



# **State Workforce Innovation Board Program Year 2024 – Meeting 1**

**October 15, 2024  
1:00 pm – 4:00 pm**

## **Meeting Location:**

**New Hampshire Audubon  
PSNH Room  
84 Silk Farm Road, Concord NH 03301**



## SWIB ROLE AND RESPONSIBILITIES

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

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

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**State Workforce Innovation Board (SWIB)**

**Program Year 2024 Meeting 1**

**October 15, 2024**

**1:00 pm**

**Agenda**

**1. 1:00 pm – Call to Order**

1a. Roll Call

1b. Approval of June 6, 2023, Meeting Minutes .....4

1c. Welcome

1d. Public Comment

**2. 1:10 pm – Informational Items**

2a. Presentations for the Board .....69

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**3. 2:00 pm – Board Motion & Discussion**

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**4:00 – Adjourn**

**Next Meeting: February 4, 2025**

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P R O C E E D I N G S

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JOE DOIRON: So we are now live and on the air with the recording. And also, before we start, before Commissioner Copadis starts, again, we put water on the tables, but if you need more: over there, and we also have snacks in case your blood sugar gets low, so please help yourself.

GEORGE CAPADIS: Good afternoon, everybody. I know we've got a couple -- is this your first meeting, Mayor?

UNIDENTIFIED SPEAKER: Yes, sir.

GEORGE COPADIS: There are two mayors. It's their first meeting here.

UNIDENTIFIED SPEAKER: You too!

UNIDENTIFIED SPEAKER: You too! All right.

GEORGE COPADIS: Anybody else? Okay. all right. maybe -- maybe what we can do first off, how about if we just go around the table, just have everybody introduce themselves before we actually start. And I'll start.

George Capadis, Commissioner, New Hampshire Employment Security.

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RICK BARTLE: Rick Bartle. Stratus Business Development. We're in Aviation and Aerospace Consulting.

LARRY MAJORS: Larry Majors with Pike Industries.

PAUL CALLAHAN: Paul Callahan, Mayor of Rochester.

DONNALEE LOUZEAU: Donalee Louzeau with Southern New Hampshire Services, the Community Action Group.

KENNETH CLINTON: Ken Clinton with Meridian Land Services of Amherst; Civil Consultants.

MELISSA Carter: Melissa Carter, Fiscal Administrator for OWO.

LISA GERARD: Lisa Gerard, I'm the WIOA Program Administrator.

MELISSA SALMON: Melissa Salmon, WIOA Program Specialist at OWO.

JIMMIE HINSON: Jimmie Hinson with the NH Department of Business and Economic Affairs.

SHANE LONG: Shane Long with Aldworth Manor in Harrisville - Law Offices; that was lodging events, events, weddings...

TIM SINK: Tim Sink, Greater Concord Chamber of

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Commerce.

BRUCE CROCHETIERE: Bruce Crochetiere, Technology Solutions.

LORI LUNDGREN: Lori Lundgren.

RICHARD SALA: Richard Sala, Bureau of Location and Rehabilitation.

CHRISTINE BRENNAN: Christine Brennan, Deputy Commissioner, Department of Education.

JAY RUAIS: Jay Ruais, my first term as Mayor of Manchester.

[Applause]

JOE DORION: Last but not least I guess: Joe Doiron, Director, Office of Workforce Opportunity.

GEORGE COPADIS: You're not last. We're lucky to have you.

CHASE HEGEMAN: Sorry I'm late. Chase Hagaman, Director of the Division of Economic Development at BEA.

KELLY CLARK: And Kelly Clark with AARP.

GEORGE COPADIS: And back here. Hi.

SARAH WHEELER: Hi. Sarah Wheeler; I'm the

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Administrator for the Bureau of Adult Education.

SARAH SACCO: I'm Sarah, the Director of Workforce Development at Southern New Hampshire Services.

JACK LAWSON: I'm Jack Lawson, an Attorney at the Mayor's Office.

GEORGE COPADIS: Great. Great. Thanks, everybody. So in the absence of Chairman Kane, Joe has asked me to chair the meeting, so we'll get started.

Good afternoon. For the record, my name is George Copadis. I'm filling in for Chairman Kane. Some quick notes as we begin the meeting, this meeting is being recorded. Before speaking, please state your name so the transcription services can actually 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 the Department of Business and Economic Affairs website. We've got a number of items to work through today and a short timeframe. You'll find these items on the

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agenda with their enclosed supportive documents.

The agenda and these documents have been provided to the Board electronically. Printed copies are available today and all materials will be made available to the public via the BEA website.

Joe, would you call the meeting to order?

JOE DOIRON: Thank you, Mr. Chairman. We're going to do a roll call alphabetically.

Mike Alberts?

Jim Alden?

Joseph Alexander?

Stephanie Ashworth?

Kevin Abart?

Rick Bartle?

RICK BARTLE: Yes.

JOE DOIRON: Christine Brennan?

CHRISTINE BRENNAN: Present.

JOE DOIRON: Anya Burzynski?

Paul Callahan?

PAUL CALLAHAN: Present.

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JOE DOIRON: Kelly Clark?

KELLY CLARK: Here.

JOE DOIRON: Kenneth Clinton?

KENNETH CLINTON: Here.

JOE DOIRON: George Copadis?

GEORGE COPADIS: Here.

JOE DOIRON: Bruce Crochetiere?

BRUCE CROCHETIERE: Here.

JOE DOIRON: Mary Crowley?

Tiler Eaton?

Patrick Fall?

James Gerry?

Chase Hagaman?

CHASE HAGMAN: Here.

JOE DOIRON: John Hennessey?

Michael Kane is absent.

Justin Cantor?

Shane Long?

SHANE LONG: Here.

JOE DOIRON: Donnalee Lozeau?

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DONNALEE LOZEAU: Here.

JOE DOIRON: Lori Ann Lundergan?

LORI ANN LUNDERGAN: Here.

JOE DOIRON: Larry Major?

LARRY MAJOR: Yes.

JOE DOIRON: Ashok Patel?

JOE DOIRON: JIM PROULX?

JOE DOIRON: Shannon Reid?

JOE DOIRON: Jay Ruais?

JAY RUAIS: Here.

JOE DOIRON: Richard Sala?

RICHARD SALA: Present.

JOE DOIRON: Tim Sink?

TIM SINK: Here.

JOE DOIRON: Gary Thomas?

JOE DOIRON: Mr. Chairman, with the roll call complete we have a quorum.

GEORGE CAPADIS: Great. Great. Thank you. Again, my name is George Copadis. The meeting minutes from the June meeting are found in your packet. Are there any errors,

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corrections, or omissions? If not, I'll entertain a motion to approve.

PARTICIPANT: So moved.

GEORGE CAPADIS: Moved.

Second?

All those in favor?

THE BOARD: Aye.

GEORGE CAPADIS: Opposed? The motion carries.

JOE DOIRON: Real fast, just for the record, Donnalee Lozeau made the motion, and a second by --

GEORGE COPADIS: I'm sorry, yeah.

CHRISTINE BRENNAN: Christine Brennan.

JOE DOIRON: Thank you. Sorry.

GEORGE COPADIS: No, yeah, no problem. 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.

Nothing?

Okay. Informational items. We'll start our agenda here today with some informational items. Staff will not be

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presenting; rather they'll be answering any questions you may have.

Joe, could you please guide us through those items?

JOE DOIRON: Thank you, Mr. Chairman. So we have some new Board members, just as a point of reference. We're happy to answer any questions. Staff will not be reading their reports the are in the informational items, but we're happy to answer any questions that may come up.

Feel free to ask any questions, especially new Board members, existing Board members. We're happy to take them.

And Jimmie, I believe you're first, with Rapid Response.

JIMMIE HINSON: So no reading of the report, but answer any questions?

JOE DOIRON: If you want to give the highlights, you know, quick highlights.

GEORGE COPADIS: Can you speak up a little bit, Jimmie, please?

JIMMIE HINSON: Yes.

GEORGE COPADIS: Thanks.

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JIMMIE HINSON: That's a first. Jimmie Hinson with the New Hampshire Department of Business and Economic Affairs.

Yeah, Rapid Response this last quarter has been pretty busy. I think the one thing that we've noticed is we've eclipsed last year's total. We did about 40 last year, about 1600 people. We're about 30 away hitting 2000 layoffs this year. That's the ones we know about. The ones that I think are the most concerning are the 10 and below, which is happening pretty regularly with people downsizing or just making adjustments.

I think one of the unexpected things that businesses are telling me that hit them was their auto insurance, their truck insurance, their insurance overall, the premiums going up 20- 30 percent. And that's nationwide. Some other states have been hit a lot harder.

So but overall the good news is we are filling up a lot of our Workforce Innovation Opportunity active training, in addition to helping people find jobs that are out there. And we are encouraging people when they find jobs now: Do not sit on them, take them.

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Any questions? Thank you.

JOE DOIRON: Mr. Chairman, the next item is item 2b, which is a fiscal update. Real fast, we did have some turnover that I want to mention. Lucia Roth, who is our Administrative Assistant for the Office, she was taken by Commissioner Chicoine over at the Department of Energy for a really, really great position. We're sad to see her go. So we do have that position posted, hoping to find somebody very soon.

But we're very happy for her. I think when she sent out the e-mail, she -- to everybody, she said how much of a pleasure it was to work with all of you. so we'll miss her very much, but she's not far.

And then Melissa Carter is our new Fiscal Administrator for the Office, who's going to take item 2b. so if you have any really, really tough questions for her, how -- she's been on the job how many jobs, three months now?

MELISSA CARTER: Three.

JOE DOIRON: Three. So -- so any real tough ones, feel free to send her way.

MELISSA CARTER: So Melissa Carter, as Joe introduced

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me. In your packet, the date on the spreadsheet is inaccurate. I assumed it was going to automatically update. I'll have to fix that for you. It's just as of the time end of March, not December.

So it shows you the balances on the program here, which were about done with Program Year 21. So we don't have to read it to you.

Are there any specific questions?

JOE DOIRON: Any questions from new Board members?

DONNALEE LOZEAU: I'm just wondering, any surprises, any concerns, anything that you're worried about in your three months, aside from the --

MELISSA CARTER: It is a learning curve.

DONNALEE LOZEAU: Yes.

MARY CROWLEY: For sure. I can't say there's any surprises, having nothing to compare it to, because I wasn't here before. But I don't have anything that's being hugely red flagged. I'll have something later on in the next section to go over or -- on. But okay. thank you.

LISA GERRARD: I can add to that. So Lisa Gerrard

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with OWO. So we get three years to spend our funding. So Program Year 21 we did -- this year. So we always have three years. What has kind of happened is the money has gone back down to basically minimally funded. We were kind of higher during COVID, because of the unemployment rate then.

So -- and now we're -- this -- the new funding allocation for 24 has been paid for. It's been adding up. And there's no other preauthorization or change or Formula Funds.

So what we are seeing is the amount of rollover money is really getting tight, where when COVID was here, we weren't spending money. Customers didn't ask for money. So we're kind of hitting that spot now where it's a little tight. Training -- you know, training is more expensive. Everything is more expensive.

So we're just kind of running into that. We're seeing kind of the limits of what we are able to potentially roll over from year to year.

GEORGE COPADIS: Yes.

UNIDENTIFIED SPEAKER: Thanks, Mr. Chairman.

GEORGE COPADIS: [Whispered:] Sorry.

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UNIDENTIFIED SPEAKER: A question for you. so okay, based on what you're saying there, so 23 was about 6.7 it looks like? So what are we anticipating in 24?

MELISSA CARTER: 24 is --

UNIDENTIFIED SPEAKER: Is that in here? Sorry. If that's in here, I --

MELISSA CARTER: No, it's okay.

UNIDENTIFIED SPEAKER: I didn't find it. That's fine.

MELISSA CARTER: 24 is 6.4 when you combine them all. So we're not losing, like, a lot of money, but --

UNIDENTIFIED SPEAKER: But it is trending.

MELISSA CARTER: The program uses a little bit in each allocation.

And then at some point, we'll be flat funded, so there won't be any more increase and I think that's where we're at now. This might be the last - 24 is the last year -- and that might be just kind of where we stay.

GEORGE COPADIS: Chase?

CHASE HAGAMAN: Thank you, Mr. Chair. Just a general question. On the spreadsheets, on the System Costs category and

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some of the later program years, there's no available funding or no obligation, and then what appear to be some just division errors on the spreadsheet.

Just want to make sure that it's accurate, there's no available funding for system costs in those programs for those program years?

MELISSA CARTER: Yes. So -- certain -- like the -- program we have changed those to being discretionary funds. And then all the funds that were allocated to -- so that's you -- you're seeing zero.

CHASE HAGAMAN: Okay.

LISA GERRARD: And it never -- again, Lisa Gerrard -- in an effort to put more money into the programs, we changed the way that it was allocated in the actual budget. We were budgeting for our management system costs as well as -- which does our -- our health training provider lists as well as other contracts we have.

So knowing that we're returning now to the program we kind of want to look at a different way of funding those, including to take it out of our discretionary funding, which

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could allow for -- website.

So that's kind of why you see the change. We really wanted to get more money to put at this.

CHASE HAGAMAN: Yep. Thanks.

JOE DOIRON: Okay. Okay. Mr. Chairman, if I may?

GEORGE COPADIS: Yes. Go ahead.

JOE DOIRON: Just to add onto what Lisa said -- our two providers of Adult and Dislocated Worker are here at the table. So forgive me, I'm going to kind of patronize you both a little bit. But enrollments are through the roof. We have a -- what's our unemployment rate, Commissioner?

GEORGE COPADIS: 2.6. Tied for fifth lowest in the country.

JOE DOIRON: And in the Dislocated Worker program, folks who have lost their jobs through no fault of their own, their enrollments: We have exceeded enrollment goals and both programs blown them out of the water, quite frankly, to the point where I forget where the enrollment numbers was, but a month ago was 822 across the three key programs: the Adult Dislocated worker and you -- that's a high-water mark for us as

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a system -- which is pretty remarkable.

And I think it goes to show the great partnerships we have with Southern New Hampshire Services on the Adult side; Dislocated Worker on the New Hampshire Employment Security side, but also our two Youth subrecipients.

So they're blowing it out of the water, and that's why we wanted to move money from Discretionary, which is a lot of, like, short-term grants, that sort of stuff, and focus on the key programs to keep them moving, because the numbers, frankly, speak for them -- and the Success Stories speak for themselves.

So it was a little bit of a strategic decision, because there are more admin costs when we try to build new programs and put it out there, while these other programs already exist, if that makes sense. So.

CHASE HAGAMAN: Yes. Thank you.

GEORGE COPADIS: Anything else, anybody? Okay.  
moving right along.

JOE DOIRON: Item 2c is going to be handled by Lisa Gerrard.

LISA GERRARD: So 2c is your Performance Update.

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Title I appears in Program Year 23 quarter 3. So we have those same measures across all programs. It's second quarter exit.

So we want to make sure people are employed second quarter after -- fourth quarter after -- median wage or median earnings -- and medical facilities. That's our five across our -- all of our programs.

Adult Dislocated Worker and Youth are all meeting or exceeding measurable skill gains. Measurable skill gains is a year-long measurement. So it's hard to kind of tell where we're going to end up, because we still have another quarter. And that last quarter gets really affected by those in-school youth that are graduating. So that kind of blows our Youth Program out of the water.

So measurable skill gains is something that we've been struggling with that for the last couple years and something that we need to put a lot more emphasis in. But we do need to go forward with measurable skill gains and doing a lot more training and ethical assistance with all the -- to make sure that we're actually measuring all of the things that we should measure.

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So as a whole, I think we're on target to meet everything; measurable skill gains will be kind of the unknown until they do the statistical adjustment model as well. And we do get -- they do do, they put the data through a statistical investment model to make sure that we're accounting for trends and things like that.

But we should be okay, I think.

GEORGE COPADIS: Questions, anybody? Yes, Mayor.

PAUL CALLAHAN: Paul Callahan, Rochester. Obviously, I'm new here. What -- can you just explain what you tried to measure under the scales?

LISA GERRARD: Sure. So second quarter after exit, we want somebody to be employed second quarter after exit when they exit out of our program. So these are the proposed rules that are set by the Department of Labor.

PAUL CALLAHAN: Okay.

LISA GERRARD: So the five measures are across the Board for all WIOA Title I programs across the country. Because we all measure kind of the same five things.

And then our state, we negotiate the actual goal that

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we want to meet for each program for each five -- each of the five measures.

So the second quarter after exit is measuring women; second quarter after the exit are our Title I programs. So we want them to be employed.

Fourth quarter after exit is the same idea; we want them still employed that fourth quarter after they have exited.

Median earnings is just that; we take their median earnings by running -- basically we run all of our participants through the Wage Data System. That's one of the things that ASHA does for us to get the median earnings for our folks. And that is just an average; it's not individual.

Credentials is any recognized credential or certificate that somebody has a team from a training program. So if the intent is CDL training, they're going to have a CDL license. So that's a credential.

