



State Workforce Innovation Board (SWIB)

Program Year 2021 Meeting

February 7, 2023

1:00pm

Agenda

1. 1:00pm--Call to Order:
 - 1a. Roll Call
 - 1b. Approval of October 18, 2022 Meeting Minutes
 - 1c. Welcome
 - 1d. Public Comment

2. 1:10pm—Informational Items
 - 2a. Adult Education & Literacy Activities Competition
 - 2b. Rapid Response update
 - 2c. Financial Update
 - 2d. PY21 Year End Program Performance Updates and Narratives
 - a. Adult
 - b. Dislocated Worker
 - c. Youth
 - 2e. PY22 Q1 Performance Update
 - 2f. PY22Q1 VIP Grant Updates
 - 2g. PY21 WIOA Annual Monitoring
 - 2h. Subcommittee Reports
 - 2i. Program Success Stories

3. 2:30pm—Board Motions & Discussion
 - 3a. Topics for June 6, 2023 Meeting
 - 3b. Board Motions and General Discussion

4:00pm—Adjourn

Next Meeting: June 6, 2023

P R O C E E D I N G S

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JOE DOIRON: Good afternoon, everybody. we're going to get started. Unfortunately, Mr. Kane had something come up unexplained.

And normally we have Mr. Copadis kind of filling in, but something unfortunately came up with him. So Kelly Clark, our Plan C, has graciously agreed to Chair in their absence. So I'll kick it over to our Interim Chair, Kelly Clark.

KELLY CLARK: Great. Thank you, Joe. And let's see. Thank you and welcome. And thank you to members of the Board who are joining us here today. For the record, my name is Kelly Clark. I'm stepping in as Interim to chair today's State Workforce Innovation Board meeting.

Some quick notes: As we begin the meeting, so this meeting is being recorded. Before speaking, please state your name, so that the transcription services can accurately document today's meeting.

Today's meeting is an official meeting of the Board. It is open to the public, and will be run in a manner compliant with RSA 91-A.

Meeting materials for the Board and the public can be

found by visiting NH Works webpage. Again, today meeting is being recorded.

We do have a number of items to work through today. You will find these items on the agenda with their enclosed supporting document. The agenda and these documents have been provided to the Board electronically last week. Printed copies are also a very today, and all materials will be made available to the public via the New Hampshire Works website.

So Joe, would you now please call the roll?

JOE DOIRON: Thank you. Mike Albertss?

MIKE ALBERTSS: Here.

JOE DOIRON: Thank you. Jim Alden?

JIM ALDEN: Here.

JOE DOIRON: Thank you. Joseph Alexander?

[Pause]

JOE DOIRON: Kevin Avard?

[Pause]

JOE DOIRON: Rick Bartle?

RICK BARTLE: Here.

JOE DOIRON: Thank you. Christine Brennan?

CHRISTINE BRENNAN: Here.

JOE DOIRON: Thank you. Joe Brown?

JOE BROWN: Here.

JOE DOIRON: Thank you. Anya Burzynski?

JOE DOIRON: Kelly Clark?

KELLY CLARK: Here.

JOE DOIRON: Thank you. Kenneth Clinton?

KENNETH CLINTON: Here.

JOE DOIRON: Thank you.

JOE DOIRON: Commissioner Copadis?

JOE DOIRON: Thank you. Bruce Crochetiere
(phonetic)?

BRUCE PUSHTAIR: Here.

JOE DOIRON: Thank you. Mary Crowley?

MARY CROWLEY: Here.

JOE DOIRON: Thank you. Tiler Eaton?

[Pause]

JOE DOIRON: Patrick Fall?

[Pause]

JOE DOIRON: George Hansel?

[Pause]

John Hennessey?

[Pause]

JOE DOIRON: Michael Kane?

[Pause]

JOE DOIRON: He's not here.

JOE DOIRON: Cindy Harrington?

CINDY HARRINGTON: Here.

JOE DOIRON: Shane Long?

[Pause]

JOE DOIRON: Donnalee Lozeau?

[Pause]

JOE DOIRON: Lorianne Lundergan?

LORIANNE LUNDERGAN: Here.

JOE DOIRON: Thank you. Larry Major

JOE DOIRON: Adam Crepaux (phonetic)

ADAM CREPAUX: Here.

JOE DOIRON: Ashok Patel?

[Pause]

JOE DOIRON: Jim Proulx?

JIM PROULX: Here.

JOE DOIRON: Thank you. Shannon Reid?

SHANNON REID: Here.

JOE DOIRON: Thank you. Tim Sink?

TIM SINK: Here.

JOE DOIRON: Thank you. Gary Thomas?

[Pause]

JOE DOIRON: Justin Kantar?

JUSTIN KANTAR: Here.

JOE DOIRON: Candace Hyde?

CANDACE HYDE: Here.

JOE DOIRON: Is there anybody present who I did not call? Oh, welcome to our newest Board member, Lisa Hinson-Hatz. (phonetic). Lisa, are you here?

LISA HINSON-HATZ: I am.

JOE DOIRON: Very good. Perfect attendance. Madam Chair, with the roll call completed, we have a quorum.

KELLY CLARK: Great. Thank you. So we'll now move to item 1b., which is the Meeting Minutes from the October meeting, and they are found in your packet. If there are no edits, I will accept a motion to approve the Meeting Minutes from the October 18 meeting.

JUSTIN KANTAR: Motion to accept.

KELLY CLARK: Motion made. Second?

MIKE ALBERTS: Second.

KELLY CLARK: Second, Mike Alberts? All those in favor?

THE BOARD: Aye.

KELLY CLARK: Minutes are approved. So we're going to move to the public comment section.

So we'd like to take a moment to see if anyone from the public would like to provide any public comment. If so, please state your name for the record, prior to speaking.

And I do not see any public comment. So we'll move to the next item.

Informational items? For the record, again, this is Kelly Clark. I'm chairing the meeting on an interim basis. We start our agenda here today with some informational items. So

these are reporters and updates provided to the Board. These do not request a vote. However, if Board members would like to make motions, I would ask that you please wait until the next section on our agenda, where we have time for motions.

