80% of funds in each category (Adult, Youth, and Dislocated Worker) must be obligated.

PY25Q3 WIOA Title I Financial Update

PY23 WIOA Title I:
The PY23 grant runs from 7/1/2023 through 6/30/2026. At the end of the 3rd quarter, the grant had $6,702,265.51 (100%) expended with a remaining balance of $1.49 and an obligation rate of 100% in the aggregate (accruals, expenditures and obligations).

PY24 WIOA Title I:
The PY24 grant runs from 7/1/2024 through 6/30/2027. At the end of the 3rd quarter, the grant had $5,844,373.63 (93.68%) expended with a remaining balance of $600,683.37 and an obligation rate of 99.64% in the aggregate (accruals, expenditures and obligations).

PY25 WIOA Title I:
The PY25 grants run from 7/1/2025 through 6/30/2028. At the end of the 3rd quarter, the grant had $1,615,177.22 (25.95%) expended with a remaining balance of $4,609,366.78 and an obligation rate of 89.41% in the aggregate (accruals, expenditures and obligations).

PY25Q4 WIOA Title I Financial Update

PY23 WIOA Title I:
The PY23 grant runs from 7/1/2023 through 6/30/2026. At the end of the 4th quarter, the grant had $6,702,267.00 (100%) expended with a remaining balance of $0.00 and an obligation rate of 100% in the aggregate (accruals, expenditures and obligations).

PY24 WIOA Title I:
The PY24 grant runs from 7/1/2024 through 6/30/2027. At the end of the 4th quarter, the grant had $6,403,291.53 (99.35%) expended with a remaining balance of $41,765.47 and an obligation rate of 99.81% in the aggregate (accruals, expenditures and obligations).

PY25 WIOA Title I:

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

The PY25 grants run from 7/1/2025 through 6/30/2028. At the end of the 4th quarter, the grant had $6,681,663.33 (40.12%) expended with a remaining balance of $3,542,880.67 and an obligation rate of 89.55% in the aggregate (accruals, expenditures and obligations).

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

PY23 WIOA SUMMARY -- as of March 31, 2026

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

	TOTAL AVAILABLE	Total Obligated	*Unobligated Balance*	Percent Obligated	Expended as of 3/31/2026	Remaining Balance 3/31/2026	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	**$ 2,074,499.00**	**$ 2,074,499.00**	*$ -*	**100%**	**$ 2,074,499.00**	**$ 0.00**	**$ -**	100%	**100%**
Local Program	$ 1,781,362.82	$ 1,781,362.82	*$ -*	100%	$ 1,781,362.82	$ (0.00)	$ (0.00)	100%	100%
Local Admin	$ 178,136.18	$ 178,136.18	*$ -*	100%	$ 178,136.18	$ 0.00	$ 0.00	100%	100%
OWO Program	$ 115,000.00	$ 115,000.00	*$ -*	100%	$ 115,000.00	$ -	$ -	100%	100%
DISLOCATED WRKR	**$ 1,651,712.00**	**$ 1,651,712.00**	***$ -***	**100%**	**$ 1,651,712.00**	**$ -**	**$ -**	100%	**100%**
Rapid Response	330,342.00	$ 330,342.00	*$ -*	100%	$ 330,342.00	$ -	-	100%	100%
Local Program	1,201,245.00	$ 1,201,245.00	*$ -*	100%	$ 1,201,245.00	$ -	-	100%	100%
Local Admin	120,125.00	$ 120,125.00	*$ -*	100%	$ 120,125.00	$ -	-	100%	100%
Transfer between Adult						-			
ADULT	**$ 1,970,717.00**	**$ 1,970,717.00**	***$ -***	**100%**	**$ 1,970,717.00**	**$ -**	**$ -**	100%	**100%**
Local Program	1,892,838.76	$ 1,892,838.76	*$ -*	100%	$ 1,892,838.76	$ -	-	100%	100%
Local Admin	77,878.24	$ 77,878.24	*$ -*	100%	$ 77,878.24	$ -	-	100%	100%
Transfer between Dislocated Worker						-			
STATE 15%	**$ 1,005,339.00**	**$ 1,005,337.51**	*$ 1.49*	**100%**	**$ 1,005,337.51**	**$ 1.49**	**$ -**	100%	**100%**
OWO 5%	$ 335,112.00	$ 335,110.51	*$ 1.49*	100%	$ 335,110.51	$ 1.49	$ -	100%	100%
Discretionary 10%	670,227.00	$ 670,227.00	*$ -*	100%	$ 670,227.00	$ -	$ -	100%	100%
TOTALS	**$ 6,702,267.00**	**$ 6,702,265.51**	***$1.49***	**100%**	**$ 6,702,265.51**	**$ 1.49**	**$ -**	**100%**	**100%**

Total Local Admin	$ 376,139.42	6.60%	0.00
			0.00

PY23 WIOA SUMMARY -- as of June 30, 2026

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

	TOTAL AVAILABLE	Total Obligated	*Unobligated Balance*	Percent Obligated	Expended as of 6/30/2026	Remaining Balance 6/30/2026	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	**$ 2,074,499.00**	**$ 2,074,499.00**	*$ -*	**100%**	**$ 2,074,499.00**	**$ 0.00**	**$ -**	100%	**100%**
Local Program	$ 1,781,362.82	$ 1,781,362.82	*$ -*	100%	$ 1,781,362.82	$ (0.00)	$ (0.00)	100%	100%
Local Admin	$ 178,136.18	$ 178,136.18	*$ -*	100%	$ 178,136.18	$ 0.00	$ 0.00	100%	100%
OWO Program	$ 115,000.00	$ 115,000.00	*$ -*	100%	$ 115,000.00	$ -	$ -	100%	100%
DISLOCATED WRKR	**$ 1,651,712.00**	**$ 1,651,712.00**	***$ -***	**100%**	**$ 1,651,712.00**	**$ -**	**$ -**	100%	**100%**
Rapid Response	330,342.00	$ 330,342.00	*$ -*	100%	$ 330,342.00	$ -	-	100%	100%
Local Program	1,201,245.00	$ 1,201,245.00	*$ -*	100%	$ 1,201,245.00	$ -	-	100%	100%
Local Admin	120,125.00	$ 120,125.00	*$ -*	100%	$ 120,125.00	$ -	-	100%	100%
Transfer between Adult						-			
ADULT	**$ 1,970,717.00**	**$ 1,970,717.00**	***$ -***	**100%**	**$ 1,970,717.00**	**$ -**	**$ -**	100%	**100%**
Local Program	1,892,838.76	$ 1,892,838.76	*$ -*	100%	$ 1,892,838.76	$ -	-	100%	100%
Local Admin	77,878.24	$ 77,878.24	*$ -*	100%	$ 77,878.24	$ -	-	100%	100%
Transfer between Dislocated Worker						-			
STATE 15%	**$ 1,005,339.00**	**$ 1,005,339.00**	*$ -*	**100%**	**$ 1,005,339.00**	**$ -**	**$ -**	100%	**100%**
OWO 5%	$ 335,112.00	$ 335,112.00	*$ -*	100%	$ 335,112.00	$ -	$ -	100%	100%
Discretionary 10%	670,227.00	$ 670,227.00	*$ -*	100%	$ 670,227.00	$ -	$ -	100%	100%
TOTALS	**$ 6,702,267.00**	**$ 6,702,267.00**	***$0.00***	**100%**	**$ 6,702,267.00**	**$ 0.00**	**$ -**	**100%**	**100%**

Total Local Admin	$ 376,139.42	6.60%	0.00
			0.00

PY24 WIOA SUMMARY -- as of March 31, 2026

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

	TOTAL AVAILABLE	Total Obligated	*Unobligated Balance*	Percent Obligated	Expended as of 3/31/2026	Remaining Balance 3/31/2026	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	**$ 1,971,125.00**	**$ 1,970,925.73**	*$ 199.27*	**100%**	**$ 1,415,457.46**	**$ 555,667.54**	**$ 555,468.27**	72%	**72%**
Local Program	$ 1,687,386.00	$ 1,687,386.00	*$ -*	100%	$ 1,155,034.70	$ 532,351.30	$ 532,351.30	68%	68%
Local Admin	$ 168,739.00	$ 168,739.00	*$ -*	100%	$ 145,622.03	$ 23,116.97	$ 23,116.97	86%	86%
OWO Program	$ 115,000.00	$ 114,800.73	*$ 199.27*	100%	$ 114,800.73	$ 199.27	$ -	100%	100%
DISLOCATED WRKR	**$ 1,624,880.00**	**$ 1,624,880.00**	**$ -**	**100%**	**$ 1,623,920.22**	**$ 959.78**	**$ 959.78**	100%	**100%**
Rapid Response	174,976.00	$ 174,976.00	*$ -*	100%	$ 174,016.22	$ 959.78	959.78	99%	99%
Local Program	1,331,731.00	$ 1,331,731.00	*$ -*	100%	$ 1,331,731.00	$ -	-	100%	100%
Local Admin	118,173.00	$ 118,173.00	*$ -*	100%	$ 118,173.00	$ -	-	100%	100%
Transfer between Adult						-			
ADULT	**$ 1,872,316.00**	**$ 1,872,316.00**	**$ -**	**100%**	**$ 1,851,568.88**	**$ 20,747.12**	**$ 20,747.12**	99%	**99%**
Local Program	1,702,105.00	$ 1,702,105.00	*$ -*	100%	$ 1,702,105.00	$ -	-	100%	100%
Local Admin	170,211.00	$ 170,211.00	*$ -*	100%	$ 149,463.88	$ 20,747.12	20,747.12	88%	88%
Transfer between Dislocated Worker						-			
STATE 15%	**$ 976,736.00**	**$ 953,427.07**	*$ 23,308.93*	**98%**	**$ 953,427.07**	**$ 23,308.93**	**$ -**	100%	**98%**
OWO 5%	$ 321,664.00	$ 310,095.07	*$ 11,568.93*	96%	$ 310,095.07	$ 11,568.93	$ -	100%	96%
Discretionary 10%	655,072.00	$ 643,332.00	*$ 11,740.00*	98%	$ 643,332.00	$ 11,740.00	$ -	100%	98%
TOTALS	**$ 6,445,057.00**	**$ 6,421,548.80**	***$23,508.20***	**99.64%**	**$ 5,844,373.63**	**$ 600,683.37**	**$ 577,175.17**	**91%**	**90.68%**

Total Local Admin	$ 413,258.91	8.45%	0.00	
			(577,175.17)	

PY24 WIOA SUMMARY -- as of June 30, 2026

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

	TOTAL AVAILABLE	Total Obligated	*Unobligated Balance*	Percent Obligated	Expended as of 6/30/2026	Remaining Balance 6/30/2026	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	**$ 1,971,125.00**	**$ 1,971,125.00**	*$ -*	**100%**	**$ 1,946,158.59**	**$ 24,966.41**	**$ 24,966.41**	99%	**99%**
Local Program	$ 1,687,386.00	$ 1,687,386.00	*$ -*	100%	$ 1,662,419.59	$ 24,966.41	$ 24,966.41	99%	99%
Local Admin	$ 168,739.00	$ 168,739.00	*$ -*	100%	$ 168,739.00	$ -	$ -	100%	100%
OWO Program	$ 115,000.00	$ 115,000.00	*$ -*	100%	$ 115,000.00	$ -	$ -	100%	100%
DISLOCATED WRKR	**$ 1,624,880.00**	**$ 1,624,880.00**	**$ -**	**100%**	**$ 1,624,880.00**	**$ -**	**$ -**	100%	**100%**
Rapid Response	174,976.00	$ 174,976.00	*$ -*	100%	$ 174,976.00	$ -	-	100%	100%
Local Program	1,331,731.00	$ 1,331,731.00	*$ -*	100%	$ 1,331,731.00	$ -	-	100%	100%
Local Admin	118,173.00	$ 118,173.00	*$ -*	100%	$ 118,173.00	$ -	-	100%	100%
Transfer between Adult						-			
ADULT	**$ 1,872,316.00**	**$ 1,872,316.00**	**$ -**	**100%**	**$ 1,867,971.50**	**$ 4,344.50**	**$ 4,344.50**	100%	**100%**
Local Program	1,702,105.00	$ 1,702,105.00	*$ -*	100%	$ 1,702,105.00	$ -	-	100%	100%
Local Admin	170,211.00	$ 170,211.00	*$ -*	100%	$ 165,866.50	$ 4,344.50	4,344.50	97%	97%
Transfer between Dislocated Worker						-			
STATE 15%	**$ 976,736.00**	**$ 964,281.44**	*$ 12,454.56*	**99%**	**$ 964,281.44**	**$ 12,454.56**	**$ -**	100%	**99%**
OWO 5%	$ 321,664.00	$ 320,949.44	*$ 714.56*	100%	$ 320,949.44	$ 714.56	$ -	100%	100%
Discretionary 10%	655,072.00	$ 643,332.00	*$ 11,740.00*	98%	$ 643,332.00	$ 11,740.00	$ -	100%	98%
TOTALS	**$ 6,445,057.00**	**$ 6,432,602.44**	***$12,454.56***	**99.81%**	**$ 6,403,291.53**	**$ 41,765.47**	**$ 29,310.91**	**100%**	**99.35%**

Total Local Admin	$ 452,778.50	8.32%	0.00
			(29,310.91)