A measurable skill gain is a gain that somebody has made, and there's many different categories that they can kind of get one from. Some of them have to do with school and basic skills proficiency and testing. But most times, it's gaining

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some kind of skill towards a certificate or a qualification.

But there's -- that's kind of this is in a nutshell.

And on the whole, our goals are significantly high for our state, because we do such a great job, the Department of Labor ups the ante every two years. So we're significantly high, as far as our goals go.

PAUL CALLAHAN: Thank you.

LISA GERRARD: You're welcome.

PAUL CALLAHAN: George, follow-up?

GEORGE COPADIS: Yes.

PAUL CALLAHAN: Lisa, are there any ramifications of not meeting the negotiated expectations?

LISA GERRARD: Yes, there are. So if a state does not meet the same performance measure two years in a row, and that's essentially from our Governor's Discretionary Fund, they will take back some of the funding.

And what should be noted is all of the Title Programs, if any of them fail -- so Title I through V -- if any of them fail, it's actually Title I that gets sanctioned from our Governor's Discretionary Fund.

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So we as a state as a partners all have to work together and make sure that our performance goals are met across all Titles. But yes -- I think it's up to 10 percent of our allocation.

Measurable -- oh, sorry -- measurable skill gains was not -- so it's something that they don't have enough data on yet. So last year we were not held to our performance goals. But I think that come another year, data or even two more years, they're going to start holding us accountable.

GEORGE COPADIS: Anything else, anybody? Okay.  
moving right along?

JOE DOIRON: Okay. I'm going to handle item 2d, Mr. Chairman.

GEORGE COPADIS: Sure.

JOE DOIRON: So as the Board might remember, we had Thomas P. Miller Associates come to the meeting. We did a Strategic Planning Session. There was a technical work session where we did some group work, had some great conversations.

That's also in conjunction with public comment sessions we did around the state a lot of stakeholder

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engagement, a lot of working with our partners across the Workforce system, across the different Titles, WIOA.

So every four years we have to put together a brand-new state plan. It's required by federal law. So this item is a little dated at the time we wrote it, because we didn't know when the Feds were going to get back to us on when the plan was approved.

So they did give us notice the other day that the plan is approved. So that's wonderful. That means they can leave us alone. As you can imagine, they read it, they read it once, they say, "Okay, good." But then they find more and more things. So it's just a constant churn of trying to meet their deadlines and adding more things.

So it's been approved, which is great. So now we get to start focusing on execution. And we're hoping based on feedback from the last meeting to bring some consultants in next time to do -- talk about action steps and what not.

So the October meeting, I think, might mirror more of -- geez, last October's meeting I think was exactly about a year or so. I don't know who the consultants will be. We'll put it

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out to bid. But that will also help starting our process for revisions, which we have to do every two years.

So it's almost like being on a treadmill that never stops, that sort of thing.

So I'm happy to take any questions, but the big thing is it's been approved. That prevents us from being sanctioned, which is also great. And then we can start executing. So happy to take any questions, Mr. Chairman, if --

GEORGE COPADIS: Questions?

UNIDENTIFIED SPEAKER: I have one.

GEORGE COPADIS: LORI?

LORI ANN LUNDGREN: With the approval, did you receive any major feedback or changes to what was proposed in the last meeting?

JOE DOIRON: Not really. Not really. It was minor changes, elaborating. You know, I have to be careful because I'm on a public record and, you know, sometimes the Feds listen in on these sorts of things.

So we have to say some things, like, three or four times. You know, they're saying, "you didn't say it in the

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section." I'm like, "Yeah, but if you look a page below, it's right there" that sort of thing. And so, nothing really substantive. Some Scribner's errors, you know, cleaning up grammar and further elaboration and of course formatting, which is fun.

And we had a number of partners. I know Richard, we were going back and forth. And Sarah was in the gallery. So all the titles had to work together; Cheryl Morrissey from your team. So we were all trying to meet those deadlines with everything else too. So.

GEORGE COPADIS: Chase?

CHASE HAGAMAN: Thank you, Mr. Chair or Acting Chair. Acting. I think in last quarter's meeting, there was some discussion about establishing some kind of, like, maybe a committee or task force to help with some of these action plans.

GEORGE COPADIS: Yep.

CHASE HAGAMAN: So I just wanted to sort of bring that back --

JOE DOIRON: Yep.

CHASE HAGAMAN: -- to the top, that --

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JOE DOIRON: Yep.

CHASE HAGAMAN: -- actually looking at consultants for the next meeting, how do you want to go about it from a Board perspective?

JOE DOIRON: Yeah. No, we're -- we kind of wanted to get first things first on getting the approval. I think last time we did it, it went into past this meeting, I believe -- whatever, so we're happy that it's been done early this year in comparison.

So now we get to start to that point with -- you know, the Subcommittee that you mentioned, the conversations that LORI mentioned at the last meeting. So that's the next phase.

And we plan on also too, when we put the state plan revisions out to bid, including provisions within that -- for that strategic guidance and action planning and what not. So it's going to be a -- you'll see it from the Business Office of BEA, but it's going to be a larger RFP and a large contract that we put together.

And I can say that all on the record, which is fine, because we're doing stakeholder engagements and all that, you

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know, that sort of thing. Covered myself.

UNIDENTIFIED SPEAKER: Sounds like Chase wants to chair a Task Force.

JOE DOIRON: Yeah. Do we have a volunteer?

CHASE HAGAMAN: I just didn't want Staff to feel like they had to do it all on their own.

JOE DOIRON: Mr. Chairman, I think we have our first member of the --

GEORGE COPADIS: I think so.

JOE DOIRON: Committee.

CHASE HAGAMAN: I figured I was drafted in no matter what.

GEORGE COPADIS: Yeah, he looks like an Acting Chair.

CHASE HAGAMAN: Yeah. Great.

GEORGE COPADIS: Great.

CHASE HAGAMAN: Excuse me while I leave.

GEORGE COPADIS: Other comments, questions? Okay. moving right along.

JOE DOIRON: Item 2e, Mr. Chairman, is Success Stories. I hope that you all had a chance to go through them.

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they're -- they're really powerful. And we're happy to take any questions if you have any.

DONNALEE LOZEAU: I just wanted to say that when you do read through the Success Stories, one of the things that I find most interesting in this work that a lot of us do is that people sometimes just need that little bit of confidence that they can do something that they really want to do.

And so, to take somebody out of a food service business, you know, that wasn't -- you know, even your typical food service business, and end up being in the medical field, I think that thing is pretty remarkable.

So I think that the crux of a lot of this work is really about getting to know the person you're working with and encouraging them that they could do it if they really tried, which I think is missing a lot.

I don't want to sound like the old lady at the table, but geez, it used to be. Anyway, I just wanted to point that out, because it was very inspirational. And you see it a lot in there.

GEORGE COPADIS: Yeah.

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DONNALEE LOZEAU: They didn't they could do it, but then they could, which is great.

GEORGE COPADIS: Great. Anything else under Success Stories? Anything anybody wants to bring up?

Okay. if not, again for the record this is George Copadis. Joe, can you please guide us through the Board motions of discussion, please?

JOE DOIRON: Yep. Thank you, Mr. Chairman. So at this time, so we haven't had this before. So if I -- I just want to take a step back for items 3a and 3b that we'll kind of do together.

So we can never predict when Governor and Executive Council meetings are going to happen when we set up these Board meetings. Like, one item today is booking this space for the next calendar year. We do that in advance to, one, make sure that we secure the space. We then post it on the website, so it's publicly noticed, and we only have to do it I think a week or two or even a day, I think, for public notice.

But we do, like, a whole year in advance. So we've got to get the contract for this room, notice it publicly, and

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that doesn't always match up with the Governor and Executive Council schedule, which requires approval on all contracts that we do.

So we find in this situation that we missed the cutoff of doing a public vote on approving of RFP selection of contractor selections for Youth and Dislocated Worker Services by about two days.

So in order to not get in trouble, we talk to the Department of Justice, and their recommendation is what we'll do is go into an Executive Session, where we would ask our guests if they wouldn't mind stepping outside for a few minutes as we discuss items 3a and 3b. The recordings will be turned off.

And I have my notes from the Department of Justice. So it requires us to go, according to RSA 21-G:37 to go into a nonpublic session when BEA seeks to get the State Workforce Innovation Board's blessing for contracts it intends to submit for Governor and Counsel.

So we are a body pursuant in RSA 91-A and I have the sections here too. So without any objection, if we could, Mr. Chairman, go into Executive Session for a few minutes where --

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GEORGE COPADIS: Yep.

JOE DOIRON: -- Melissa and Jimmie will hang outside with the public, and then one of us will go grab you when everything wraps up. So we're going to pause the recordings at 1:34 p.m.

[End of Proceedings]

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## P R O C E E D I N G S

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GEORGE COPADIS: Who made the motion?

UNIDENTIFIED SPEAKER: I'll second.

GEORGE COPADIS: Second. All those in favor?

THE BOARD: Aye.

GEORGE COPADIS: Opposed? Motion carries.

JOE DOIRON: And just for the record, so it's 1:42 p.m., the motion to come out of Executive Session was made by Mayor Callahan, seconded by --

CHASE HAGAMAN: Chase.

JOE DOIRON: -- Chase Hagaman, right. And we're back on the record everybody, noting that items 3a and 3b were approved.

And also too, noting without object that there's a quorum still. Right. Is item 3c okay to --

GEORGE COPADIS: Yeah.

JOE DOIRON: Okay. Item 3c, Mr. Chairman, is -- as I mentioned just a moment ago, it's always a moving target trying to get times and dates around GNC agendas, avoiding major

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holidays, and working with the venue here at the Audubon, which has been very nice to host us.

We have three dates in a draft motion. The [00:01:13 indiscernible SWIBsha] holds duly noticed meetings compliant with RSA 91-A on February 4, 2025, at 1:00 p.m., June 3, 2025, at 1:00 p.m., and October 14, 2025, at 1:00 p.m., noting that we have already the next meeting date of October 15, 2024, coming up as the next scheduled meeting.

But we've proposed three dates that avoid major holidays, minor holidays, school vacations, and a lot of other things.

GEORGE COPADIS: Okay. Is there a motion to pass that with those three dates as - noted by Joe.

UNIDENTIFIED SPEAKER: Moved.

UNIDENTIFIED SPEAKER: Second.

UNIDENTIFIED SPEAKER: June 6, second.

GEORGE COPADIS: Second. All those in favor?

THE BOARD: Aye.

GEORGE COPADIS: Opposed? Motion carries.

JOE DOIRON: And the motion made by Kenneth Clinton.

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GEORGE COPADIS: Correct.

JOE DOIRON: Mr. Chairman, Item 3d. For the sake of variety, Lisa is going to handle that for you.

LISA GERRARD: Lisa Gerrard, Office of Workforce Opportunity. So it's that time of year again. Every two years we do a High Demand Occupation List. In years past, the -- used to develop the list [00:02:37] was just a minimum of 106 opening -- minimum wage of \$11.00 job.

This year, we wanted to really look at data. We worked with ELMI to really look at different criteria. We looked at other states; what were they using? There's no criteria set up by (sic) youth through the Department of Labor as to what you have to use. You just have to have a list.

So really kind of wanted to look at different ways to come up with a list that wasn't too extensive but was extensive enough that we meet the demands of occupation in New Hampshire.

So we changed up the criteria. We're using \$15 per hour as the minimum wage. And that's U.S. Department of Labor's definition of a good job. They use \$15 per hour as that minimum threshold.

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We kept the 106 openings, because that was a pretty decent number and other states kind of use a similar number. We looked at occupations with 5 percent growth projections with 20 plus openings. So they might not necessarily have 106, but they have -- you know, 20 plus.

We looked at apprenticeships, so the occupations that we have apprenticeships here in New Hampshire for. We had those along with targeted sectors.

So our major sectors that we deal with: you know, Hospitality, IT, Manufacturing, Health Care; I always forget, what's the last one?

UNIDENTIFIED SPEAKER: Construction?

UNIDENTIFIED SPEAKER: Construction.

UNIDENTIFIED SPEAKER: Construction.

LISA GERRARD: Construction. Great. How did I forget that? We did remove anything above having a Doctoral degree requirement, because WIOA's --[00:04:27 indiscernible funds] -- not really for somebody that already has a Doctoral-level degree. We're really looking at Associates and maybe Bachelors. So -- but we wanted to keep some of the higher open -- levels

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just in case, you know, they did start off with a lower wage.

So basically, after putting all that criteria in, ELMI came up with a High Demand Occupation List that lists 427 occupations. We do not have training providers providing all of those occupations, but it does allow us flexibility in having and training providers if somebody is doing those kinds of training.

We didn't have an entire list. Joe does have a copy if you're interested in seeing what the list actually contains. But we wanted to make sure that there wasn't any big drop-off either.

So we went to the list, made sure the ones that we knew we were providing training in were still there. and pretty much everything stayed on the list. We have a few new ones, which is really nice.

And then in addition, we also have the exception, the exception process within the High Demand Occupation List, which we brought to the Board I think last year, so that if there is a training provider that wants to provide a training and it's not on -- it's not listed as a High Demand here in New Hampshire,

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they can ask for an exception.

So we've actually received four since we started that process. This was -- no, Year 25. So there is a mechanism as well just in case for those who might not have made that list.

So that's it in a nutshell. I will be more than happy to answer any questions.

GEORGE COPADIS: Chase.

UNIDENTIFIED SPEAKER: Chase.

CHASE HAGAMAN: What was last year's list? How many occupations relative to this one? Like, was there a significant change?

LISA GERRARD: Yes. Significantly more.

CHASE HAGAMAN: Okay.

LISA GERRARD: Like, thousands. It was -- it was a pretty intensive list. And again, because we go by occupational [00:06:38 there are -- occupations like for medical, like, Licensed Nurse Assistants, so you can get your -- your different types.] So it does kind of make that just really broad.

It's still a fairly high number list. But when we looked at other factors to kind of whittle it down, we were

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going to lose some things that we just weren't comfortable kind of getting off that list.

So that's kind of why we went for the criteria. And it was a work group made up of NHES, ELMI, and Joe and myself.

CHASE HAGAMAN: And not just for my own benefit, the purpose of the list is basically your authorized list, for which you'll pay for training?

LISA GERRARD: Correct.

CHASE HAGAMAN: And then there are exceptions to that when necessary. Have you -- you said you had five exceptions requests come in, were all five approved?

LISA GERRARD: We had four pop up today --

CHASE HAGAMAN: Okay.

LISA GERRARD: -- within the Education Training Committees Subcommittee. We did approve the one that came in a while ago, and we just received four more requests. There are some questions, though, that are not --

CHASE HAGAMAN: Got it.

UNIDENTIFIED SPEAKER: And Lisa, how do you come up with the 10-year projection in that list?

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LISA GERRARD: I don't do any of that. That is data way beyond my capabilities. But ELMI, the individuals that were working over there, is able to access databases that they have for making projections.

So they kind of take what we want to have criteria and plug it in, and then it kind of spits out rest, taking it into consideration in different projections, and things like that. Yeah. it's way --

GEORGE COPADIS: We get you a more in-depth answer to that. Brian Gottlob --

UNIDENTIFIED SPEAKER: Just I took a look at the spreadsheet, and then I did my own assortment.

LISA GERRARD: Yeah.

GEORGE COPADIS: Yep.

UNIDENTIFIED SPEAKER: Just because I was curious to know the order that it was issued in was almost not helpful to me --

LISA GERRARD: Yep.

UNIDENTIFIED SPEAKER: -- at that first glance. So then I did a proposed sort by volume of jobs, current versus 10

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years out. And then really the percent increase was more noticeable of what areas might be targeted better, I guess. And that's a more functional list. Just me.

GEORGE COPADIS: Yeah. we can get you -- we can get you some additional in-depth.

UNIDENTIFIED SPEAKER: [00:09:11 indiscernible]

[Laughter]

GEORGE COPADIS: Yeah, I mean.

UNIDENTIFIED SPEAKER: Just -- it was just more of a curiosity, that's all.

GEORGE COPADIS: Sure.

UNIDENTIFIED SPEAKER: Thank you.

GEORGE COPADIS: Okay.

LISA GERRARD: The other thing, you know, even on the list for over 10 years, you can revise it at any point in time that the state feels is necessary.

So if something significantly happened, and there is [00:09:31 indiscernible so you can just raise that comment and just say that that you've never seen it before], we can do a revision and kind of look at the criteria and run it again to

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see if those new industries are now on the list and bring it to you all for another vote.

But we have to do one at least every two years. We can do it earlier if we as a state feel that, you know, there's something that's a big change.

UNIDENTIFIED SPEAKER: one last question, Mr. Chair?

GEORGE COPADIS: Yes.

UNIDENTIFIED SPEAKER: Is there any criticism by USDL, if we have an overly broad list or, like, do they expect us to hone in a little more? Like, how's that viewed?

LISA GERRARD: We have not had that feedback since I've been here regarding the list itself. We have had some feedback regarding how many programs we have listed on our [00:10:26 indiscernible CD ] but nothing regarding the High Demand Occupation List.

When we've reached -- when I've reached out to them before, to find out -- you know, is there a certain criteria or, you know, should be below a certain number, the answer was some of the spaces determine. So.

