



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



State Workforce Innovation Board Program Year 2023 – Meeting 3

**June 4, 2024,
1:00pm – 4:00pm**

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.



State Workforce Innovation Board (SWIB)

Program Year 2023 Meeting 3

June 4, 2024

1:00 pm

Agenda

1. 1:00pm--Call to Order:	
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4:00pm—Adjourn

Next Meeting: October 15, 2024



State Workforce Innovation Board (SWIB)

Program Year 2023 Meeting 2

February 6, 2024

1:00 pm

Agenda

1. 1:00pm--Call to Order:
 - 1a. Roll Call
 - 1b. Approval of October 17, 2023, Meeting Minutes
 - 1c. Welcome
 - 1d. Public Comment

2. 1:10pm—Informational Items
 - 2a. EasterSeals (All Youth Count)
 - 2b. Rapid Response update
 - 2c. Financial Update
 - 2d. Performance update
 - 2e. ELMI- WIOA Impacts in NH
 - 2f. Program Success Stories

3. 2:30pm—Board Motions & Discussion
 - 3a. WIOA Combined State Plan 2024-2027
 - 3b. Topics for June 4, 2024, Meeting
 - 3c. Board Motions and General Discussion

4:00pm—Adjourn

Next Meeting: June 4, 2024



**Workforce Innovation Board (SWIB)
Program Year 2023 Meeting 2
February 6, 2024
1:00pm**

Board Members:

Mike Alberts
Christine Brennan
Kenneth Clinton
George Copadis
Tiler Eaton
Patrick Fall
Chase Hagaman (New Member)
Shane Long
Donnalee Lozeau
Lori Ann Lundgren
Larry Major
Shannon Reid
Richard Sala (New Member)

Guests:

Ben Adams (Easterseals)
Thomas Ware (Easterseals)

Members of the Public:

Kate LaPierre
Sara Sacco
Sarah Wheeler
Jim Roberg (NH DOT)
Nicole Bryant (NH DOT)



P R O C E E D I N G S

* * * * *

GEORGE COPADIS: Good afternoon, everybody, for the record my name is George Copadis, and I am filling in for Chairman Micheal Kane. Some quick notes as we begin this meeting.

This meeting is being recorded. Before speaking, please state your name, so that the transcription service can accurately document today's meeting. Today's meeting is an official meeting of the Board. It's 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 have a number of items to work through in a very short timeframe. You can find these items on the agenda with your enclosed supportive documents. The agenda and the 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 please call the roll.



JOE DOIRON: Thank you, Mr. Chairman. Mike Alberts?

MIKE ALBERTS: Here.

JOE DOIRON: Thank you. Jim Alden?

[Pause]

Joseph Alexander?

[Pause]

Kevin Avard?

[Pause]

Rick Bartle?

[Pause]

Christine Brennan?

CHRISTINE BRENNAN: Here.

JOE DOIRON: Thank you. Anya Burzynski?

[Pause]

Kelly Clark?

[Pause]

Kenneth Clinton?

KENNETH CLINTON: Here.

JOE DOIRON: Thank you. George Copadis?

GEORGE COPADIS: Here.



JOE DOIRON: Thank you. Bruce Crochetiere?

[Pause]

Mary Crowley?

[Pause]

Tiler Eaton?

TILER EATON: Here.

JOE DOIRON: Thank you. Patrick Fall?

PATRICK FALL: Here.

JOE DOIRON: Thank you. Chase Hagaman?

CHASE HAGAMAN: Here.

JOE DOIRON: John Hennessey?

[Pause]

Michael Kane is absent. Justin Kantar?

[Pause]

Shane Long?

SHANE LONG: Here.

JOE DOIRON: Thank you. Donnalee Lozeau?

DONNALEE LOZEAU: Here.

JOE DOIRON: Thank you. Lorianne Lundgren?

LORIANNE LUNDGREN: Here.



JOE DOIRON: Thank you. Larry Major?

LARRY MAJOR: Here.

JOE DOIRON: Thank you. Ashok Patel?

[Pause]

Jim Proulx?

[Pause]

Shannon Reed?

SHANNON REID: Here.

JOE DOIRON: Thank you. Tim Sink?

[Pause]

Gary Thomas?

[Pause]

JOE DOIRON: Mr. Chairman -- oh!

CHRISTINE BRENNAN: This is Richard Sala from --

GEORGE COPADIS: Perfect.

JOE DOIRON: Richard Sala?

RICHARD SALA: How are you doing?

JOE DOIRON: Good.

RICHARD SALA: Good to see you in person.

JOE DOIRON: You are present. So Mr. Chairman, so we



have -- Mr. Sala's letter came in earlier, so he's appointed by the Governor, and so, we have a quorum just barely, so please nobody go to the bathroom in groups.

GEORGE COPADIS: Nobody can leave; lock the doors. Just -- we have some people back here. Could you just all introduce yourselves to the group, please?

KATE LAPIERRE: I'm Kate LaPierre [00:02:47 audio] Employment Security.

SARA WHEELER: I'm Sara Wheeler from the Bureau of Adult Education.

SARA SACCO: I'm Sara Sacco, the Director of Workforce Development at Southern New Hampshire Services.

JIM ROBERG: Jim Roberg of the Workforce Development Administrator at New Hampshire DOT.

NICOLE BRYANT: Nicole Bryant the Training Development Manager at DOT.

GEORGE COPADIS: Thank you. The meeting minutes from the June meeting, are found in your packet. Any errors, corrections, or omissions? If not, I'll make a motion to approve?



MIKE ALBERTS: Make a motion to approve the minutes.

GEORGE CAPADIS: Motion made.

PATRICK FALL: Second.

GEORGE CAPADIS: Second. All those in favor?

THE BOARD: Aye.

GEORGE CAPADIS: Opposed? Or abstain?

RICHARD SALA: Abstain.

CHASE HAGAMAN: Abstain.

GEORGE COPADIS: Ok. The motion carries.

Welcome, everyone. Let's keep it moving. We'd like to know if anyone from the public would like to provide any public comment. If so, please state your name for the record prior to speaking. And if -- anybody from the public that wants to offer anything?

[Pause]

Okay. We'll start our agenda here today with some informational items. Staff will not be presenting; rather, they will be answering any questions that you may have.

Joe, could you please guide us through these items?

JOE DOIRON: Thank you, Mr. Chairman. So we have --



we like to provide The Board briefings and opportunities for interaction with our varied subrecipients of the programs that we have.

We're really grateful that All Youth Count and Easterseals could join us here today to talk about the program that we're using with Governor's discretionary dollars that the Board approved a while back. I think that you're going to figure out how meaningful and impactful this program has been in just a short amount of time.

So I'd like to introduce the folks from Easterseals and All Youth Count to take it away.

BEN ADAMS: Beautiful, thank you very much, Joe. My name is Ben Adams. I'm with the Easterseals NH, a Senior Director of Programs. Really fortunate to work with All Youth Count, or AYC, which is the program that we're going to talk about today.

We have Mr. --

THOMAS WARE: I'm Thomas Ware. I'm the Program Coordinator for All Youth Count.

BEN ADAMS: Beautiful. Sorry we don't do super



polished presentations, but we're going to try to get you all of the appropriate information you need so you can hopefully realize kind of the impact that this program has. So we've got some basic slides to kind of structure and walk through.

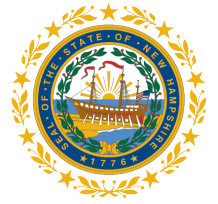
So Thoams, if you want to run through the first few?

THOMAS WARE: Sure. All right. Well, I'm not just going to read from it. I'll just see if I can expand a little bit on the bullet points there in the slide.

But yeah, we were established a couple years ago. We had a couple gentlemen come to Easterseals with a problem statement saying that "Hey, we've identified a gap in service."

And that gap was after youth age out of the foster system, from DCYF, they are really starting to kind of fall through the cracks and at risk for a whole host of negative outcomes. Anything from, like, homelessness, substance misuse, incarceration, suicide -- all those negative things.