PY25 WIOA SUMMARY -- as of March 31, 2026

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

	TOTAL AVAILABLE	Total Obligated	*Unobligated Balance*	Percent Obligated	Expended as of 3/31/2026	Remaining Balance 3/31/2026	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	**$ 1,841,226.00**	**$ 1,841,226.00**	**$ -**	**100%**	**$ 1,874.28**	**$ 1,839,351.72**	**$ 1,839,351.72**	0%	**0%**
Local Program	$ 1,553,603.00	$ 1,553,603.00	$ -	100%	$ -	$ 1,553,603.00	$ 1,553,603.00	0%	0%
Local Admin	$ 172,623.00	$ 172,623.00	$ -	100%	$ -	$ 172,623.00	$ 172,623.00	0%	0%
OWO Program	$ 115,000.00	$ 115,000.00	$ -	100%	$ 1,874.28	$ 113,125.72	$ 113,125.72	2%	2%
DISLOCATED WRKR	**$ 1,376,125.00**	**$ 1,376,125.00**	**$ -**	**100%**	**$ 626,098.65**	**$ 750,026.35**	**$ 750,026.35**	45%	**45%**
Rapid Response	154,814.00	$ 154,814.00	$ -	100%	$ 38,619.55	$ 116,194.45	116,194.45	25%	25%
Local Program	1,099,180.00	$ 1,099,180.00	$ -	100%	$ 479,714.72	$ 619,465.28	619,465.28	44%	44%
Local Admin	122,131.00	$ 122,131.00	$ -	100%	$ 107,764.38	$ 14,366.62	14,366.62	88%	88%
Transfer between Adult						-			
ADULT	**$ 1,762,287.00**	**$ 1,762,287.00**	**$ -**	**100%**	**$ 401,498.56**	**$ 1,360,788.44**	**$ 1,360,788.44**	23%	**23%**
Local Program	1,586,058.00	$ 1,586,058.00	$ -	100%	$ 396,715.71	$ 1,189,342.29	1,189,342.29	25%	25%
Local Admin	176,229.00	$ 176,229.00	$ -	100%	$ 4,782.85	$ 171,446.15	171,446.15	3%	3%
Transfer between Dislocated Worker						-			
STATE 15%	**$ 1,244,906.00**	**$ 585,705.73**	*$ 659,200.27*	**47%**	**$ 585,705.73**	**$ 659,200.27**	**$ -**	100%	**47%**
OWO 5%	$ 311,225.00	95,216.13	*$ 216,008.87*	31%	$ 95,216.13	$ 216,008.87	$ -	100%	31%
Discretionary 10%	933,681.00	$ 490,489.60	*$ 443,191.40*	53%	$ 490,489.60	$ 443,191.40	$ -	100%	53%
TOTALS	**$ 6,224,544.00**	**$ 5,565,343.73**	***$659,200.27***	**89.41%**	**$ 1,615,177.22**	**$ 4,609,366.78**	**$ 3,950,166.51**	**29%**	**25.95%**

Total Local Admin	$ 112,547.23	10.93%	0.00
			(3,950,166.51)

PY25 WIOA SUMMARY -- as of June 30, 2026

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

	TOTAL AVAILABLE	Total Obligated	*Unobligated Balance*	Percent Obligated	Expended as of 6/30/2026	Remaining Balance 6/30/2026	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	**$ 2,301,532.00**	**$ 1,761,023.80**	*$ 540,508.20*	**77%**	**$ 45,124.24**	**$ 1,796,101.76**	**$ 1,715,899.56**	3%	**2%**
Local Program	$ 1,553,603.00	$ 1,553,603.00	*$ -*	100%	$ -	$ 1,553,603.00	$ 1,553,603.00	0%	0%
Local Admin	$ 172,623.00	$ 172,623.00	*$ -*	100%	$ 10,326.44	$ 162,296.56	$ 162,296.56	6%	6%
OWO Program	$ 115,000.00	$ 34,797.80	*$ 80,202.20*	30%	$ 34,797.80	$ 80,202.20	$ -	100%	30%
DISLOCATED WRKR	**$ 1,376,125.00**	**$ 1,376,125.00**	**$ -**	**100%**	**$ 953,388.16**	**$ 422,736.84**	**$ 422,736.84**	69%	**69%**
Rapid Response	154,814.00	$ 154,814.00	*$ -*	100%	$ 71,157.25	$ 83,656.75	83,656.75	46%	46%
Local Program	1,099,180.00	$ 1,099,180.00	*$ -*	100%	$ 769,058.72	$ 330,121.28	330,121.28	70%	70%
Local Admin	122,131.00	$ 122,131.00	*$ -*	100%	$ 113,172.19	$ 8,958.81	8,958.81	93%	93%
Transfer between Adult						-			
ADULT	**$ 1,762,287.00**	**$ 1,762,287.00**	**$ -**	**100%**	**$ 663,248.70**	**$ 1,099,038.30**	**$ 1,099,038.30**	38%	**38%**
Local Program	1,586,058.00	$ 1,586,058.00	*$ -*	100%	$ 648,199.76	$ 937,858.24	937,858.24	41%	41%
Local Admin	176,229.00	$ 176,229.00	*$ -*	100%	$ 15,048.94	$ 161,180.06	161,180.06	9%	9%
Transfer between Dislocated Worker						-			
STATE 15%	**$ 1,244,906.00**	**$ 1,086,555.59**	*$ 158,350.41*	**87%**	**$ 1,019,902.23**	**$ 225,003.77**	**$ 66,653.36**	94%	**82%**
OWO 5%	$ 311,225.00	$ 279,193.50	*$ 32,031.50*	90%	$ 212,540.14	$ 98,684.86	$ 66,653.36	76%	68%
Discretionary 10%	933,681.00	$ 807,362.09	*$ 126,318.91*	86%	$ 807,362.09	$ 126,318.91	$ -	100%	86%
TOTALS	**$ 6,684,850.00**	**$ 5,985,991.39**	***$698,858.61***	**89.55%**	**$ 2,681,663.33**	**$ 3,542,880.67**	**$ 3,304,328.06**	**45%**	**40.12%**
				Total Local Admin	$ 138,547.57	8.34%			
							0.00		
							(3,304,328.06)		

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 2d. PY26-PY27 Performance Goals
NAME OF PRESENTER: Lisa Gerrard, WIOA Program Administrator

Background:

Under the Workforce Innovation and Opportunity Act (WIOA), states and the U.S. Departments of Labor and Education establish negotiated levels of performance for the WIOA core programs on a two-year cycle. WIOA §116 requires states to identify expected performance levels in the Combined State Plan and its required two-year modification, followed by negotiations with the appropriate federal agency.

For Title I programs, including Adult, Dislocated Worker, and Youth, negotiations are conducted with the U.S. Department of Labor's Employment and Training Administration (ETA). The negotiated levels are established for two program years at a time and consider statutory factors including historical performance, participant characteristics, economic conditions, and available resources. DOL also uses its Statistical Adjustment Model (SAM) to account for differences in participant populations and economic conditions when establishing and subsequently adjusting performance levels.

Earlier this year, OWO began negotiations with ETA for the Title I programs. The state proposed goals were rejected with ETA countering with substantially higher goals. During this first round, OWO accepted 5 of ETA's proposed goals. The state countered with state proposed goals for the remaining goals. When countering, states must only use the rational and reasoning as outlined in WIOA rules and regulations. OWO provided ETA with the rational and reasoning as to why NH programs were unable to reach the increased goals. ETA responded and accepted our proposed goals.

Provided below is ETA's negotiation tool for Title I as well as the final goals agreed upon.

PY26/27 Performance Goal Negotiations:

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

New Hampshire Department of
BUSINESS AND
ECONOMIC AFFAIRS

WIOA Performance Measures	New Hampshire Proposed & Acceptable					
	State Proposed Goals	ETA Acceptable	**State Response**	State Proposed Goals	ETA Acceptable	**State Response**
	PY 26	PY 26	PY 26	PY 27	PY 27	PY 27
WIOA Adults						
Employment (Second Quarter after Exit)	79.5%	83.0%	**81.0%**	79.8%	83.5%	**81.5%**
Employment (Fourth Quarter after Exit)	76.5%	80.5%	**78.5%**	77.0%	81.0%	**79.0%**
Median Earnings	$ 8,825.00	$ 10,000.00	**$9,000.00**	$ 8,875.00	$ 10,500.00	**$9,500.00**
Credential Attainment Rate	70.0%	74.0%	**Accept**	71.0%	74.5%	**Accept**
Measurable Skill Gains	68.0%	73.0%	**Accept**	68.5%	73.5%	**Accept**
WIOA Dislocated Workers						
Employment (Second Quarter after Exit)	83.0%	85.0%	**84.0%**	83.5%	85.5%	**84.5%**
Employment (Fourth Quarter after Exit)	75.5%	83.0%	**82.0%**	76.0%	83.5%	**82.5%**
Median Earnings	$ 10,500.00	$ 12,800.00	**$11,500.00**	$ 10,575.00	$ 12,900.00	**$12,000.00**
Credential Attainment Rate	71.0%	78.0%	**75.0%**	71.5%	78.5%	**75.5%**
Measurable Skill Gains	68.0%	accept	**Accept**	68.5%	accept	**Accept**
WIOA Youth						
Employment (Second Quarter after Exit)	76.0%	84.5%	**80.0%**	76.5%	85.0%	**80.5%**
Employment (Fourth Quarter after Exit)	74.0%	83.5%	**78.0%**	74.5%	84.0%	**78.5%**
Median Earnings	$ 4,900.00	$ 6,100.00	**Accept**	$ 4,950.00	$ 6,200.00	**Accept**
Credential Attainment Rate	74.0%	accept	**Accept**	74.5%	accept	**Accept**
Measurable Skill Gains	50.0%	67.0%	**65.0%**	51.0%	67.5%	**66.0%**

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

PY26/27 Final Negotiated Goals

WIOA Performance Measures	New Hampshire Final Negotiated Goals	
	PY 26	PY 27
WIOA Adults		
Employment (Second Quarter after Exit)	**81.0%**	**81.5%**
Employment (Fourth Quarter after Exit)	**78.5%**	**79.0%**
Median Earnings	**$ 9,000.00**	**$ 9,500.00**
Credential Attainment Rate	**74.0%**	**74.5%**
Measurable Skill Gains	**73.0%**	**73.5%**
WIOA Dislocated Workers		
Employment (Second Quarter after Exit)	**84.0%**	**84.5%**
Employment (Fourth Quarter after Exit)	**82.0%**	**82.5%**
Median Earnings	**$ 11,500.00**	**$ 12,000.00**
Credential Attainment Rate	**75.0%**	**75.5%**
Measurable Skill Gains	**68.0%**	**68.5%**
WIOA Youth		
Employment (Second Quarter after Exit)	**80.0%**	**80.5%**
Employment (Fourth Quarter after Exit)	**78.0%**	**78.5%**
Median Earnings	**$ 6,100.00**	**$ 6,200.00**
Credential Attainment Rate	**74.0%**	**74.5%**
Measurable Skill Gains	**65.0%**	**66.0%**

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 2e. PY25 Completed Monitoring
NAME OF PRESENTER: Melissa Salmon, WIOA Program Specialist

Background:

The Office of Workforce Opportunity (OWO) has a duty to perform fiscal and program monitoring of all recipients and subrecipients of WIOA Title I funds in accordance with 20 CFR 683.400 for compliance with both federal and state laws and regulations. The OWO reviews subrecipients at two levels, quarterly through desk reviews on data, fiscal and programmatic efforts and annually through onsite overview of independent program locations. There are instances where more rigorous onsite and more frequent desk reviews must occur and OWO assumes those reviews as needed with subrecipient cooperation. All annual monitoring for subrecipients includes equal opportunity (EO), fiscal and programmatic review. This review and analysis are done in conjunction with one another putting OWO staff onsite together, allowing for a seamless integration of WIOA administration.

The essential functions of monitoring are to verify WIOA statutes being followed, that financial accountability is in place, that program quality is measured and performance is evaluated in addition to enhancement that results in continuous improvements.

Ensuring comprehensive and timely monitoring is an oversight function of the State Workforce Innovation Board (SWIB). Board member James Key-Wallace was the SWIB member chosen to approve the OWO State Monitoring schedule for PY26. Mr. Key-Wallace also conducted a review of the monitoring reports completed by OWO and/or other partner agencies as appropriate. Copies of reports are on file at OWO and available upon request.

No vote is required on this item.

OWO Staff Recommendation:

For members of the Board to review the WIOA Annual Monitoring Summary Report.

Requested Action:

For members of the Board to review the WIOA Annual Monitoring Summary Report.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

WIOA Annual Monitoring Summary Report to the State Board
Program Year 2025 (July 1, 2025 - June 30, 2026)

Background: Ensuring comprehensive and timely monitoring of Workforce Innovation and Opportunity Act (WIOA) programs and funds are an oversight function of the State Workforce Innovation Board (SWIB). Board member James Key-Wallace is a SWIB member designated to approve the OWO State Monitoring this year. Mr. Key-Wallace conducted a final review of monitoring reports completed by OWO and/or other partner agencies as appropriate. Copies of reports are on file at OWO and available upon request.