GEORGE COPADIS: Yeah.

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UNIDENTIFIED SPEAKER: Mr. Chairman, can I just check

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JOE DOIRON: So we actually did some --

GEORGE COPADIS: Sure.

JOE DOIRON: -- we did actually some technical assistance with the U.S. Department of Labor. We're very lucky. Like, we -- when we ask for technical assistance or help, we get it pretty quickly from Region 1 of USDOL.

And they've been really, really -- and all jokes aside, like, they've been really great to work with.

Some states go really wild with this and have gigantic, unmanageable lists. That creates problems. Some people have even more of a narrow list, which also creates problems. I think we kind of found a midpoint.

And to Ken's question earlier, you know, talking about the systems costs and [00:11:23 indiscernible PASHA] that we pay into, part of that is -- and one of our goals as a board is data-driven decisions. And we always look at the data.

And that's why the partnership with the Employment Security is so crucial on the data side of things where they --

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if you ever look on their website, they have some amazing reports that they put out regularly on job numbers predict growth -- all that sort of stuff. So they have the different software and predictive algorithms and stuff.

And of course Brian Gottlob, who may be great to have come may be --

GEORGE COPADIS: That would be good sometime, yeah. that would be great.

JOE DOIRON: And his re --

GEORGE COPADIS: I can ask.

JOE DOIRON: So it's -- it's -- it's great. But we're -- we're trying not to make decisions in a vacuum and pick winners and losers as government; rat looking at the data and trying to extrapolate it from there.

But on top of that, we have that exemption policy so that if there's an issue or a new industry comes up, we can help fill that need as well. So it's flexible enough, what we have here, but we also have a process that's -- that's flexible enough to meet the need. So.

GEORGE COPADIS: Other questions? If not, I'll

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entertain a motion to approve. Motion.

UNIDENTIFIED SPEAKER: So moved.

GEORGE COPADIS: Second.

UNIDENTIFIED SPEAKER: Second.

GEORGE COPADIS: Second. All those in favor?

THE BOARD: Aye.

COMMISSIONER GEORGE COPADIS: Opposed? The motion carries.

Fund Transfer?

JOE DOIRON: We have Melissa, who's going to help us through that.

MELISSA CARTER: Looking to transfer funds from the Dislocated Worker to Adult Program, Program Year 21 just so we can utilize those instead of returning them back. Look in just over -- or just shy of \$296,000 with the program -- adults. And these are -- these are all going to expire at the end of month.

JOE DOIRON: So Mr. Chairman, our Program Year ends June 30. So we're asking for up to, or the transfer of about \$296,000. That is helping us -- just we mentioned the lack of carry forward that we're going to have going forward. So we're

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trying to strategically move money around.

The Dislocated Worker Program is working incredibly well. Enrollments are through roof and what not, but we still have that little bit of extra COVID money that we're moving money around.

So on the Adult side back in the day, for those who have been around for a bit, we created the VIP effort; Vibrant, Inclusive and Prosperous Program. So we actually took \$1.6 million dollars of surplus Adult funds, and every so often we've been moving some Dislocated Worker Dollars that way.

So both programs have had money moved around in order to avoid money going back to the Feds, the proverbial black hole of the Federal Treasury.

So what we're hoping here is to help pad a little bit the Adult Funds for the next Program Year and ensure that we're not sending money back. So it's just a little bit of kind of funky accounting.

We have every -- the process is we have to get Board approval, next we have to send a memo to Governor Sununu, who will hopefully approve the transfer of those dollars.

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And again, I just want to be very clear; nobody's done anything wrong here, it's just a matter of trying to move money around strategically before the end of the year, so that we don't send anything back.

So we're -- we can never over allocate, because that's bad. So we're actually -- you know, every year getting a little bit better with targeting, which is great.

Because the last few years have been kind of a rollercoaster with COVID and what not.

GEORGE COPADIS: Yes, Bruce?

BRUCE CROCHETIERE: I had a question: Does that correlate specifically with page 70 on the Balance Sheet? Trying to make sense of the Balance Sheets.

MELISSA CARTER: Yes. So page 70 on the Balance Sheet is the summary for PY21. So that's the summary for that Program Year. So you'll see that there's still -- obligated balances.

And we try to forecast how much more is going to come in for the rest of the year, and then try to forecast how much might be left over, so that way we -- and it's first, whatever comes in first we use first.

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So we can use some of the 21 money over to Adult; we can use it before the end of June and not have to send it back is kind of what --

BRUCE CROCHETIERE: Why can't you go to the \$319?

MELISSA CARTER: Because we -- in the forecasting, there's allocations.

BRUCE CROCHETIERE: Oh.

MELISSA CARTER: So we're thinking when all the invoices come in, there won't be any left over. So we can use -- because Billing is so far behind, sometimes that we have to kind of forecast what we think and get it spent.

So the idea is that by only asking for the amount that is in the memo, it will allow us to spend what we could and not have to send it all back.

There's also the -- there's some allocated to Discretionary, which cannot go to any programs; it has to stay in Discretionary. So you can't cross it over. So it's all about where the expenditures lie when the money is spent.

BRUCE CROCHETIERE: So if that petition is approved, it gets added to the [00:17:35 indiscernible]?

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GEORGE COPADIS: Right.

BRUCE CROCHETIERE: So the additional funds get added to the next Balance Sheet, right?

MELISSA CARTER: No. so it's already -- it would already be in here. We would just --

BRUCE CROCHETIERE: Oh.

MELISSA CARTER: We would -- the transfer would be just transferring it from one program to another. So it's just then like an internal movement of money.

BRUCE CROCHETIERE: Thank you.

JOE DOIRON: And also real fast before Chase, that also just kind of Worker Dollars --

GEORGE COPADIS: Right.

JOE DOIRON: -- also include Rapid Response funds as well. So that's Jimmie's salary. So if you don't like Jimmie's salary, you can zero out it all --

[Laughter]

JOE DOIRON: -- and, you know, but it's going to be kind of awkward for Jimmie for the month of June. So --

UNIDENTIFIED SPEAKER: So I kind of need Jimmie --

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JOE DOIRON: Yeah. right. So that's also included in DW spend as well.

CHASE HAGAMAN: Thank you, Mr. Chair. A question I had -- sorry, the \$295,000 that was transferred, are you -- do you feel like the whatever invoices will come in in the month of June will cover all of that? Or do you think there will still be some leftover?

MELISSA CARTER: Oh, I think we'll use it all.

CHASE HAGAMAN: Okay.

GEORGE COPADIS: Okay. Tim?

TIM SINK: I would make a motion to approve the transfer.

GEORGE COPADIS: Okay. Motion made. Second?

UNIDENTIFIED SPEAKER: Second.

GEORGE COPADIS: [Callaghan.] All those in favor?

THE BOARD: Aye.

GEORGE COPADIS: Opposed? Abstain? The motion carries.

DONNALEE LOZEAU: Abstain.

GEORGE COPADIS: Deal. Okay. Moving on.

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Distribution of Funds, Budget 2024.

JOE DOIRON: Yep, that's back to Melissa.

MELISSA CARTER: Me again. That looks harder. We got our -- actually we got -- not anytime -- but -- ing, yes. So we were informed of getting \$6.4 million, \$2.3 for Youth, \$2.2 for Adult, \$1.9 for Dislocated Worker for Program Year 24, which is -- I think the numbers were four percent less than last time.

So. That's it.

[Laughter]

Like all the other years, they have three years to spend still.

GEORGE COPADIS: Okay. any questions, comments, concerns? I can't pull up that one. You did all three, right?

JOE DOIRON: Yeah.

GEORGE COPADIS: Okay. is there a motion to approve?

UNIDENTIFIED SPEAKER: So moved.

GEORGE COPADIS: Move. Second?

UNIDENTIFIED SPEAKER: Second.

GEORGE COPADIS: All those in favor?

THE BOARD: Aye.

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GEORGE COPADIS: Opposed? Abstain?

DONNALEE LOZEAU: Donalee Lozeau.

JOE DOIRON: So noting two --

GEORGE COPADIS: My partner.

JOE DOIRON: -- two extensions from Donnalee and from Commissioner Copadis, and then Rick Bartle motioned, and second from --

BRUCE CROCHETIERE: Bruce Crochetiere.

JOE DOIRON: -- Br -- thank you.

GEORGE COPADIS: Yeah.

JOE DOIRON: Thank you.

GEORGE COPADIS: Okay, next item.

JOE DOIRON: Yeah. We're getting to the end. So real fast: M3G is asking the Board for permission to allocate some dollars to a potential New Hampshire Works conference that we're working on putting together.

The Workforce system here in New Hampshire, we have what's called a "One-Stop" -- the New Hampshire Works One-Stop Consortium, which is made up of entit -- representation from the Department of Education, both Sarah Wheeler on the Adult Ed

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side, Richard Sala on the Voc/Rehab side, BEA representing Title I Adult Dislocated Worker and Youth, Donnalee Lozeau from Southern New Hampshire Services, TANF --

UNIDENTIFIED SPEAKER: NHES.

JOE DOIRON: NHES. Goodness, sorry. And did I miss anybody? So it's a cooperative effort between frontline Workforce Staff, because not one agency can meet all the need. Right?

If somebody needs Workforce training, certainly we can help with that. But what if they also need fuel assistance? Or they have a documented disability? That sort of thing. So it's a consortium of entities to try and meet the need.

So it had been a past practice to do a yearly conference. That stopped in 2018. So we've had a little bit of a break, and we're looking to bring that back because Staff have requested -- especially a lot of frontline Staff -- have asked for training.

And if we're going to be a Workforce Entity that pushes Workforce across the state on the private sector, we should also do that as well with our folks.

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So it's very preliminary. But again, the meetings are what they are in terms of scheduling. So we wanted to put an item together. Because the Board has about \$280,000 in private funds that we're around that were raised when this office was actually a non-profit, that Commissioner Copadis worked for a number of years ago, and I believe also Kelly Clark.

So --

GEORGE COPADIS: [Whispered:] Yeah, that's right.

JOE DOIRON: -- we have these funds that are in a dedicated fund held by the Legislature. And so, these are private funds that we're looking to utilize. We haven't had a use for them.

The last kind of few uses that we used; we used to use it for Staff training under my predecessor, but the Feds were always saying, "You have money budgeted in the federal dollars, so why are you using one-time funds?"

So what we're looking for here today is authorization for us to move forward. We estimate spending approximately \$12,000. We think that if we start for the first few years using these one-time funds that we're getting some pressure to

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utilize, and I think this is a great opportunity to use that, and maybe as a consortium looking at the systems cost or other mechanisms.

But somebody has to move first. We figured we got the money, we have the right people at the table, let's try to go for it. So we're looking for about \$12,000. We have a date penciled in, November 8.

We're looking at doing some Board participation as well. We're looking at doing of course a day of training, but also that we have not been doing a good job on is acknowledging great work by a lot of people. So we're looking at maybe doing some awards, some training, kind of bring that back because we want to stay current and what not.

So we're asking for a motion today to authorize us to draw some Board funds. We don't have an exact amount, but if you could give us some flexibility and leeway, the Board motion will authorize us.

We then still have to go Chairman Kane with a document saying what we're going to spend it on, and he then has to sign it. So that's kind a process question and we have to follow any

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other state procurement and what not.

But we're looking at doing it at NHTI, which would be easier for a contract thing, paying for small things like -- you know, food, the AV equipment we need, the space. So they penciled in a date, we're just -- it's kind of first things first.

So we have a consortium meeting June 19, where I think we're going to be diving deep into more of the --

GEORGE COPADIS: Right.

JOE DOIRON: -- specifics, but we want to start here. And I'm happy to take any questions. I know that was a lot thrown at you, but I'm happy to --

CHASE HAGAMAN: I'll make it brief. Do we need to give a number in the motion, or can we leave it up to your discretion and the Chairman?

JOE DOIRON: The Board has every right to do what they would like to do. Any purchase that we would do for the Board funds would have to be a memo to Chairman Kane, which then would be signed. And then we'd include it as an Informational Item at the October meeting, based on predicted costs and stuff like

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that.

We're asking -- we think it would be approximately \$12,000 but we -- I -- I don't know. and we're looking at between 100 to 200 people would be during the work day. We're talking about maybe doing a Saturday, but that gets tough with state employees, that sort of thing.

So if the Board would like to put a number, but what we don't want to have to do is come back in October with a last-minute request, that sort of thing.

GEORGE COPADIS: How about both either up to --

CHASE HAGAMAN: Yeah, and not just --

GEORGE COPADIS: -- exceed.

JOE DOIRON: Yeah.

GEORGE COPADIS: -- or not to exceed.

JOE DOIRON: Yeah.

CHASE HAGAMAN: That was my concern is that if \$12000 is the ballpark right now, but it might cost you \$12500 or --

GEORGE COPADIS: Right.

UNIDENTIFIED SPEAKER: \$13.

GEORGE COPADIS: Right. Exactly.

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UNIDENTIFIED SPEAKER: You then have to --

JOE DOIRON: Yep.

UNIDENTIFIED SPEAKER: -- come back with less of a request.

JOE DOIRON: We're always going to ask for as much --

UNIDENTIFIED SPEAKER: Yeah.

JOE DOIRON: -- flexibility as possible.

CHASE HAGAMAN: So -- and my last question is are other consortium members contributing to the cost, or is this entirely on OWO?

JOE DOIRON: We're thinking, you know, I NHTI is I think they're going to give us a pretty darn good deal. They're going to look at what they can provide free. We're going to see what other partners can also bring to bear. But this will help kind of jump start any of that. So it's all very preliminary.

But it's kind of one of those things where nobody wants to -- to go first. So we said, "Let's find a date." We found a date. We have the money. Let's get the authorization for the money, and then build from there.

CHASE HAGAMAN: I'd like to make a motion to fund this

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and not to exceed \$18000.

GEORGE COPADIS: Okay.

UNIDENTIFIED SPEAKER: Second.

UNIDENTIFIED SPEAKER: Second.

GEORGE COPADIS: Motion made. Second? Any discussion on that?

CHASE HAGAMAN: Just to speak to that --

GEORGE COPADIS: Sure.

CHASE HAGAMAN: Obviously \$12,000 is the hope, but to give enough wiggle room, even \$15 might be a little too tight. So I think \$18 is pretty reasonable.

GEORGE COPADIS: Yeah. I mean, I think that's reasonable. The thing is is that, you know, we haven't talked to the other consortium partners. And I'm sure that, you know, I trust you enough that you're not going to --

CHASE HAGAMAN: [Laughter]

GEORGE COPADIS: -- go wild here.

[Laughter]

UNIDENTIFIED SPEAKER: Long story.

GEORGE COPADIS: Anything else? Any other comments,

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concerns?

JOE DOIRON: Real fast, and the motion was made by --

GEORGE COPADIS: Kenneth.

JOE DOIRON: Ken. And then seconded?

UNIDENTIFIED SPEAKER: Right?

GEORGE COPADIS: Yeah, sorry.

JOE DOIRON: Sorry.

CHASE HAGAMAN: She's on the writeup, so.

GEORGE COPADIS: Yeah. Okay. All those in favor?

THE BOARD: Aye.

GEORGE COPADIS: Opposed? Abstain? The motion carries. Thank you. Okay. Topics for October 15?

JOE DOIRON: We're -- Mr. Chairman, we're hoping to bring consultants in, whoever they may be to -- but if there's anything else that folks would like on the October 15, we're happy to --

LORI ANN LUNDGREN: Question. So if they're to piggyback off of the conversation way earlier, if the opportunity to start up some sort of subcommittee from this group to be part of that, is that on the docket to be discussed

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before October 15, or is that something we could expect to bring up for signup on October 15?

JOE DOIRON: So taking a moment too, we've had a few Board members signal that they are not able to return next -- for the next cycles, two-year term. Also, if anybody is in that predicament, please let me know after the meeting so thank you, that triggered a memory.

We have several folks who will not be returning to the Board who have signaled that they've appreciated their service but are no longer. We also had a few people leave the Board through a number of different reasons.

So what we're hoping to do is with some new members coming on that will be appointed working with the Governor's Office effective July 1 of this years, we'll get those people added in. We're going to work tows getting a contract or an RFP to put out.

But I see that we have two volunteers already for that committee. We have a Chair and a Member, or a Chair and a Member (sic). But we're going to be doing a call for volunteers come early July, once the dust is settled proverbially with

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getting new people situated and what not. Like we had Mayor Callahan, Mayor Ruais join us today, two new members. So that's all kind of part of it as well.

GEORGE COPADIS: Great.

JOE DOIRON: So we're going to be e-mailing you. I am going to be talking to Chairman Kane. If we don't get volunteers, there might be some people who are volunteered. So just if you could volunteer that would be great. but we have two right now.

UNIDENTIFIED SPEAKER: Yeah.

JOE DOIRON: From one committee.

UNIDENTIFIED SPEAKER: I've been voluntold.

GEORGE COPADIS: [Laughter].

UNIDENTIFIED SPEAKER: I was going to say it sounds like, "Voluntold" in your --

GEORGE COPADIS: Yeah.