So what about creating a program to work with those youth? So they are aging out of the foster care system, and they can try to navigate the community resources that are out there, that exist, but there's really not a program that was



providing kind of wrap-around case management and care coordination for those youth.

So we decided to create All Youth Count to meet that need.

So what that looks like -- we want to go to the next one -- it says, "Individualized support and care coordination." So what that looks like is myself, or my Staff, a Care Coordinator, working one-on-one with youth, meeting them wherever they are; and that could be, like, in person, over the phone -- it could be on a video chat, figuring out what their needs are, what the problems are, what they're facing -- then ok, what can we do to help?

And typically, kind of the main lanes that we work in, we want to try to find these youth good housing, safe and stable housing, which is a very significant challenge, as I'm sure you're all well aware.

And then the second lane is employment -- provide meaningful employment -- and hopefully not just, you know, going and grabbing a job anywhere but, you know, let's steer these youth towards career paths.



And then the third piece we can provide emergency financial assistance -- what we call, like, Flex Funds. And those come in really handy because these youth without a support system, a natural family support system, are really kind of out on their own.

And so, you know, maybe they're working and when they do finally find an apartment, their living hand-to-mouth, paycheck to paycheck, so they don't have enough money saved up for first month's rent, security deposit. That's where our funds can really help out to get them incentivated (sic).

BEN ADAMS: This financial assistance is key -- sorry Thomas -- just like real examples: Last week, twenty-seven dollars and somebody would have been evicted. Twenty-seven dollars! They couldn't go get it anywhere. You know, we can pay that to make sure that they secure housing.

Another youth, the apartment's all ready to go, "I need sixty-three dollars for an application fee." If you don't have that, you don't get into the apartment, even though your voucher's been cleared, the housing provider says, "Yeah, you're a good fit; no sixty-three dollars? Onto the next."



So this financial assistance; those are small examples, but it's really important and, like, central to the program.

THOMAS WARE: Right. So when we launched the program, we decided obviously we need to work with the state agency that oversees the foster system, right? We know these youth, they've got established relationships.

They're going to be able to send us those referrals: "Hey, we're working with this youth" or "They're connected to us by aftercare assistance, so we know this youth could really use your help and support." So we've already -- DCYF.

We piloted the program in partnership with their Concord office. Since then, we've expanded throughout basically all of Southern New Hampshire and parts of the Lakes Region. We just expanded towards the seacoast as well.

As I mentioned, we had a couple gentleman come to us with the initial problem statement to help create the program. They then went out and connected with people from a variety of different industries and around the state to put together an Advisory Council. They have been helping us raise funds before



we were able to get the Governor's grant, discretionary funds.

And then they also, you know, hopefully leveraged their connections to landlords, business owners, people around the state who can then go to them and say, "All right, we've got a youth who is interested in becoming an LNA." Or they're interested in whatever it is, let's see if somebody has a connection to a business or a connection to a training program so we can leverage the Council members that way.

Yep. We may be able to do that for, like I said, for jobs or housing -- connections to the property management companies and landlords around the state.

We can go to the front end, instead of saying -- going through the standard process of, like, finding an apartment on Zillow or online or wherever we can find them these days. And that would be anything from, like, Craigslist to Facebook, all of that.

But instead, we go directly to that landlord and say, "All right, we've got a youth who is homeless, or she needs a place within -- by the end of this month or next month. Do you have something that might work?"



And so, we've made some great connections that way.

BEN ADAMS: Yeah. So we jumped over it in a previous slide, but essentially this Advisory Council represents the private sector. So this is a public/private partnership. We know we've got DCYF at the table, right? They're our public sector partner.

And then we have various private sector partners who represent housing, employment; as Thomas said, like, a range of interests.

And so, that's the leverage that we can access to get preferential treatment for some of these youth. I mean, I don't mean to that in a pejorative way. If you're coming up and you've got Mom and Dad and you go to college and you come out, maybe Mom and Dad know somebody, and they can hook you up with something that's going to help you make progress in your life: These kids don't have that.

So none of these kids raised their hand and said, "Hey, I would love to end up in foster care." You know? It wasn't a choice of their own.

So coming out with no supports, where they've been



basically wrapped with centralized supports, high control over their life, they come out and all of a sudden, it's like, "Navigate this landscape of very diffuse supports. So we used to get you everything at DCYF, now go to these five entities to get it."

These kids aren't equipped to do that. I'm not going to say all of them can't, but a majority of them can't. So that's where think of care and coordination model comes in.

The next few slides are going to look like demographics and outcomes. So before we go to that, any questions about, just, like, the program model?

GEORGE COPADIS: How big is the Advisory Council?

BEN ADAMS: I think we've got 20 members. Maybe 10-12 show up every meeting, kind of like a rotating cast. But the key is it's those 12 members, 16 members, and then their Rolodex, right? So if we made an -- make an ask to the Council, they can think about who they know and leverage those contacts.

THOMAS WARE: We're always looking for more.

BEN ADAMS: Yeah. we're going to ask you guys. So these are just basic demographics. In this packet, these



demographics and outcomes are a little bit stale. Behind this general program review, this is the report that we submit to Joe and Lisa and Melissa every month, and you can get some more updated information there.

But this is just to give you kind of an idea of the outcome capacity that we have as an organization to say, "This is what we're doing with the kids."

Because it's great to say, 'We provide program coordination and care coordination.' Well, what happened? Like, what are the outcomes. So as an agency, we're really focused on showing what those are.

So at this point in time -- this I think was Quarter 1, we had 35 participants, you can see mostly Hillsborough, Merrimack and Belknap County. Of these participants, we can look at what services they've accessed -- 19 flex funds, 35 supportive services, seven were in post program support, so when you discharge, you're not just totally discharged. You stay kind of on an inactive caseload for six months in case something pops up. Gender breakdown there, age of the participants broken down there.



THOMAS WARE: Yeah. And I don't think I mentioned the age [of the] population concerned.

BEN ADAMS: Oh, yeah.

THOMAS WARE: It can be as young as 14 and then about to the 27th birthday. But yeah, you can see from that average age that kind of our wheelhouse is that, like, 18 to 23 range.

BEN ADAMS: Yes, sir?

MIKE ALBERTS: What drives Hillsborough and Merrimack to have higher numbers than the rest of them? What drives that?

BEN ADAMS: So as Thomas noted, we piloted -- so DCYF, they know exactly who they have in service, right? And they've got to a pretty good idea who's going to age out without being reunified with a biological family member or being formally adopted.

So they said, "Hey, our Concord office is where that's a real issue." So the first year we piloted with that, right? And that's where we geographically located our Staff.

Then when we decided to expand, we said, "We'll take youth from any office, but the goal is they want to live kind of along the I-93 Corridor out into the Lakes Region.



So we're saying, "Hey, you could be way up in Coos County, but if your goal is to live in Manchester, Nashua, Portsmouth out into the Lakes Region, Tilton, Franklin, we'll take you."

MIKE ALBERTS: Are those same services available in the other counties that don't have members up there, do you know?

BEN ADAMS: No, currently no. And so that's kind of --

MIKE ALBERTS: So it builds around the services that are provided that -- they move into that territory?

BEN ADAMS: I'm sorry. Say that again?

MIKE ALBERTS: So you've got the services available right there?

BEN ADAMS: Yep.

MIKE ALBERTS: So that's where the folks go, as opposed to having services in Grafton County.

BEN ADAMS: Yep.

MIKE ALBERTS: They're not going there, because there aren't any services?



BEN ADAMS: And that's -- they're coming for this service, which is -- again -- a pilot program under this funding.

And again, a lot of it -- it's like where the housing and the jobs are.

MIKE ALBERTS: Right.

BEN ADAMS: You know?

MIKE ALBERTS: Okay.

CHASE HAGAMAN: Hi. Do I have to say my name before I speak?

JOE DOIRON: If you could.