Program monitoring is required under WIOA. At the State level monitoring occurs on four levels-

- Federal Audits: The federal government (Region 1- Boston, US Department of labor) conducts a formal monitoring of the state grant recipient (Dept. of Business and Economic Affairs, Office of Workforce Opportunity), which is both a program and fiscal review. Typically, these reviews are once every three years.
- State Audits: The State of New Hampshire is required to conduct a formal financial audit of the state agency serving as the grant recipient of WIOA State Formula Funds (i.e., Dept. of Business and Economic Affairs, Office of Workforce Opportunity) to ensure federal funds are expended in accordance with WIOA and the Office of Budget Management (OMB) requirements. The determination for whether an audit will occur is annual and based on annual expenditure thresholds and state priorities.
- Grant Recipient Monitoring: The Office of Workforce Opportunity (OWO), as the grant recipient for WIOA funds, is required to monitor programs for compliance with contract terms and conditions, WIOA policy and procedures, WIOA regulations, and any other applicable state and/or federal laws. Financial and program monitoring activities are required. At a minimum, an annual on-site review is required with quarterly desk reviews being at OWO's discretion.
- Sub-recipient Monitoring: All entities under contract with OWO for the delivery of services are required to conduct internal program and fiscal monitoring activities to ensure that the processes and procedures they have in place are in compliance with terms and conditions of contracts and are consistent with WIOA regulations. Non-profit sub-recipients are required to complete an A-133 single audit annually and submit the final report to OWO.

In general, compliance reviews (e.g., listed above) focus on the following risk areas:

- Compliance with WIOA federal regulations and state policies and procedures. This includes appropriate reviews of procurement, performance, and resolution of audit findings.
- Review of expenditures including reviews of financial records and source documents, e.g., invoices, receipts, vouchers, cancelled checks, time sheets, etc.
- Review of eligibility determinations, including reviews of programmatic records, i.e., participant case management files, eligibility, and support service documentation. Review of program service compliance with WIOA allowable activities, support payments, and

verification of attendance and satisfactory progress for participants enrolled in training.

In addition, USDOL requires that core partners for the NH Works one-stop system must have a shared procedure for conducting annual data validation. Data validation requires a comprehensive review of key data elements contained in participant files compared to the information entered into each partners electronic data collection system.

Additionally, WIOA legislation includes section 188 which outlines Equal Opportunity requirements. Since the Statewide WIOA Equal Opportunity Officer responsibilities fall to OWO, OWO staff conduct annual Equal Opportunity (EO) reviews to ensure compliance with the equal opportunity provisions of WIOA. These include the following activities:

- Annual Equal Opportunity training provided to all WIOA staff
- Annual Equal Opportunity monitoring of WIOA Title I subrecipients
- Analysis (statistical or other quantifiable measures) of participants by race/ethnicity, sex, limited English proficiency, preferred language, age, and disability status;
- Investigation of any significant differences in participation in the programs, activities, or employment provided by the WIOA service providers, to determine whether these differences appear to be caused by discrimination;
- Assessment of accessibility of services offered through the NH Works offices, and
- Discovery related to the appropriate postings of current EO is the law posters, as required by law.

OWO Program Year 2025 WIOA Monitoring Activities

- OWO staff completed seven individual programmatic desk reviews representing reviews for Quarters 2, 3, and 4 for funding sources managed through OWO.
- Annual on-site visits to service provider headquarters generated eleven programmatic and fiscal reports. All findings and disallowed costs resulting from the monitoring activities have been resolved.
- Annual on-site reviews also included an Equal Opportunity monitoring of subrecipients funded under WIOA or the Older Americans Act. Four separate reports were sent to agency assigned equal opportunity officers. All findings resulting from the monitoring activities have been resolved.
- OWO staff completed a data validation (DV) review for each Title I program (Adult, Dislocated Worker and Youth) for each quarter of the program year. This resulted in the completion of fourteen data validation reports for PY25. Youth DV reviews and reports were divided by subrecipient for quarters three and four to assist in the extended cure period on one provider.
- OWO staff completed an analysis of Eligible Training Provider Performance comparing PY22 and PY23 data as post exit employment data is not available until the next year.
- OWO staff completed an Equal Opportunity analysis comparing six programs years (PY20-PY25). This resulted in four reports being generated – one for each of the Title I programs (Adult, Dislocated Worker and Youth) and one for Title III – Wagner Peyser.

Monitoring reports are on file at OWO and available upon request. Although there were monitoring activities that resulted in significant findings or disallowed costs, all findings and/or disallowed costs have been resolved.

Program Year 2025 State/Federal WIOA Monitoring Activities

This program year, the Department of Business and Economic Affairs (BEA), Office of Workforce Opportunity (OWO) and New Hampshire Employment Security (NHES) were not monitored by US DOL Region 1 for the DOL funded programs administered by the agencies which include WIOA Titles I and III. However, monitoring related to the findings in PY24 was ongoing and finally resolved on April 23, 2026. This resolution is provided.

BEA/OWO did not complete a Desk Review for the Senior Community Service Employment Program, this was due to the furlough and program start in November 2025, making Q3 their first quarter in operation under CWI. There were no findings or areas of concern noted in the report.

Additionally, BEA/OWO participated in a State single audit for FY2025 which encompassed federal award year FY25. OWO received one finding related to the prior year audit. BEA staff have fixed the noncompliance issue, and corrective actions were taken, and the finding is resolved. The entire Single Audit can be found here Single Audit . OWO has extracted the pertinent sections; F-19 -F-20, and G-23 - G-24, and H-11 outlining the recommended implementation.

Board member James Key-Wallace reviewed a sample of monitoring reports for compliance. Mr. Key-Walace also approved the OWO Monitoring Schedule for program year 2026 (July 1, 2026 - June 30, 2027), which is attached to this report.

Reviewed by:

10-5-2026

James Key-Wallace, State Workforce Innovation Board — Date

Approved:

Cynthia J Harrington — 10/5/2026

Date

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	**Office of Workforce Opportunity State-level Monitoring Schedule July 1, 2025 - June 30, 2026**															
2																
3	**Contract Monitoring Activities**															
4		**Reviewer**	**NHES**		**CAPHR**		**NH JAG**		**MY TURN**		**Easter Seals**		**NSCNNE**		**SCSEP**	
5	**Qtr 2 (October 1, 2025 - December 31, 2025)**		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
6	Program: Adult	L..Gerrard														
7	Program: Dislocated Worker	L..Gerrard														
8	Program: SCSEP	L..Gerrard													3/2/2026	N/A
9	Program: Youth	M.Salmon					3/2/2026	annual TA	3/2/2026	2/23/2026						
10	Fiscal: Adult	M.Carter														
11	Fiscal: Dislocated Worker	M.Carter														
12	Fiscal: SCSEP	M.Carter													3/2/2026	N/A
13	Fiscal: Youth	M.Carter														
14	**Qtr 3 (January 1, 2026 - March 31,2026)**		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
15	Program: Adult	L.Gerrard			6/1/2026	6/10/2026										
16	Program: Dislocated Worker	L.Gerrard	6/1/2026	6/9/2026												
17	Program: SCSEP	L.Gerrard													6/1/2026	N/A
18	Program: Youth	M.Salmon					6/1/2026	N/A ongoing annual TA	6/1/2026	6/2/2026						
19	Fiscal: Adult	M.Carter														
20	Fiscal: Dislocated Worker	M.Carter														
21	Fiscal: SCSEP	M.Carter													6/1/2026	N/A
22	Fiscal: Youth	M.Carter					6/1/2026									
23	**Qtr 4 (April 1, 2026 - June 30, 2026)**		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
24	Program: Adult	L.Gerrard			9/1/2026	8/27/2026										
25	Program: Dislocated Worker	L.Gerrard	9/1/2026	8/27/2026												
26	Program: SCSEP	L.Gerrard													9/1/2026	N/A
27	Program: Youth	M. Salmon					9/1/2026	N/A ongoing annual TA	9/1/2026							
28	Fiscal: Adult	M. Carter														
29	Fiscal: Dislocated Worker	M. Carter														
30	Fiscal: SCSEP	M. Carter													9/1/2026	N/A
31	Fiscal: Youth	M. Carter					9/1/2026		9/1/2026							
32	**Data Validation Review**		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
33	Adult	M. Crockett			10/31/2025; 1/30/26, 4/30/26, 7/31/26	12/17/2025; 2/26/26; 5/11/26										
34	Dislocated Worker	M. Crockett	10/31/2025; 1/30/26, 4/30/26, 7/31/26	12/19/2025; 2/26/26, 5/11/26												
35	Youth	M. Crockett					10/31/2025; 1/30/26, 4/30/26, 7/31/26	12/17/2025; 2/26/26; 5/11/26	10/31/2025; 1/30/26, 4/30/26, 7/31/26	12/17/2025; 2/26/26; 5/11/26						
36	SCSEP	L. Gerrard/M. Crockett													12/1/2025	Did not complete
37	**On-Site Reviews**		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
38	Program: Adult	L. Gerrard			2/23/26-2/24/26	3/9/2026										

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
39	Program: Dislocated Worker	L. Gerrard	1/26/26-1/27/26	2/20/2026												
40	Program: SCSEP	L. Gerrard/M. Crockett													3/9/26 & 3/11/26	Did not complete
41	Program: Youth	M. Salmon					10/6/25-10/7/25	7/13/2026 annual report RESOLVED	11/10/25 & 11/12/25	12/11/2025						
42	Fiscal: Adult	M.Carter			~~2/23/26-2/24/26~~ 2/17/2026	3/30/2026										
43	Fiscal: Dislocated Worker	M.Carter	1/26/26-1/27/26	2/4/2026												
44	Fiscal: SCSEP	M.Carter													~~3/9/26 & 3/11/26~~ 5/11/26 & 5/13/26	7/24/2026
45	Fiscal: AYC	M.Carter									3/23/2026	3/27/2026				
46	Fiscal: Youth	M.Carter					10/6/25-10/7/25	11/26/2025 1/26/2026 3/5/2026 5/5/2026	11/10/25 & 11/12/25	1/26/2025						
47	Combined Program/Fiscal	L. Gerrard M.Carter											7/13/2026	7/22/2026		
48	**On-Site EO Reviews**		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
49	All Contractors	L. Gerrard	1/26/26-1/27/26	2/11/2026	2/23/26-2/24/26	3/9/2026	10/6/25-10/7/25	10/14/2025	11/10/25 & 11/12/25	11/24/2025	n/a	n/a	n/a	n/a	3/9/26 & 3/11/26	Did not complete
50																
51	**ETP**		Scheduled	Completed												
52		L. Gerrard	6/30/2026													
53	**Ad Hoc Reviews**		Scheduled	Completed												
54																
55																
56	**State EO Analysis Review**		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
57		L. Gerrard	6/30/2026	8/11/2026	6/30/2026	8/11/2026	6/30/2026	8/11/2026	6/30/2026	8/11/2026	n/a	n/a	n/a	n/a	Done by US DOL	n/a
58	**State NH Works System Monitoring - One Stop Certification**															
59	Completed in 2023. Not due until end of 2026.															
60	**State Audit**			Last Completed												
61		KPMG		2025												
62	**Federal Review**			Last Completed												
63		US DOL ETA		2025												
64	Each Agency will be monitored for contract compliance, program compliance, plan vs. actual for budget and enrollments, data validation when applicable.															
65	SCSEP annual monitoring changed from December to March due to furlough of program from Sept to Oct															

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	**Office of Workforce Opportunity State-level Monitoring Schedule July 1, 2026 - June 30, 2027**													
2														
3	**Contract Monitoring Activities**													
4		**Reviewer**	**NHES**		**CAPHR**		**NH JAG**		**MY TURN**		**SCSEP**		**NSCNNE**	
5	**Qtr 2 (October 1, 2026 - December 31, 2026)**		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
6	Program: Adult	L. Gerrard			3/1/2027									
7	Program: Dislocated Worker	L. Gerrard												
8	Program: SCSEP	L. Gerrard												
9	Program: Youth	M. Salmon												
10	Fiscal: Adult	M.Carter												
11	Fiscal: Dislocated Worker	M.Carter												
12	Fiscal: SCSEP	M.Carter												
13	Fiscal: Youth	M.Carter												
14	**Qtr 3 (January 1, 2027 - March 31,2027)**		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
15	Program: Adult	L. Gerrard			6/1/2027									
16	Program: Dislocated Worker	L. Gerrard	6/1/2027											
17	Program: SCSEP	L. Gerrard									6/1/2027			
18	Program: Youth	M. Salmon					6/1/2027							
19	Fiscal: Adult	M. Carter												
20	Fiscal: Dislocated Worker	M. Carter												
21	Fiscal: SCSEP	M. Carter												
22	Fiscal: Youth	M. Carter												
23	**Qtr 4 (April 1, 2027 - June 30, 2027)**		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
24	Program: Adult	L. Gerrard												
25	Program: Dislocated Worker	L. Gerrard	9/1/2027											
26	Program: SCSEP	L. Gerrard									9/1/2027			
27	Program: Youth	M. Salmon					9/1/2027		9/1/2027					
28	Fiscal: Adult	M. Carter												
29	Fiscal: Dislocated Worker	M. Carter												
30	Fiscal: SCSEP	M. Carter												
31	Fiscal: Youth	M. Carter												
32	**Data Validation Review**		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
33	Adult	M. Crockett			10/31/2026; 1/31/2027; 4/30/2027; 7/31/2027									
34	Dislocated Worker	M. Crockett	10/31/2026; 1/31/2027; 4/30/2027; 7/30/2027											
35	Youth	M. Crockett					10/31/2026; 1/31/2027; 4/30/2027; 7/31/2027		10/31/2026; 1/31/2027; 4/30/2027; 7/31/2027					