Please remember before speaking to please state your name for the recording. And Joe, could you walk us through these items?

JOE DOIRON: Absolutely. So we're going to start on page 73, the packet, Item 2a. It's an informational item from our partner in New Hampshire, the Department of Education, Bureau of Adult Education. They are one of our core partners with the Workforce Innovation Opportunity Act Funding, WIOA Funding.

This item serves largely to fulfill a federal noticing requirement. Again, always trying to stay in compliance. Ultimately, the Review Committee will see some paper from the Bureau of Adult Education to provide feedback and review before they award some contracts down the line.

So largely, this is informational for those who are on the Review Committee, which -- again, thank you all who are members of that.

So we will work through that when it comes. We're

looking at probably -- we've been told by our friends at the Bureau of Adult Ed that we should have those documents by March and April. So we'll be contacting members of that committee well ahead of time to plan things out. And then the Committee will report back to the Board at the June meeting.

And I'm happy to entertain any questions, if there are any. And again, there's a lot in there in that page or two of information. So I'm happy to entertain the questions if there are any.

KELLY CLARK: Should we go to the next item?

JOE DOIRON: Yeah. We're cruising.

COLLECTIVE: [Laughter]

JOE DOIRON: Item 2b., I'm going to invite Jimmie Hinson from Staff to come up and give a Rapid Response update.

JIMMIE HINSON: Thank you for not throwing anything at me on the way up. My name's Jimmie Hinson. I'm the Office of Workforce Opportunity State of New Hampshire Dislocated Worker Unit Administrator.

As we transitioned into the second and third quarter of this year, we did see an uptick in Rapid Responses around the state. We documented 16 Rapid Responses, which means we documented either a closure or a layoff. That's double of what

we had this time last year.

The good news is of these 16 Rapid Responses, it only affected 648 people, which is a lot less than what we had before with the same number. All of our Rapid Responses are offered in person, unless there is a need to do it virtually.

We did have two Department of economic Development new hires, and we were able to train them on Rapid Response and facilitating and provided them with a copy of the Rapid Response standard operating procedure. We're in the process of working with them in the field to get them up to speed. That's the official report.

Now, what I need to go over next is when I put things into the official report, these are things that have been closed, and they're 100 percent fact. However, right now we are dealing with nine Rapid Response that are potentially pending.

One has made the news: The Bed, Bath and Beyond in Keene is closing. We've already ensured that all of the full-time Staff have already gotten new jobs in the area, and we're working with parttime Staff trying to coach them into our Dislocated Worker Program, so they can get upskilled training. That final report is pending.

The other one that you may have heard about was the

Hunter's Shop and Save in Wolfeboro that burned to the ground. That affected 70 employees.

At this point, we have a few Division of Economic Development Staff member working with the owner. Everybody is currently being paid. At some point that is going to change. It's our understanding they are going to rebuild, but that's not going to happen until probably the spring or summer of 2024.

So with that case, they're looking at keeping 35 of their Staff on board, and then of course people who are parttime will be working with them at some point. But we're kind of keeping a close eye. So if anybody's going to be filing for unemployment, we're going to be talking with them before that happens.

This coming February 14 -- Happy Valentine's Day -- Elbot is laying off 20-25 people. This is to be kept quiet. They do not know about this. The announcement is going to be made Thursday.

And we're going to -- since it's a secure facility, we're going to be doing this offsite at one of our NH Works offices located in Nashua. We put together a flier, we presented it to them, and we'll be taking care of that on Tuesday.

We have a few school specialty company. They make -- they package stuff, and then they send it to various different schools. Their building was sold. They're going to use this as a time to consolidate. As a result, 70 people will be displaced in December of this year. We're working with them to make sure - - we want to be able to as they close get all 70 people jobs before they close. That's going to be our goal with this one.

The Concord Regional Cinema: We still don't know how many employees they have, because I can literally walk in there and go sit down, and nobody -- I see nobody. But they are closing. They're part of a reorganization, we're thinking maybe three to five at the most.

A manufacturer in Nashua laid off one employee and will be laying off another six or -- excuse me, five, on March 31. The production line that they're working is just coming to an end.

Then we have a medical company that we are currently working with in conjunction with our DED team, with NH Works, NH ES, and we're providing services to hope that we can prevent the layoff of 126 people.

When they first came to us, they were saying that because of Medicaid or Medicare reimbursements, it was costing them more to provide the service. So if they can get different

loans, they can keep it going. If they can't they'll have to consolidate. So we're doing everything we can to minimize the impact at this point.

PillPack layoff: This is a rumor. We can't find anybody in the state that has been filing for unemployment. And it is tied to the 18,000 that they were saying they were going to lay off nationwide through Amazon, but Amazon has, of course, been unresponsive. We'll keep checking on that.

And the last one, that's why I have the earbud in the ear -- I don't want to be, you know, rude, but we have a company that called us this morning saying that they were going to be laying off 25 plus. They were very cryptic. We left a message, and they just haven't called us back. So all of those are ongoing.

So if you put the number 18 with an additional 9, you can see that there is a -- it's picking up. So I'm expecting the first quarter to continue in this manner. And luckily, the DED has a full team that can help work with us, as well as we provided training for all new Rapid Response team members in the form of videos that kind of go over how to prepare.

And that's my report.

KELLY CLARK: Thank you.

JIMMIE HINSON: Any questions? Yes, ma'am.

LORI LUNDEGRAN: So when it comes to the PillPack, if we know what's going on there, or we know people who were affected by --

JIMMIE HINSON: -- Yes.

LORI LUNDEGRAN: -- knowing what the plan is, is that what you want us to talk to you about?

JIMMIE HINSON: Absolutely.

LORI LUNDEGRAN: Okay.

JIMMIE HINSON: Yeah. Any -- we don't care where we get the information from.

LORI LUNDEGRAN: Mm-hm.

JIMMIE HINSON: And that's why I don't even mind dealing with rumors; I'd rather respond.

LORI LUNDEGRAN: Mm-hm.

JIMMIE HINSON: Because I would say most of the time we hear from people who know somebody who literally got a pink slip. And that is confirming for me.

LORI LUNDEGRAN: Okay.