UNIDENTIFIED SPEAKER: And I only bring that up from the fact of looking forward to the rest of the year, not wanting to make commitments that --

JOE DOIRON: Yeah. And we look to probably hold some

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meetings starting again July or August, depending on kind of the will of the Chair and when can we get the Committee structure set up?

UNIDENTIFIED SPEAKER: Great. Thank you.

LISA GERRARD: And just we need Committee Members from all the committees, not just the one that we were talking about earlier. Because, as Joe said, numbers have dropped off. So our committees are pretty slim right now.

So if there's folks out there who would like to join, I think we have Policy Committee that remain, and Employment and Training Subcommittee?

GEORGE COPADIS: Yep.

LISA GERRARD: Education and Training.

GEORGE COPADIS: Yeah.

JOE DOIRON: And not to forget: A Review Committee.

LISA GERRARD: Oh, yes. How can we forget the Review Committee?

JOE DOIRON: Which Bruce has been on. We cycle through folks as well based on, you know, maybe potential conflicts or availability and what not as well.

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But Bruce has been on a bunch, Kelly has been on a bunch, Chase has been on a bunch, and then I think Shane, we recruited you once back in the day. And Mr. -- and Tim as well. So we've -- and Christine. Yeah, we've had a number. So -- and that's to review RFPs and what not.

GEORGE COPADIS: Okay. Other items? The only other thing I wanted to make mention of too is just to let you all know, New Hampshire Employment Security was one of 18 states that just received \$11.25 million-dollar grant from USDOL, and this is for the National Verification Program.

As you know, during the pandemic and afterwards, I mean there were a significant number of states that got hit hard on, you know, falsification of documents and stolen identifies and things like that.

New Hampshire, we got hit, but not like some states. I mean, ours was like less than 1 percent got through. But we're not in the verification business.

So I mean, the checks that we had were, you know, red flagging on applications for unemployment and looking for certain things that didn't seem right; phone calls that we were

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getting from VIPS who had their identities stolen, and things like that.

And now, you know, what we've been basically doing is having people take selfies along with copies of their license to verify that that's them.

So this program, basically what they're going to be able to do is their folks applying for unemployment, they're going to be able to come in and they can either do this on their own computer at home or their cell phone. If they don't want to do that, they can go into any Post Office in New Hampshire in order to verify who they are; that that is actually them.

And obviously, it's just a real good check for us. We're very fortunate Staff did a lot of work to get this grant done and put in place. And fortunately, we were chosen for this.

And, you know, this also assists, obviously, with the Trust Fund. The Trust Fund right now is at, like, \$398 million dollars, so all employers are getting 1 percent discount on their taxes. And it just keeps everything in check.

I mean, when you think of some of the states and

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during the pandemic, I mean, California paid out \$11 billion dollars in fraud, you know? So I mean, this is just an additional check for us, and we were fortunate to be chosen.

And this is something that has already started. It was approved at the last Governor Council meeting. So this started taking place the very day after. So just want to let you know.

Anything else anybody has? Okay. Again for the record, this is George Copadis. This concludes our duly noted meeting. This meeting has been recorded and was conducted in a manner compliant with RSA 91-A.

[2:16 p.m. End of Proceedings]

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SWIB MEETING DATE: 10/15/2024  
AGENDA ITEM: 2a. Presentations for the Board

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The Board will be hearing presentations from the following presenters. The presentations and relevant materials will be posted online for the public and the board following the meeting.

Brian Gottlob, Director  
Economic and Labor Market Information Bureau  
NH Department of Employment Security

Current Trends and 2025 Outlook for the New Hampshire Labor Market: This presentation will look at the demand for, and supply of, labor in New Hampshire, as well as important national and state factors influencing it. Trends in overall demand for labor and occupations and industries with the most demand will be highlighted. In addition, issues affecting the available supply of labor, along with important labor market metrics such as layoff and unemployment trends will be discussed.

Chase Hagaman, Director  
Division of Economic Development  
Department of Business and Economic Affairs

Workforce Assessment: Several years ago, New Hampshire's Department of Business and Economic Affairs (BEA) retained Camoin Associates to conduct a Workforce Assessment of the State's identified target sectors. These sectors include Technology, Construction, Hospitality, Healthcare and Manufacturing. While there are many additional industries that support the State's economy, the intent of this research was to identify and study the high-wage jobs in occupations that have shown strong growth within these industry sectors. With tightening resources and increased demand on workforce and economic development entities, this focus will allow the BEA to make strategic decisions about how and where to pursue proactive strategies.

Lisa Gerrard, WIOA Program Administrator  
Office of Workforce Opportunity  
Department of Business and Economic Affairs

WIOA Performance: Data is submitted to US DOL using the Participant Individual Record Layout (PIRL) which captures a wide range of participant details including personal characteristics, education background, employment history, disability status, services utilized, and post-program outcomes. By contracting with Future Work Systems, OWO is now able to see data in real time to make decisions with up-to-date information.

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# NH

# WIOA Impact Report

## NHES

Unique Count of **Title III Customers** - Reporting Period: Program Year 2023

### Program Completers Served



# 9,122

Staff-Assisted Program Completers Served 7/1/22 - 6/30/23

### Employment Success

Employment and Earnings in the 2nd Quarter after Exiting the Program | Cohort 7/1/22-6/30/23



# 79.3%

Percent Employed 2nd Quarter



# \$13,195

Average Earnings 2nd Quarter

### Economic Impact



# \$381,754,198

Total Estimated **Annual Earnings** for those Employed in 2nd Quarter

Source: FutureWorks BI; Data derived from the PIRL; Program Year 2023 Data



For more information about this infographic, including definitions of terms and how to access more local Workforce Board data insights, please visit <https://futureworksystems.com/board-infographic>



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FutureWorks BI

Title III

Unique Count of **Title I Customers** - Reporting Period: Program Year 2023

### Program Completers Served



# 366

Staff-Assisted Program Completers Served 7/1/22 - 6/30/23

### Employment Success

Employment and Earnings in the 2nd Quarter after Exiting the Program | Cohort 7/1/22-6/30/23



# 80.10%

Percent Employed 2nd Quarter



# \$10,368

Average Earnings 2nd Quarter

### Economic Impact



# \$12,151,416

Total Estimated **Annual Earnings** for those Employed in 2nd Quarter

Source: FutureWorks BI; Data derived from the PIRL; Program Year 2023 Data



For more information about this infographic, including definitions of terms and how to access more local Workforce Board data insights, please visit <https://futureworksystems.com/board-infographic>



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FutureWorks BI

Title I - Adult

Unique Count of **Title I Customers** - Reporting Period: Program Year 2023

### Program Completers Served



# 116

Staff-Assisted Program Completers Served 7/1/22 - 6/30/23

### Employment Success

Employment and Earnings in the 2nd Quarter after Exiting the Program | Cohort 7/1/22-6/30/23



# 86.2%

Percent Employed 2nd Quarter



# \$12,997

Average Earnings 2nd Quarter

### Economic Impact



# \$5,198,746

Total Estimated **Annual Earnings** for those Employed in 2nd Quarter

Source: FutureWorks BI; Data derived from the PIRL; Program Year 2023 Data



For more information about this infographic, including definitions of terms and how to access more local Workforce Board data insights, please visit <https://futureworksystems.com/board-infographic>



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Title I - Dislocated Worker



# NH

# WIOA Impact Report

## 13 Youth

Unique Count of **Title I Customers** - Reporting Period: Program Year 2023

### Program Completers Served



# 178

Staff-Assisted Program Completers Served 7/1/22 - 6/30/23

### Employment Success

Employment and Earnings in the 2nd Quarter after Exiting the Program | Cohort 7/1/22-6/30/23



# 75.8%

Percent Employed 2nd Quarter



# \$7,477

Average Earnings 2nd Quarter

### Economic Impact



# \$4,037,717

Total Estimated **Annual Earnings** for those Employed in 2nd Quarter

Source: FutureWorks BI; Data derived from the PIRL; Program Year 2023 Data



For more information about this infographic, including definitions of terms and how to access more local Workforce Board data insights, please visit <https://futureworksystems.com/board-infographic>



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Title I - Youth



SWIB MEETING DATE: 10/15/2024  
AGENDA ITEM: 2b. Fiscal Update

**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.

***PY24Q1 WIOA Title I Financial Update: (as of September 30, 2024)***

**PY21 WIOA Title I:**

The PY21 grant runs from 7/1/2021 through 6/30/2024. The grant had \$8,045,331.45 (99.94%) expended with a remaining balance of \$4,579.58 and an obligation rate of 99.94% in the aggregate. The grant is closed.

**PY22 WIOA Title I:**

The PY22 grant runs from 7/1/2022 through 6/30/2025. At the end of the 1st quarter, the grant had \$6,992,477.51 (95.37%) expended with a remaining balance of \$190,005.53 and an obligation rate of 100% in the aggregate.

**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 \$4,433,576.93 (66.15%) expended with a remaining balance of \$2,268,690.07 and an obligation rate of 89% in the aggregate.

**PY24 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 \$4,433,576.93 (66.15%) expended with a remaining balance of \$2,268,690.07 and an obligation rate of 89% in the aggregate.

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# PY21 WIOA SUMMARY -- as of September 30, 2024

Program Year 2021 --- 7/1/2021 -6/30/2022 FUNDS EXPIRE 6/30/2024

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2024	Remaining Balance 9/30/2024	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
<b>YOUTH</b>	<b>\$ 2,493,257.00</b>	<b>\$ 2,493,257.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 2,493,257.00</b>	<b>\$ 0.00</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Local Program	\$ 1,983,067.79	\$ 1,951,062.66	\$ 32,005.13	98%	\$ 1,951,062.66	\$ 32,005.13	\$ -	100%	98%
Local Admin	\$ 152,338.21	\$ 184,343.34	\$ (32,005.13)	121%	\$ 184,343.34	\$ (32,005.13)	\$ -	100%	121%
System Costs	\$ 242,851.00	\$ 242,851.00	\$ -	100%	\$ 242,851.00	\$ -	\$ -	100%	100%
OWO Program	\$ 115,000.00	\$ 115,000.00	\$ -	100%	\$ 115,000.00	\$ -	\$ -	100%	100%
<b>DISLOCATED WRKR</b>	<b>\$ 1,977,497.00</b>	<b>\$ 1,977,497.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,977,497.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Rapid Response	348,970.00	\$ 348,970.00	\$ -	100%	\$ 348,970.00	\$ -	\$ -	100%	100%
Local Program	1,324,638.00	\$ 1,390,246.59	\$ (65,609)	105%	\$ 1,390,246.59	\$ (65,608.59)	0.00	100%	105%
Local Admin	132,464.00	\$ 139,024.86	\$ (6,561)	105%	\$ 139,024.86	\$ (6,560.86)	(0.00)	100%	105%
System Costs	171,425.00	\$ 99,255.55	\$ 72,169	58%	\$ 99,255.55	\$ 72,169.45	\$ -	100%	58%
Transfer between Adult						-			
<b>ADULT</b>	<b>\$ 2,371,671.00</b>	<b>\$ 2,371,671.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 2,371,671.00</b>	<b>\$ (0.00)</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Local Program	2,177,353.04	\$ 2,177,353.04	\$ -	100%	\$ 2,177,353.04	\$ 0.00	0.00	100%	100%
Local Admin	33,701.41	\$ 33,701.41	\$ -	100%	\$ 33,701.41	\$ (0.00)	(0.00)	100%	100%
System Costs	160,616.55	\$ 160,616.55	\$ -	100%	\$ 160,616.55	\$ -	\$ -	0%	100%
Transfer between Dislocated Worker						-			
<b>STATE 15%</b>	<b>\$ 1,207,486.00</b>	<b>\$ 1,202,906.42</b>	<b>\$ 4,579.58</b>	<b>100%</b>	<b>\$ 1,202,906.42</b>	<b>\$ 4,579.58</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
OWO 5%	\$ 402,494.00	\$ 402,464.64	\$ 29.36	100%	\$ 402,464.64	\$ 29.36	\$ -	100%	100%
Discretionary 10%	804,992.00	\$ 800,441.78	\$ 4,550.22	99%	\$ 800,441.78	\$ 4,550.22	\$ -	100%	99%
<b>TOTALS</b>	<b>\$ 8,049,911.00</b>	<b>\$ 8,045,331.42</b>	<b>\$ 4,579.58</b>	<b>100%</b>	<b>\$ 8,045,331.42</b>	<b>\$ 4,579.58</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>

# PY22 WIOA SUMMARY -- as of September 30, 2024

Program Year 2022 --- 7/1/2022 -6/30/2023 FUNDS EXPIRE 6/30/2025

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2024	Remaining Balance 9/30/2024	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
<b>YOUTH</b>	<b>\$ 2,269,007.00</b>	<b>\$ 2,269,007.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 2,259,637.28</b>	<b>\$ 9,369.72</b>	<b>\$ 9,369.72</b>	<b>100%</b>	<b>100%</b>
Local Program	\$ 1,744,504.11	\$ 1,744,504.11	\$ -	100%	\$ 1,735,134.39	\$ 9,369.72	\$ 9,369.72	99%	99%
Local Admin	\$ 174,450.81	\$ 174,450.81	\$ -	100%	\$ 174,450.81	\$ 0.00	\$ 0.00	100%	100%
System Costs	\$ 235,052.08	\$ 235,052.08	\$ -	100%	\$ 235,052.08	\$ -	\$ -	100%	100%
OWO Program	\$ 115,000.00	\$ 115,000.00	\$ -	100%	\$ 115,000.00	\$ -	\$ -	100%	100%
<b>DISLOCATED WRKR</b>	<b>\$ 1,813,083.00</b>	<b>\$ 1,813,083.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,813,083.00</b>	<b>\$ 0.00</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Rapid Response	360,205.00	\$ 360,205.00	\$ -	100%	\$ 360,205.00	\$ -	\$ -	100%	100%
Local Program	1,321,894.45	\$ 1,321,894.45	\$ -	100%	\$ 1,321,894.45	\$ 0.00	\$ 0.00	100%	100%
Local Admin	130,983.55	\$ 130,983.55	\$ -	100%	\$ 130,983.55	\$ (0.00)	\$ (0.00)	100%	100%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	#DIV/0!	#DIV/0!
Transfer between Adult									
<b>ADULT</b>	<b>\$ 2,151,741.00</b>	<b>\$ 2,151,741.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 2,151,741.00</b>	<b>\$ (149,303.96)</b>	<b>\$ -</b>	<b>100%</b>	<b>100%</b>
Local Program	1,915,789.98	\$ 2,065,093.94	\$ (149,304)	108%	\$ 2,065,093.94	\$ (149,303.96)	\$ 0.00	100%	108%
Local Admin	86,647.06	\$ 86,647.06	\$ -	100%	\$ 86,647.06	\$ (0.00)	\$ (0.00)	100%	100%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	0%	#DIV/0!
Transfer between Dislocated Worker									
<b>STATE 15%</b>	<b>\$ 1,097,956.00</b>	<b>\$ 796,301.10</b>	<b>\$ 301,654.90</b>	<b>73%</b>	<b>\$ 796,301.10</b>	<b>\$ 301,654.90</b>	<b>\$ -</b>	<b>100%</b>	<b>73%</b>
OWO 5%	\$ 365,984.00	\$ 362,481.58	\$ 3,502.42	99%	\$ 362,481.58	\$ 3,502.42	\$ -	100%	99%
Discretionary 10%	731,972.00	\$ 433,819.52	\$ 298,152.48	59%	\$ 433,819.52	\$ 298,152.48	\$ -	100%	59%
<b>TOTALS</b>	<b>\$ 7,331,787.00</b>	<b>\$ 7,030,132.10</b>	<b>\$ 301,654.90</b>	<b>96%</b>	<b>\$ 7,020,762.38</b>	<b>\$ 161,720.66</b>	<b>\$ 9,369.72</b>	<b>100%</b>	<b>96%</b>