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
36	SCSEP	L. Gerrard									6/30/2027			
37	**On-Site Reviews**		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
38	Program: Adult	L. Gerrard			4/12/27 and 4/13/27									
39	Program: Dislocated Worker	L. Gerrard	1/25/27 and 1/26/27											
40	Program: SCSEP	L. Gerrard									9/28/26 and 9/29/26			
41	Program: Youth	M. Salmon					11/2/26 and 11/3/26		3/8/27 and 3/9/27					
42	Fiscal: Adult	M. Carter			4/12/27 and 4/13/27									
43	Fiscal: Dislocated Worker	M. Carter	1/25/27 and 1/26/27											
44	Fiscal: SCSEP	M. Carter									9/28/26 and 9/29/26			
45	Fiscal: Youth	M. Carter					11/2/26 and 11/3/26		3/8/27 and 3/9/27					
46	Combined Program/Fiscal	L. Gerrard & M. Carter											7/13/2027	
47	**On-Site EO Reviews**		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
48	All Contractors	L. Gerrard	1/25/27 and 1/26/27		4/12/27 and 4/13/27		11/2/26 and 11/3/26		3/8/27 and 3/9/27		9/28/26 and 9/29/26		7/13/2027	
49														
50	**ETP**		Scheduled	Completed										
51		L. Gerrard	6/30/2027											
52	**Ad Hoc Reviews**		Scheduled	Completed										
53														
54														
55	**State EO Analysis Review**		Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed	Scheduled	Completed
56		L. Gerrard	6/30/2027		6/30/2027		6/30/2027		6/30/2027		Done by US DOL			
57	**State NH Works System Monitoring - One Stop Certification**													
58	Completed in 2026. Not due until end of 2029.													
59	**State Audit**			Last Completed										
60	Last Completed 3/2026													
61	**Federal Review**			Last Completed										
62	Expected PY27/PY28													
63	Each Agency will be monitored for contract compliance, program compliance, plan vs. actual for budget and enrollments, data validation when applicable.													
64														

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 2f. PY25Q4 Program Performance Update
NAME OF PRESENTER: Lisa Gerrard, WIOA Program Administrator

Background:

The Workforce Innovation Opportunity Act requires the review of WIOA Title I (Adult, Dislocated Worker and Youth), WIOA Title II (Adult Education), WIOA Title III (Wagner Peyser), and WIOA Title IV (Vocational Rehabilitation) with the State Workforce Innovation Board. This performance update allows the WIOA Core Program Directors, members of the Consortium, as well as members of the SWIB to review the performance as a whole prior to the end of the program.

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

PY25Q4 WIOA Program Performance Update:

(see chart on next page)

Color Code:
Green = meets or exceeds the Negotiated Performance Goal
Yellow = is meeting 90-99% percent of the Negotiated Performance Goal
Red = is failing the Negotiated Performance Goal

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

New Hampshire Department of
BUSINESS AND
ECONOMIC AFFAIRS

Performance Indicator	Title I Adult goal	Adult PY25Q4	Title I Dislocated Worker goal	DW PY25Q4	Title I Youth goal	Youth PY25Q4	Title II Adult Education goal	Adult Ed PY25Q4	Title III Wagner Peyser goal	WP PY25Q4	Title IV Vocational Rehabilitation goal	VR PY25Q4
Employed 2nd Quarter After Exit (2QAE)	79.0%	83.6%	84.5%	82.4%	78.0%	82.5%	33.5%	39.36%	72.0%	73.5%	65.0%	55.8%
Employed 4th Quarter After Exit (4QAE)	76.0%	82.0%	75.0%	79.0%	75.5%	88.4%	32.5%	37.3%	67.5%	75.7%	62.0%	53.7%
Median Earnings (2nd Q)	$8,750	$11,720	$10,250	$13,966	$4,800	$6,427	$7,000	$9,360	$9,250	$11,609	$4,600	$5,609
Credential Attainment Rate	75.0%	67.60%	70.0%	82.6%	73.5%	68.4%	24%	36.56%	N/A	N/A	59.0%	56.1%
Measurable Skill Gains	67.50%	72.9%	63.5%	77.6%	55.5%	79.4%	31%	35.62%	N/A	N/A	60.0%	65.1%

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 2g. PY25 Program Performance Update
NAME OF PRESENTER: Lisa Gerrard, WIOA Program Administrator

Background:

The Workforce Innovation Opportunity Act requires the review of WIOA Title I (Adult, Dislocated Worker and Youth), WIOA Title II (Adult Education), WIOA Title III (Wagner Peyser), and WIOA Title IV (Vocational Rehabilitation) performance with the State Workforce Innovation Board.

On August 21, 2026, The U.S. Department of Labor issued a Training and Employment Notice (TEN-03-26) which outlined which performance measures programs and states will be held accountable for. The chart below provides a breakdown of the performance measures that programs and states will be held accountable for reaching.

Attachment I

Individual Indicator Scores, Overall State Program Scores, and Overall State Indicator Scores
Subject to Performance Assessment in PY 2025

Primary Indicator/ Core Program	Title I Adult	Title I Dislocated Worker	Title I Youth	Title II AEFLA	Title III Wagner-Peyser	Title IV Vocational Rehabilitation	**Overall State Indicator Score**
Employment Rate 2nd Qtr after Exit	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Employment Rate 4th Qtr after Exit	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Median Earnings 2nd Qtr after Exit	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Credential Attainment Rate	Yes	Yes	Yes	No		Yes	No
Measurable Skill Gains Rate	Yes	Yes	Yes	Yes		Yes	Yes
Effectiveness in Serving Employers	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Overall State Program Score	Yes	Yes	Yes	No	Yes	Yes	-

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

PY25 WIOA Program Performance Update:

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

(see chart on next page)

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

New Hampshire Department of
BUSINESS AND
ECONOMIC AFFAIRS

Performance Indicator	Title I Adult goal	Adult PY25Q4	Title I Dislocated Worker goal	DW PY25Q4	Title I Youth goal	Youth PY25Q4	Title II Adult Education goal	Adult Ed PY25Q4	Title III Wagner Peyser goal	WP PY25Q4	Title IV Vocational Rehabilitation goal	VR PY25Q4
Employed 2nd Quarter After Exit (2QAE)	79.0%	83.9%	84.5%	83.4%	78.0%	82.5%	33.5%	39.36%	72.0%	74.3%	65.0%	55.8%
Employed 4th Quarter After Exit (4QAE)	76.0%	84.9%	75.0%	84.0%	75.5%	82.6%	32.5%	37.3%	67.5%	75.3%	62.0%	53.5%
Median Earnings (2nd Q)	$8,750	$10,655	$10,250	$13,022	$4,800	$6,501	$7,000	$9,360	$9,250	$11,513	$4,600	$5,260
Credential Attainment Rate	75.0%	75.4%	70.0%	80.2%	73.5%	78.0%	24%	36.56%	N/A	N/A	59.0%	46.7%
Measurable Skill Gains	67.50%	94.7%	63.5%	96.4%	55.5%	86.8%	31%	35.62%	N/A	N/A	60.0%	64.8%

Color Code:
Green = meets or exceeds the Negotiated Performance Goal
Yellow = is meeting 90-99% percent of the Negotiated Performance Goal
Red = is failing the Negotiated Performance Goal

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 2i. Success Stories
NAME OF PRESENTER: Joe Doiron, Director, Office of Workforce Opportunity

Participant Success Story							
Program Year:	2025-2026			Quarter:	4		
Program enrolled in:							
☐ Adult		☐ Dislocated Worker		☒ Youth:			
				☐ NH JAG	☒ My Turn	☐ AYC	
				☐ ISY	☐ OSY		
Participant First Name:							
Age:	☒ 14-18	☐ 19-24	☐ 25-45	☐ 46-55	☐ 56-65	☐ 66-75	☐ 75+
County:	☐ Belknap	☐ Carroll	☐ Cheshire	☐ Coos	☐ Grafton		
	☒ Hillsborough	☐ Merrimack	☐ Rockingham	☐ Strafford	☐ Sullivan		

Success Story:

The success story for Quarter 4 at My Turn's Nashua ISY goes to our very own Shawn Burrus. Shawn throughout the past few months has been dealt with a bad hand in his personal life. During February vacation, Shawn's father unexpectedly passed away to which tored Shawn's life apart. Shawn came back from vacation in a very confusing state of life. He would come into My Turn early to meet with myself and his counselor. They offered support and made themselves available whenever they could for Shawn throughout the next few months. Shawn slowly picked up the pieces and really turned to My Turn and basketball for solace. Every day during Block 1, Shawn would collect his work from most classes and come into the My Turn classroom to work quietly or receive help in his assignments. He made sure that all work was completed on time and correctly. Whenever Shawn had a bad day, he would ask for help and vent to My Turn staff and classmates. Shawn slowly made his way back to feeling "somewhat" like he did before the passing of his father. He leaned on fellow participants, staff, and counselors in times of need. At the end of the school year, Shawn passed all his classes and was very proud that even though this tragedy happened, he did not let it define him or his grades. Instead, he picked up the pieces, sought guidance and advice, and made his dad proud at the end of the school year. I couldn't be prouder of the young man Shawn has been these past 6 months and look forward to seeing how his Senior year of High School ends!

RETURN TO AGENDA

Participant Success Story							
Program Year:	PY25			Quarter:	Q4		
Program enrolled in:							
☐ Adult		☒ Dislocated Worker		☐ Youth:			
				☐ NH JAG	☐ My Turn	☐ AYC	
				☐ ISY	☐ OSY		
Participant First Name:	Anyelina						
Age:	☐ 14-18	☐ 19-24	☒ 25-45	Age:	☐ 14-18	☐ 19-24	☒ 25-45
County:	☐ Belknap	☐ Carroll	☐ Cheshire	County:	☐ Belknap		
	☐ Hillsborough	☐ Merrimack	☒ Rockingham		☐ Hillsborough		
Success Story:							
Anyelina came to Dislocated Worker after being laid off from Campbell Properties and feeling as though her skills were stale and causing her to struggle with gaining new employment. Interested in Data Analytics, she enrolled in Data Analytics Applications Specialist training with Visible Edge. Due to her enrollment in the training and before completing training, she was able to secure employment with Greystar making $112,000.00 annually. Her training plan was amended and extended to allow time to work and complete training simultaneously. Anyelina remains employed and has completed training receiving two credentials, one in Google Agile Essentials Specialization and the other in Data Analytics & Generative AI + Certification Assessment.							

Participant Success Story							
Program Year:	2025-2026			Quarter:	4		
Program enrolled in: WIOA							
☐ Adult		☐ Dislocated Worker		☒ Youth:			
				☐ NH JAG	☒ My Turn	☐ AYC	
				☒ ISY	☐ OSY		
Participant First Name:	David						
Age:	☒ 14-18	☐ 19-24	☐ 25-45	Age:	☒ 14-18	☐ 19-24	☐ 25-45
County:	☐ Belknap	☐ Carroll	☐ Cheshire	County:	☐ Belknap		
	☒ Hillsborough	☐ Merrimack	☐ Rockingham		☒ Hillsborough		
Success Story:							
David was a participant in our MYTURN HSE Academy during the 2025-2026 fiscal year. David recently completed his HiSET making him a High School Graduate! During his time in our program, David expressed interest in pursuing trades and attended a variety of field trips to local community colleges and trade schools. Shortly before completing his HiSET, David obtained full-time employment as a cook at Applebee's. David is currently enjoying his job and recently received a raise to make his earnings $22/hr.							

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Participant Success Story							
Program Year:	2026			Quarter:	4		
Program enrolled in:							
☐ Adult		☐ Dislocated Worker		☒ Youth:			
				☐ NH JAG	☒ My Turn	☐ AYC	
				☒ ISY	☐ OSY		
Participant First Name:	E'Vanique						
Age:	☒ 14-18	☐ 19-24	☐ 25-45	☐ 46-55	☐ 56-65	☐ 66-75	☐ 75+
County:	☐ Belknap	☐ Carroll	☐ Cheshire	☐ Coos	☐ Grafton		
	☒ Hillsborough	☐ Merrimack	☐ Rockingham	☐ Strafford	☐ Sullivan		

Success Story:

Some success stories are measured by diplomas, certificates, or passing scores. E'Vanique's success story is measured by something even greater: perseverance, resilience, and learning to believe in herself.

When E'Vanique first walked into our HiSET classroom, she carried more than just books and assignments. She carried years of self-doubt. So often, she allowed her Individualized Education Program (IEP) to define what she thought she could and could not accomplish. Her confidence was low, and the road ahead seemed overwhelming. There were moments when the goal of earning her HiSET felt impossibly far away.

But E'Vanique never gave up.

For two long and difficult years, she continued showing up. Through setbacks, frustrations, and moments when she questioned herself, she kept pushing forward. Her journey was not easy. There were days when the progress felt slow and the obstacles felt endless. Yet each challenge she faced became another stepping stone toward her goal.

Little by little, E'Vanique began to discover something powerful: she was capable of far more than she had ever believed. She learned that her IEP was a support, not a limitation. She learned that intelligence cannot be measured by a test score or a label. Most importantly, she learned to trust herself. Then came the moment we had all been working toward. After two years of determination, sacrifice, hard work, and courage, E'Vanique passed her final HiSET exam.

It is hard to find words to describe that moment. Watching her achieve something she had fought so hard for was incredibly emotional. Seeing the pride on her face, knowing everything she had overcome to get there, brought tears to my eyes. It wasn't just a test score, it was proof that she had conquered the doubts that had followed her for so long.