JIMMIE HINSON: -- to be able to talk to them. So

yes, please.

LORI LUNDEGRAN: Okay. Okay.

JIMMIE HINSON: Yes, ma'am.

SHANNON REID: You mentioned that the new members of the Rapid Response team watched a video to kind of orient them as to what's expected. Is that something that we can see?

JIMMIE HINSON: Yeah, yeah.

SHANNON REID: Is it on the webpage that's referenced on --

JIMMIE HINSON: No. It's -- basically, because I have 12 different offices located throughout the state, I could have 12 different team members multiply that by 6.

So what I did is I did little videos for each agency, and I'd be more than happy share that with you. It basically reaffirms that I want them to know their programs inside and out. I want to make sure that they understand that by the time they talk to people about our services, they stick around.

So for example, like, with vocational rehabilitation New Hampshire, not everybody wants to bring up their disabilities. Or with Health and Human Services, nobody wants to bring up their health problems. So by sticking around, we

ensure that they'll come and talk to us one-on-one.

So I just give little tidbits -- 18 years' worth of experience. But I can get that to Melissa, and Joe can screen it to make sure I didn't say something inappropriate, and they can get it out to your group.

SHANNON REID: Thank you.

JIMMIE HINSON: You're welcome.

SHANNON REID: Additional questions? All right.
Thank you so much for the thorough report.

JIMMIE HINSON: Thank you.

SHANNON REID: So I guess let's go to the financial update?

JOE DOIRON: Yep. And we're going to kick it over to Nora for a financial update.

NORA NOBLE-CHRISTOFF: Hi, everyone. Nora Noble-Christoff the Fiscal Administrator for the Office of Workforce Opportunity. So just a little background; I know some of you have heard this before, but WIOA Title I grants are awarded for one Program Year, and then carry forward for two additional years.

At the end of the three years, all funds must be

expended or otherwise returned to the U.S. Department of Labor. And at the end of the first Program Year, we have to have at least 80 percent of the funds in the three programs obligated.

So we do have four grants open currently, or Program Years, which is unusual. We got an extension for PY19 at the end of June of 2022, and expended all those funds. We think we got the extension from Discretionary, and by the end of this quarter, 100 percent has been spent. So we are done with that, and next week we'll officially close that branch out.

For PY20, 87 percent has been spent, and it looks like by the end of June when it closes out, 2023, that most of it will be spent. We have a few programs in the works. You can kind of see in the other pages where there's charts that most of the money remaining for that is the discretionary funds. So we're working on ways to spend that by the end of June.

Moving onto PY21, we spent 43 percent. And that's pretty good for kind of this year-end cycle for roughly 50 percent. And compared to Quarter 1 to Quarter 2, we're actually getting into PY2022 money now. We've only spent about 2 percent, but I see in Quarter 3 that a lot of funding will be moving over there for expenditures, and I'm hoping that that will kind of tick up to about 20 percent by the end of next quarter.

But if you go onto the other pages, it kind of shows a little bit more of where we're spending mostly. Some of where we're kind of lagging behind is some admin expense, but that might change a bit in the future, so hopefully we won't see that.

And then Discretionary, as we mentioned, there's a few programs in the works to help get that down.

But if you have any questions, please let me know.

KELLY CLARK: Let's see. No questions, should we move to the next item? This is our Year End Program Preference.

JOE DOIRON: So for Item 2d., kick it over to Lisa Gerrard.

LISA GERRARD: Hi. Lisa Gerrard, Office of Workforce opportunity, WIOA Program Administrator. So some of these items are year-end items because in June we were in a backlog. Our system was -- had an outage, which lasted quite into the new Program Year. We did not go back up until at least September.

So we were unable to close our previous year performance. So a lot of the items here are Year-End, as well as this coming quarter, for the one that just passed.

So for PY21, at the end of the performance, you can see that most of the performance measures were reached. There

are, however, some that we do not exceed or meet, especially with Adult and Dislocated Worker.

I will remind folks that some of the performance measures, especially second-quarter, employed second quarter, employed fourth quarter, out to exit. Is still going to be in the COVID period. So that's still affecting some of our performance measures because of the way that the calculation markers have so far removed from the exit fee.

But for the most part, considering what we were going through for PY21, performance is pretty good. Again, one thing that some of the new Board members might not know is our performance measures are negotiated every two years. We just went through negotiation for PY22 and 23.

Historically, New Hampshire has pretty high performance measures. Our negotiated rates are really high compared to the rest of the country, because we performed very well.

So there's a give and take with that. So the better we perform, the higher our levels get. And then at some point, they're so high that you can't reach them. So I think that we're seeing some of that.

We're also seeing some of the conversion with our case

management system that occurred. There's a learning curve with our Staff, we had the outage; there was a lot going on.

But for PY21, we did not end in a bad place. And again, these numbers are not final, because USDOL (sic) does the statistical analysis, and they use all kinds of mathematic things that I have no idea about. But for the most part, we're in pretty decent shape.

Questions? Seeing none, we'll go to the next item.

JOE DOIRON: Are we doing that good or that bad? I think before we move on, Lisa, on this -- on the performance, can you just speak a little anecdotally -- about where we kind of stand with some enrollments, especially with our partners?

LISA GERRARD: Absolutely. So PY21 was a rough year all across the Board -- for enrollments across all the four partners. We all struggled. PY22 started with an outage of our case management system. So all of our receipts were working on paper -- paper applications, paper documentation, outside system. It was horrific.

However, they never stopped. They never missed a beat. They kept enrolling. Dislocated Worker struggled last year, and there was a switch in some recipients from -- to NHES, and it took a while for them to get in the groove. Their

numbers have exceeded what they did all of last year in the first quarter. They almost reached their halfway point goal for halfway through the year for this year.

The Adult Program almost reached their Year goal halfway through this Program Year. So their yearly goal is 260 new participants. As of December 31 of 2022, they had 215 new enrollments. So it's just going gangbusters so far.

The Youth Program: Same thing. There was a lot of front ending of enrollments. So their enrollments are in really good shape as well. So you have really good enrollment numbers in the fiscal part of it. We can see the difference.