CHASE HAGAMAN: Chase Hagaman from BEA. Just -- I may be getting the cart before the horse, because you may be heading there now, so if that's the case, just brush me off and say, "We're getting there."

I'm looking at the Quarterly Report. And the Case Management number is 1288. The intake is 30. So what's the distinction there, what makes someone in Case Management versus some kind of full intake for this program?

BEN ADAMS: So Case Management, or individuals that



were actually working with, and then Intake are kids who are in the pipeline or chasing paperwork.

CHASE HAGAMAN: Yep.

BEN ADAMS: They've got to do their due diligence and fill out the forms. Ideally, they're attached to a case manager at DCYF who also can give us some information. So we know who we're working with, where they currently are, and where we're trying to get them to.

CHASE HAGAMAN: Okay. Can I ask a follow-up question?

BEN ADAMS: Yeah.

CHASE HAGAMAN: You have a nice breakdown. I think I saw a slide that was starting to go that direction. But the question I have going into it, any -- using the Youth with Housing goal and assessment period as a point of reference, the intake is 28. 12 months out you're tracking 8.

Does that mean that 20 individuals have rolled out of the program, no longer in the program? How does that -- what's of that meant to reflect?

BEN ADAMS: All right, yeah. So we're going to get into this.



CHASE HAGAMAN: Perfect.

BEN ADAMS: So basically, everything's based on assessments, right? The youth completes an assessment based on their experience, and then Thomas and his team, they do an assessment based upon the youth assessment and the referral source assessment, right?

So everything's pegged to a Likert scale. So we can see this five-point Likert scale over here, right? So right here we're talking about education.

Red is bad. Green is good, right? At red, we're not currently enrolled in secondary education.

Two, currently enrolled in secondary.

Three, graduated, completed some secondary.

Four, now we're really taking that step, because we're talking about education as it relates to employment. We're trying to give more education and training so we can get that better job.

And then five is they've completed that.

So when we measure this, we need some time to work with these kids. So we're only reporting out on a youth who has



in program for nine months, right? So of the youth who have been in the program for nine months, we can see where they are at intake all the way through to discharge and they've closed.

CHASE HAGAMAN: Got it.

BEN ADAMS: And so, this one's education, it's important. But as we can see, employment, you know, is the focus group of -- is the focus of this group. So it's the same thing. You know, we're looking at intake through discharge. We're only looking at youth who have been in program and assessed for nine months.

And so, we can see the color shows it, but then also some breakdowns below here that let's you know hey, 60 percent are working at goal hours. Like, that's important. 80 percent, they're employed, which is great. But if you're employed and you're not working at the right hours, that's not the best.

So we're proud of 80 percent working, but 60 percent working at goal hours is even better.

I know we're talking about employment today, but social determinants of health, it's hard as hell to have a job if you don't have a place to stay, right?



So the fundings for Workforce for employment we've got to address housing. And this is one that we are -- we're really proud of. So this scale is always going to be different for every one of these performance indicators.

So we might be living dark blue 3 -- we're living in safe housing, but we're uncertain of our future. That's not great. Right? We're safe today, but we may not be safe tomorrow.

CHASE HAGAMAN: Okay.

BEN ADAMS: But that's better than temporary or substandard housing. Four, we're living in safe housing, it's adequate for our needs. Oh, I'm sorry, we're living in safe housing, but it's inadequate for our needs.

So maybe I'm a father. I've got a young child. I'm in a studio. I'm housed, I'm not homeless, that's great. But it is inadequate, because it would be great to have a bedroom. You know?

And then five is the goal, living in safe housing that's adequate for their needs. And at discharge currently, we're batting 100 percent. That doesn't mean next quarter we



might be down at 80 percent, 20 percent. Because the kids are rolling through.

So any questions on, like, the outcomes? Metrics?

[Pause]

Excellent. So here's the last slide. Thomas?

THOMAS WARE: Well yeah. I mean, like I mentioned earlier, we're always looking for new Council members, and then connections to landlords is the big one.

So if anybody has connections to a landlord, property company, apartments, housing, we need housing to get them a place to live that's going to be safe and somewhat affordable.

So yeah. If you have any of those connections, please find a way to get in touch with us. Or if you want to get involved and you care to help, more than happy to have you on board.

BEN ADAMS: Yeah. And then in the longer report, you'll see there's some note of support of employers. Those employers who have met with Thomas or myself we've explained the population, we've explained the goal and they've said, "Yeah, we're willing to go above and beyond and to make sure that that



youth is successful here."

Knowing that it might be a little different than your normal direct hire. They might need a bit more support from a peer or a mentor. You might have to roll through a few more bumps in the road than you would.

So if any of you are or know of an employer that would be a good fit to be a supportive employer, that would be excellent as well.

Any other questions?

THOMAS WARE: Thank you all for having us.

COLLECTIVE: Thank you for the opportunity.

[Applause]

BEN ADAMS: Thank you again and have a good meeting.

GEORGE COPADIS: Thanks, okay Joe, would you continue with Rapid Response update.

JOE DOIRON: Thank you, Ben.

COLLECTIVE: Good to see you.

JOE DOIRON: So -- and this is - page 23 in your packets. Item 2b. is a Rapid Response Update. And I will kick it over to Jimmie Hinson.



JIMMIE HINSON: Hi. I'm Jimmie Hinson. I'm with the New Hampshire Department of Business and Economic Affairs, Office of Workforce Opportunity, and also the current State of New Hampshire Dislocated Worker Unit Administrator.

As we transition into our second quarter of this year, we're currently on track with Rapid Responses at a pace of where we were this time last year. We've documented 21 at the time of this report, and -- which is two more than where we were this time last year.

The one nice part is the number of people affected is lower, impacting 987, which is still high. But the industries that are impacted are logistics, retail pharmacy, higher education, health care, insurance, hospitality, and manufacturing. I can quickly say most of this is just massaging their workforce and cutting back where they can.

We are continuing to do in-person Rapid Response sessions with very limited Zoom conferencing when necessary. With our expanding workforce of people working from home, sometimes Zoom is really the only option to reach everyone.

We've had two individuals come on board with the



Business and Economic Affairs, new business resource specialists that have received training. In fact, we've done all -- we've did re-training again with that, with Chase and his team.

Really happy with the progress that they're making. And we are continuing to go out and visit the NH Works offices when we're available.

And just within the last two months, we've been able to visit the NH Works office in Nashua, Portsmouth, Manchester, Berlin and Conway.

A lot of the message that we like to send from Joe and myself is we appreciate the work they're doing in around administering the WIOA Dislocated Worker program that is targeting people who are being laid off and getting them into employment and training opportunities.

The last thing I will say: One of the -- things I'm really, really happy about is we've been doing a lot more job fairs in conjunction with a lot of these layoffs. And it's not uncommon -- in fact, Associated Buyers, which will be closing at the end of March, I'm pretty confident we've already got everybody jobs within the surrounding areas.



So using our partnership with Employment Securities and businesses in the surrounding area, and our team at BEA, it's -- it's really good to see that. And you can see the stress on the people's face just kind of melt off when they get that kind of help.

And that concludes my report.

GEORGE COPADIS: Joe, can you continue?

JOE DOIRON: Any questions for Jimmie? Is that okay to ask?

GEORGE COPADIS: Yes.

JOE DOIRON: Awesome. Thanks, Jimmie. Thank you, Mr. Chairman. We're going to go to 2c., which is a Financial Update. A few things and that starts, on page 24.

So just wanted to highlight we are missing a member of our team, Barbara Shea retired at the end of January. We were - we're devastated to see her go. So Lisa and I will tag team the fiscal portion. So looking forward to any tough questions that we won't be able to answer.

So she retired to become a full-time grandmother. Her son and granddaughter live down in North Carolina, where I'm



told the weather today is 60 degrees and sunny. So --

CHASE HAGAMAN: We're not far off.

JOE DOIRON: Yeah, right? It's a bittersweet loss, but we'll be welcoming Melissa Carter, who currently works at the Department of Business and Economic Affairs. So she'll be starting this Friday. So we had kind of our own Operation Warp Speed to fill that spot. So we'll be introducing you to her at the June meeting. So I just wanted to highlight that.