# PY23 WIOA SUMMARY -- as of September 30, 2024

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

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2024	Remaining Balance 9/30/2024	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
<b>YOUTH</b>	<b>\$ 2,074,499.00</b>	<b>\$ 2,023,896.21</b>	<b>\$ 50,602.79</b>	<b>98%</b>	<b>\$ 397,436.43</b>	<b>\$ 1,677,062.57</b>	<b>\$ 1,626,459.78</b>	20%	<b>19%</b>
Local Program	\$ 1,525,801.00	\$ 1,781,362.82	\$ (255,561.82)	117%	\$ 329,568.82	\$ 1,196,232.18	\$ 1,451,794.00	19%	22%
Local Admin	\$ 152,580.00	\$ 178,136.18	\$ (25,556.18)	117%	\$ 3,470.40	\$ 149,109.60	\$ 174,665.78	2%	2%
System Costs	\$ 281,118.00	\$ -	\$ 281,118.00	0%	\$ -	\$ 281,118.00	\$ -	#DIV/0!	0%
OWO Program	\$ 115,000.00	\$ 64,397.21	\$ 50,602.79	56%	\$ 64,397.21	\$ 50,602.79	\$ -	100%	56%
<b>DISLOCATED WRKR</b>	<b>\$ 1,651,712.00</b>	<b>\$ 1,651,712.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,606,877.75</b>	<b>\$ 44,834.25</b>	<b>\$ 44,834.25</b>	97%	<b>97%</b>
Rapid Response	330,342.00	\$ 330,342.00	\$ -	100%	\$ 285,507.75	\$ 44,834.25	44,834.25	86%	86%
Local Program	1,201,245.00	\$ 1,201,245.00	\$ -	100%	\$ 1,201,245.00	\$ -	-	100%	100%
Local Admin	120,125.00	\$ 120,125.00	\$ -	100%	\$ 120,125.00	\$ -	-	100%	100%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	-	#DIV/0!	#DIV/0!
Transfer between Adult									
<b>ADULT</b>	<b>\$ 1,970,717.00</b>	<b>\$ 1,970,717.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 1,970,717.00</b>	<b>\$ -</b>	<b>\$ -</b>	100%	<b>100%</b>
Local Program	1,892,838.76	\$ 1,892,838.76	\$ -	100%	\$ 1,892,838.76	\$ -	-	100%	100%
Local Admin	77,878.24	\$ 77,878.24	\$ -	100%	\$ 77,878.24	\$ -	-	100%	100%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	-	0%	#DIV/0!
Transfer between Dislocated Worker									
<b>STATE 15%</b>	<b>\$ 1,005,339.00</b>	<b>\$ 331,501.38</b>	<b>\$ 673,837.62</b>	<b>33%</b>	<b>\$ 637,529.80</b>	<b>\$ 367,809.20</b>	<b>\$ (306,028.42)</b>	192%	<b>63%</b>
OWO 5%	\$ 335,112.00	\$ 243,648.58	\$ 91,463.42	73%	\$ 203,710.28	\$ 131,401.72	\$ 39,938.30	84%	61%
Discretionary 10%	670,227.00	\$ 87,852.80	\$ 582,374.20	13%	\$ 433,819.52	\$ 236,407.48	\$ (345,966.72)	494%	65%
<b>TOTALS</b>	<b>\$ 6,702,267.00</b>	<b>\$ 5,977,826.59</b>	<b>\$ 724,440.41</b>	<b>89%</b>	<b>\$ 4,612,560.98</b>	<b>\$ 2,089,706.02</b>	<b>\$ 1,365,265.61</b>	<b>77%</b>	<b>69%</b>

Total Local Admin \$ 201,473.64 5.07%

0.00  
(1,365,265.61)

# PY24 WIOA SUMMARY -- as of September 30, 2024

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

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 9/30/2024	Remaining Balance 9/30/2024	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
<b>YOUTH</b>	<b>\$ 1,971,125.00</b>	<b>\$ 1,856,125.00</b>	<b>\$ 115,000.00</b>	<b>94%</b>	<b>\$ -</b>	<b>\$ 1,971,125.00</b>	<b>\$ 1,856,125.00</b>	<b>0%</b>	<b>0%</b>
Local Program	\$ 1,687,386.00	\$ 1,687,386.00	\$ -	100%	\$ -	\$ 1,687,386.00	\$ 1,687,386.00	0%	0%
Local Admin	\$ 168,739.00	\$ 168,739.00	\$ -	100%	\$ -	\$ 168,739.00	\$ 168,739.00	0%	0%
System Costs	\$ -	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	#DIV/0!	#DIV/0!
OWO Program	\$ 115,000.00	\$ -	\$ 115,000.00	0%	\$ -	\$ 115,000.00	\$ -	#DIV/0!	0%
<b>DISLOCATED WRKR</b>	<b>\$ 350,271.00</b>	<b>\$ 350,271.00</b>	<b>\$ -</b>	<b>100%</b>	<b>\$ 159,675.32</b>	<b>\$ 190,595.68</b>	<b>\$ 190,595.68</b>	<b>46%</b>	<b>46%</b>
Rapid Response	70,054.00	\$ 70,054.00	\$ -	100%	\$ -	\$ 70,054.00	70,054.00	0%	0%
Local Program	254,743.00	\$ 254,743.00	\$ -	100%	\$ 142,071.19	\$ 112,671.81	112,671.81	56%	56%
Local Admin	25,474.00	\$ 25,474.00	\$ -	100%	\$ 17,604.13	\$ 7,869.87	7,869.87	69%	69%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	#DIV/0!	#DIV/0!
Transfer between Adult									
<b>ADULT</b>	<b>\$ 368,082.00</b>	<b>\$ 144,765.20</b>	<b>\$ 223,316.80</b>	<b>39%</b>	<b>\$ 120,062.19</b>	<b>\$ 248,019.81</b>	<b>\$ 24,703.01</b>	<b>83%</b>	<b>33%</b>
Local Program	334,620.00	\$ 111,303.20	\$ 223,317	33%	\$ 111,303.20	\$ 223,316.80	-	100%	33%
Local Admin	33,462.00	\$ 33,462.00	\$ -	100%	\$ 8,758.99	\$ 24,703.01	24,703.01	26%	26%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	\$ -	0%	#DIV/0!
Transfer between Dislocated Worker									
<b>STATE 15%</b>	<b>\$ 474,612.00</b>	<b>\$ 166,858.32</b>	<b>\$ 307,753.68</b>	<b>35%</b>	<b>\$ 7,606.32</b>	<b>\$ 467,005.68</b>	<b>\$ 159,252.00</b>	<b>5%</b>	<b>2%</b>
OWO 5%	\$ 158,203.00	\$ 123,554.32	\$ 34,648.68	78%	\$ 7,606.32	\$ 150,596.68	\$ 115,948.00	6%	5%
Discretionary 10%	316,409.00	\$ 43,304.00	\$ 273,105.00	14%	\$ -	\$ 316,409.00	\$ 43,304.00	0%	0%
<b>TOTALS</b>	<b>\$ 3,164,090.00</b>	<b>\$ 2,518,019.52</b>	<b>\$ 646,070.48</b>	<b>80%</b>	<b>\$ 287,343.83</b>	<b>\$ 2,876,746.17</b>	<b>\$ 2,230,675.69</b>	<b>11%</b>	<b>9%</b>

Need to add PY24 AD2 & DW2

Total Local Admin \$ 26,363.12 9.42%

0.00  
(2,230,675.69)



SWIB MEETING DATE: 10/15/2024  
AGENDA ITEM: 2c. (1) Year-End Performance

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### **Background:**

The Workforce Innovation Opportunity Act requires the review of the 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 as well as reiterated in the One-Stop Certification Policy. Attached are the performance outcomes for PY23 for Titles I, II, III, and IV.

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.

Regarding Measurable Skills Gain: The U.S. Department of Labor and U.S. Department of Education issued joint guidance that there is insufficient baseline information to produce reliable data regarding Measurable Skills Gain. Therefore, programs will not be assessed for this measure for program year 2023.

### **PY23 WIOA Title I Program Performance Updates:**

#### Adult:

For PY23, the WIOA Adult program served 774 participants with 632 participants receiving training services. The program met or exceeded all performance measures: Measurable Skills Gain, Median Earnings, Credential Attainment Rate, and Employment Rate in both the 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit.

#### Dislocated Worker:

For PY23, the WIOA Dislocated Worker program served 557 participants with 365 participants receiving training services. The program met or exceeded all performance measures: Measurable Skills Gain, Median Earnings, Credential Attainment Rate, and Employment Rate in both the 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit.

#### Youth:

For PY23, the WIOA Youth program served 259 participants with 130 participants receiving training services. The program met or exceeded all performance measures: Measurable Skills Gain, Median Earnings, Credential Attainment Rate, and Employment Rate in both the 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit.

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**WIOA Title II Adult Education**

Adult Education completed a Title II Competition with new contracts starting July 1, 2023 for 18 adult education and activity programs including several new Integrated Education & Training (IET) programs that combine adult education services and workforce preparation skills with occupational skills training leading to a recognized postsecondary credential.

In PY23, the programs served 2,913 eligible participants including 150 participants enrolled in an IET program with 90% of them earning a Measurable Skill Gain. The program exceeded all negotiated performance targets: Measurable Skill Gain, Median Earnings, Credential Attainment rate and Employment in both the 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit.

Highlights include 244 participants who attained a high school diploma or equivalency, 91 IET participants who passed an occupational exam and an overall 9.58% co-enrollment rate with other WIOA partners.

**WIOA Title III Wagner Peyser**

For PY23, Wagner Peyser served 12,756 participants with career services. The program met or exceeded all performance measures: Employment Rate in both the 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit and Median Earnings.

**WIOA Title IV Vocational Rehabilitation**

For PY23, Vocational Rehabilitation met or exceeded the following performance measures: Median Earnings, Credential Attainment Rate, and Employment Rate in both the 2<sup>nd</sup> quarter and 4<sup>th</sup> quarter after exit. The program did not meet the Measurable Skills Gain performance measure.

Performance Indicator	Target	Actual Rate (RSA)
<b>2<sup>nd</sup> Quarter After Exit</b>	52.3%	61.8 %
<b>4<sup>th</sup> Quarter After Exit</b>	54.7%	61.2 %
<b>Medical Earnings (2<sup>nd</sup> Quarter)</b>	\$4,200.00	\$5,447.84
<b>Credential Attainment Rate</b>	39.5%	54.8%
<b>Measurable Skill Gain*</b>	61.5%	63.9%

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SWIB MEETING DATE: 10/15/2024  
AGENDA ITEM: 2c. (2) Program Performance Update PY23Q4

**Background:**

The Workforce Innovation Opportunity Act requires the review of the 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 as well as reiterated in the One-Stop Certification Policy. Attached are the Title I performance outcomes for PY23Q4. (Adult Education reporting is not in a computerized system and staff are working to get their performance data for sharing at a future point.)

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.

**PY23Q4 WIOA Title I Program Performance Updates:**

Adult:

In PY23Q4, the WIOA Adult program met or exceeded employment rate 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit, median earnings and credential rate. However, they failed to meet the measurable skills gain\*.

Dislocated Worker:

In PY23Q4, the WIOA Dislocated Worker program met or exceeded met or exceeded employment rate 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit, median earnings and credential rate. However, they failed to meet the measurable skills gain\*.

Youth:

In PY23Q4, the WIOA Youth program met or exceeded employment rate 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit, median earnings, credential rate, and measurable skills gain\*.

\*- Measurable skills gains is based upon the program year and not based on the quarter.

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SWIB MEETING DATE: 10/15/2024  
AGENDA ITEM: 2d. WIOA Title I PY23 Year End Narrative Reports

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**Background:**

The Office of Workforce Opportunity requires WOA Title I subrecipients submit a program narrative at the end of each program year. These narratives allow the programs to provide OWO and the SWIB with a snapshot of program successes as well as struggles. Attached are the WIOA Title I (Adult, Dislocated Worker, and Youth) Program Narratives for PY23.

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*for Opportunity and Success*

## **MY TURN PY23 Year End Report**

### ***Number of Students Served-***

The MY TURN Programs served 214 youth this year. 45 students were served through our In School Youth Program at Nashua North & South High Schools and Franklin High School, and 168 participants were served through our Out of School Youth Programs in Franklin, Rochester, Manchester, and Nashua.

ISY students were primarily recruited from 11<sup>th</sup> and 12<sup>th</sup> grades. A handful of students outside of those target grades were referred specifically by school principals, guidance counselors, and other agencies serving the high-risk youth populations in Nashua and Franklin. Efforts are made each year to serve the students at highest risk of failing to make a successful post-secondary transition such as: immigrant and refugee youth, youth in- or aging out of- foster-care, pregnant and parenting youth, youth with disabilities, court involved youth, youth from households who receive state assistance, and other youth who have been identified by partnering agencies as in need of additional assistance.

OSY participants were recruited from across Greater Manchester, Southern NH, the Lakes Region, and Seacoast areas. Long standing partnerships with the Adult Learning Centers, area high schools, and local community colleges were extremely helpful in generating referrals. Additionally, our work in the justice-involved youth space has increased our referrals from the courts and probation/parole. The majority of our new participants are referred by a friend or relative who has successfully completed our training program. Lastly, our affiliations with other service agencies in the area and involvement in other committees have proved helpful in reaching disconnected youth across NH.

Participants for both programs are referred by school staff, public defenders, JPPO/PPOs, employers, community partners such as Waypoint, Boys & Girls Clubs, Police Athletic Leagues, and others.

### *Services Provided-*

The MY TURN team delivers academic instruction, career exploration, work-readiness training, post-secondary planning, and support services to the young individuals in our programs. Our growing network of partnerships with local employers has opened doors to transformative work-based learning experiences, including job shadowing, industry tours, field trips, internships, both paid and unpaid work experiences, and mentorship opportunities.

MY TURN staff employ a variety of teaching methods designed to cater to different learning styles, such as project-based learning, industry tours, guest speakers from various fields, community service, and service-learning projects. Our goal is to inspire participants and provide social support, fostering an environment where they can take control of their employability and future success.

We've successfully integrated Pathful Explore & Connect to better prepare participants for the workforce. Pathful Explore is a platform designed to equip students for college and career readiness through interactive tools, assessments, and real-world exploration. It helps students discover various career paths, earn micro-credentials, and personalize their career journeys. Pathful Connect, on the other hand, links staff and students with industry professionals virtually, offering an efficient way for companies to engage in educational outreach and promote equitable access, all without the need for extensive planning or travel.

Meaningful work-based learning experiences remain a key pathway to employment for MY TURN participants. By providing hands-on opportunities through internships, job shadows, and mentorships, participants gained practical skills and real-world insights that have enhanced their employability. These experiences allow our young people to explore career options, develop professional networks, and build resumes with relevant industry experience. Many of our participants have transitioned from these learning opportunities to full-time employment, as they not only gained the technical skills required for their chosen fields but also demonstrated their value to potential employers through their dedication and hard work.

### ***Outcomes Achieved-***

- **Q2 Placement 77.03%**
- **Q4 Placement 81.75%**
- **Median Wage \$5785.71**
- **MSG 73.39%**
- **Credential Rate 66.20%**

MY TURN staff worked diligently to increase our MSG rate by over 20 percentage points. While we saw small slips in Q2 & Q4 placement rates, our median wage continued to increase over the past program year. Our most room for improvement lies in our credential rate and we have provided comprehensive training to all OSY staff to increase the success rate for our participants and our programs moving forward.

### ***Weaknesses of Services-***

MY TURN participants in our Franklin region were not well-served. In particular, our In-School Youth program struggled to enroll eligible participants. For that reason, amongst others, we opted to not re-apply for WIOA Youth funding at Franklin High School instead securing Pre-ETS funding to support students in that program. Additionally, we have opened our Franklin OSY Program up to participants from hard-to-serve communities, working virtually to support them along their workforce journeys.

### ***Strengths of Services-***

During Program Year 2023 (PY23), MY TURN continued to demonstrate the strength and impact of its services by delivering comprehensive support to young people through academic instruction, career exploration, and work-readiness training. Our dedicated staff employed a multi-modal approach to education, combining project-based learning, industry tours, guest speakers, and community service projects to engage participants with diverse learning styles. Through strong partnerships with local employers, we facilitated meaningful work-based learning experiences, including internships, job shadows, and paid work opportunities, many of which led to permanent employment for participants. Additionally, the successful implementation of Pathful Explore & Connect further enhanced participants' preparation for the

workforce by providing personalized career pathways, access to micro-credentials, and direct connections with industry professionals. These robust services helped ensure that participants not only developed the skills they needed but also the confidence to become agents of their own success.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Allison Joseph', written in a cursive style.

Allison Joseph

Executive Director

## **JAG NH - Annual Narrative Performance Report**

WIOA Program: Jobs for America's Graduates - New Hampshire (JAG-NH) (WIOA Youth)

Program Year: 2023

Quarter/Year End Date: June 30, 2024

Date Report Submitted: August 1, 2024

Submitted By: Nick Resca, Executive Director

The information provided in this Quarterly Narrative Performance Report will be used to help the Office of Workforce Opportunity monitor the progress of the grant. The information collected here provides a more comprehensive assessment of the progress of grantees in meeting expected milestones, performance indicators, and program requirements.

### **Overview:**

Jobs for America's Graduates - New Hampshire (JAG-NH), formerly NH JAG, has seen many changes over this last program year. Program Year 2023 was the last year of the inherited contract with JAG-NH's new leadership team. This year was a learning experience to ultimately understand the capacity and capability of the organization. As well, to understand the limitations of only serving one sector of the workforce.

The continued support of the Office of Workforce Opportunity brought our students' stories to life and out to the community members/partners across the state. As well, continued efforts in strategic planning surrounding staff recruitment, student enrollment, and organizational growth.

Jobs for America's Graduates National Team continued to provide direct support and mentorship to Nick Resca, Executive Director. This support resulted in the standing up of the Keene OSY program, and ultimately leading to the decision to dissolve the North Country.

NH JAG actively provided services to WIOA Youth in the following locations: Manchester Memorial HS ISY; Concord Healthcare OSY, Lakes Region Healthcare OSY, Keene Healthcare OSY, and the North Country Healthcare OSY (Berlin).