Today, E'Vanique is employed and already looking ahead to her next chapter. She is exploring opportunities through the Out-of-School Youth (OSY) program as she begins pursuing her dream of

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

becoming a Veterinary Technician. Her passion for animals, especially marine animals, continues to inspire her future goals. One day, she hopes to build a career caring for and work with the marine creatures she loves so much.

E'Vanique's story is a reminder that success is not always a straight path. Sometimes it takes years of determination, countless setbacks, and the courage to keep going when quitting would be easier. Her journey demonstrates that with support, hard work, and belief in oneself, even the goals that seem impossible can become reality.

Participant Success Story							
Program Year:	PY25			Quarter:	Q4		
Program enrolled in:							
☐ Adult		☒ Dislocated Worker		☐ Youth:			
				☐ NH JAG	☐ My Turn	☐ AYC	
				☐ ISY	☐ OSY		
Participant First Name:	Marissa						
Age:	☐ 14-18	☐ 19-24	☐ 25-45	Age:	☐ 14-18	☐ 19-24	☐ 25-45
County:	☐ Belknap	☐ Carroll	☐ Cheshire	County:	☐ Belknap		
	☐ Hillsborough	☐ Merrimack	☐ Rockingham		☐ Hillsborough		

Success Story:

Marissa was separated from her position as a Recovery/Collections Specialist. When she came to Disclosed Worker, she said that position took a toll on her personally and professionally. She wanted to go into the accounting and bookkeeping field, which she had exposure to in her past and enjoyed it. However, due to the lack of an official credential, she was having difficulty getting job offers, despite some experience and exposure. Marissa was frustrated and seeking career services to assist in her occupational and training goals. She enrolled in the Dislocated Worker Program and was approved for a Business Finance – Accounting and Bookkeeping Certificate training program. She was highly motivated and responsive to recommendations and completed WorkReadyNH which prepared her for the additional training. Her motivation and initiative allowed her to complete the training ahead of schedule. During her continued job search, she advised an employer at a job interviewer of the training she was receiving for a credential in accounting and bookkeeping. Marissa was offered an accounting position as the employer was impressed that she was taking the initiative to obtain the necessary credential. She accepted the job offer and is now working for the employer and is very happy with the new position.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Participant Success Story								
Program Year:	2026				Quarter:	4		
Program enrolled in:								
☐ Adult		☐ Dislocated Worker			☒ Youth:			
					☐ NH JAG	☒ My Turn	☐ AYC	
					☐ ISY	☒ OSY		
Participant First Name:	Miguel							
Age:	☐ 14-18	☒ 19-24	☐ 25-45	Age:	☐ 14-18	☒ 19-24	☐ 25-45	
County:	☐ Belknap	☐ Carroll	☐ Cheshire	County:	☐ Belknap			
	☒ Hillsborough	☐ Merrimack	☐ Rockingham		☒ Hillsborough			

Success Story:

Miguel joined the Manchester OSY program in March of 2026 with a clear mission: to change the direction of his life and become the kind of role model his daughter could look up to. He recognized that the path he had been on wasn't leading him where he wanted to go, and he was ready to make real, lasting change. He made the decision to pursue a career that would provide long-term financial security and could be something he could be proud of. Through conversations with his Career Specialist, Miguel identified commercial trucking as the pathway that aligned with his interests, strengths, and desire for rapid entry into the workforce.

With support from MY TURN, Miguel enrolled in CDL-A training at 160 Driving Academy, beginning on 4/6/2026. He demonstrated strong commitment throughout the program, completing his training on 5/1/2026 and successfully passing his road test later that month. Immediately after earning his credential, Miguel began actively applying for positions and secured employment with JY Carriers. In his first weeks on the job, he completed deliveries across New York, Maine, and Connecticut, quickly proving himself dependable and capable in a high-demand industry.

Miguel consistently expressed deep appreciation for the guidance, accountability, and encouragement provided by his Career Specialist. He credits MY TURN with helping him stay focused, navigate barriers, and maintain confidence throughout the training and job search process. His success reflects the core purpose of the OSY program: empowering young adults to pursue meaningful career pathways, achieve economic independence, and strengthen their families and communities.

Today, Miguel is building a stable future and showing his daughter what is possible when you set goals, work hard, and believe in your ability to build a better future. His journey demonstrates the effectiveness of MY TURN's individualized support, employer-aligned training partnerships, and commitment to helping young adults transform their lives through education and workforce development.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Participant Success Story							
Program Year:	PY25			Quarter:	Q4		
Program enrolled in:							
☐ Adult		☒ Dislocated Worker		☐ Youth:			
				☐ NH JAG	☐ My Turn	☐ AYC	
				☐ ISY	☐ OSY		
Participant First Name:	Elizabeth						
Age:	☐ 14-18	☐ 19-24	☐ 25-45	Age:	☐ 14-18	☐ 19-24	☐ 25-45
County:	☒ Belknap	☐ Carroll	☐ Cheshire	County:	☒ Belknap		
	☐ Hillsborough	☐ Merrimack	☐ Rockingham		☐ Hillsborough		
Success Story:							
Elizabeth had worked as an LNA for over 10 years and was laid off from her previous employer. She wanted to stay in healthcare but was interested in changing her path to becoming a medical assistant but was unsure where to begin. Participating in a great deal of intensive individualized career services including resume revision, staff assisted job search, highlighting transferable skills, and mock interviews with her Employment Counselor, she was able to land a Practice Medical Assistant position with Concord Hospital where they will be training her to become a certified medical assistant.							

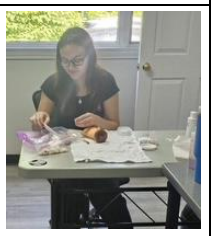
Participant Success Story							
Program Year:	PY25			Quarter:	Q4		
Program enrolled in:							
☐ Adult		☒ Dislocated Worker		☐ Youth:			
				☐ NH JAG	☐ My Turn	☐ AYC	
				☐ ISY	☐ OSY		
Participant First Name:	Joseph						
Age:	☐ 14-18	☐ 19-24	☐ 25-45	Age:	☐ 14-18	☐ 19-24	☐ 25-45
County:	☐ Belknap	☐ Carroll	☐ Cheshire	County:	☐ Belknap		
	☒ Hillsborough	☐ Merrimack	☐ Rockingham		☒ Hillsborough		
Success Story:							
Joseph came to the Dislocated Worker Program feeling hopeless, down on his luck, and without a solid path forward. After meeting with an Employer Counselor, discussing his goals, and exploring career and training options, he became interested in pursuing nursing through the LNA pathway. While a bit hesitant at first, he was definitely motivated. Joseph enrolled in and completed LNA training at LNA Health Careers and obtain employment as an LNA with the Catholic Medical Center. He started his new employment in April, and he just reported to his ECS that he loves his job, is eager to continue this work, and is happy with his decision to build a career and not just seek another job he wasn't satisfied with. Joseph plans to pursue obtaining his associate's degree in nursing at Nashua Community College.							

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Participant Success Story								
Program Year:	PY25				Quarter:	QT 4		
Program enrolled in: Statewide OSY								
☐ Adult		☐ Dislocated Worker			☒ Youth:			
					☐ NH JAG	☒ My Turn	☐ AYC	
					☐ ISY	☒ OSY		
Participant First Name:	Skylar							
Age:	☐ 14-18	☒ 19-24	☐ 25-45	Age:	☐ 14-18	☒ 19-24	☐ 25-45	
County:	☐ Belknap	☐ Carroll	☐ Cheshire	County:	☐ Belknap			
	☐ Hillsborough	☒ Merrimack	☐ Rockingham		☐ Hillsborough			

Success Story:



As Skylar began the career exploration portion of the program, she informed Staff that she was interested the cosmetology industry. Staff researched and explored with Skylar various programs and trainings that she could enter into within the next few months. Originally, Skylar wanted to attend Empire Beauty School. Staff assisted in setting up a meeting with the admissions team and even had Skylar sit in on a class. She quickly realized that the number of students in one classroom, was overwhelming and intimidating. Empire was not the right fit for Skylar. Staff suggested a tour at the American Academy of Health and Beauty in Manchester. Upon exiting the tour, Skylar stated to Staff that she wanted to go there for training.

At our next meeting, Staff assisted Skylar with registering for the 300-hour Spa Nails program for March. Staff worked with Skylar on obtaining all of her materials and supplies she would need for her program, scrubs, a laptop, zip lock baggies, foils, books, a backpack, etc.

Prior to her training program beginning, Staff worked with Skylar on her employability skills. Staff worked with Skylar on building a resume, creating a cover letter, applying for multiple jobs, interviewing skills and techniques. Through practice and patience, Skylar obtained employment at Dave & Buster's in Manchester as a waitress and continued her employment while attending school.

Staff visited Skylar at AAHB in Manchester and had the experience of watching Skylar in action. Staff attended her graduation ceremony at AAHB and was beyond proud of Skylar for her huge accomplishment. Upon graduation, Skylar expressed an interest in wanting to participate in some type of business administration/management program.

Skylar continues to demonstrate drive and determination as she pursues her new career path and opens up to more opportunities for growth within the cosmetology industry. Skylar attends every meeting with a smile, an open mind and ready to work. She demonstrates a willingness to learn and grow. During our meetings, we focus on building upon her employability skills, developing skills for independence and self-sufficiency, discussing financial literacy, and much more.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Participant Success Story							
Program Year:	PY25			Quarter:	Q4		
Program enrolled in:							
☐ Adult		☒ Dislocated Worker		☐ Youth:			
				☐ NH JAG	☐ My Turn	☐ AYC	
				☐ ISY	☐ OSY		
Participant First Name:	Meghan						
Age:	☐ 14-18	☐ 19-24	☒ 25-45	Age:	☐ 14-18	☐ 19-24	☒ 25-45
County:	☐ Belknap	☐ Carroll	☐ Cheshire	County:	☐ Belknap		
	☒ Hillsborough	☐ Merrimack	☐ Rockingham		☒ Hillsborough		
Success Story:							

Meghan was laid off from her job at INFINITE COMPUTER SOLUTIONS INC as an IT Production Support Specialist making $73.37 an hour. Applying and networking, she was unable to obtain an interview on her own and came to Dislocated Worker looking for help updating her resume and updating her skills to help get back into the workforce in a remote role. She enrolled in and completed the Business Process Improvement Technologies Program at Visible Edge and landed a fully remote position at Clariti as a Senior Manager of Customer Support making $126,000 annually.

Participant Success Story							
Program Year:	2025			Quarter:	4		
Program enrolled in:							
☐ Adult		☐ Dislocated Worker		☒ Youth:			
				☐ NH JAG	☒ My Turn	☐ AYC	
				☐ ISY	☒ OSY		
Participant First Name:	Jasmine						
Age:	☐ 14-18	☒ 19-24	☐ 25-45	Age:	☐ 14-18	☒ 19-24	☐ 25-45
County:	☐ Belknap	☐ Carroll	☐ Cheshire	County:	☐ Belknap		
	☒ Hillsborough	☐ Merrimack	☐ Rockingham		☒ Hillsborough		
Success Story:							

When Jasmine first came to MYTURN, she was shy and quiet while balancing her job at Burlington Coat Factory and helping take care of her brother and home. She decided to step outside of her comfort zone and join the Microelectronics Boot Camp at Nashua Community College.

Throughout the program, Jasmine worked hard, challenged herself, and gained confidence. She successfully completed the Microelectronics Boot Camp, and upon reflection of the process, she found that she grew both academically and personally from the experience. Watching her become more comfortable speaking up and believing in herself has been amazing. She truly came out of her shell and has come so far since joining the program.

Jasmine's dedication and commitment show what can happen when someone is given the opportunity and support to succeed.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Participant Success Story							
Program Year:	2025				Quarter:	4	
Program enrolled in:							
☒ Adult		☐ Dislocated Worker			☐ Youth:		
					☐ NH JAG	☐ My Turn	☐ AYC
					☐ ISY	☐ OSY	
Participant First Name:	Helen						
Age:	☐ 14-18	☐ 19-24	☒ 25-45	☐ 46-55	☐ 56-65	☐ 66-75	☐ 75+
County:	☐ Belknap	☐ Carroll	☐ Cheshire	☐ Coos	☐ Grafton		
	☒ Hillsborough	☐ Merrimack	☐ Rockingham	☐ Strafford	☐ Sullivan		

Success Story:

Helen is a 26-year-old single female who entered CAPHR's WIOA Adult program in January 2025. She was a referral from Manchester Community College. She was unemployed for several months at the time of program entry and was living with her mother in Section 8 housing. Her previous work experience was fast food and retail. Her education consisted of a high school diploma and one semester of college. Through career exploration she determined her target occupation to be Certified Clinical Medical Assistant for the healthcare industry sector.

Given her current situation and the cost of the program, Helen was unable to pursue this goal without CAPHR's assistance. With funds provided by WIOA Adult, Helen had the financial means to pursue her career goals. She entered the 14-week MA program at MCC in March 2025 where WIOA Adult paid for $5,800 in tuition plus an additional $500 for the required tools for training which included scrubs, stethoscope, blood pressure cuff, CCMA exam fee, etc.

Helen ran into some health struggles during the training and her car broke down which caused her to miss many days of required training. It was decided that making up the hours would be too cost prohibited. The Workforce Development Manager at MCC offered her reentry to the next class at no extra cost and Helen accepted.