We are hoping that -- I tried to convince Barb to stay on a little longer, especially to get through one more Board meeting. But North Carolina was calling. So Lisa and I will happily answer any questions.

You know, the report is in front of you with the different spreadsheets that we have attached. We're -- if I can just mention, those who have been on the Board for a while, you can kind of see a difference between the total dollars.

You'll remember that during COVID, and the years kind of -- a year post covid, we received additional funding from the U.S. Department of Labor because of our increased unemployment rate.



We're normally a minimally funded state, which means we get the same amount of money as the state of Vermont and Wyoming, which makes total sense, even though we have in Vermont, double the population and way better performance metrics -- just saying -- and enrollments and what not.

So you'll see that those numbers kind of more normalize and what not. So we're -- I just wanted to highlight that. We didn't lose money from anything that we did wrong. It's just a normalization of that.

So I want to highlight that, because I did get a question about that from somebody. So any questions on 2c. that we can try to answer?

GEORGE COPADIS: No questions, then we'll move on to 2d.

JOE DOIRON: Thank goodness. All right, 2d. So I'm going to kick that over to Lisa for a Preference update. Take it away, Lisa.

LISA GERRARD: Hi. So I'm Lisa Gerrard with the Office of Workforce Opportunity. 2d. is your Performance update for QY 23 quarter 1. Quarter 1 is hard to really look at



because it's the first quarter of a new Program Year.

But our quarter, our performance -- we're kind of trending the same way we always do, where we meet most of our performance, meet or exceed them across the Title I programs. The one that is always the kind of outlier is measurable skill gains. That is a yearlong performance measure.

So we add to it each quarter. So that one always looks bad at the beginning of the year, and then by the end of the year we kind of bring it all up.

But for the most part, performance is going relatively good. We've had some struggles, especially in measurable skill gains in credential attainment. And that has a lot to do with turnover of new Staff at the field at the subrecipient level.

And we've been actively working on trying to do some more technical assistance with them, so that they understand all of the ways that they can count their activities toward these two measures.

But that's kind of where we're at for Title 1. You have the Title 3 and 4 measures in their as well.

GEORGE COPADIS: Any questions, anybody? If not,



we'll move on to 2e.

JOE DOIRON: Great. Thank you, Mr. Chairman. So 2e. we worked with our partners at Employment Security quite a bit for a number of things including looking at economic and labor information. The Economic Labor and Market Information Bureau, or ELMI, sends us a report every two years about essentially like cost effectiveness of WIOA.

So I wanted to highlight, because you're not bad for a government program, but -- and I can provide the report if you want, but I copied and pasted from Brian Goggle's (phonetic) report that WIOA programs -- the conclusion at the bottom in bold, "WIOA programs produce approximately two dollars of economic activity output in the state for every one dollar of program expenditure," which if I can just say not bad for government work --

CHASE HAGAMAN: Woo-hoo!

JOE DOIRON: -- normally we're saying it's very much inverse.

I do want to mention it used to be about three dollars the two years prior. And I wanted to highlight that, because



there's a number of members on the Board. We have -- the dollar, frankly, isn't what it used to be, and just the difference between the past few years, but also too costs have skyrocketed, with the exception of community college programs, the community college system, if I just do a quick shout out.

Have kept tuition the same for how many years?

SHANNON REID: Nearly a decade.

JOE DOIRON: So we appreciate that and appreciate you. But we see the -- especially with CDL trucking with the private providers going from, like, about \$7000 to upwards of \$12000. So it just kind of is what it is.

But also too, and I don't know if Lisa or Melissa wanted to chime in from the programmatic side of things: We are spending more on supportive services. And people are in -- in, you know, some really tough spots.

So, you know, we frequently go above the \$1500 cap and try to meet the need whenever possible. It is part of our goal to not send anybody way. No wrong door and to serve the individual.

So I wanted to kind of couch all that, because we've -



- from a Board, you gave us the direction to really kind of be aggressive and we're doing that. So -- and I just want to highlight a little good news too. So happy to take any questions. And I can provide the individual report if you'd like it in full.

LISA GERRARD: Can I just add -- this is Lisa Gerrard with the Office of Workforce Opportunity -- Joe is absolutely right. The amount of money that we spend on training now versus a couple years ago has gone through the roof.

One, we also have more individuals enrolled in our programs due to our ability to expand the eligibility, especially for our adult program. So that's really all kind of factoring into all of these things.

But the cost of living, the supportive services that we do provide, they're much needed and much counted on for people to get through our training programs. Because during the time that they're in training, they still have to live. They still have to pay their bills. They still have to get through the daily -- you know, daily life.

So we often do with the waiver process go above our



\$1500 Waiver and Supportive Services cap. And I don't know that that's going to change anytime soon. We are spending a lot more money. We're enrolling more individuals, and we're spending more money in training.

We have a lot more training providers on our list than we did a couple years ago, a lot more online training providers. And those costs, you know, have all risen across the board.

CDL is a perfect example. We do not have a local provider in the state of New Hampshire that does CDL training from beginning to end, so classroom and road all in one fell swoop.

So we are sending people to Massachusetts and Vermont. [Other than White Mountain Community college, which does have their training program.] but for all the rest of the folks on kind of the other side of the state, we're sending them down to Massachusetts to do their training.

And we're spending exorbitant amounts of money in mileage reimbursement, because that's a long way for somebody from Concord to drive or even from Plymouth or other areas.

So, you know, we're doing the best we can. We're



looking at other alternatives for CDL in particular, but the cost of everything has just gone up.

And, you know, the fact that we've kept this relatively good -- two dollars for every dollar that we spend in, under WIOA -- I think that's testament to all the things that we're doing as a state.

GEORGE COPADIS: Shannon?

SHANNON REID: Shannon Reed from the Community College system. Do you have a sense of how many people you are funneling to these out-of-state CDL programs? And where they're generally located?

LISA GERRARD: Mm-hm.

SHANNON REID: [The people, not the programs.]

LISA GERRARD: Yes. Yeah. And we've -- we've kind of calculated that. And we've had conversations with the Community College System to try and get that license into, like, one of the more centrally located locations.

But we have all that data and we're showing outcomes, and the outcomes are good. And where are the areas of the state that we're looking really to kind of get that CDL training.



You know, I know Department of Transportation has CDLs. It's a matter of getting that whole classroom component and the on the road, which is really difficult.

We have some providers that have reached out that we've reached out to them that are approved training providers. But they don't want to be on our list because of the requirements that U.S. Department of Labor puts on us for performance measures.

We are actively trying to work with the smaller CDL training providers to explain what the requirements are, and how it really isn't as big a lift as it might seem.

So hopefully we'll be able to -- we're working right now with somebody in Croydon, and hopefully we'll get him on our list. So at least it gives us somebody.

But that's okay -- that's one sticking point we've had for over -- almost a year now is CDL.

Can we take a question from the public? I don't know what the rules are.

GEORGE COPADIS: Sure.

JIM ROBERG: Jim Roberg here from DOT. Just to let



you know, we do have CDL drivers, but we recognize that there's been a problem with the training, and the -- hear of Concord shutting down. We've actually started a program, so if you can train somebody through the classroom and on, so --

LISA GERRARD: And -- sorry -- and I believe that we have been funneling people to be employed at Department of Transportation to get their CDL to stay, to kind of not only help Department of Transportation because they're in need of CDL drivers, but --

JIM ROBERG: Yeah.

LISA GERRARD: -- they'll do the training. So if we know somebody is interested in CDL, we can kind of work it both ways. So I think that our programs are doing kind of like a reverse --

JIM ROBERG: Yes.

LISA GERRARD: -- engineering of people.

JIM ROBERG: Yep. Thank you.

LISA GERRARD: Thank you.

CHASE HAGAMAN: Can I ask a clarifying question on that?



LISA GERRARD: Sure.