So we had a lot of -- we had a few years of low enrollments, which means we had a lot of carryover. So it's all kind of cyclical. Low enrollments no spending, high enrollments we spend more money. So we're starting to get to the point where we're back on track -- both enrollments, performance, and fiscal. So it all kind of coincides.

JOE DOIRON: Okay. So we may be coming to you either with a virtual vote in the next few weeks as it were as a Board, or we might wait until June, depending on kind of where we're at. We want to do some clever financial maneuvering -- the admin money that Nora spent, or underspent in Admin on our Adult Program, and our focus is always the program participants,

right? We run a really tight ship: Low admin, you know, way below indirect cost and all that sort of stuff, comparative, that was a fun fight last year.

But we're -- we're looking if we can, moving some of that admin money to Program Services, which means more people trained, more people in the workforce to fill high-demand occupations that we all crucially need, whether it be oil, nursing -- I'm thinking because it's been really cold out, and all those essential services.

So we're actually looking at some options. So we may be coming to the Board again with a virtual vote or a vote come the June meeting to kind of approve the moving of that money around. Because we don't want to see it go back to the black hole that is the federal budget. Because it doesn't do anybody any good there.

So just a little context for you, you know, "What is Joe and/or Melissa e-mailing about now?" A little preview of what we're trying to do. Because again, we've been underspent for so long. And so, we're just trying to -- we're trying to catch up. And Donalee isn't here -- Donnalee Lozeau from Southern New Hampshire services.

So I can really talk about here in a great way. Heard her team on the Adult side have really, really done a great job.

So our partners in Southern New Hampshire Services. So --
Administrative Adult Program. So if you see her up and about,
tell her that they're doing great, because they are.

COLLECTIVE: Thank you.

SPEAKER UNIDENTIFIED: Joe, if I may -- I just have a
quick question --

KELLY CLARK: State your name, please [00:25:28 from
the transcriptionist: Thank you, Kelly, so we can get you what
you want for an accurate record! 😊]

RICK BARTLE: Lisa, so, like, for example on the Adult
Program here, you serve 478 participants with 312 who are
receiving training services. The participants that didn't
receive training services, what kinds of services did they
receive?

KELLY CLARK: Sure. So there's -- we have training
services, and then we have what we call "Basic Career Services."
So if somebody is in a training, that's where they're going to
count in that 312. Other services are job searching, resume
writing, career exploration.

They might not be ready to attend the training, but
they're exploring what are their interests? What are they going
to be good at? And really learning about occupation, you know,

what is the high demand, what is the salary productions?

They could be receiving supportive services, because they're not at a point in time that they're ready to -- to maybe engage in a training, but they need some extra supports to get aspiration, resume writing -- all those that we consider Basic Career Services.

Some might be work-based learning. That's the new term, but on-the-job training, it's the same idea. That could be something that there were some new services on as well.

KELLY CLARK: One follow-up question: So the Dislocated Worker Program, we didn't meet the Measured Skills Gained performance metric. Can you talk a little bit about what are they doing to -- you know, adapt for that?

LISA GERRARD: Absolutely.

KELLY CLARK: Adjust?

LISA GERRARD: So "measurable skill" means it's the one performance measure that is not on a quarter basis, but a year basis. So if an individual enrolls in training or education, they're going to get counted by the year end. So they have to have a measurable skill gained within that Program Year. We have historically been really high with measurable skill gains as far as reaching and attaining our level.

We kind of slipped in all the three programs in this measure. So what we did is there's a lot of training out there, from USDOL employment training on the web. It's called, "Workforce GPS" if anyone cares.

But basically what we did is we send out a memo to all the subrecipients, and we ask them to -- to basically we mandated a training of all the Staff. Because there was a lot of Staff turnover. There was a lot of new Staff. So we wanted to make sure that everyone had the same training. And that was just completed as of December 31.

So they took the first quarter of this Program Year to kind of get back into what is a measurable skill, how do I count it, what counts? And really kind of looking at how can we kind of tweak that up for all of the realms.

KELLY CLARK: Thank you. So to the next item?

JOE DOIRON: Sure.

KELLY CLARK: 2e.?

JOE DOIRON: e.

KELLY CLARK: e.

JOE DOIRON: Item 2e. on page 100. Also, just to I was just reminded, quick housekeeping, flipping to page 100, I

know a very, very annoying item, but I know -- again, thank you all for your patience when it comes to the Financial Disclosure forms. I think we're waiting on a few from some of you all. And I think we did paper copies. So just make sure to please fill that out.

And again, if you've already done that, I'm sorry, the Secretary of State's website, it's something to be desired. So we are, again, focused on being, you know, compliant on everything, and that's just something that this Board measures to make sure.

So again, I thank you for your patience. I know a few of you, they've lost them across the street. That's why we're trying to make copies of them to keep them on file, so when they say that we don't have them, we can immediately then provide them, so that you're not bothered again.

So again, I was just reminded of that. So again, thank you for your patience on that. And just please, if we put a paper out, just hand it to myself or Melissa on the way out. That would be great.

But Item 2e. Is a Program Performance Update. Back to Lisa.

LISA GERRARD: Hi, again just to back up on the 2d. a.

through -- I don't know what letter there, I think c. -- those are program narratives that all the subrecipients send at the year end, they're year-end narratives. It also includes not only their year-end narrative, but year-end performance.

So I just wanted to point that out. It really isn't anything to explain, just wanted to kind of explain where those come from. So Item 2e., so this is the same thing that I just talked about from Program Year End. This is for our PY22 Quarter 1. Quarter 1 was from July 1 through September 30, which is the -- pretty much the entire time we were on an outage. And then we were dealing with the backlog.

So we had extensions for our performance measures. We had multiple extensions from USDOL because of the system outage, and then the backlog. That will be a story for another day. That was fun. So performance measures, they're the same performance measures that we have for all of the performance measures.

You'll see that measurable skill gains is not going to be met for the first quarter. Again, it's a year -- it's a year performance measure. So we're never going to meet that until the fourth quarter. But they still count it every quarter.