JAG-NH received the prestigious JAG National "6-of-6" State Award for the twenty-first consecutive year, meaning the state met or exceeded the goals in the following: Graduation, Employment, Full-Time Employment, Positive Outcomes, Further Education, and Connectivity Rates.

**Program Enrollments:**

- Concord OSY: 14 New Enrollees PY '23, 9 Active, 31 Follow Up
- Lakes Region OSY: 10 New Enrollees PY '23, 6 Active, 10 Follow Up
- North Country OSY: 1 New Enrollees PY '23, 1 Active, 0 Follow Up
- Keene OSY: 20 New Enrollees PY '23, 17 Active, 6 Follow Up
- Manchester Memorial: 9 New Enrollees PY '23, 9 Active, 13 Follow Up
- Total of All WIOA JAG-NH Participants: 54 New PY'23, 42 Active, 60 Follow Up

**Services Provided:**

During PY'23, all service elements described in the grant were offered to NH JAG participants. All 14 activities of WIOA Youth were offered to ISY and OSY participants. Additionally, OSY participants were offered occupational skills training in the healthcare field.

**Staff:**

Nick Resca – Executive Director  
Haley DeYoung - Program Manager  
Caroline Raymond - Data Manager  
Jason Sargeant – Finance Manager  
Amie Madere - Finance Manager  
Sara Gates – Manchester Memorial ISY Specialist  
Marco Torres – Concord OSY Specialist  
Rebecca Foulkes – Lakes Region OSY Specialist  
Marissa Hickbottom - Berlin OSY Specialist  
Alex Bloomer - Berlin OSY Specialist  
Laura Ritinski-Mack - Keene OSY Specialist

**Performance Goals Summary:**

JAG-NH's performance in PY '23 was impacted substantially by multiple unforeseen circumstances that came throughout the entire year. However, as we teach our youth, one must overcome and persevere. Reaching out to national, state, and local partners, JAG-NH rebuilt its management team, empowered current and new Youth Specialists, and reenergized the JAG-NH Board of Directors to ensure the future of continuing to cultivate success for New Hampshire's youth.

We are extremely proud of the standing up of the Keene program. This was done all in PY '23, thanks to our Career Specialist Laura Ritinski-Mack. She immersed herself within the community and helped to surpass her enrollment goals!

As a Youth subrecipient the following performance goals are as follows:

- Employment Rate (Q2) - 77.65%



- Employment Rate (Q4) - 82.66%
- Median Earnings - \$6,082.87
- Credential Rate - 76.64%
- Measurable Skills Gains -73.18%

**Continuous Improvements:**

JAG-NH is excited to expand into all sectors of the workforce for our new contract. This will help to improve our enrollment goals and expand into bringing JAG-NH to reach more students in New Hampshire. This will continue to improve our community partners throughout the state.

Utilizing partnerships with other WIOA subrecipients continues to help JAG-NH navigate the data management system, understand enrollment trends, and share resources. These continued conversations help to improve overall programming and increased reach.

As we look toward PY '24, JAG-NH is excited to continue the partnership with the Office of Workforce Opportunity and engage in more professional development opportunities as they become available.

## **WIOA Dislocated Worker Program Annual Narrative Performance Report**

**PY23**

WIOA Program: Dislocated Worker  
Program Year: 2023  
Quarter End Date: June 30, 2024  
Date Report Submitted: August 30, 2024  
Submitted By: Nicholas J. Masi  
Program Specialist III  
WIOA Dislocated Worker Program Manager  
New Hampshire Employment Security

### **WIOA Dislocated Worker PY23 Annual Program Narrative**

#### **Overview:**

The WIOA Dislocated Worker Program finished Program Year 23 (PY23) with many wins and a few losses. From an enrollment standpoint, PY23 exceeded expectations and goals by a significant amount over previous program years. The teamwork and extra effort put forth by the staff provided great results. Even with several staff vacancies for part of the program year the goals were exceeded.

During the program year there were up to six Employment Counselor vacancies, which resulted in reassignment of existing caseload and training of the new staff. As of the end of PY23 the Dislocated Worker Program is fully staffed with a minimum of one Employment Counselor in each NHWorks office.

A Corrective Action plan was requested by the Office of Workforce Opportunity (OWO) to address the low Measurable Skill Gains Achieved results for the Program Year. A Corrective Action Plan was developed and submitted to OWO for acceptance. Once OWO accepted the Corrective Action Plan it was enacted shortly before the end of the program year. The results of the plan will be evident in PY24.

Overall result for the Program Year were trending in the right direction on both enrollments and quarterly results with the exception of the Measurable Skill Gain metric. All indications are that

the WIOA Dislocated Worker Program will continue to grow and successfully achieve results going forward.

**Program Enrollments**

The Dislocated Worker enrollments for PY23 exceeded goals for the first time since management of the Dislocated Worker Program was transferred to New Hampshire Employment Security. Enrollment goals had remained constant for both PY22 and PY23 at 280. The number of new enrollees for PY23 ended at 346 new enrollees. This is 123.57% over goal and a 30% increase in enrollees over PY22 results. The results for PY22 were 267.

Goals are created for each of the twelve NH Works offices around the state based on the state and local unemployment level, the number of unemployment claims filed in each office historically, the number of employment counselors assigned to the Dislocated Worker Program, and the amount of funding available for training and support services. Seven of the twelve offices met or exceeded their goals, two were within 80% of their goals, and the remainder had periods during the program year where the ECS staffing vacancies. The NHWorks offices in Salem, Laconia, Berlin, Conway each had periods where any referral was assigned to the nearest NHWorks office for Dislocated Worker intake and service. This created a goal deficit for the aforementioned offices during those months with ECS vacancies. Even with these periods of short staffing, enrollments still exceeded over all goals. The Manchester and Nashua NHWorks offices enrolled 100 and 65 respectively for the program year. These two offices are responsible for 48% of the enrollments.

MONTH	ENROLLMENT
July 2023	32
August 2023	36
September 2023	28
October 2023	39
November 2023	21
December 2023	25
January 2024	28
February 2024	29
March 2024	26
April 2024	33
May 2024	33
June 2024	16
PY23 Enrollment Total	346

PY23 Goal	280
% of PY23 Goal	123.57%

### **Expenditures:**

The combined total expenditures for all categories (ITA, Support Services, OJT Contracts) totaled \$1,341,948.05 for PY23. The expenditures for ITA's totaled \$1,223,117.52 , which was an increase of 58.7% over PY22. Support Services expenditures were \$112, 651.02 which was below PY22 Support Services Expenditures by 14%. OJT contract expenditures for the program year were \$6,179.52 , which was down from PY22 by approximately 80%.

The average individual cost per ITA for PY23 was \$3535.02 compared PY22 average individual cost per ITA being \$2886.23. This may be the result of including allowable items in the ITA that were paid for through Support Services in years past, such as books and uniforms. Increases in the cost of Eligible Training Programs also factors into the increase in per participant cost.

### **Continuous Improvements:**

Opportunities for continuous improvement arise throughout the program year through both internal and external analysis. The ability to enhance processes, increase training, or provide a superior experience for our participants does not end when our goals are met.

#### Compliance

Part of the continuous improvement for the Dislocated Worker Program is to verify all compliance issues are met for each new enrollee at the time of eligibility. This is achieved through a compliance file review to verify eligibility, required documentation, and that all signatures are captured and available for review in the Job Match System. This also eliminates potential category failures in Data Validation monitoring.

#### Training

The availability of a live application training environment was an ongoing issue when training new Employment Counselors. The development, in conjunction with GeoSol, of a training environment in the Job Match System for the WIOA application process where all staff could experience and learn the application process without having an actual live applicant present. Prior to this, the only training option was for new staff to observe and participate in the live application process with the participant. This new training environment allowed staff to experience multiple examples and situation that were out of the norm when completing an intake application.

Program management staff conducted an in-person meeting and training over a two-day period for all Dislocated Worker employment counselor staff. The new training environment was used

to train on process and examples for existing and new staff. The training allowed the Employment Counselors experience hands on situation that arise infrequently in the field.

### Eligibility Expansion

Discussions were conducted with Office of Workforce Opportunity during the program year about expanding the eligibility requirements and definition of a dislocated worker. Examples of expanded eligibility were reviewed from several other states who have changed their definitions of dislocated worker to include a longer or increased look-back period for filing for unemployment compensation benefits. Currently the definition of “Recently Dislocated” is laid off in the preceding 12 months, eligible or collecting unemployment benefits, or has exhausted those benefits, but meets other eligibility conditions. A final determination on the eligibility expansion had not been made at the end of the program year.

### Process Efficacy/ Co-Enrollment

The State of New Hampshire has an established training program similar to the WIOA Dislocated Program with the primary eligibility requirement being Medicaid eligibility. The WorkNowNH and WIOA Dislocated Worker Program utilize common staff in all the NHWorks offices. The common goal of co-enrollment created an opportunity to align processes and documentation between the programs as a means to streamline and simplify documentation between the programs. Many of the forms required by the Dislocated Worker program were adopted with minor modifications for the WorkNow program providing the ECS staff with a simplified required form and document list.

The forms and processes used in the Dislocated Worker program are continually reviewed for relevance and need. As updates are completed the new forms, explanation of changes, and implementation process are disseminated to all staff.

### Communication

Dislocated Worker management has reinstated monthly mandatory DW calls that include all ECSs and NHWorks local office managers. The monthly calls review monthly results, program updates, upcoming changes or meetings, and a Q&A for staff. Staff is encouraged to bring process issues that they may encounter during the month.

### Results Management

During the program year the quarterly results for Measurable Skills Gain was below the negotiated goal, specifically, the Measurable Skills Gain was approximately 30% of the goal. A Corrective Action plan was requested by the Office of Workforce Opportunity (OWO) to address the low Measurable Skill Gains Achieved results for the Program Year. A Corrective Action Plan was developed and submitted to OWO for acceptance. Once OWO accepted the Corrective Action Plan it was enacted shortly before the end of the program year.

## **Training**

Individual training sessions have been conducted as new staff members join the Dislocated Worker team. At different times during PY23 there were six vacancies for Employment Counselor Specialists through position changes and staff attrition. All new ECS were provided one on one training for Dislocated Worker and the Job Match System as well as follow up and in-person intake assistance and guidance for the first several participant intakes meetings.

The Dislocated Worker program team also held an in-person review and training for all ECS staff in February and March of 2024 in the NHES Concord Office, allowing all Employment Counselors to meet and discuss issues, problems, and processes. The training included live demonstrations of Job Match System WIOA application process developed specifically for our Dislocated Worker Program. The success of the in-person training has led to the additional planned training in the new program year.

## **Process**

Case and file reviews are ongoing and occur continually during each quarter. Compliance and eligibility reviews are conducted on all new enrollee files as they enter the program to verify eligibility and that all required documentation is present. Each quarter the active case load of each Employment Counselor is reviewed for good case management practices, such as timely contact, accurate and timely case notes, follow up, career guidance. The Case Load review is designed specifically for case management and to identify areas of needed improvement for each Employment Counselor. The review and monitoring of the program identifies any needs for process modifications, additional or specific training needs, or areas that can be improved.

The Dislocated Worker program works closely other WIOA programs, and with the WorkNowNH Program, in co-enrolling participants when qualified for both programs. WorkNowNH team has worked in establishing forms and processes that mirror Dislocated Worker program in order to facilitate increased opportunities for participants in these programs.

## **Feedback**

Customer Satisfaction Surveys are sent to all participants who exit the program during the program year. We continue to have a very low response rate, with a response rate of approximately 5%. Out of the 176 surveys sent to exited participants, 117 were opened, 53 were unopened, and 6 email addresses were bounced back. There were 10 responses from those participants that were surveyed. Of the 10 respondents three were dissatisfied with the program and the remaining seven were satisfied to extremely satisfied with the program. Of note those that were dissatisfied with the program, one was dismissed by the training provider based on accusations of substance abuse, and one who claims she misunderstood the program and was unhappy that she couldn't take those courses that she wanted and not only those that were offered.

It is difficult to arrive at a conclusion given the low return results. The process currently used with Survey Monkey to distribute and tabulate the survey should be reviewed. Other survey software may offer easier access and higher rate of completion than currently achieving and is under review.

**Performance Goal Summary**

Performance Measures	PY23 Outcome*	PY2023 Negotiated Goals	PY2023 Negotiated Goals
		100% Goals	80% Goals
Employment 2 <sup>nd</sup> Quarter After Exit	86.2%	84.0%	67.2%
Employment 4 <sup>th</sup> Quarter After Exit	82.7%	81.5%	65.2%
Median Earnings	\$12,093.00	\$9100.00	\$7280.00
Credential Rate Attainment	72.2%	69.5%	55.6%
Measurable Skill Gain	51.3%	76.5%	61.2%

\* Results are from PY23Q4 Rolling Four Quarters Performance Summary.

**Conclusion**

Program Year 23 finished strong compared to previous years, with strong enrollments, achieving the majority of goals, and identifying those areas where additional focus is needed. With the program now being fully staffed and trained, we are entering program year 24 ready to tackle any obstacle that comes our way. Continued monitoring, program and process review, training, and outreach will propel the program to greater success in the coming program years.



## Southern New Hampshire Services (SNHS) WIOA Adult PY23 Year End Report

### Overview:

During Program Year 2023, the primary goal of the Southern New Hampshire Services (SNHS) WIOA Adult program was to increase program enrollments by enhancing program accessibility, raising public awareness, and streamlining new processes to increase productivity and staff efficiency. The VIP program, WIOA Plus funding, and carryover funding played a crucial role in exceeding the goal. In recognition of the hard work, SNHS was presented with an *ApprenticeshipNH Champion Award* at the first [ApprenticeshipNH Summit in 2023](#), which celebrated National Apprenticeship Week.



*Photo left-to-right: Governor Chris Sununu, Sara Sacco (Workforce Development Director, Southern NH Services), and Dr. Chuck Lloyd (Vice Chancellor, CCSNH)*

### Referrals:

The focus for the SNHS WIOA Adult team was to maintain current partnerships as they provided a consistent stream of referrals, while enhancing program accessibility. This became prominent with the increase in funding and ease of enrollment into the WIOA Adult program. The commitment to partner agencies can be seen with the record number of referrals at 1,217 for PY23, averaging 101 referrals per month. January alone had 152 referrals. Staff adapted to change quickly and found innovative ways to collaborate with employers and training providers in order to co-enroll with partner agencies.





**Program Enrollments:**

For PY23, SNHS WIOA Adult enrolled a total of 399 participants, far exceeding the enrollment goal of 260, representing 153% of the target. Total participants served was 774 with 85% being priority of service.

SNHS WIOA Adult program exceeded performance measures for PY23.

Location: All Location LWDB Goal PY23

Performance Summary cards

	Employment Q2		Median Earnings		Employment Q4		Credential		Measurable Skill Gains	
	100.88%		146.79%		108.45%		108.49%		103.81%	
Adult	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal
	78.69%	78.00%	\$10,128.50	\$6,900.00	79.17%	73.00%	74.32%	68.50%	69.03%	66.50%
	288 / 368				209 / 254		136 / 183		350 / 527	

*Table #1 above shows exceeding all WIOA performance measures for PY23.*

**Occupational Skills Training:**

For PY23, 82% of participants served received training, which was a 7% increase from PY22. For PY23, 28% of participants entered a Registered Apprenticeship, which was an 11% increase from PY22. This was due to the increase in ApprenticeshipNH referrals. A majority of trainings and Registered Apprenticeships were in Healthcare, Truck Driver/CDL, or Teacher, which aligned with the SPIs in NH and the High Demand Occupations in NH.

**Professional Development:**

With over seven years of experience in workforce development and involvement with multiple WIOA programs, Sara Sacco was promoted to the Director of Workforce Development in August 2023. Working closely with BEA, OWO, she was provided a great deal of training for grant management and performance outcomes.

The new Workforce Development Director and the Program Manager attended the annual NAWDP Conference where they brought back a wealth of knowledge, resources, and trainings to share with staff for professional development. These resources and trainings will continue to be used for PY24.

SNHS WIOA Adult management staff continue to utilize JMS reports and the new FutureWorks BI system for data analysis and monthly monitorings to assess performance and develop actions for continuous improvement. User Guides and virtual trainings have and will continue to be a driving force in staff development with the JMS and FutureWorks BI systems.

Staff attended virtual weekly staff meetings to collaborate, learn, and share experiences or updates. They also utilized WorkforceGPS trainings, monthly OWO Lunch and Learns, and went through the new CASAS training. New Hire Training continues to be updated with resources and user guides.



Management staff attended the weekly manager meetings, OWO WIOA Work Groups, SWIB, Consortium, and other outreach/partner meetings as necessary. All WIOA Adult staff also took part in the bi-weekly Family Centered Coaching training series to support SNHS and the Whole Family Approach initiative.

Hiring and retention of Career Navigators has been outstanding for the SNHS WIOA Adult program. This demonstrates the longevity and low staff turnover throughout the years. The few staff that were hired in PY23 went through rigorous training, as well as working alongside seasoned staff as their workforce mentors. The commitment, dedication, and experience of the seasoned staff was displayed through the quick turnaround of new hires taking on caseloads immediately as to not disrupt the integrity of the WIOA Adult program.