CHASE HAGAMAN: So the program at DOT, is that open to anyone in the public who wants certification, or only who DOT hires?

JIM ROBERG: Only DOT.

LISA GERRARD: DOT hires.

CHASE HAGAMAN: Okay.

LISA GERRARD: So that's why our -- like, if we have a participant that's unemployed, but wants to be a CDL driver and we can't get them into a training program, we can refer them to DOT to look at the hiring process, which then gives DOT, you know, employees --

CHASE HAGAMAN: Got it.

LISA GERRARD: -- but also gets the training for the individual. So --

CHASE HAGAMAN: Sorry, that was --

LISA GERRARD: We kind of worked -- we're working backwards or forwards or sideways, I don't even know at this point.

CHASE HAGAMAN: And for the record that was Chase



Hagaman. [Laughter]

DONNALEE LOZEAU: [Donnalee Lozeau] You know, I'm just wondering if as DOT has joined us, or if you would consider partnering with municipalities so that they get CDL drivers too.

So you train the part (sic), the municipality works with you, I think because it benefits -- you know, the whole state when you work like that. Is that a possibility in future?

JIM ROBERG: Correct.

NICOLE BRYANT: We've had conversations about it.

JIM ROBERG: But currently we're not -- able to accommodate that.

NICOLE BRYANT: Yeah, yeah.

JIM ROBERG: For the future.

NICOLE BRYANT: Yeah. Once we're full. Okay.

GEORGE COPADIS: Okay. Other questions? Anybody? If not - sorry Mike.

MIKE ALBERTS: Sorry. Part of the issue has got to be the -- part of the issue is that folks have to get to a place of training. And they've got to pay their mileage. There's no housing available.



So if they're going to go up north to [00:38:46 audio indiscernible] Community College, they've got to find a place to live. Same place with any place we put them in any other state. So --

DONNALEE LOZEAU: Yeah.

MIKE ALBERTS: -- you know, because there's statewide participation, then CDL -- training. If you're like, a kid in a hub -- Concord, or Concord area --

DONNALEE LOZEAU: Which is the reason that community college gives the license, so we don't - [Sorry, Donnalee Lozeau]. The community college could get that license into all seven locations, that could really be helpful.

MIKE ALBERTS: But then there is an investment of materials and, you know, 18-wheelers and, you know, certain ways you've got to be there and have trainers and all that stuff, so there's a huge -- there's a huge cost to that.

SHANNON REID: I would imagine some of the training can be done through simulation?

LISA GERRARD: It hasn't in the past, but, you know, VR training is the new wave. They're doing VR training for



welding and plumbing and all the different kinds of trades. So it could be something that we look at in the future.

We are looking at an option of there's online classroom trainers online that we -- are relatively cheap, if a participant is able to do that kind of online training and have the -- you know, good study skills and things like that.

We're going to work -- we're going to hopefully look at, you know, other ways in our policy for ETPF -- for the eligible training provider to -- because we're in such a crisis in this area, is there a way to add that kind of course to our list, and then try to find a training provider that will do the on-the-road portion. So, send them to the classroom and then do the on the road. We heard that there is some up in that region that would be willing to do that on the road portion.

CHASE HAGAMAN: I know you use CDL as kind of the example as costs going up and having limited training ability. We all know that everyone needs CDL drivers. But is there actually a high level of interest in -- getting that kind of training?

LISA GERRARD: Huge.



CHASE HAGAMAN: Okay.

LISA GERRARD: Huge. It's a huge interest, not only in our Adult program, which is 18 and up, but we have a huge interest in our Youth population for our out of school youth that are 18 to 24. So they're really looking at this as a career pathway.

Because a CDL driver, you know, you get in and then you can add your certifications in different trainings. It's just like any other career pathway. And they start, you know, at a relatively high rate of pay.

So there is a lot of interest. It's just the one that right now is our sticking point as far as the training and the providers, because it is -- you know, the hands-on and in the classroom.

SHANNON REID: Lisa, who were you talking to at -- within CCSNH?

LISA GERRARD: We had a meeting quite a while ago with a bunch of the Workforce Development Directors, I think with Beth (sic). And I don't know where it went from that. I think we -- there was stuff that everybody needed to do and get to go



forward.

SHANNON REID: Okay, thanks.

LISA GERRARD: Yep. I think we have a --

NICOLE BRYANT: [Nicole Bryant, DOT.] I used [00:42:08 indiscernible Moodle.] So we're looking at doing that more so for the upgrades, so like E to A. But that is a good useable tool that we've used a lot that we're looking into developing right now to help out with that issue.

We only have one CDL trainer in the entire state. So we struggle with that, because we can only have a maximum of six individuals in our training. So right now we're booking up to April.

We've looked at the VR stuff. And we can use it as a really good tool, so I've actually talked to one of the other DOTs that are using it. It is an excellent, excellent tool. I think the federal regulations won't allow you to actually use it, as the --

LISA GERRARD: As the only --

NICOLE BRYANT: -- the At-The-Wheel skills training, but it is an excellent tool to use for the guys so that when



they get the pre trip experience and kind of get a feel of the truck. So --

LISA GERRARD: I would love to connect.

NICOLE BRYANT: Absolutely. Definitely.

GEORGE COPADIS: Okay. Anything else, anybody? If not, Joe --

JOE DOIRON: Absolutely. So 2f. we won't go through the success stories individually. You know, we always put them in the packet for you to read.

Again we put a lot of data at you in terms of performance data, financial data, but these are the kind of stories that come with it, the human element if you will. So that's from page 30 to page 59 in your packet.

These are really very compelling stories. You know, please, you know, if nothing else take a look at these, because this is kind of why we do the things that we do. So Mr. Chairman, I'd be happy to take any questions or move on to Item 3a.

GEORGE COPADIS: Any questions, anybody? Okay, if not let's move on to Item 3a.



JOE DOIRON: Great. So Item 3a. is -- so the few members of the Board who have been on for quite a while, talking with Mike before -- Mike Alberts before leaving the Board I think for at least one other state plan iteration.

So the Combined State Plan is something that we have to do every four years. We have to develop a new plan that has to be put into a web portal and approved by U.S. Department of Labor and Education every four years.

And then two years in, we then have to go to revise said plan and update that, which is just as bureaucratic and as cumbersome as you might imagine.

So for those who were at the last meeting in October, we did a brainstorming session where we had Roundtables, it was very -- more discussion-oriented to talk about goals, strategies as the Board.

So today we're going to look for a vote to approve the State Plan, which was sent out as Attachment A. I have it in a gigantic binder here, which is quite big. If you're having trouble sleeping at night, I highly recommend especially the State Plan.



It's better with a warm glass of milk, but we thought we would focus a little bit more on this pink handout that everybody should have. It was sent out today too.

But it talks about the goals that are set forward. Because a lot of the document is a policy document and a compliance document. But we really kind of wanted to pull out for any substantive conversation about the goals and strategies.

Because you as a Board decided those back in October. So that's kind of what will guide -- and all joking aside, will help us as Staff implement your vision and work on that to guide our decisions every day.

So if you look at the pink paper, you'll see Strategy 1.1 -- I'm sorry, Goal 1, Develop and implement a comprehensive workforce system by aligning workforce, education, and economic development investments.

Any questions about that or strategies? I mean, you'll see them listed there as well.

[Pause]

Okay. Goal 2 is Enhanced accessibility and outcomes of the workforce system by leveraging technologies and data.



CHASE HAGAMAN: Yep. Just curious -- I'm sorry I missed the October meeting -- this may be sort of the high-level strategy document, are there any next steps for, like, action plans for specific strategies in here, now that we're --

JOE DOIRON: Yeah. That's a great question. I mean, you know, the Staff will want to look -- this will help us guide decision-making when it comes to new sources of funding that we will chase after to apply for federal grants; what meetings and conversations we need to have; what new partners we need to bring, but also using our -- like our discretionary dollars, you know, how do we use those effectively to implement these goals and strategies and what not.