Feedback was positive from her instructor and Helen maintained high scores on tests. She was able to complete the Basic Life Support course through Manchester Red Cross on 12/06/2025 and the Medical Assistant Certification Program at MCC on 01/19/2026. She unfortunately didn't pass the CCMA exam on her first attempt on 02/03/2026. She sat for the retake and passed and she received her CCMA on 05/12/2026.

Helen has interviewed for and accepted a full-time Medical Assistant position at primary care physician office. She began work on 03/16/2026 earning a decent wage with a full benefit package. Since passing her CCMA, she has received a raise. She wouldn't have been able to secure this position without CAPHR's tuition assistance.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Participant Success Story							
Program Year:	2026			Quarter:	4		
Program enrolled in: Nashua MFG OSY							
☐ Adult		☐ Dislocated Worker		☒ Youth:			
				☐ NH JAG	☒ My Turn	☐ AYC	
				☐ ISY	☒ OSY		
Participant First Name:	Ariel						
Age:	☐ 14-18	☒ 19-24	☐ 25-45	☐ 46-55	☐ 56-65	☐ 66-75	☐ 75+
County:	☐ Belknap	☐ Carroll	☐ Cheshire	☐ Coos	☐ Grafton		
	☒ Hillsborough	☐ Merrimack	☐ Rockingham	☐ Strafford	☐ Sullivan		
Success Story:							

Ariel is well known to the MY TURN family, having started her time in the Manchester office, prior to moving closer to Nashua and joining the Nashua Manufacturing program.

During her time with us, she has been a stellar student at Nashua Community College, currently maintaining a 4.0 GPA, as she works towards the completion of her Human Services Certificate. Ariel has balanced working a full time job, school, a field internship for her Certificate, and her weekly appointments with her MY TURN Case Manager.

Time and again, Ariel has shown she can go above and beyond, and sets high standards for herself and her goals, and it shows! She is excited to complete her Certificate program in the next few weeks and walk across the stage, beginning the next exciting chapter in her journey. Everyone at Nashua MY TURN is excited to see where she goes next!

Participant Success Story							
Program Year:	2025			Quarter:	4		
Program enrolled in:							
☒ Adult		☐ Dislocated Worker		☐ Youth:			
				☐ NH JAG	☐ My Turn	☐ AYC	
				☐ ISY	☐ OSY		
Participant First Name:	Eric						
Age:	☐ 14-18	☐ 19-24	☒ 25-45	☐ 46-55	☐ 56-65	☐ 66-75	☐ 75+
County:	☐ Belknap	☐ Carroll	☐ Cheshire	☐ Coos	☐ Grafton		
	☐ Hillsborough	☒ Merrimack	☐ Rockingham	☐ Strafford	☐ Sullivan		
Success Story:							

Eric was a 42-year-old, single male living in Concord, NH when he came to CAPHR's WIOA Adult program. He was considered long-term unemployed, having been out of work for over a year. He was made eligible based on Low Income. He was living with his parents and they were covering his living expenses. He was not on public assistance and he did not claim UI, even though he was laid off from his most recent job. At his last job, he was a Customer Service Success Manager where he onboarded

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

and retained clients. He spent the past year trying to find employment, sending out hundreds of resumes, but only getting about 20 interviews. He would make it to the second interview a number of times, but never further. Eric came to CAPHR's WIOA Adult program in hopes of getting the missing skills he needs to become successful.

After completing assessments, CAPHR's CN and Eric discussed his career goals. He wanted to continue in the field he was working in, software sales, but realized many of the positions he was applying for wanted Artificial Intelligence experience/training. Eric's research demonstrated that *AI for the Workplace* training through Visible Edge would provide him the missing skills needed to become successful in this industry. CAPHR's WIOA Adult program paid $6,500 for the tuition. Since the training was go at your own pace, Eric finished the training in less than 2 months. During this time, he also worked with the CN on how to market himself while exploring job opportunities.

Eric found employment rather quickly working remote as a Customer Service Executive for a software sales employer making $80,000 per year with Health, Dental, and 401k benefits. Eric had applied for this company in the past, but never got an interview. Eric is very grateful for CAPHR's assistance in realizing his career goals and quotes "being AI literate was a key distinguisher" to finding employment.

Participant Success Story							
Program Year:	2026			Quarter:	4		
Program enrolled in:							
☐ Adult		☐ Dislocated Worker		☒ Youth:			
				☐ NH JAG	☒ My Turn	☐ AYC	
				☐ ISY	☐ OSY		
Participant First Name:							
Age:	☐ 14-18	☒ 19-24	☐ 25-45	☐ 46-55	☐ 56-65	☐ 66-75	☐ 75+
County:	☐ Belknap	☐ Carroll	☐ Cheshire	☐ Coos	☐ Grafton		
	☒ Hillsborough	☐ Merrimack	☐ Rockingham	☒ Strafford	☐ Sullivan		

Success Story:

At 24 years old, Ariana came to MYTURN seeking an opportunity to improve her circumstances and create a brighter future for herself. After being out of the workforce for several years, Ariana was ready to take the next step toward achieving her career goals.

With the support of MYTURN, Ariana enrolled in Great Bay Community College's Certified Phlebotomy course. Returning to an educational setting after being away from school for an extended period presented a new challenge, but Ariana showed determination, commitment, and a strong desire to succeed.

Ariana successfully completed the phlebotomy course with outstanding results and went on to pass the National Healthcare Association (NHA) certification exam, earning her phlebotomy

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

certification. Her accomplishment is a true testament to her perseverance, dedication, and willingness to step outside of her comfort zone to pursue new opportunities.

Ariana is now actively seeking employment opportunities where she can utilize her new phlebotomy certification and begin building her career in the healthcare field.

Participant Success Story							
Program Year:	2025			Quarter:	4		
Program enrolled in:							
☒ Adult		☐ Dislocated Worker		☐ Youth:			
				☐ NH JAG	☐ My Turn	☐ AYC	
				☐ ISY	☐ OSY		
Participant First Name:	Zareen						
Age:	☐ 14-18	☐ 19-24	☒ 25-45	☐ 46-55	☐ 56-65	☐ 66-75	☐ 75+
County:	☐ Belknap	☐ Carroll	☐ Cheshire	☐ Coos	☐ Grafton		
	☒ Hillsborough	☐ Merrimack	☐ Rockingham	☐ Strafford	☐ Sullivan		

Success Story:

Zareen was a 31-year-old married mother who entered CAPHR's WIOA Adult program in March 2025. She was a referral from Nashua Adult Learning Center (WIOA Title II) where she earned her HISET, completed computer coursework, and took ESOL classes to improve her English proficiency. She was made eligible based on low income and receiving Public Assistance. Another barrier is that she is on a waitlist for childcare. She did not have any work experience at the time of program entry, was receiving SNAP and Medicaid, and lives with her husband, 3-year-old, 6-year-old, and mother. She earned a high school diploma and Bachelor's from Pakistan. Her goal was to enter into the health industry by becoming a Medical Biller/Coder. She does not have work history in the US, a resume, cover letter, references, and needs help with job search, networking, and interviewing. CAPHR's Career Navigator referred Zareen to WorkReadyNH for additional help and successfully completed the course. Along with WorkReadyNH, CAPHR's Career Navigator assisted Zareen with job readiness activities.

Given her current situation and the cost of the program, Zareen was unable to pursue this goal without CAPHR's assistance. CAPHR's Career Navigator and Zareen worked together and found a local training provider for Medical Billing/Coding where CAPHR's WIOA Adult program paid $2,995 in tuition and another $715 in required tools and exam fees. During training, she had difficulty with pronunciation of the medical terminology and got a free tutor at NALC to help. She excelled and successfully completed her training. She sat and passed the Certified Professional Coder exam through AAPC on the first try. She also sat for and passed the Certified Professional Biller exam through AAPC and passed on the first try as well.

Once she committed herself to her job search, it didn't take long for her to find employment. She started working full-time as a Patient Account Representative I for a medical billing employer making a livable wage and receiving a benefits package. Once she received her certification, her pay increased $1.50 per hour. Zareen is no longer receiving SNAP.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 2j. NH Works Conference 2026
NAME OF PRESENTER: Joe Doiron, Director, Office of Workforce Opportunity

Background:

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

In 2025, the conference was well attended with 180 attendees representing all the different NHWorks partners from across the State of New Hampshire. As of 9/29/2026 registration was closed due to the quick and overwhelming response. We are grateful for the strong interest and look forward to welcoming everyone who was able to register

Current Status:

The NHWorks Conference Planning Committee have been diligently working to organize this year's NHWorks Conference. We are looking to have another full house of attendees this year. The Award Selection Committee has reviewed and selected nominations for the three awards that will be presented at the 2026 NHWorks Conference.

Members of the SWIB are invited and are welcome to attend, please speak with Joe Doiron or Jessica Thompson to register.

Details:

Friday, October 23rd

8:00am-3:30pm

NHTI-Concord's Community College

31 College Drive, Concord NH 03301

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 2k. Youth RFP Release
NAME OF PRESENTER: Melissa Salmon, WIOA Program Specialist

Background:

In March 2021 the Office of Workforce Opportunity (OWO) resumed oversight operations and grant administration of the Workforce Innovation Opportunity Act (WIOA) Title I Youth program after the grant was rescinded by the Department of Education (DOE). This amounted to savings of approximately $250,000.00 in administrative costs that was reallocated to the program. OWO adopted the existing DOE contract at that time and continued services with awarded youth subrecipients. In 2024, a new program Request for Proposal (RFP) was released by OWO and awarded to two youth subrecipients located at multiple locations in the state for a period of three years.

At the beginning of July 2026, OWO entered the final year of the WIOA Title I Youth contract. Our team has taken information learned from the first RFP released by our office and team into consideration, sought out data for business needs, studied the high demand sectors, watched trends and worked with the Community College System of NH (CCSNH) and other eligible training providers (ETP) to see what is working and what needs enhancements.

OWO is excited to release the next WIOA Youth RFP this fall. We are seeking proposals that are dynamic, speak to employer needs and growth opportunities as well as offering a proven track record of increased skill and proficiency in clients. The RFP will be open to respondents in good standing, for profit and nonprofit entities, local and state partners as well as educational institutions. OWO and will provide an extended period of time for proposers to build dynamic, sector influenced responses that reach changing markets. OWO will also offer an extended time frame for questions, so each proposer has sufficient time to ask questions related to their model.

As required by law, once the RFP for the WIOA Youth Title I is released, staff from OWO are not permitted to speak about details of the RFP or answer questions pertaining to the RFP itself. Staff from OWO will need two SWIB members to help score the RFP submissions. If you are interested in assisting, please contact Melissa Salmon.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 2l. Applied Funding Opportunities
NAME OF PRESENTER: Nick Masi, Workforce Development Administrator

Background:

The US Department of Labor made available approximately $50 million for Reskill Dislocated Worker Grants with awards ranging from $2,000,000 to $8,000,000. This grant opportunity emphasizes two objectives: 1) support innovative models for rapid reskilling and re-employment of dislocated workers, and 2) fill critical talent gaps in domestic manufacturing, aerospace, energy production, construction, and other occupations necessary for the re-industrialization agenda of the current administration.

The Office of Workforce Opportunity, with New Hampshire Employment Security, applied for the Reskill Dislocated Worker Grant, and has been awarded $6,597,407.00 to add to the mix of Title 1 programs currently administered through OWO. This grant award will allow reskilling and upskilling opportunities for more dislocated workers and add to the New Hampshire workforce.

The grant has some distinct goals that are layered over the Dislocated Worker program model, such as:

- Ensure Americal leads the world in Artificial Intelligence
- Ensure American workers and their families are the primary beneficiaries of that leadership
- Re-industrial initiatives to strengthen employment and mobility and providing skills in areas like AI augmented manufacturing, robotics, mechantronics and smart systems, supply chain analytics, and precision machining
- Prioritize rapid engagement, placement, using workers prior experience and existing skills

Over the past several years the number of dislocated workers that have been able to participate in the program has been declining due to available funding through the US Department of Labor, from a high of approximately 500 dislocated workers down to 190 participants in the last program year. The Reskill Dislocated Worker Grant will allow new opportunities for an increased number of dislocated workers, along with bringing innovative support ideas such as:

- Relocation Support
- Employer contributions-toward training, coaching or placement costs
- Employer commitments- such as guaranteed hiring
- Career coaching and supportive services that drive placement and retention
- Needs related payments and incentive payments -to help provide financial stability for workers to complete intensive training that leads to FT high-wage employment
- AI Skill development aligned to targeted industries-aerospace and defense in NH e.g.
- Novel use of AI, virtual reality, and other technologies in service delivery

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

The grant award is for three years and will be implemented by New Hampshire Employment Security in conjunction with the WIOA Dislocated Worker Program.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 2m. February Inclement Weather SWIB Meeting
NAME OF PRESENTER: Joe Doiron, Director, Office of Workforce Opportunity

Background:

The State Workforce Innovation Board's regularly scheduled February meeting will be held on February 9. To ensure continuity of Board business in the event that winter weather or other inclement conditions prevent the meeting from taking place as scheduled, February 16 has been reserved as an inclement weather date. If the February 9 meeting needs to be postponed, the Board and members will be notified and the meeting will be held on February 16. Please mark your calendars for both dates.