### **Fund Management:**

SNHS has a history of successful fund management and has consistently demonstrated the capability to maximize the allocated funds. SNHS achieved the financial performance goal of 100% expenditure of total funds awarded. Despite having 10% of funds available for administrative costs, SNHS utilized 3% for administrative purposes ensuring that the administrative costs do not impede on the delivery of services. SNHS allocated 58% of funds towards direct client assistance, exceeding the goal of 50%.

SNHS has streamlined record keeping for fiscal management, simplifying the annual fiscal monitoring, which resulted in no federal findings and ease of program review. SNHS continues to submit monthly invoices on time.

### **PY24 Goal:**

With the updated OWO Policy & Procedure manual, WIOA Adult's focus for PY2024 will be staff professional development with a theme of *"Going Back to Our Roots"*. The commitment to maintaining partnerships from the VIP program will be crucial for the future program success.

Efficiency and flexibility in operations is paramount as a disruption in service would adversely effect program participants.

### **Acknowledgements:**

SNHS values the support of the NH Department of Business and Economic Affairs, Office of Workforce Opportunity. Their collaboration, hard work, and support contributed to the program's success in PY2023.



The success would not be possible without the caring and dedicated staff at SNHS WIOA Adult/VIP programs and partner agencies. The willingness to meet participants where they are located shows the flexibility and commitment of SNHS staff and partner agencies.

Submitted by: Sara Sacco, Workforce Development Director



SWIB MEETING DATE: 10/15/2024  
AGENDA ITEM: 2e. VIP Grant Update

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### **Background:**

The New Hampshire Department of Business and Economic Affairs, Office of Workforce Opportunity (BEA/OWO) released a Request for Proposal on January 11, 2022, for vendors to provide outreach and referral services to historically marginalized populations under the WIOA Adult program. SWIB members reviewed the proposals and chose International Institute of New England (IINE) and Southern New Hampshire Services (SNHS) as vendors. Services under this proposal began July 1, 2022, and ended June 30, 2024.

The VIP program was concluded on June 30, 2024. Both IINE and SNHS's programs have made a tremendous impact on the historically marginalized communities in New Hampshire. Below are outcomes for both subrecipients.

### **International Institute of New England:**

IINE's focus was primarily geared towards working with New American's, Refugees and Immigrants. They had three areas of focus: Outreach, Referrals and WIOA Adult Enrollment. At the end of the contract, they consistently met or exceeded their outreach and referral targets. They failed to meet their WIOA Adult Enrollment goal. However, there were many lessons learned throughout this grant that will be able to be utilized in the future. For example, it was realized early on that there were not many career pathways or training programs for individuals with lower levels of English Language proficiency. Outreach and recruitment efforts had to be geared towards individuals who had higher levels while also supporting those participants who needed more help in acquiring the necessary skills.

In the duration of VIP program, IINE successfully placed 284 clients into jobs, with 146 in FY22 and 138 in FY23, and an average of 80% of clients securing full-time employment. Clients with lower English proficiency receive an average hourly wage of \$17.56, while those with higher English skills earn \$19.63 per hour on average. The data indicates that language proficiency influences the predominant job types secured by our clients.

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IINE has successfully grown its network of employers who regularly hire their clients, particularly in childcare, homecare, and the medical field. We have also expanded our ESOL program, offering in person classes in multiple locations of the city to respond to a high demand.

**Community Action Partnership Hillsborough and Rockingham Counties (CAPHR):**

The focus of the VIP grant administered by (CAPHR) was on outreach to community organizations and businesses to increase enrollments for historically marginalized populations. At the end of the grant, SNHS staff provided in depth presentations to almost 300 organizations/businesses regarding the program’s benefits, the local labor market landscape, and available in demand training programs. In addition, the outreach team connected with over 700 potential applicants. Moreover, the initiative has yielded great results in reaching out and enrolling individuals from historically marginalized communities. These include Communities of Color, New Americans, caregivers, Women, LGBTQ+, homeless individuals, single parents and Veterans.

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SWIB MEETING DATE: 10/15/2024  
AGENDA ITEM: 2f. Annual Monitoring Summary Report

**Background:**

Ensuring comprehensive and timely monitoring is an oversight function of the State Workforce Innovation Board (SWIB). Board member Kelly Clark is the SWIB member designated to approve the OWO State Monitoring schedule each year. Ms. Clark conducts 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.

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.



SWIB MEETING DATE: 10/15/2024  
AGENDA ITEM: 2g. Success Stories

**Participant Success Story**

Program Year: 2023 Quarter: 1

Program enrolled in:

- Adult     Dislocated Worker     VIP:     Youth:
- IINE    SNHS     NH JAG     My Turn    AYC
- ISY    OSY     ISY    OSY

Participant First Name: Alex

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:

I've been working with Alex since the beginning of the school year. Alex has been important participant in My Turn and active and engaging throughout class! When Alex began in the class, he was very timid and had a hard time settling in and adjusting to the class and being an active student. I began to build a rapport and made sure that I made a point to go out of the way to get to know Alex one-on-one. I found that Alex has a love for Hangman! The next day, I started the class with Wordle, which Alex LOVED! Each day, we start the class with Wordle and Alex comes in enthusiastic and runs right to my computer to start working on the word. Alex has told me that he has one thing that he can always count on for our class, which is starting the day off with Wordle. In the future, Alex is still deciding what field he wants to get into. He is leaning to being a chef and hopes one day that he will be a sous chef! Alex has become an absolute pleasure to have in class and I cannot wait to see what the school year has in store for him both personally and through MYTURN!

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**Participant Success Story**

Program Year: 2024

Quarter: 1

Program enrolled in:

- Adult     Dislocated Worker     VIP:     Youth:  
 IINE    SNHS    NH JAG    My Turn    AYC  
 ISY    OSY    ISY    OSY

Participant First Name: Gabrieli

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: Gabrieli

Gabrieli enrolled in the Community Action Partnership Hillsborough & Rockingham Counties' (CAPHR) WIOA Adult program with the help from the local CAPHR Career Navigator (CN). Gabrieli is a 35-year-old married female who recently moved to the US from Brazil with her husband and daughter. Her first language is Portuguese. She received a bachelor's degree in nursing from Brazil. She then went on to a Postgraduate in Cardiology and later become an RN, where she did this for 8 years at a hospital in Brazil.

Her long-term goal is to become a RN here in the US. When she came to CAPHRs' WIOA Adult program, she was unemployed, receiving SNAP, and taking ESOL classes. Gabrieli needed to find employment right away but wanted to stay in the healthcare industry. She was a referral from IINE-Manchester (NH Adult Education, WIOA Title II), where her English level was already assessed, and she was taking ESOL classes. She was then selected to participate in the *LNA For Success* program.

The *LNA for Success* program is a collaboration between IINE-Manchester and Manchester Community College (MCC). Over the course of 18 weeks, the program integrates contextualized, concurrent English language instruction for adult English language learners; soft-skills and workforce readiness preparation; and a 144-hour Licensed Nursing Assistant (LNA) apprenticeship module to prepare students for successful completion of the NH's Board of Nursing LNA licensing examination, and ultimately secure gainful employment with one of our healthcare partners.

She participated in *the LNA for Success* program and received her LNA license. CAPHR paid the tuition and required tools, which consisted of scrubs and shoes. This training would not have been possible without the close collaboration with IINE, MCC, and CAPHR.

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Gabrieli became an LNA at a local hospital making a livable with benefits and was no longer receiving SNAP.

Gabrieli was determined to get her RN sooner rather than later. While working as an LNA, she continued with her ESOL classes and studying for the NCLEX. Gabrieli successfully passed and received her RN license. She started as an RN at a local hospital making \$47 per hour working 40 hours per week.

Keep in mind, this was all within one year. This would not have been possible without her hard work and determination. It also would not have been possible without the knowledge and collaboration with all partner agencies involved to point Gabrieli in the right direction.

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**Participant Success Story**

Program Year: 2023

Quarter: 4

Program enrolled in:

- Adult     Dislocated Worker     VIP:     Youth:  
 IINE    SNHS    NH JAG    My Turn    AYC  
 ISY    OSY    ISY    OSY

Participant First Name: Colby

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:**

Colby has been an active participant in the MY TURN program since February and has shown tons of promise on his journey towards self-sustainability. Colby joined the MY TURN program in hopes to find gainful employment and attain certification through a training program. Colby elected to pursue a career in Precision Machining and successfully completed a ten-week Precision Machining bootcamp through Nashua Community College. MY TURN provided weekly case management check in's during training to ensure success. Upon graduation, Colby was offered a full-time position at the Portsmouth Naval Shipyard!

Colby has dealt with adversity during his time with MY TURN. Colby has current court involvement and is making amazing progress through his probation! Additionally, Colby had to have surgery which impacted his mobility for several weeks of his training. This prohibited him from driving to and from Nashua Community College. MY TURN assisted Colby in arranging travel plans to ensure adequate participation and attendance.

All of MY TURN is looking forward to watch Colby continue to grow as a young professional in the field of Precision Machining. We are so proud of Colby and the amount of growth and resilience he has shown these past few months. We feel very confident that he will continue to make positive choices in life and his astounding work ethic will continue to help him achieve success!

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**Participant Success Story**

Program Year: 2024

Quarter: 1

Program enrolled in:

- Adult     Dislocated Worker     VIP:     Youth:  
 IINE    SNHS    NH JAG    My Turn    AYC  
 ISY    OSY    ISY    OSY

Participant First Name: Rosene

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:**

Rosene has been an active participant in the MY TURN program since March and has been thoroughly dedicated in enabling her future self towards self-sustainability. Rosene joined the MY TURN program in hopes to find gainful employment and attain certification through a training program. Rosene ultimately pursued furthering her career in nursing. Prior to joining MY TURN, Rosene had attained her LNA nursing in another state. Rosene was able to navigate the process of reinstating her license in NH and find gainful employment as an LNA in the granite state.

While gainfully employed, Rosene was still interested in furthering her training and expertise. MY TURN worked with Rosene on applying for the Granite State P.A.R.T.N.E.R.S Nursing Grant. Participants in the grant program are eligible to receive various types of funding and support services. Rosene did an excellent job filling out the application and submitting an essay. Additionally, MY TURN prepped Rosene with interview questions and guidance. Rosene absolutely crushed the interview and was accepted! Rosene is now taking pre-requisite courses at NHTI and living on campus in Concord. She is so excited to be working towards becoming an RN and is taking huge first steps towards attaining her dream!

All of MYTURN is looking forward to watch Rosene continue to grow professionally as she is an amazing human being. We are so proud of Rosene and the amount of dedication and follow through she has shown these past few months. We feel very confident that she will continue to do everything in her power to reach her ultimate goal and we are so grateful to be part of her journey!

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**Participant Success Story**

Program Year: 2024                      Quarter: 1

Program enrolled in:

- Adult     Dislocated Worker                       VIP:                                               Youth:  
 IINE    SNHS     NH JAG     My Turn    AYC  
 ISY    OSY    ISY    OSY

Participant First Name: Jason

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:**

Jason enrolled in the Community Action Partnership Hillsborough & Rockingham Counties’ (CAPHR) WIOA Adult program with the help from the local CAPHR Career Navigator (CN). Jason is a 24-year-old Veteran who served in the Marine Corps as a Corporal for 4 years. He was made eligible for CAPHR WIOA Adult program based on Veteran status, LI, and BSD.

He originally came to CAPHR seeking funding for the CDL-A portion of his Lineman Apprenticeship. His main goal was to become an Electrical Lineworker. Jason had researched this line of work before coming to CAPHR and the CN agreed that it makes sense with his background and experience. Jason knew that working at Eversource wasn’t a guarantee after the training and that he would still have to interview, but he was willing and determined to make a good impression.

This apprenticeship is in partnership with Eversource and Manchester Community College (MCC) Electrical Line-worker certificate program that prepares individuals to work in the electrical power utility industry. WIOA Adult paid \$1,706.74 for the cost of the CDL-A training at MCC.

Throughout the course, Jason received positive comments from instructors and showed up on time to class. Jason successfully completed the course, passed the exam, and received his CDL-A. He then interviewed with Eversource for the Lineworker position and got the job working 40 hours per week at \$44.90 per hour with benefits.



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**Participant Success Story**

Program Year: 2023

Quarter: 4

Program enrolled in:

- Adult     Dislocated Worker     VIP:     Youth:  
 IINE    SNHS     NH JAG     My Turn     AYC  
 ISY    OSY    ISY    OSY

Participant First Name: Kaleb

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:**

Kaleb joined the Nashua Manufacturing MY TURN program in September 2023 right before he turned 25. He was working in the kitchen at a nursing home at the time, living on his own and came to the realization he needed to change his career pathway. His current girlfriend had previously been connected with MY TURN and had suggested he come in.

From the moment he joined the program he did everything that was asked of him, worked on his resume to make it more current, was open to suggestions and did his due diligence when researching career pathways. Staff assisted him with setting up tours of different trade and manufacturing programs. He originally thought he wanted to pursue the Electrical pathway but after a tour of the NH Mechanical Trade School, he had that lightbulb moment when they introduced him to the HVAC classroom and his eyes opened wide and began to ask questions of our guide. After finishing the tour his mind was made up and he signed up for the HVAC evening program that started in March.

While taking the class Kaleb continued to work Full time at the Nursing Home as well as overtime while attending classes. He never missed a class and according to his instructors even when challenged with certain fixes, he continued to work through them asking all the right questions and never giving up. Kaleb graduated on June 25<sup>th</sup> with his Certificate of completion for the Oil Heat Technician Program and his NORA Bronze certified Technician certificate.

Kaleb has been submitting applications regularly but currently the market has been tough for apprentices due to contracts the employers are waiting on and they are not hiring at this moment or are looking for someone with more experience. He has been able to get some great interview experience through our partners and has given him the confidence he didn't have before. He is looking forward to the opportunity to build his skills once he is hired and becomes part of a team. There is no doubt he will be successful in the next chapter of his career path. He

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has said time and time again how grateful he was that his girlfriend referred him to MY TURN and the support he has received during this process.

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**Participant Success Story**

Program Year: 2024                      Quarter: 1

Program enrolled in:

- Adult     Dislocated Worker                       VIP:                       Youth:  
 IINE    SNHS     NH JAG     My Turn     AYC  
 ISY    OSY     ISY    OSY

Participant First Name: Erin

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:**

Erin, a parent of two young children, finished her alternative diploma right before joining JAG in 2023. In the past year, she has completed her LNA license, got her driver's license, and began working at a rehabilitation facility. Erin is supplementing her nursing assistant skills by working on a certification in phlebotomy. Erin was inspired to become a neonatal intensive care nurse after her own experience having a baby who spent time in the NICU.



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**Participant Success Story**

Program Year: 2024                      Quarter: 1

Program enrolled in:

- Adult     Dislocated Worker                       VIP:                       Youth:  
 IINE    SNHS     NH JAG     My Turn    AYC  
 ISY    OSY    ISY    OSY

Participant First Name: Ian

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:**

Ian joined the Nashua MFG OSY program after completing his HISET through the MY TURN HiSET Academy in November of 2023. Ian, as he will tell you is on the Autism Spectrum and has difficulty expressing himself. He wanted help so that he could successfully enter the workforce and become more independent.

Staff has worked with Ian on Career readiness skill and helping him look at different career pathways that he didn't think were possible. After researching the pathways, we set up tours for Ian to see what training was involved. It was on one of these tours that Ian's whole outlook changed, and the biggest smile creped on his face. The hands down winner was the Microelectronics Bootcamp. After we went back to the office Ian started to make plans to change his sleep schedule so he would be ready for when the classes started and research the different hiring companies.

As staff and Ian worked together his confidence grew, instead of looking at the floor and having indirect eye contact, he would walk in and have immediate eye contact. Conversations that in the beginning were initiated by staff, now were driven by Ian asking questions to how he can adapt to challenges and build his skills to be ready for school.

Ian started The Microelectronics Bootcamp on August 26<sup>th</sup> and is doing extremely well on tests and his projects. He is forging new relationships with other students and making connections. He is actively meeting with companies that will be hiring from this class and is gaining more confidence every day. He is using some of the coping methods we worked on for the days he may feel overwhelmed and reaching out to staff for guidance. Ian has shown such growth during the time we have worked together, and we couldn't be any prouder of him. Ian now sees the possibilities in a world that he thought were impossibilities. We can't wait to see how this next chapter unfolds.

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**Participant Success Story**

Program Year: 2024                      Quarter: 1

Program enrolled in:

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

Participant First Name: Jennifer

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:**

Jennifer enrolled in the Community Action Partnership Hillsborough & Rockingham Counties' (CAPHR) WIOA Adult program with the help from the local CAPHR Career Navigator (CN).