So it's -- you know, a lot of this -- you know, I've told the Feds if we could get this down to 100 pages, I think that's fair. But 328 I think it is --

LISA GERRARD: I think without appendices.

JOE DOIRON: Yeah. Without appendices -- yeah, without the appendices, you know. But, you know, this is kind of the meat and potatoes of what we're going to focus on.

And also too, if I can add, you know, think about --



you know, all of you have been appointed. We have this fun little formula, you know, about certain agencies being on, certain non-profits, certain partners, businesses. You know, think about how you all kind of play into all these different goals.

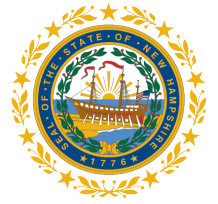
Goal 3 is Provide access to a continuum of high-quality education, training and career pathway opportunities that will attract and retain businesses and employees.

Goal 4, Support business and job seeker growth through workforce practices that promote diversity, equity, inclusion and accessibility.

And then last but not least: Goal 5, Execute an industry-led strategy to meet employer needs and establish a pipeline of skilled workers for future demand. And again, see the strategies.

So I just wanted to read the goals. These were developed together with Grace and the team from Thomas P. Miller Associates. And we're happy to take any questions about the goals, strategies, directives. Any questions?

RICHARD SALA: [Richard Sala, New Hampshire Vocational



Rehabilitation.] I have questions about Goal 4. And maybe it's in the large document, I just don't see it, but it lists a larger plan, define what we mean -- I have a couple questions, actually. So I guess one is let's define what we mean by diversity, equity, and inclusion?

JOE DOIRON: I would have to read -- I think it's about -- more about access -- correct me if I'm wrong, Lisa -- it's more about access that anybody who wants to join our programs can do so. It's about not turning anybody away. You know?

And certainly, we, you know, if somebody has a mansion on Hampton Beach and pulls up in an Audi, you know, we look at the kind of income sort of deal.

But, you know, the goal here is that we welcome everybody into the program to work make it work, frankly. So -- and that, you know, from your world, working with folks with disabilities, you know, from the VIP perspective, the VIP program that we have looking at working with sort of the marginalized communities, some new American refugees being -- a lot of the work that's being done on that with our partners in



International Institute of New England, certainly Southern New Hampshire Services has a part of the contract too.

But we're trying to just, you know, ensure that our programs are open and accessible to everybody.

GEORGE COPADIS: I'm sorry.

LORI ANN LUNDGREN: It's okay. [Lori Lundgren.] So I will say that the last meeting that exercise was vastly helpful to not only understand what the group is doing, but where we can make an impact.

Is there -- are there plans in the near future to offer similar opportunities, or our involvement to help achieve the goals that we've set? More particularly more brainstorming sessions, network diving in, kind of all those follow-up activities?

JOE DOIRON: That's -- you know, we haven't done anything like that in the past, but if that's something that the Board would like, we're happy to accommodate that.

LORI ANN LUNDGREN: I don't know if others found it as enlightening or kind of exciting, but to really start feeling the impact, I feel like it's a really great opportunity to see



how we all play into what's going on and how we can continue that.

Just a thought.

JOE DOIRON: So we could ask --

GEORGE COPADIS: Sure.

JOE DOIRON: Just, you know, kind of, just wondering if we could -- is their interest for that from the Board, so that that we can try to plan out, map out the next few meetings?

CHASE HAGAMAN: I'm definitely open to something like that. But I would want to have a -- sort of defined scope of what you're wanting from the Board, and how we can actually play our role.

Since you're the Staff on the ground doing the program. You know, what would be the appropriate place for our input, and how would we execute it?

Basically, what would be helpful for you?

COLLECTIVE: [Laughter]

GEORGE COPADIS: Others? Sorry, Shannon.

SHANNON REID: [Shannon Reed, Community College System.] Would it be helpful -- and maybe this happens anyway -



- but since these are the goals that we kind of, kind of crystallized through the brainstorming session last fall, to periodically kind of get a -- I don't know, a report or -- a report out or an update on kind of how you feel we're progressing through these goals, rather than kind of reinvent or us dive deeply?

I mean, I feel like this is a blueprint for your work. And it might be helpful for us to see how effectively -- not "effectively," that's not the right word -- effective, but kind of how it's going, and what else you might need from this group of stakeholders or any other folks that are involved in these efforts.

LISA GERRARD: [Lisa Gerrard with OWO.] I think we could definitely incorporate that into, like, an Informational Item. Once the plan's approved, you know, this is our draft, and you all will vote on it to approve it as it is.

But then the processes that U.S. Department of Labor and Department of Education and all the entities that review it will review the plan once it's in the portal and make recommendation changes.



So the process will go back and forth for quite a while until we get an actual finalized approved plan. But I think we could incorporate the goals into some Informational Items, maybe not every goal for every meeting, but maybe highlight, "This is the work that we've done this past -- however many months it's been since we've met on these goals. And this is some examples of what we've done." I think we could definitely incorporate that.

SHANNON REID: Yeah, I ask because some of these are fairly specific-ish (sic) deliverables. And it would be interesting to see if are you able to move forward on them? Do you have the resources that you need? If not, what might be done to provide those? You know what I mean?

JOE DOIRON: Mm-hm.

SHANNON REID: Like, you know, just the very first one is an awareness campaign about in-demand kind of career pathways. That would be interesting to see are you able to do something like that? Do you have partners who can step up and help you? Et cetera.

JOE DOIRON: And yeah, we're -- and this is kind of



the direction indeed that we really do create and like, you know. The goals in the past were not developed in a way that led to a lot of Board interaction and deliverables.

So we were very I think specific with our requests to TPMA to kind of focus the conversation on giving us goals that are actually obtainable and strategies to help get us there.

Because, again, this document largely sits on the shelf for two years -- I say "largely." There's some good stuff usually in the beginning, like most -- you know, reports and the end. But so we want to try to leverage this more than we've ever done before to make it a living document.

LISA GERRARD: Okay. We definitely want it to not sit on the shelf. We want to pull it down. We want to, you know, really make sure that we're using it as a working document.

And we were pretty clear with the contractors that we didn't want it to just be check off the box because it's a compliance issue; we wanted it to be something that we as Workforce Development within the state could really utilize as our roadmap for the next four years.

And I think with your help at that last session, like,



you all came up with these goals and strategies, whether you remember, like, the exact words: Yes, we didn't come up with that, that's why we contracted with TPMA. But you all came up with them.

So I think, you know, we can definitely take this and move it forward into something that we could really use as an office, as a Staff, to give us that roadmap to where we need to go and then also to incorporate what do we need from the Board, what do we need from partners? What do we need to get to the next level or to accomplish that strategy or goal.

GEORGE COPADIS: Chase?

CHASE HAGAMAN: I am in no way advocating for the bare minimum. But I do -- as someone who's familiar with federal reporting and running programs like this, I want to be careful of what we're sort of -- making the team do.

So I'm all for getting updates and progress reports, but I want to be -- I'm open to us receiving that in the easiest path possible or method for you, as you're moving forward, so you're not just churning out reports and presentations unnecessarily.



JOE DOIRON: Yep. For the record, thank you. And, you know, but I think it's -- you know, what Lori mentioned and what you mention, I think we can bridge -- I think we can bridge that gap and really make something happen.

Because I think it's worth -- the meeting last time I think was my favorite that we've had. Because it was great seeing a lot of interaction and engagement and what not. So, you know, we'll work to find a good, happy medium and try to make something like that happen; that has low administrative burden.

Thank you for that, Chase.

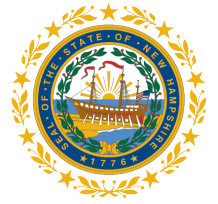
GEORGE COPADIS: [00:58:05 audio - if there's anything you need from us that --

CHASE HAGAMAN: Yep.

GEORGE COPADIS: -- as far as a resource - we are more than willing to step up to the plate and help out with that -- as well.]

CHASE HAGAMAN: You unfortunately know where I am as well.