Regularly Scheduled Meeting:
February 9th
1:00pm-4:00pm
84 Silk Farm Road, Concord, NH

Inclement Weather Meeting:
February 16th
1:00pm-4:00pm
84 Silk Farm Road, Concord, NH

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 3a. New Hampshire SNAP Employment & Training Program, SNAP E&T State Plan
NAME OF PRESENTER: Joe Doiron, Director, Office of Workforce Opportunity

Background:

The Office of Workforce Opportunity partners with several entities in the State of New Hampshire including The Bureau of Employment Supports, Division of Economic Stability within the NH Department of Health and Human Services (NH DHHS). The Board regularly votes on to approve the revisions to their SNAP Employment and Training (SNAP E&T) State Plan. We partner with NH DHHS on several initiatives, including delivering high-quality career and technical education, work readiness training, and related support services. These services include participant reimbursements for training-related expenses, as well as transportation and child-care registration costs.

Office of Workforce Opportunity staff have reviewed these revisions and support them. The revisions are consistent with the objectives of the State Workforce Innovation Board (SWIB).

The plan was sent as an attachment with the SWIB materials for this meeting and can be found on the Department of Business and Economic Affairs website and was not included in the printed packet.

The most current plan, as amended, can be found on the Department of Health and Human Services SNAP E&T website.

Requested Action:

Board approval of the NH Department of Health and Human Services, SNAP Employment and Training (SNAP E&T) State Plan.

Draft Motion:

The State Workforce Innovation Board supports the NH Department of Health and Human Services', (SNAP E&T) State Plan as proposed.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 3b. Workforce Pell Process Approval
NAME OF PRESENTER: Joe Doiron, Director, Office of Workforce Opportunity and Lisa Gerrard, WIOA Program Administrator

Background:

The Office of Workforce Opportunity (OWO) has been working to establish New Hampshire's Workforce Pell approval process in preparation for the implementation of the federal Workforce Pell program. The process includes several steps to ensure that New Hampshire's approach is aligned with federal requirements, provides a clear pathway for eligible training providers, and incorporates appropriate State Workforce Innovation Board (SWIB) oversight.

OWO has developed the initial Workforce Pell framework, including the proposed state-level approval process and criteria for programs seeking Workforce Pell eligibility. OWO has also monitored the release of federal guidance and rules, reviewed requirements applicable to states and training providers, and engaged in ongoing discussions with state and federal partners regarding implementation.

To support development of the process, OWO established a working group to review Workforce Pell implementation considerations and has coordinated internally with the Governor's Office and other state partners. OWO has also engaged with higher education and workforce stakeholders to discuss program eligibility, the relationship between Workforce Pell and the Eligible Training Provider List (ETPL), and the process for institutions to participate.

As part of the implementation process, OWO developed the application and review materials and established a process for receiving and evaluating programs. OWO is responsible for reviewing submitted applications for completeness and compliance with the established criteria and preparing recommendations for consideration by the SWIB.

The proposed process provides for SWIB approval of eligible Workforce Pell programs, with OWO providing staff review, technical assistance, and ongoing monitoring. This approach allows the SWIB to maintain its strategic and oversight role while ensuring that the day-to-day administration and compliance responsibilities are managed by OWO. Through this opportunity, we will be part of a learning cohort with other states to share best practices, discuss implementation challenges, and identify opportunities to strengthen New Hampshire's Workforce Pell processes.

Continuous Improvement:

OWO is committed to continuous improvement of New Hampshire's Workforce Pell processes as implementation moves forward. As we gain experience with the application, review, approval, and monitoring processes, OWO may bring proposed updates or refinements to the SWIB for consideration

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

at future meetings. In addition, OWO staff are participating in a free technical assistance opportunity offered by the U.S. Department of Labor (USDOL).

Staff Recommendation:

Staff recommend that the State Workforce Innovation Board (SWIB) approve the proposed Workforce Pell policies. The proposed policies were reviewed by OWO, and the Governor's Office and met the eligibility criteria set forth by the State of New Hampshire and federal guidelines.

Requested Action:

The State Workforce Innovation Board approves the proposed Workforce Pell policies.

Draft Motion:

The State Workforce Innovation Board (SWIB) approves the proposed Workforce Pell policies as presented by the Office of Workforce Opportunity (OWO), subject to all applicable federal and state requirements.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

State of New Hampshire
Workforce Pell Grant Program
Policies and Procedures

Purpose: This policy establishes the eligibility criteria and application procedures for workforce programs seeking to participate in the NH Workforce Pell Grant Program. They are issued in accordance with the Working Families Tax Cuts Act (WFTCA), H.R. 1, Pub. L. No. 119-21 (signed July 4, 2025), and its implementing regulations at 34 C.F.R. Parts 600, 668, and 690, as implemented through the Department of Education's final rule, Accountability in Higher Education and Access through Demand-driven Workforce Pell: Pell Grant Exclusion Relating to Other Grant Aid; and Workforce Pell Grants, Docket ID ED-2026-OPE-0133, RIN 1840-AD99, 91 Fed. Reg. 29254 (May 19, 2026)

Policy: This policy applies to all institutions seeking Governor approval to participate in the Workforce Pell Grant Program. Participation is voluntary, but institutions that choose to apply must comply with the policies in full. Pursuant to the Governor's designation authority, the Department of Business and Economic Affairs (BEA) serves as the Governor's authorized designee for receiving and initially reviewing applications under this policy.

Definitions: The following definitions apply to this policy.

- **Eligible Workforce Program:** An undergraduate program of instruction lasting between 8 and less than 15 weeks, consisting of 150-599 clock hours (or 4-15 semester/trimester credit hours, or 6-23 quarter hours), that meets all requirements of 34 CFR § 690.92
- **Governor:** The Governor of New Hampshire
- **The State Workforce and Innovation Board (SWIB):** Serves as the advisory body for the development, update, and evaluation of the planning process to ensure New Hampshire's workforce development programs are responsive to the state's economic development and labor market needs. This is accomplished by partnering with businesses; educational institutions, and organizations, which all support a unified and innovative workforce to meet the needs of New Hampshire's economy.
- **Recognized Postsecondary Credential:** Industry-recognized certificate, license, certification, or credential
- **High-Skill:** Occupations requiring specialized technical knowledge or training
- **High-Wage:** Occupations paying above regional/state median wages
- **High Demand Occupation List**: The list of occupations in New Hampshire that shows significant job growth and high demand within the following sectors: Construction,

DRAFT

Healthcare, Hospitality, Manufacturing and Technology. The criteria for the ETPL are determined by OWO in consultation with the SWIB and are reviewed every two years.

- **Completion Rate:** The percentage of students who successfully complete a program or course of study at a minimum threshold of 70%, within a timeframe no greater than 150% of the program's standard duration.
- **Job Placement Rate:** The percentage of completers who secure employment in the occupation(s) for which their program prepared them, with a minimum threshold of 70% of completers achieving such placement. During the 2026–2029 award years, any employment in the second quarter after exiting satisfies this requirement.

Procedures: BEA will review institutional data to determine whether programs meet all Federal Workforce Pell requirements. Once all steps of program approval have been completed and a program is found eligible for Workforce Pell, BEA will add the eligible program to the Workforce Pell Approved Program listing which will be available on the BEA-Workforce Pell website. BEA may ask institutions for additional information before making a final decision.

To be approved, programs must meet all Federal Workforce Pell requirements, including:

Requirement	**What it means**
Program History	Must have been operating for at least 1 year before applying and must be listed on the NH Eligible Training Provider List
Program Length	Between 150 and 599 clock hours of instruction
Program Duration	8 weeks or more, but fewer than 15 weeks
Instructional Format	Cannot be a correspondence course, study abroad program, or direct assessment program (distance education is allowed)
Delivery Method	Must be taught 100% by the applying institution or another Workforce Pell-eligible institution
Credential Awarded	Must result in a recognized, portable, stackable postsecondary credential. The credential must be stackable, meaning it can count toward a higher-level credential, and portable, meaning it is recognized by employers beyond a single workplace. If only one recognized credential exists in a given field, a program may still qualify as long as it prepares students for work in that field and awards that credential upon completion.
Cost Transparency	Tuition and all fees must be clearly disclosed
Completion Rate	At least 70% of students must complete the program

DRAFT

Placement Rate	At least 70% of completers must be placed in relevant employment. During the 2026–2029 award years, any employment in the second quarter after exiting satisfies this requirement.
Earnings Outcome	Program must demonstrate value-added earnings — completers must earn enough above the poverty line to justify the cost of training

Registered Apprenticeship Programs: If a program serves as the classroom or technical instruction portion of a federally Registered Apprenticeship, it automatically meets some of the eligibility requirements, however, these programs still need to meet the remaining requirements.

Institutions offering apprenticeship-linked programs must identify the specific Registered Apprenticeship in their application and include documentation confirming its registration status.

Stackable and Portable: A program must demonstrate that it leads to a recognized postsecondary credential that is stackable and portable across more than one employer or prepares students for and awards the sole recognized postsecondary credential required for employment in the occupation. It must also ensure that academic credit is awarded and accepted toward a certificate or degree program where required.

Stackability: The institution must demonstrate that the credential leads to a recognized postsecondary credential that prepares students to pursue one or more certificate or degree programs at one or more eligible institutions. The institution must provide a written agreement confirming that academic credit earned through the program will be accepted toward meeting certificate or degree requirements at one or more eligible institutions.

Institutions must notify BEA within 30 days of any substantive modification, expiration, or termination of executed agreements. Failure to maintain evidence demonstrating compliance with this section of the policy may result in the program becoming ineligible for Workforce Pell.

Portability: To satisfy the portability requirement, a program must lead to a recognized postsecondary credential that is accepted and valued by more than one employer in the relevant industry sector or occupation. Institutions must demonstrate cross-employer portability through at least one of the following, evaluated in combination with New Hampshire real-time labor market information (LMI) where available:

1. **Employer attestation.** The institution provides two signed letters from at least two unaffiliated employers in the relevant sector confirming that the credential is recognized and would be considered positively in the hiring decision for the target occupation.

DRAFT

2. **Labor market evidence.** The institution provides real-time labor market data, such as job posting analysis from NH's LMI system or a comparable source, demonstrating that the credential appears as a listed qualification across multiple employer job postings in the relevant occupation within New Hampshire.
3. **Work-based learning or hiring pipelines:** Signed agreements for clinicals, apprenticeships, or internships, or signed agreement for direct hiring pipelines.

Application Requirements

Each application must include the following below which may be found in the application to join.

This information should reflect what has been inputted into the ETPL:

Field Name	Category	Description
Institution name	Institution	Legal name of the institution offering the program
Contact information	Institution	Primary contact details (name, phone, email address)
Institution information	Institution	General background about the institution
OPE ID	Institution	Office of Postsecondary Education Identifier
Accreditation status	Institution	Current standing (e.g., accredited, candidate for accreditation, not accredited)
Accrediting agency	Institution	Name of the body that accredits the institution or program
Program name	Program	Official title of the training program
Program History	Program	The program must have been operating and enrolling students for at least 12 months before the application is submitted

DRAFT

Eligible Training Provider List	Program	Is this program listed on the State's Eligible Training Provider List (ETPL)
Delivery format	Program	Mode of instruction (in-person, online, hybrid)
Program site location	Program	Physical address or online/hybrid designation where training is delivered
Program Description	Program	Summary of program content, goals, and target learners
Work-based learning components	Curriculum	Internships, apprenticeships, or hands-on learning
Assessment methods	Curriculum	How student learning is measured
Credential type	Program	Type of award granted (e.g., certificate, certification, license, degree)
Field of study — CIP code	Program	Classification of Instructional Programs (CIP) code
Stackable	Program	The credential must lead to a recognized postsecondary credential that prepares students to pursue one or more certificate or degree programs at one or more eligible institutions.
Program length (weeks)	Program	Total duration expressed in weeks – must be 8 but less than 15 weeks
Program length (credit hours)	Program	Total duration of credit hours – must be 4-15

DRAFT

		semester/trimester or 6-23 quarter hours
Program length (clock hours)	Program	Total duration expressed in clock hours – must be 150-599 clock hours
Next Start Date	Program	Scheduled cohort start dates or indication of open/rolling admission
Target occupations (SOC codes)	Program	Standard Occupational Classification codes for intended career outcomes
Portable	Program	The credential must be recognized by more than one employer in the relevant industry.
Industry partnerships	Program	Employers or sector organizations partnered with the program
High demand occupation evidence	Program	Data demonstrating workforce need for program completers
Completion rate (%)	Outcomes	Percentage of enrolled students who finish the program
Job placement rate (%)	Outcomes	Percentage of completers employed in a related field within a defined period
Median earnings after completion	Outcomes	Median wage of completers post competition
Licensure pass rates (%)	Outcomes	Pass rate on required licensure or certification exams, if applicable

DRAFT

Tuition cost	Costs	Total tuition charged for the full program
Fees	Costs	Additional required fees (e.g., technology, materials, registration)
Total cost of attendance	Costs	All-in cost including tuition, fees, books, and living expenses
Meets minimum hours requirement	Compliance	Confirmation that program meets state or federal minimum clock-hour standards
Aligns with in-demand occupations	Compliance	Verification program aligns with in-demand occupations
Data accuracy certification	Compliance	Authorized signature attesting that all submitted data is accurate and complete
Supporting documentation	Compliance	Attachments required to substantiate reported data (e.g., accreditation proof, curriculum outline, employer letters, outcome data reports)

DRAFT

Institution Submission Requirements:

An institution seeking Governor approval for an eligible workforce program must submit a complete application package to BEA. Incomplete applications will not be reviewed.