Again, you will see most noticeably the employment

second and fourth quarter is not being met or exceeded. Again, it's that quoted period of time. So again, it seems to be -- well come out of that eventually. It's just still showing up in performance.

The other thing that I'll say about performance is we have our performance goals that we need to meet, per USDOL.

But OO is under the kind of direction, per se, that we need to meet our performance measures, but participants are really the ultimate end goal. So if we're enrolling 250 individuals and 1 in one six-month period, we know that performance might dip a little bit. And that's okay, because we're helping all those individuals.

So far, we're doing really good, I think, on performance -- especially given that we dealt with an outage and backlog. Because I can't tell you how much data entry that backlog really took. It was insane.

Our subrecipients worked nights, weekends, around-the-clock trying to get the backlog in, because we still had to report to the USDOL.

It was literally a nightmare. So if you see anyone from Southern, MY TURN, JAG, NHES, just be kind to them because --

COLLECTIVE: [Laughter]

LISA GERRARD: -- they really hung in there. And it was -- it was really difficult to deal with. So --

KELLY CLARK: Further questions? 2f.?

JOE DOIRON: Before 2f., we did from the Board actually utilizing Board funds, some small tokens of appreciation for our subrecipients -- specifically Southern New Hampshire Services and their team of the Adult Program.

Because again, we have not had this in, like, pretty much modern history where we're at -- where we're at in terms of enrollments. Again, you know, the money does no good just sitting there. We're actively working to deploy it, but also to deploy it to different groups of people that may not necessarily have had access to that.

So just as an FYI, we did do some stuff, we did some Lindt chocolate to our subrecipients and the Adult Program to really -- they had some real tough times.

But 2f. is -- going on that -- about our VIP grant performance update. And I'll kick it back over to Lisa.

LISA GERRARD: So we did a VIP Grant, RFP (sic) -- I think are some Board members that remember the RFP -- and that were on the Scoring Committee.

This was a requested proposal to really reach out to the historically marginalized communities. And we had a variety listed in the RFP that we could -- that some recipients could choose to work with.

We ended up -- the SWIB ended up giving two grant awards; one to the international Institute of New England, and the other to Southern New Hampshire Services. This grant is specifically a referral in the grant process. So it's working with individuals of historically marginalized communities doing outreach and referrals to the Adult Program.

International Institute of New England has already met their goal for their deliverables. They've been really hitting the ground running. Between the VIP Program and the Adult Program, that's where you're going to see all those enrollments. So as long as they're giving the referrals, those individuals get enrolled. So that's the increase in enrollment as well.

So the International Institute of New England has really done a tremendous job. They are actually working with a couple different agencies as well for New Americans, immigrants and refugees. They're also -- the outreach is to businesses to see if we can entice other businesses to hire new Americans, immigrants and refugees.

And then once they come into the Adult Program, they

can receive all the services that are under the Adult WIOA Program, including support services.

We are also doing some Drivers' Education. The Second Start, which is one of our Adult Education. They're running a program for Driver's Education. So we're -- we're able to kind of tap into all the resources.

Southern New Hampshire Services is taking a little different road. They're working with many different communities -- historically marginalized communities. They're on the focused on one. And they're doing a lot of outreach and referrals, Adult programs.

And they have been working -- both programs have been working really hard on trying to create processes and procedures, because this is the first quarter -- second quarter of the grant process and working well together.

So International Institute and Southern have worked really well together, and they have ongoing meetings on trying to figure out the best processes to put in place to do the referrals and the outreach.

So we just wanted to give you an update on this grant in particular, because it's really going really well. And you'll see in the Success Stories, which is 2 something, there's

a success story from the International Institute as well, talking about one of the prog participants that got referred. So we just wanted to highlight what's going on with that.

Kelly Clark follow-up question?

KELLY CLARK: Are there two, Southern and International Institute, are they all working together or coordinating or leveraging each of those services?

LISA GERRARD: Absolutely. So they had worked well together before this project. They had worked on a program with Manchester Community College called, "LNA Success" where the three programs basically were taking a cohort of individuals from the International Institute and making sure that they had the basic language skills needed getting them into WIOA programming, but also getting them into an LNA training program at Manchester Community College.

So they already kind of had a working relationship, but they've been working even closer together. They have weekly -- I don't know if it's weekly meeting, but they have ongoing meetings where they're working on processes, they're trying to explain -- you know, because WIOA has a lot of rules and regulations, and there's time and commitment.

And so, both agencies are working on trying to make

sure that everyone understands what the roles are with each organization. So it's been a long -- I really think it's been a great partnership.

And the whole -- one of the purposes of grant was to create partnerships that were going to last long after the grant expires. And I think that this partnership between International Institute and Southern is something that's going to keep going way beyond [00:39:15 indiscernible - simultaneous speech] which is exciting and new.

And it can just open up a whole new door for all kinds of individuals. So they're -- they've been working great together.

KELLY CLARK: Okay. Thank you for that. Seeing no further questions, we'll go to the next item, which is -- the Annual Monitoring Report?

JOE DOIRON: Yep. So Item 2g. is again Lisa. And it involves you, Madam Chair.

KELLY CLARK: Yes, it does.

LISA GERRARD: Again, for the record: So again, one of the items that we could not get on the June SWIB agenda because of the backlog, because of the performance being delayed, was our annual monitoring. We got the binders, a huge

binder.

But it's our annual monitoring that Kelly comes over and looks through and signs off on. So weren't able to get that done, because of the backlog and the delay in reporting our -- all of our findings to USDOL. We had to finish up some monitoring.

The monitoring report is included. I will note that there is one outstanding item that has not been cleared up. It's a federal audit, a new item from our WIOA Programmatic Review in November of 2021?

JOE DOIRON: Yeah.

LISA GERRARD: Yeah. So it's long time. We've been going back and forth with USDOL on the finding. I think -- I'm crossing my fingers -- that we finally might have solved it to their satisfaction.

But everything else, any corrective action our outstanding issue was resolved. We did a lot of monitoring activities. PY21 we finally were back on site for most of our onsite monitoring. There were some due to COVID outbreaks or Staff having COVID that we didn't go onsite, we did virtual. But it was the first year that we actually got back on site and did some actual in-person monitoring, which it was really nice

to get onsite needs.