COLLECTIVE: [Laughter]



DONNALEE LOZEAU: I just wanted to add that I would agree that this is a lot of information. And it's 377 pages with your -- just so you know. Because I was looking for the diversity question, but I think that in order for the Board to really feel like they're a part of something, right? That's why are we here?

That last meeting, you're right. I think people felt like that, right? "I'm telling you my experience and what I -- you know."

And so, without it being too heavy of a lift, it's kind of nice to bridge the way they've been doing well for us to know that "Hey, come to the next meeting prepared for ideas about how you think this could work."

Or "Who do you think could be a partner in something?" You know, whatever it is, so they can come to the meeting with a little bit of something you can bring to the table or learn from somebody else.

And, you know, I've been involved with the Workforce Board -- right -- in the '90s when it started, while I was at WIA and then WIO and then WIOA. I mean, I -- and I think that



every Board gets stuck in a place where they don't know what they're bringing.

And if you feel like you do know, then I think your attendance changes, and your conversation changes. Right? So you check off all the boxes, but then you have options.

So you're heading in the right direction. These Board meetings have been some of the best I've been to.

GEORGE COPADIS: Other comments?

LORI ANN LUNDGREN: If I could just add one thing out there -- it's Lori Lundgren -- if this is an opportunity -- and I don't want to sign anybody up for anything -- if it's an opportunity for some sort of a subcommittee to work with you, if there's a couple individuals who really want to see what a health checker might look like, it's -- even just a quick dashboard profile that says, "How you feel progress is and what your blockers are" from that just one system?"

I'd be happy to join something like that or talk about something like that.

JOE DOIRON: And for the record, we've actually had a few vacancies on our Subcommittee, so --



COLLECTIVE: [Laughter]

JOE DOIRON: -- so instead of having the Chair

[01:00:26 indiscernible volun -- volunto, but voluntel] you to join so I guess we have one. So, but thank you. And if anyone else is interested in joining, talk to me after the meeting.

CHASE HAGAMAN: Is there a list of Subcommittees that

--

JOE DOIRON: We can get that.

CHASE HAGAMAN: Okay.

GEORGE COPADIS: Okay. Other comments?

JOE DOIRON: Sorry, I was taking notes. Sorry.

GEORGE COPADIS: That's alright.

JOE DOIRON: Okay. Mr. Chairman, we have a Staff recommendation. The Staff recommendation is to approve -- approval of the Combined State Plan as submitted with Attachment A. The requested action is approval of the proposed Combined State Plan as submitted within Attachment A.

And we have, Mr. Chairman, a motion here that I won't read because I cannot make a motion. But we -- Staff put together a draft motion if somebody is so willing to move.



DONNALEE LOZEAU: I'll move it as presented.

GEORGE COPADIS: Okay. So moved. Was there a second, please?

CHASE HAGAMAN: I'm sorry, I said yes.

GEORGE COPADIS: Good. All those in favor?

THE BOARD: Aye.

GEORGE COPADIS: Opposed? Abstain?

RICHARD SALA: Abstain.

GEORGE COPADIS: The motion carries.

JOE DOIRON: Now we have to submit it in the system. So we'll let you know how it goes.

COLLECTIVE: [Laughter]

JOE DOIRON: And 3b. which Item 3b. is topics for the June meeting. Given what we heard, do you want us to take the feedback and work on something?

GEORGE COPADIS: Sounds good. I mean, I think anybody who has any additional feedback on what you spoke about today, just I would e-mail that to Joe and let him incorporate that into follow-up meetings.

JOE DOIRON: 3c. is just anything else that they want



to bring up.

GEORGE COPADIS: Anything else anybody wants to bring up?

[Pause]

Okay. If there's not, is there a motion to adjourn?

CHASE HAGAMAN: I'll move to adjourn.

GEORGE COPADIS: Move seconded.

COLLECTIVE: Second.

JOE DOIRON: Could you just say that, so we don't get in trouble by DOJ?

COLLECTIVE: [Laughter]

GEORGE COPADIS: For the record, this is George Copadis. This concludes the duly noticed meeting for the State Workforce Innovation Board. This meeting has been recorded and was conducted in a manner compliant with RSA 91-A. Please end the recording. And it's eleven past two.

Okay. The motion was made. And second, All those in favor?

THE BOARD: Aye.

GEORGE COPADIS: Opposed? The motion carries.



COLLECTIVE: Thank you.

[End of Proceedings]



SWIB MEETING DATE: 6/4/2024
AGENDA ITEM: 2a. Rapid Response Update

Transitioning into the third and fourth quarters of the current reporting year, (July 1, 2023, to Present) we are currently on track to eclipse the number of Rapid Response request from the previous year. From July 1, 2023, to present, we have documented forty-five (45) Rapid Response Activities across New Hampshire, which is ten (10) more than this time last year. These forty-five (45) Rapid Responses affected 1853 workers and impacted logistics, retail, pharmacy, medical research, sales, healthcare, higher education, insurance, hospitality, and manufacturing.

The majority of Rapid Response Sessions were held in person, but 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 under or go over 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 – 7th 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. Our goal in 2023/24, will be to re-visit all NH Works locations before the end of the fiscal year. This gives OWO the opportunity to meet new field staff, update marketing handouts and ensure each presenter is comfortable with Rapid Response presentation materials.



SWIB MEETING DATE: 6/4/2024
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.

PY23Q3 WIOA Title I Financial Update: (as of March 31, 2024)

PY21 WIOA Title I:

The PY21 grant runs from 7/1/2021 through 6/30/2024. At the end of the 3rd quarter, the grant had \$7,473,765.79 (96%) expended with a remaining balance of \$576,145.21 and an obligation rate of 97% in the aggregate.

PY22 WIOA Title I:

The PY22 grant runs from 7/1/2022 through 6/30/2025. At the end of the 3rd quarter, the grant had \$5,357,310.12 (80%) expended with a remaining balance of \$1,826,460.20 and an obligation rate of 91% in the aggregate.

PY23 WIOA Title I:

The PY23 grant runs from 7/1/2023 through 6/30/2026. At the end of the 3rd quarter, the grant had \$2,476,023.02 (43%) expended with a remaining balance of \$4,226,243.98 and an obligation rate of 85% in the aggregate.

PY21 WIOA SUMMARY -- as of December 31, 2023

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 3/31/2024	Remaining Balance 3/31/2024	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 2,493,257.00	\$ 2,493,257.00	\$ -	100%	\$ 2,493,257.00	\$ 0.00	\$ -	100%	100%
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%
DISLOCATED WRKR	\$ 1,977,497.00	\$ 1,977,497.00	\$ -	100%	\$ 1,668,689.93	\$ 308,807.07	\$ 308,807.07	84%	84%
Rapid Response	348,970.00	\$ 348,970.00	\$ -	100%	\$ 229,124.87	\$ 119,845.13	119,845.13	66%	66%
Local Program	1,324,638.00	\$ 1,390,246.59	\$ (65,609)	105%	\$ 1,324,638.00	\$ -	65,608.59	95%	100%
Local Admin	132,464.00	\$ 139,024.86	\$ (6,561)	105%	\$ 15,671.51	\$ 116,792.49	123,353.35	11%	12%
System Costs	171,425.00	\$ 99,255.55	\$ 72,169	58%	\$ 99,255.55	\$ 72,169.45	-	100%	58%
Transfer between Adult									
ADULT	\$ 2,371,671.00	\$ 2,371,671.00	\$ -	100%	\$ 2,360,862.55	\$ 10,808.45	\$ 10,808.45	100%	100%
Local Program	2,177,353.04	\$ 2,177,353.04	\$ -	100%	\$ 2,167,527.18	\$ 9,825.86	9,825.86	100%	100%
Local Admin	33,701.41	\$ 33,701.41	\$ -	100%	\$ 32,718.82	\$ 982.59	982.59	97%	97%
System Costs	160,616.55	\$ 160,616.55	\$ -	100%	\$ 160,616.55	\$ -	-	0%	100%
Transfer between Dislocated Worker									
STATE 15%	\$ 1,207,486.00	\$ 950,956.31	\$ 256,529.69	79%	\$ 950,956.31	\$ 256,529.69	\$ -	100%	79%
OWO 5%	\$ 402,494.00	\$ 402,188.03	\$ 305.97	100%	\$ 402,188.03	\$ 305.97	\$ -	100%	100%
Discretionary 10%	804,992.00	\$ 548,768.28	\$ 256,223.72	68%	\$ 548,768.28	\$ 256,223.72	\$ -	100%	68%
TOTALS	\$ 8,049,911.00	\$ 7,793,381.31	\$ 256,529.69	97%	\$ 7,473,765.79	\$ 576,145.21	\$ 319,615.52	96%	93%