Application Submission Process:

1) Applications must be submitted electronically. No paper applications will be accepted.
2) Institutions may submit applications for multiple programs simultaneously but must submit a separate application package for each program.

3) To be considered for program approval, applications must be received by BEA no later than 45 calendar days prior to a quarterly SWIB meeting. BEA may waive the time requirement at the discretion of the Director of the Office of Workforce Opportunity. This waiver will be communicated publicly on the BEA website along with regular closure dates for applications.

BEA Review, Compliance Determination, and Cure Process

Upon receipt of a complete application, BEA shall conduct an initial review to determine whether the application satisfies all eligibility criteria. The review process proceeds as follows:

1. Compliance Determination. If BEA determines the application is compliant with all eligibility criteria, the application will be forwarded to the SWIB.

2. Deficiency Notice and Opportunity to Cure. If BEA determines that an application does not meet one or more eligibility requirements, it shall notify the institution in writing, identifying each deficiency. The institution shall have 30 calendar days from the date of the deficiency notice to submit a written response addressing the identified deficiency or deficiencies ("cure period").

3. Cure Outcome. If the institution's response during the cure period satisfactorily addresses all identified deficiencies, BEA shall treat the application as compliant and transmit it to the SWIB for review. If the institution's response does not satisfactorily cure the identified deficiencies, or if the institution fails to respond within the cure period, BEA shall issue a Determination of Denial which is subject to appeal rights.

Important Note: SWIB approval occurs on a quarterly basis only. Institutions should plan accordingly, as cure responses received after a quarterly deadline will be considered at the next scheduled SWIB meeting. All scheduled SWIB meeting dates are available on the BEA website.

State Workforce Innovation Board Process:

Once BEA has determined that the application meets all eligibility requirements and is considered compliant, a compiled packet is sent to the State Workforce Innovation Board (SWIB) for review. The Office of Workforce Opportunity (OWO), who serves as staff support to the SWIB, will be the point of contact for the SWIB and provide additional support to the SWIB. After review and discussion, the SWIB will vote on all applications at their quarterly SWIB meetings. Staff from OWO will present the items for consideration with OWO staff recommendation to the full SWIB. The SWIB will discuss the items and vote to either approve or deny the application. If the application is approved, the program will be sent to the Governor, or other designee, for final review and approval. All approved programs will be submitted to the U.S. Department of Education and once approved, will be added to the NH Workforce Pell

DRAFT

Eligible Program Listing. If the application is denied by the SWIB or the Governor/Designee, OWO will provide a written notification of the denial to the institution. This notification will contain the appeals process which is found below.

Appeal Process

To contest a determination of denial, a written electronic notice of contest must be submitted to the Chairperson of the SWIB electronically by emailing the Director of the Office of Workforce Opportunity, no later than 30 calendar days from the date the notice of denial was sent. The notice shall include the contesting party' name, institution, title, phone number, email address, mailing address, and a statement of the grounds upon which the contest is based. The Chairperson of the SWIB will review the notice of contest and render a decision within 30 calendar days of receiving the notice of contest. The decision of the Chairperson of the SWIB will be final, however the program may be submitted again for consideration.

Submission to U.S. Department of Education

Once the SWIB recommends approval for the program, the Governor, or the Commissioner of the Department of Business and Economic Affairs, acting on behalf of the Governor, must notify the U.S. Secretary of Education.

Every approved program is reviewed each year by the U.S. Department of Education to make sure it's still meeting required standards including completion rates, job placement rates, and whether completers are earning more as a result of the program. BEA must cooperate with all federal reviews and provide updated data when asked.

Action: This policy is posted on the BEA - Workforce Pell website and made available to eligible institutions.

DRAFT

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 3c. Workforce Pell Program Approval
NAME OF PRESENTER: Joe Doiron, Director, Office of Workforce Opportunity and Lisa Gerrard, WIOA Program Administrator

Background:

Workforce Pell, also referred to as Short-Term Pell, was established under H.R. 1 in 2025 to allow students to use Pell Grants for short-term postsecondary programs that lead to industry-recognized credentials. Traditionally, Pell Grants were limited to longer academic programs, leaving many short-term workforce programs ineligible. Workforce Pell extends Pell eligibility to high-quality short-term programs that meet specific state and federal standards. Eligible programs must run between 150 and 599 clock hours, last at least 8 weeks but fewer than 15 weeks, lead to a recognized credential, and connect to an academic pathway. Typical programs that may become eligible include healthcare (LNA, Medical Assistant), advanced manufacturing, welding, construction trades and more. Programs must meet quality standards established by state and federal governments, and student eligibility is determined through the Free Application for Federal Student Aid (FAFSA) process.

Role of the State Workforce Innovation Board (SWIB):

The SWIB will serve as the state's workforce policy and strategic advisory body for Workforce Pell, providing guidance consistent with New Hampshire's workforce priorities and the Governor's goals.

SWIB's role will include:

- Establishing strategic direction for how Workforce Pell programs align with New Hampshire's high-skill, high-wage, and in-demand occupations and industries.
- Reviewing and advising on the state's Workforce Pell framework, including workforce-alignment criteria, application requirements, and ongoing monitoring.
- Providing strategic review and approval of proposed programs-based program criteria such as labor-market needs, employer demand, credentials, and broader state workforce priorities.
- Monitoring statewide outcomes and receiving periodic reports on program participation, completion, employment outcomes, and alignment with workforce needs.

SWIB will focus on policy, strategic alignment, and oversight, rather than the day-to-day administration of individual applications.

Role of the Office of Workforce Opportunity (OWO):

OWO will serve as the administrative and technical lead for New Hampshire's Workforce Pell process, operating within the policy framework established by the Governor and SWIB.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Staff Recommendation:

Staff recommend that the State Workforce Innovation Board (SWIB) approve the proposed Workforce Pell programs identified in Attachment 1 for inclusion in New Hampshire's Workforce Pell program framework, subject to all applicable federal and state requirements and ongoing program monitoring. The proposed programs were reviewed by OWO and meet the eligibility criteria set forth by the State of New Hampshire and federal guidelines.

Requested Action:

The State Workforce Innovation Board approves the proposed Workforce Pell programs identified in Attachment 1 for inclusion in New Hampshire's Workforce Pell program framework, subject to all applicable federal and state requirements and ongoing program monitoring.

Draft Motion:

The State Workforce Innovation Board approves the proposed Workforce Pell programs identified in Attachment 1 for inclusion in New Hampshire's Workforce Pell program framework, subject to all applicable federal and state requirements and ongoing program monitoring.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 3d. Topics for February 9th Meeting
NAME OF PRESENTER: Joe Doiron, Director, Office of Workforce Opportunity

Item 3d. serves as an opportunity for the Board to have a general discussion and make any motions and take votes as applicable. Please note the next meeting is February 9, 2027.

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

SWIB MEETING DATE: 10/13/2026
AGENDA ITEM: 3e. Board Motions and General Discussion
NAME OF PRESENTER: Joe Doiron, Director, Office of Workforce Opportunity

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

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Workforce Innovation and Opportunity Act (WIOA) Commonly Used Acronyms

AARP	American Association of Retired People	LMI	Labor Market Information
ABE	Adult Basic Education	LTU	Long-term Unemployed
ADA	Americans with Disabilities Act	LVER	Local Veterans Employment Representative
AJC	Americas Job Centers (One Stop Centers)	MIS	Management Information System
AWEP	Adult Work Experience Program	MOA	Memorandum of Agreement
BEA	Business and Economic Affairs	MOU	Memorandum of Understanding
BLS	Bureau of Labor Statistics	MSFW	Migrant Seasonal Farm Worker
BRI	Benefits Rights Interview	MSHA	Mine Safety and Health Administration
CAP	Community Action Program	NASWA	National Association of State Workforce Agencies
CAPBMC	Community Action Program Belknap-Merrimack Counties	NAWB	National Association of Workforce Boards
CAPHR	Community Action Partnership Hillsborough and Rockingham Counties	NGA	National Governor's Association
CBO	Community Based Organization	NHDOL	NH Department of Labor
CCSNH	Community College System of New Hampshire	NHEP	NH Employment Program
CEO	Chief Elected Official or Chief Executive Officer	NHES	NH Employment Security
CSBG	Community Service Block Grant	NOO/NOA	Notice of Obligation/Notice of Award
CTES	Career Technical Education Schools	O*NET	The Nation's Occupational Information System
DED	Division of Economic Development	OIG	Office of Inspector General
DHHS	Department of Health and Human Services	OJT	On the Job Training
DOE	Department of Education	OMB	Office of Management & Budget
DOL	Department of Labor (USDOL) (NHDOL)	OSY	Out-of-School Youth
DVOP	Disabled Veterans Outreach Program	OWO	Office of Workforce Opportunity
EEO	Equal Employment Opportunity	PACIA	Performance Accountability & Customer Information Agency
ELMI	Economic & Labor Market Information Bureau	PIRL	Participant Information Record Layout (WIOA)
ES	Employment Services	RFP	Request for Proposals
ESL	English as a Second Language	SEA/SEIU	State Employees Association / Service Employees International Union
ETA	Employment & Training Administration US DOL	SCSEP	Senior Community Services Employment Program
ETP (L)	Eligible Training Provider (List)	SDA	Service Delivery Area
FOA	Funding Opportunity Announcement	SNAP	Supplemental Nutrition Assistance Program (Food Stamps)
FUTA	Federal Unemployment Taxes	SNHS	Southern New Hampshire Services (former name of CAPHR)
GAO	General Accounting Office (Washington DC)	SWIB	State Workforce Innovation Board
GED	General Education Development	TANF	Temporary Assistance for Needy Families
HIPAA	Health Insurance Portability and Accountability Act	TRA	Trade Readjustment Allowance

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

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

State Workforce Innovation Board (SWIB) Members

Last Name	First Name	Organization	Industry/Agency	Email Address
Alberts	Mike	New England Wire Company	Business	mike.alberts@newenglandwire.com
Alden	Jim	Chutters	Business	jhalden@yahoo.com
Alexander	Joseph	State Representative	Legislator State House	Joe.Alexander@leg.state.nh.us
Ashworth	Stephanie	Job Corps	Community Partner	ashworth.stephanie@jobcorps.org
Avard	Kevin	Senator	Senator NH Senate	Kevin.Avard@leg.state.nh.us
Bartle	Rick	Stratus Business Development Inc	Business	rbartle@stratusbd.com
Burzynski	Anya	Aerodynamics Metal Finishing	Business	anya@aerodynamicsmetalfinishing.com
Clinton	Kenneth	Arago Land Consultants, LLC	Business	KCC@aragoland.com
Clouthier	Ryan	Community Action Partnership Hillsborough and Rockingham Counties	Community Partner	rclouthier@caphr.org
Crowley	Mary	CP Management	Business	maryc@newfranklinapts.com
Dudley	Kristine	Community College Systems	Community Partner	kdudley@ccsnh.edu
Eaton	Tiler	IBEW 104	Union Rep	tiler_eaton@ibew.org
Fall	Patrick	UA 131 Pipefitters	Union Rep	fatpall00@gmail.com
Gerry	James	Office of the Governor	State Partner	james.p.gerry1@nh.gov
Harrington	Cynthia	Business and Economic Affairs	State Partner	cynthia.j.harrington@livefree.nh.gov
Key-Wallace	James	New Hampshire Business Finance Authority	Community Partner	jameskw@nhbfa.com
Lavers	Richard	New Hampshire Employment Service	State Partner	richard.j.lavers@nhes.nh.gov
Lesperance	Wayne	New England College	Business	WLesperance@nec.edu

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com

Long	Shane	Aldworth Manor	Business	aldworthmanor@gmail.com
Major	Larry	Pike Industries	Business	lmajor@pikeindustries.com
Patel	Ashok	Jamsan Hotel Management	Business	apatel@jamsan.us
Pelton	Tracey	PROCON	Business	tpelton@proconinc.com
Ruais	Jay	Manchester Mayor	Community Partner	jruais@manchesternh.gov
Sala	Richard	Vocational Rehab Director	State Partner	richard.k.sala@doe.nh.gov
Taylor Lundergan	Lori Ann	Steadfast Spirits	Business	Loriann.lundergan@outlook.com
Thomas	Gary	NorthPoint Construction	Business	gary@northpointcm.com
Tiernan	Cullen	SEA/SEIU Local 1984	Union Rep	cullen.tiernan@gmail.com
Board Proxies				

Board Staff				
Doiron	Joseph	Director, OWO	Board Staff	joseph.a.doiron@livefree.nh.gov
Masi	Nick	Workforce Development Administrator	Board Staff	Nicholas.J.Masi@livefree.nh.gov
Gerrard	Lisa	WIOA Program Administrator	Board Staff	lisa.d.gerrard@livefree.nh.gov
Carter	Melissa	OWO Fiscal Administrator	Board Staff	melissa.c.carter@livefree.nh.gov
Salmon	Melissa	WIOA Program Specialist	Board Staff	melissa.m.salmon@livefree.nh.gov
Thompson	Jessica	Administrative Assistant	Board Staff	Jessica.a.thompson@livefree.nh.gov
Crockett	Melody	Administrator	Board Staff	melody.a.crockett@livefree.nh.gov

RETURN TO AGENDA

100 North Main Street, Suite 100
Concord, New Hampshire 03301
603.271.2341
visitnh.gov nheconomy.com choosenh.com