So the report is there. Kelly, did you want to talk about anything, or?

KELLY CLARK: Yeah. Just a follow-up question. Could you just talk just a little bit about the finding, what type of -- we had to do with the Sole Source --

LISA GERRARD: Sure.

KELLY CLARK: -- process and, just so people have some background context.

LISA GERRARD: Sure. And Joe, I'm going to let you jump in as well, because it's our favorite topic.

JOE DOIRON: Because you want to see my BP go up?

LISA GERRARD: Yes. So during the Programmatic Review for WIOA back in November 2021, one of our findings was about the One-Stop Operator Procurement. And that's -- the One-Stop Operator is basically how here in New Hampshire we run the New Hampshire Works offices.

We have a One-Stop Operator, we Sole Sourced it. It's the consortium runs the One-Stop Operator, and basically NHES is the--quote, unquote-- "landlord." They have the building, and then the consortium oversees the One-Stop Operator.

USDOL did not like the idea that we Sole Sourced the One-Stop Operator procurement, even though under WIOA legislation, it allows the state to Sole Source in specific situations.

So therefore, we have been going back and forth with USDOL since November of 2021 on this conflict, trying to understand -- trying to basically state our point and our position -- our position with them not liking the fact that we did it that way.

So finally, to resolve the issue, we did release an FRI, which is a Request for Information. It's not a Request for Proposal. We're not asking for anyone to -- we're not going to do a contract or anything, between did release a Request for Information regarding what could somebody else do, basically? Is what it comes down to.

The RFI closes this week, and is published on DAS (sic) , as well as the New Hampshire Works.org, which is where we publish all of our RFIs or RFEs. So hopefully by just publishing the RFI, we have resolved the issue with USDOL. We're waiting for the official response, closing the item.

Do you want to say anything else, Boss?

JOE DOIRON: We had a really fun time with that

review. They don't call it, "Audit." Right? It makes it seem a little more friendly if its in review, although it's a team of auditors. So clearly that, I guess. And so we contend -- we still contend that first of all, we've done nothing wrong.

You know, I don't even think it should be a finding. But again, I don't work for the US Department of Labor, who might be reading these transcripts later. So that should be interesting.

But, you know, in the legislation for WIOA, it clearly states that states have an opportunity to Sole Source procurement of a One-Stop Operator, black and white. Don't have to be a trained lawyer or legal expert or a member of the United States Congress to figure that out, it's pretty plain. If I can figure that out, anybody can.

So we have historically always done that, because every state operates differently. As a state, we are -- a single-state entity, we have a single-state Board. Massachusetts has, like, state eight State Workforce Innovation Boards, or equivalent. The state of Delaware on their Board has like 57 people, which I talked to their Executive Director, it's very, very -- yeah, 57, it's -- we need a bigger room.

So we -- every state gets the opportunity to do things a little bit differently, based -- you know, as long as there's

compliance. And we exercised that for a number of years. So we've been doing that for, like, almost 30 years. So for them to kind of finally say, "Hey, what you doin?" was kind of -- took us a little bit by surprise. And we were kind of upset, quite frankly.

Because our One-Stop Operator, it's a consortium -- an entity, a number of entities that make that up. Commissioner Copadis is normally here, our partners in Employment Security, Department of Education, Health and Human Services, BEA, a number of folks.

Because not one state agency or entity can provide all the services that we provide. Right? That's why we work together, right? There's not one single state agency or entity in any state that provides all that. And it's, again, that partnership.

So we contend -- and we still contend that, you know, we have a state agency, New Hampshire Employment Security -- he would operate twelve One-Stop centers across the state. They are strategically located geographically. They are handicap accessible.

They -- we have invested millions of dollars of federal and general funds into making these buildings modern from everything from -- you know, Internet, utilities, you know,

ADA compliant, you know, everything that makes an office run, right? So we've invested heavily.

We have also -- you know, a bunch of marketing materials. People know where they are, right? And so, essentially we contended that we're not going to essentially lay off an entire state agency to go through some exercise in futility, because nobody can do it better than free. They already do that. They are required by law -- they being New Hampshire Employment Security -- to run physical locations to provide unemployment insurance.

So why are we going to -- so my argument, I kept saying to them as they continued to speak bureaucrat at me -- and I go, "Who can do better than free?" And they go, "That's not the point." And I'm like, "Well, that -- that to me is the point. Like, you know, nobody can do it better.

Like, if we brought in a private entity, they charge. And our admin costs will go through the roof, and we'd surplus participants and we'd have a huge layoff, where we'd have to have Hinson do a Rapid Response at a state agency, which is not what we want to have happen. And we just knew the realities, that -- you know, nobody would allow that to happen.

So for us we think it's very silly -- something out of Monty Python. We try to have good humor about it. But that's -

- if that's the worst -- and it's funny because it's just -- it kind of -- it gets me riled up, because it's -- we have been doing it for so long, you know, "If it ain't broke, don't fix it."

And that's not always a good reason, but I think we've demonstrated through our ability an arguing in favor of the One-Stop -- of the Sole Source procurement. So that's the one finding, Madam Chair, that we had. And I'm going to check my Fitbit later, and to show my --

KELLY CLARK: My pressure's gone back.

JOE DOIRON: -- heart rate spike, but so that's --

KELLY CLARK: Okay. Thank you.

JOE DOIRON: So sorry if I over --

KELLY CLARK: Oh no, thanks for the background.

JOE DOIRON: Yeah.

KELLY CLARK: I think it's helpful for everyone.

Question?

SPEAKER UNIDENTIFIED: Yeah, just more comments, but -

-

KELLY CLARK: Oops, can you state your name for the record, please?

LISA HINSON-HATZ: Yeah, sorry.

KELLY CLARK: That's okay.

LISA HINSON-HATZ: Lisa Hinson-Hatz. I'm the Director of Voc Rehab. Just for the Board's information, I've been around for about 20 years now.

And this issue has come up at every Monitor, just so you guys don't think this is some unique issue that has come up in this past one. It's been an issue all along. And I think the best point is the administrative costs and the number of customers that can be served.