Jennifer is 54 y/o woman who came to CAPHR WIOA Adult program was receiving SNAP. She received her LNA back in 2018. Since then, she has decided that she would like to stay in the healthcare industry and pursue her RN degree. At this time, she was participating in the NHEP program and was referred to both the WIOA and WorkNowNH (WNNH) Program for potential funding assistance. In discussion with Jennifer and her WNNH Employment Counselor, we agreed that since the RN program she would be pursuing at NHTI is a two-year program, that she would also need to complete prerequisites. She would initially receive assistance through the WNNH program for her year of prerequisites and then apply for the CAPHR WIOA Adult program for assistance with the second year. CN received ongoing updates on Jennifer's progress in the program in which she was excelling in with a GPA of 3.5. In July of 2023, Jennifer applied for CAPHR WIOA Adult program because she exhausted her WNNH funding.

Although it was apparent that this career path was an appropriate goal for her from the start, CN completed her comprehensive assessment and with all factors taken into consideration supported Jennifer's goal.

Jennifer started her final year of RN training at NHTI on 8/2023 and she successfully completed her training on 4/30/2024, graduating in May 2024. She passed her NCLEX first try and obtained her NH RN license on 6/22/2024.

CAPHR only had to pay for fingerprinting, the NCLEX exam, the license fee, and part of her tuition totaling \$1,358. She was diligent with her research for additional funding and was able to receive Pell and a few other scholarships, where Jennifer didn't have anything towards her RN.

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The support and knowledge from her CAPHR Career Navigator, NHEP, and WNNH program played a key role in helping Jennifer braid funding.

Jennifer had begun her job search prior to securing her RN license and was offered a position at the NH Veteran's Home starting as an LNA on 5/31/2024, and once she secures her RN license, she would be promoted to an RN position status. In my recent follow up with Jennifer she is successfully employed at the Veterans Home as an RN earning \$37.43 an hour, 40 hours a week, with full benefits. She was very appreciative for the services she received from CAPHR.

This CN is extremely proud of Jennifer and her success. It was a long process, but she hung in there, excelling her training and finally meeting her goal. Her CN anticipates her continued success in the health care field.

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**Participant Success Story**

Program Year: 2024

Quarter: 1

Program enrolled in:

- Adult     Dislocated Worker     VIP:     Youth:  
 IINE    SNHS    NH JAG     My Turn    AYC  
 ISY    OSY     ISY    OSY

Participant First Name: Emily

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:**

We are so proud of Emily. Emily came to JAG-NH, struggling with the cost of living in her area. She was not able to afford to take time off of work to take the training she wanted. Emily is a beloved staff member of an assisted living facility. She fell in love with the work, and wanted to skill up.

Emily finished her class at Lakes Region Community College and is eager to start leveling up at her current place of employment. We are so proud of all her hard work!

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**Participant Success Story**

Program Year: 2024                      Quarter: 1

Program enrolled in:

- Adult     Dislocated Worker                       VIP:                                               Youth:  
 IINE    SNHS     NH JAG     My Turn    AYC  
 ISY    OSY                       ISY    OSY

Participant First Name: Emily

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:**

Emily joined the Statewide MY TURN program in January. Throughout the first few meetings with Emily, we discussed what her career goals were to and how MY TURN could assist her in achieving those goals. Emily stated that her goal was to become a veterinarian technician. Emily had a dog, a cat and a rabbit. It was evident that Emily had a passion for working with animals, not only with having a dog, a cat and a rabbit as her current pets, but through her prior volunteer work at animal shelters.

MY TURN staff and Emily explored and researched veterinarian technician programs offered at various colleges, but none seemed to fit or would be accommodating to her current work schedule. Emily works as a dietary aide part-time at a local nursing home. Emily was looking for a program that was flexible and would allow her to continue to work at the same time.

Staff and Emily worked to find a program that would provide her with the foundation skills of the veterinarian field. MY TURN presented an online self-paced veterinarian assistant program to Emily. Although the online program was not exactly what Emily wanted, MY TURN discussed the benefits of engaging in this program format and how completing the program would provide her with the foundational skills and knowledge of the career field and provide the time to develop her time management skills and create a work-school-life balance.

After a few weeks of starting her veterinarian assistant program, Emily informed MY TURN staff that she wanted to not only learn about the veterinarian field, she wanted to apply her learning to real life. Staff encouraged Emily to reach out to the veterinarian center that she takes her animals to, to see if they would be at all interested in hosting her as an intern. MY TURN was able to meet with Dr. Jen, the head veterinary technician at Lake Side Animal Hospital of Tilton, who was more than willing to have Emily intern at the hospital. When asked about the potential

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of hiring, if the internship went accordingly, Dr. Jen stated that her team works very well together and that she does not make the decision lightly by any means.

With the assistance of the MY TURN, Emily has entered into a post-secondary training program and has participated in a work-based learning opportunity.

A few weeks into her work-based learning opportunity, MY TURN staff checked in with her supervisor at Lake Side to conduct an evaluation. Emily was exceeding all expectations; arriving on early to work consistently, dressing appropriately, and applying what she was learning in her training program to her internship.

As Emily was coming to the end of her internship at Lake Side, to her surprise they offered her a part-time position as a veterinarian assistant. With little to no hesitation, Emily accepted the position, and she started in August. Sadly, during her first week of her employment, Emily had to put down her dog. Emily stated to MY TURN staff that even though the experience was heartbreaking, she was able to pull through with the care and compassion from her new family and friends at Lake Side.

Through all of the trials that Emily experienced during her first few days, Emily continues to arrive with a smile and ready to work. Emily is hoping that upon completion of her veterinarian assistant program that she will be able to transition to a full-time employee at Lake Side Animal Hospital and continue to pursue her goal of becoming a veterinarian technician. Emily has a true passion for helping her animal customers and we are excited to see her continue to progress with the MY TURN family.

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**Participant Success Story**

Program Year: 2024                      Quarter: 1

Program enrolled in:

- Adult     Dislocated Worker                       VIP:                                               Youth:  
 IINE    SNHS                       NH JAG     My Turn     AYC  
 ISY    OSY                       ISY    OSY

Participant First Name: Nicole

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:**

JAG-NH was invited to attend the Lakes Region Mental Health Center Supported Employment event. We happily attended, and in setting up, began to converse with the organizer of the event, a woman named Nicole.

Nicole approached JAG-NH to come to the event, because she was a JAG-NH student at Manchester Memorial High School. She now works as the Facilitator of the Lakes Region Mental Health Center. She is doing incredible work with her clients, as she supports them finding local employment in her area.

Nicole told our Program Manager, Haley, "I am so glad I was a part of JAG. I feel like you guys taught me so much about employability skills, and now, here I am giving back to the community and teaching those same skills to others who need it." Nicole, who used to struggle with public speaking, gave a warm welcome address to the crowd, once again, saying it was JAG-NH that helped her become this person who is able to do those skills today.

We are so proud of Nicole and found it to be an amazing success story for our MMHS program.





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**Participant Success Story**

Program Year: 2023

Quarter: 4

Program enrolled in: **All Youth Count (AYC)**

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

Participant First Name: **Partnership Success Story AYC & LA Classic**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:**

In the competitive New Hampshire housing market, where affordability often feels like a distant dream, LA Classic Property Management has partnered with Easterseals NH All Youth Count to offer former foster youth safe and affordable apartments.

Easterseals New Hampshire’s All Youth Count program is dedicated to empowering former foster youth (ages 14 to 26) to lead successful and independent lives. Through mentorship, life skills training, educational support, and access to resources, they equip individuals with the tools necessary to navigate the complexities of adulthood, fostering a sense of community and belonging while instilling confidence and resilience. Through their partnership, LA Classic Property Management and All Youth Count exemplify compassion and practicality, creating a path towards a brighter future for those in need. LA Classic Property Management has provided multiple youth in need with housing that is not only safe and affordable but also meets their unique needs. Adrianna had been searching for adequate housing for her family for months until LA Classic Property Management worked with All Youth Count to enable her to move into a large two-bedroom apartment with her partner and her young daughter. In this new apartment, they had the space to thrive as a family and were in a better location with access to more resources. LA Classic also helped Kevin and his young son, who had been living in a small studio in an unfavorable location. LA Classic provided them with a large one-bedroom apartment complete with a backyard and only a short distance from schools.

All Youth Count’s collaboration with LA Classic Property Management stands as a testament to their shared dedication to creating inclusive and supportive communities, where every individual, including former foster youth, has the opportunity to thrive. By offering more than just shelter, LA Classic Property Management provides a lifeline of stability and hope, demonstrating the profound impact that compassionate housing initiatives can have in fostering resilience and enabling individuals to build brighter futures.

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**Participant Success Story**

Program Year: 2023

Quarter: 4

Program enrolled in: **All Youth Count (AYC)**

- Adult     Dislocated Worker     VIP:     Youth:  
 IINE    SNHS     NH JAG    My Turn    AYC  
 ISY    OSY     ISY    OSY

Participant First Name: **Partnership Success Story AYC & AI**

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:**

Apparel Impact, a company dedicated to making a difference in both the lives of individuals and the health of the planet, has embarked on a transformative partnership with All Youth Count, a program of Easterseals NH, aimed at empowering former foster youth while combating textile waste. Apparel Impact understands that clothing is not just about covering bodies; it’s about empowering individuals and expressing identity. For several former foster youth, this partnership has been life changing.

Apparel Impact has created career opportunities for many young people served by All Youth Count by providing business professional clothing. Maria, who usually works completely remotely, could attend a work trip in person with clothing provided by Apparel Impact. Another youth, Kara, attended multiple job interviews because of business professional clothing provided by Apparel Impact. Brittany attended cosmetology school thanks to Apparel Impact providing clothing that followed the program’s dress code. Apparel Impact provided John with shoes that met the dress code of his workplace, enabling him to work comfortably and safely.

Through their collaboration with All Youth Count, Apparel Impact has not only provided these young individuals with clothing but also with a sense of dignity and belonging. For many former foster youths, transitioning into adulthood can be daunting, due to limited resources and support networks. Apparel Impact has partnered with All Youth Count to help these individuals feel more confident and prepared to take on the challenges ahead.

By providing clothing to former foster youth and reducing textile waste, Apparel Impact not only improves lives but also builds a more just and sustainable future for all. As we navigate the challenges of the 21st century, companies like Apparel Impact serve as reminders that positive change is possible, one garment at a time.

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SWIB MEETING DATE: 10/15/2024  
AGENDA ITEM: 2h. Contract Updates

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**Background:**

The New Hampshire Department of Business and Economic Affairs, Office of Workforce Opportunity (BEA/OWO) must competitively bid for services that utilize Workforce Innovation and Opportunity Act funds. To achieve this, Requests for Proposals (RFP's) are released for funding opportunities. Potential vendors submit proposals which are reviewed and scored by members of the SWIB and/or OWO staff. Once a vendor is chosen, OWO staff work on drafting contracts with the chosen vendor which are submitted to the Governor and Council for final approval.

**WIOA Combined State Plan Revisions:**

The Office of Workforce Opportunity is seeking proposals from individuals and/or entities experienced in strategic planning to support the implementation of the four (4)-year comprehensive workforce strategic plan for the State of New Hampshire as well as draft and implement the two (2)-year revisions as required under WIOA. The Vendor will be expected to work with OWO on exploring ways and resources to implement the combined plan and revisions.

The Vendor will be responsible for conducting the following activities and/or deliverables:

- WIOA Plan Stakeholder Engagement
- Facilitate Board Committee, Partner Agency and Stakeholder Meetings
- Review Existing Plans, Supporting Data and Related Documents
- Strategic Plan Development and Revisions
- Strategic Plan Implementation

The Contract will go before Governor and the Executive Council in the coming weeks as a scoring committee reviewed the proposals and selected a winner on 10/9/24.

**NH Works Conference:**

Staff have been working on putting together the first NHWorks Conference since 2018. The conference will be taking place November 8<sup>th</sup> at NHTI, Concord's Community College. At the June meeting the SWIB authorized staff to use SWIB funds (non-federal) for the purpose of paying for breakfast and lunch.

Staff is submitting a not to exceed contract of \$4500.00 to the Governor and Executive Council for the October 30<sup>th</sup> meeting.

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SWIB MEETING DATE: 10/15/2024

AGENDA ITEM: 2i. (1) Rapid Response End of Year Update

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The Office of Workforce Opportunity (OWO) ended the July 1, 2023 – June 30, 2024, reporting year, documenting 50 Rapid Response Activities that affected 1,997 workers, which shows an increase over last year. Based on last year's numbers, we documented 40 Rapid Response Activities that affected 1,764 workers. Throughout this year, all Rapid Response Sessions were offered as "in person" events to all businesses announcing closures and/or substantial layoffs (25+ RR). Final numbers indicate that 586 workers attended one of our "in person" Rapid Response sessions in 2023/24. Industry's affected were retail, retail pharmacy, health care, manufacturing, life sciences, logistics, trucking, services, education, construction and hospitality. While the number of "in person" attendance is lower than expected, it is important to remember that several of these businesses either "closed without notice", benefited from Layoff Aversion efforts or workers had job opportunities in the local area, so Rapid Response services were not needed.

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 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 2024/2025 reporting year, OWO will use "in person" Rapid Response Sessions as our primary mode of delivering services but will use Zoom 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 will provide Rapid Response Training, to 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.

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SWIB MEETING DATE: 10/15/2024  
AGENDA ITEM: 2i. (2) Rapid Response Update

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Transitioning into the first quarter of the current reporting year, (July 1, 2024, to Present) we are currently on track with the number of Rapid Response request from the previous year. From July 1, 2024, to present, we have documented twelve (12) Rapid Response Activities across New Hampshire, which is three (3) more than this time last year. These twelve (12) Rapid Responses affected 414 workers and impacted logistics, hospitality, retail and manufacturing.

The majority of Rapid Response Sessions were held in-person, however we are continuing to use “live” Zoom video conferencing and our [NH Rapid Response Webpage](#) as resources when needed. With the unemployment rate remaining low, and to ensure we meet the needs of our employers and workers, we continue to support smaller number layoffs. This includes all layoffs or closures that fall within or exceeds the mandatory response number of 25.

To ensure continuity in the delivery of Rapid Response services across the State of New Hampshire, OWO will continue to follow-up and support Rapid Response Facilitators working in the field. Based on feedback received from our Department of Economic Development, the Standard Operating Procedures – Rapid Response, was updated and edited (2024 – 7<sup>th</sup> Edition). At the time of this report, OWO communicates regularly with all twelve (12) NH Works Offices and continue to stop by, whenever we are working in the area. This gives OWO the opportunity to meet new field staff, update marketing handouts and ensure each presenter is comfortable with Rapid Response presentation materials.

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SWIB MEETING DATE: 10/15/2024  
AGENDA ITEM: 3a. New Hampshire SNAP Employment & Training Program,  
SNAP E&T State Plan

**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 providing high-quality career and technical education, work readiness training, and support services in conjunction with state and local workforce development partners.

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.

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SWIB MEETING DATE: 10/15/2024  
AGENDA ITEM: 3b. Topics for February 4th Meeting

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Item 3b. serves as an opportunity for the Board to have general discussion and make any motions and take votes as applicable. Please note the next meeting is February 4, 2025.

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SWIB MEETING DATE: 10/15/2024  
AGENDA ITEM: 3c. Board Motions and General Discussion

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

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### Workforce Innovation and Opportunity Act (WIOA) Commonly Used Acronyms

AARP	American Association of Retired People	LMI	Labor Market Information
ABE	Adult Basic Education	LTU	Long-term Unemployed
ADA	Americans with Disabilities Act	LVER	Local Veterans Employment Representative
AJC	Americas Job Centers (One Stop Centers)	MIS	Management Information System
AWEP	Adult Work Experience Program	MOA	Memorandum of Agreement
BEA	Business and Economic Affairs	MOU	Memorandum of Understanding
BLS	Bureau of Labor Statistics	MSFW	Migrant Seasonal Farm Worker
BRI	Benefits Rights Interview	MSHA	Mine Safety and Health Administration
CAP	Community Action Program	NASWA	National Association of State Workforce Agencies
CAPBMC	Community Action Program Belknap-Merrimack Counties	NAWB	National Association of Workforce Boards
CBO	Community Based Organization	NGA	National Governor's Association
CCSNH	Community College System of New Hampshire	NHDOL	NH Department of Labor
CEO	Chief Elected Official or Chief Executive Officer	NHEP	NH Employment Program
CSBG	Community Service Block Grant	NHES	NH Employment Security
CTES	Career Technical Education Schools	NOO/NOA	Notice of Obligation/Notice of Award
DED	Division of Economic Development	O*NET	The Nation's Occupational Information System
DHHS	Department of Health and Human Services	OIG	Office of Inspector General
DOE	Department of Education	OJT	On the Job Training
DOL	Department of Labor (USDOL) (NHDOL)	OMB	Office of Management & Budget
DVOP	Disabled Veterans Outreach Program	OSY	Out-of-School Youth
EEO	Equal Employment Opportunity	OWO	Office of Workforce Opportunity

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



### State Workforce Innovation Board (SWIB) Members

Last Name	First Name	Organization	Industry/Agency	Email Address
Alberts	Mike	New England Wire Company	Business	<a href="mailto:mike.alberts@newenglandwire.com">mike.alberts@newenglandwire.com</a>
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