Because at the end of the day, that's why we're all here. So I -- you know, I just thought that would be interesting for the Board to know that it's not a unique issue.

KELLY CLARK: Yeah. Thank you so much for that background.

LISA HINSON-HATZ: Yeah.

KELLY CLARK: Other questions? Should we move to 2h.?

JOE DOIRON: Absolutely.

KELLY CLARK: Subcommittee Reports?

JOE DOIRON: I'm very happy to stop talking about that. Item 2h. just serves as an opportunity for the

Subcommittee Chairs, Madam Chair, to introduce themselves and provide any updates.

We do not have a Chair for the Review Committee, because we kind of decide the people on and off, based on situational awareness, where there may be a conflict or a perceived conflict. We just ask different Board members to not score this this RFE round to avoid any appearance or conflict of interest.

So we have two other committees, and I know we can make rounds here. I -- to say hi, just so people get to know which folks are working on different things.

MAYOR BROWN: All right. So I'm Mayor Brown. I'm the Chair of the Education Training and Steering Committee. Rick is one of our members, and Shane Long is the middle member.

And we talked -- we met on January 11, and we -- Joe was there and shared some program, your efforts to responsibility, talked a lot about the funding streams for WIOA, explained the process of offering support and partnership to obtain DOL grant funding.

Rick had asked about some educational partners for some of this funding, and Joe explained the collaborative efforts with hospitals and other entities that work together.

We also -- I had talked about a new program that LRCC is getting ready to launch. That is a robotics program that they're getting ready to roll out. I don't know at this point if it's been approved yet. It's looking to be a kind of feeder program into Plymouth State.

So we in Franklin have been working on trying to beef up our manufacturing interest in the high school. We have some major manufacturers -- BCC Structural, Watts, BYTECH, all of whom are international companies. And we're working very hard with a new high school principal, who hopefully next week Joe and I will be working with to roll out some of the opportunities for our students there.

Joe also talked about using some discretionary funding for a RP to be released --

JOE DOIRON: Nope, nope, nope, nope, whoop --

MAYOR BROWN: Whoops, scratch that.

JOE DOIRON: Yep.

MAYOR BROWN: And --

JOE DOIRON: More to come.

MAYOR BROWN: Yeah, more -- and more to come on that, yeah. Let me just say that. Let's see. Let's see. I would

like to just Board share. It's amazing when you've got three in a row and two stand back.

COLLECTIVE: [Laughter]

MAYOR BROWN: But anyway -- no, actually I volunteered for it, in all fairness to my fellow members.

Next meeting, which we're going to have in a -- I believe it's next week -- we're going to be talking about some current bridges between students in college and career pathways. That is huge for our school in Franklin. We are a low economic group up there. And it's a challenge. It's a real challenge. And we have it. We have it.

We have to develop pathways, roadways, highways -- however you want to describe it for our kids to realize that there's life beyond working at McDonald's for all of their life. And that seems to be the sentiment that is pervasive in our area.

We've got over 65 percent of our students who are on free and reduced lunch. One of the things that we want to work with that Joe and I are hopefully going to be working with with our principal -- and this could be something that if we can get it right, maybe could be applicable in some other areas, perhaps in the northern, north country -- is to try to bring in the

parents of those students that are probably either underemployed or not employed.

One of the issues that we've run into, and I know several other school districts have, is the funding that's available through FAFSA.

The parents won't fill out the forms, because they don't want to release their funding sources, or even if they have them. And so that's another initiative that the legislator was looking at last year.

We're also going to be talking about how technology changes have affected the workforce landscape and recruiting for remote workers. But it's all part of that housing, cost-associated drug issues, et cetera, et cetera.

So it was a good meeting, and I'm looking forward to working. I think we've got a good team with some really, really good experience going forward. And then maybe we can, you know, make some headway in these little towns in Franklin. Thank you.

JOE DOIRON: Others? I think?

Lisa Hinson-Hatz I'm here. So I, just like Joe's committee, over the -- can you remind me of the formal name? You don't have the subcommittee names, but the Workforce Development Policy Committee, did I get it? Okay. I was voted

Chair. Like you said, when there's three and you -- two stand up, or everybody's quiet, right? So I'm going to have to really bulk up my report for next time, though, because Jo's kind of showing me up.

JO BROWN: No, I'm not. Melissa, it's her fault.

LISA: Well, unfortunate that we have had two nice meetings sort of introducing ourselves. Joes been giving his reports at the meetings. And we focused on two things that we felt might be helpful training and policy issues for the state -
- for the SWIB.

The first was mental health in the workplace resources
--

JOE DOIRON: Mm-hm.

LISA: -- which I think is really important for every business, whether you're small, big, doesn't matter. So I've been pulling together some resources from the national landscape as well as our local New Hampshire [00:54:47 indiscernible proper name] Organization, to hopefully have sort of some options for us to share, maybe kind of a menu of services, if you will, that we could provide to businesses in New Hampshire.

The other area that we've been doing research on and finding resources for was municipality training. Because

there's a lot of municipalities around the state. One of our Board members is a Selectman.

And he said, "You know, we don't get training on anything. And we have the funding available to do it." So I've been kind of pulling again some national resources.

And also, Massachusetts has some interesting ways that they're going safety training -- you know, many -- almost anything you could think of that a town might need for resources there.

So hoping to kind of pull together some -- some best of the best, if you will, that we can share around this table. So that would be my report.

KELLY CLARK: Yes?

JOE BROWN: Just a quick question: For some of your municipal training, the NH Municipal Association has a lot of free, online --

LISA: Oh, good!

JOE BROWN: -- training, specifically focused -- well, one of them is specifically focused. For the first time, Councillors, select people, accounts people like that through NHMA -- New Hampshire Municipal Association, NHMA.

KELLY CLARK: That's a great suggestion. Tim?

TIM SINK: I just wanted to mention, you had mentioned about mental health training for employers. And we're working with Liverman Mental Health. And they offer a certification program for very low dollars. And -- and it's a high value for what our employers would get out of it.

KELLY CLARK: Great.

TIM SINK: And how can we talk more about that with you? We're going to be hosting a couple of programs of certification, and Mental Health Awareness Month is in May?

JOE DOIRON: Yep.

LISA: That's great. Yeah, absolutely. We'll chat.

KELLY CLARK: Other questions from Subcommittee Chairs? Yes?

SHANNON REID: I just have a comment from Mayor Brown. Can you talk about the FAFSA, and the unwillingness of many families to come out?

And the Legislature did enact a law that I think as of maybe next spring is going to require FAFSA completion as a graduation requirement for high school students. There's an opt-out provision on that, and it's unclear to me how that's

going to go over.

But that's an interesting kind of intentional change to the landscape.

JOE BROWN: I hadn't heard on (sic) that. One of the things that we were hoping it was going to get through was that if you were on Medicaid, that you might be able to get for -- for -- for whatever's going to be happening as part of the lunch program, you know, it stated I think with -- it looked at looking at if you're on Medicaid, it would automatically be enrolled in free and reduced lunch. You wouldn't have to fill out the paperwork for that.

That same kind of thinking was hopefully going to be sort of lined up with the FAFSA people that don't want to -- that don't want to do it. Because a lot of times -- well, they don't know what they don't know.

And it's not as if they're going to go back three generations, you know, to the Hatfield and McCoy situation they got you in this current situation now.

It's -- it was more an education thing. But it didn't really -- but thank you for letting me know. I'll follow up on that.

KELLY CLARK: I see no further questions. Do you want

to move to the Success Stories?

JOE DOIRON: Yeah. 2 -- sorry?

KELLY CLARK: 21.

JOE DOIRON: -- 21.

KELLY CLARK: Or i.

JOE DOIRON: i.

KELLY CLARK: i.

JOE DOIRON: Yeah. Little typo there. 2i, page 111.

Again, the success stories are written. Again, you know, as Lisa mentions, you know, we have great performances data to demonstrate that we're -- we're doing what the funds require. Where it's due, we do them very well.

But I think it's important that you really really read these success stories to understand kind of what who we're helping and who we're serving to provide that narrative. It's more than just numbers, facts and figures.

We're hoping at the June 6 meeting to have several program participants. We did this, what, two years ago I think it was. And I think a few Board members -- I think a few folks were there. And, you know, I'll have tissues. Because, like, a few of -- like, they're -- they're pretty emotional.

So you'll be able to ask questions and interact with them. So, you know, that's what we're looking forward to to the June meeting, which -- you know, again, please never miss a meeting, but please don't miss that one.

But we're happy to answer -- I'm happy to entertain any questions you may have about the success stories that are provided in 2i.

KELLY CLARK: Any questions or observations for Joe?

RICK BARTLE: I'm just -- I'm curious, and it may be in some of the stories, I haven't worked my way through all of them yet, but I'd love to know how -- how NH Works got connected with these folks. And that's sort of a -- you know, rhetorical I guess for later, for a later date perhaps.

LISA GERRARD: It really depends on which program you're referring to. So I can tell you historically youth programming, a lot of the youth -- especially the [01:00:28 indiscernible proper name OS] for out-of-school youth, they're referred back to the program from somebody else who's gone through it.

So they have a friend of a friend of a friend, "Hey, I went through MY TURN's microelectronics boot camp, I'm working on BAE and I'm making all this bank, you should go there too."

The Dislocated Worker Program, they really -- their kind of [01:00:51 indiscernible] because they're working with Dislocated Workers, are coming through the NEHS Program, especially unemployment.

So they're doing a ton of outreach through letters, flyers, all kinds of things that they're tapping into NEHS claims.

With the Adult Program, they're coming from everywhere. So they're coming from the VIP referral. OO has been doing a lot more outreach. We've been much more forward-facing. So anytime we have an opportunity to talk about the programs and what we're doing, we're out there.

So we have been really aligning the Adult Program, which is kind of where most people fit, but if they don't fit in the Youth or Dislocated Worker, they're going to fit in the Adult. So we've been doing a lot more outreach and they're coming that way.

The Adult works with NHEP. They work with DHHS. They're working with all kinds of different organizations. And sometimes it's just word of mouth. Sometimes it's walking into the New Hampshire Works office, and somebody will go to the front desk and be like, "I don't have a job. I need training." And then that person at that front desk kind of triages and can

get them to the right individual.

But that's kind of many of the ways that they enter.

RICK BARTLE: Thanks, Lisa.

LISA GERRARD: Sure.

SHANNON REID: Kind of a follow-up. Did we -- do you use these stories to kind of evangelize -- you know, in the locations where people are walking in or the other ways that you do outreach?

I mean, it seems like these are real people and they are seen as peers, I think, by other real people in their circles of -- you mean word of mouth and "I know somebody who did this" -- it seems like amplifying that would be a really good strategy.

LISA GERRARD: Absolutely. So the subrecipients do utilize their success stories and outreach material. If you look at, like, NH JAG or MY TURN, they'll have a ton of photos about their participant. They have some, like, little blurbs. It's absolutely something that we want to do more marketing on a state level.

And that's in the works, hopefully, to be able to -- to really home in on what the program's about. And it's not just about going to a training, it's about a career pathway and

change. And it's really about these individuals having a new -- these new opportunities to be self-sufficient.

So I think it's something that we're working towards. We're not there yet with all of it. But we know what we have in these, and we definitely want to utilize them to the best ability.

KELLY CLARK: Thank you, Lisa. So we'll move on to Board motions and discussions. And I don't believe, Joe -- am I correct, there's no formal motions that you have to put before the Board at this time?

JOE DOIRON: Correct, Madam Chair.

KELLY CLARK: So we'll accept that there are -- so we've accepted the topics from the Board?

JOE DOIRON: Yep.

KELLY CLARK: Anything else that anyone would like to bring up or consider? All right. So then we'll move to closing. So this will conclude our formal meeting of the Workforce Board, State Workforce Innovation Board.

The meeting has been recorded and run in accordance with RSA 91-A. And I really appreciate everyone's participation today and questions and look forward to seeing everyone on June 6, and really look forward to the success stories in person.

Thank you and enjoy the rest of your week.

COLLECTIVE: Thank you.

[End of Proceedings]