PY22 WIOA SUMMARY -- as of December 31, 2023

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 3/31/2024	Remaining Balance 3/31/2024	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 2,269,007.00	\$ 2,269,007.00	\$ -	100%	\$ 1,771,865.26	\$ 497,141.74	\$ 497,141.74	78%	78%
Local Program	\$ 1,744,504.11	\$ 1,744,504.11	\$ -	100%	\$ 1,303,575.61	\$ 440,928.50	\$ 440,928.50	75%	75%
Local Admin	\$ 174,450.81	\$ 174,450.81	\$ -	100%	\$ 118,237.57	\$ 56,213.24	\$ 56,213.24	68%	68%
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%
DISLOCATED WRKR	\$ 1,813,083.00	\$ 1,813,083.00	\$ -	100%	\$ 1,175,917.50	\$ 637,165.50	\$ 637,165.50	65%	65%
Rapid Response	360,205.00	\$ 360,205.00	\$ -	100%	\$ 58.50	\$ 360,146.50	360,146.50	0%	0%
Local Program	1,321,894.45	\$ 1,321,894.45	\$ -	100%	\$ 1,175,859.00	\$ 146,035.45	146,035.45	89%	89%
Local Admin	130,983.55	\$ 130,983.55	\$ -	100%	\$ -	\$ 130,983.55	130,983.55	0%	0%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	-	#DIV/0!	#DIV/0!
Transfer between Adult									
ADULT	\$ 2,151,741.00	\$ 2,151,741.00	\$ -	100%	\$ 1,939,502.29	\$ 64,222.03	\$ 212,238.71	90%	90%
Local Program	1,915,789.98	\$ 2,063,806.66	\$ (148,017)	108%	\$ 1,869,260.38	\$ 46,529.60	194,546.28	91%	98%
Local Admin	87,934.34	\$ 87,934.34	\$ -	100%	\$ 70,241.91	\$ 17,692.43	17,692.43	80%	80%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	-	0%	#DIV/0!
Transfer between Dislocated Worker									
STATE 15%	\$ 1,097,956.00	\$ 470,025.07	\$ 627,930.93	43%	\$ 470,025.07	\$ 627,930.93	\$ -	100%	43%
OWO 5%	\$ 365,984.00	\$ 329,560.98	\$ 36,423.02	90%	\$ 329,560.98	\$ 36,423.02	\$ -	100%	90%
Discretionary 10%	731,972.00	\$ 140,464.09	\$ 591,507.91	19%	\$ 140,464.09	\$ 591,507.91	\$ -	100%	19%
TOTALS	\$ 7,331,787.00	\$ 6,703,856.07	\$ 627,930.93	91%	\$ 5,357,310.12	\$ 1,826,460.20	\$ 1,346,545.95	80%	73%

PY23 WIOA SUMMARY -- as of December 31, 2023

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

	TOTAL AVAILABLE	Total Obligated	Unobligated Balance	Percent Obligated	Expended as of 3/31/2024	Remaining Balance 3/31/2024	Federal Unliq Oblig	Percent Expended of Total Obligated	Percent Expended of Total Available
YOUTH	\$ 2,074,499.00	\$ 1,982,486.19	\$ 92,012.81	96%	\$ 22,987.19	\$ 2,051,511.81	\$ 1,959,499.00	1%	1%
Local Program	\$ 1,525,801.00	\$ 1,781,362.82	\$ (255,561.82)	117%	\$ -	\$ 1,525,801.00	\$ 1,781,362.82	0%	0%
Local Admin	\$ 152,580.00	\$ 178,136.18	\$ (25,556.18)	117%	\$ -	\$ 152,580.00	\$ 178,136.18	0%	0%
System Costs	\$ 281,118.00	\$ -	\$ 281,118.00	0%	\$ -	\$ 281,118.00	\$ -	#DIV/0!	0%
OWO Program	\$ 115,000.00	\$ 22,987.19	\$ 92,012.81	20%	\$ 22,987.19	\$ 92,012.81	\$ -	100%	20%
DISLOCATED WRKR	\$ 1,651,712.00	\$ 1,651,712.00	\$ -	100%	\$ 539,903.34	\$ 1,111,808.66	\$ 1,111,808.66	33%	33%
Rapid Response	330,342.00	\$ 330,342.00	\$ -	100%	\$ -	\$ 330,342.00	330,342.00	0%	0%
Local Program	1,201,245.00	\$ 1,201,245.00	\$ -	100%	\$ 539,903.34	\$ 661,341.66	661,341.66	45%	45%
Local Admin	120,125.00	\$ 120,125.00	\$ -	100%	\$ -	\$ 120,125.00	120,125.00	0%	0%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	-	#DIV/0!	#DIV/0!
Transfer between Adult									
ADULT	\$ 1,970,717.00	\$ 1,970,717.00	\$ -	100%	\$ 1,731,123.74	\$ 239,593.26	\$ 239,593.26	88%	88%
Local Program	1,791,561.00	\$ 1,791,561.00	\$ -	100%	\$ 1,669,737.12	\$ 121,823.88	121,823.88	93%	93%
Local Admin	179,156.00	\$ 179,156.00	\$ -	100%	\$ 61,386.62	\$ 117,769.38	117,769.38	34%	34%
System Costs	-	\$ -	\$ -	#DIV/0!	\$ -	\$ -	-	0%	#DIV/0!
Transfer between Dislocated Worker									
STATE 15%	\$ 1,005,339.00	\$ 119,662.09	\$ 885,676.91	12%	\$ 182,008.75	\$ 823,330.25	\$ (62,346.66)	152%	18%
OWO 5%	\$ 335,112.00	\$ 41,544.66	\$ 293,567.34	12%	\$ 41,544.66	\$ 293,567.34	\$ -	100%	12%
Discretionary 10%	670,227.00	\$ 78,117.43	\$ 592,109.57	12%	\$ 140,464.09	\$ 529,762.91	\$ (62,346.66)	180%	21%
TOTALS	\$ 6,702,267.00	\$ 5,724,577.28	\$977,689.72	85%	\$ 2,476,023.02	\$ 4,226,243.98	\$ 3,248,554.26	43%	37%

Total Local Admin \$ 61,386.62 2.68%

0.00
(3,248,554.26)



SWIB MEETING DATE: 6/4/2024
AGENDA ITEM: 2c. Performance Update

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. Below are the Title I, III, and IV performance outcomes for PY23Q3. (Adult Education is not required to report on a quarterly basis.)

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.

PY23Q3 WIOA Title I Program Performance Updates:

Adult:

In PY23Q3, the WIOA Adult program met or exceeded median earnings, credential rate, 2nd quarter after exit, and 4th quarter after exit. However, it failed to meet the measurable skill gains with 31.0%.

Dislocated Worker:

In PY23Q3, the WIOA Dislocated Worker program met or exceeded median earnings, credential rate, employment rate 2nd quarter after exit, and employment rate 4th quarter after exit. However, it failed to meet the measurable skill gains with 19.0%.

Youth:

In PY23Q3, the WIOA Youth program met or exceeded median earnings, credential rate, and employment rate in the 2nd quarter 4th quarter after exit. However, it failed to meet the measurable skill gains with 30.8%.

PY23Q3 WIOA Title III (Wagner Peyser) Performance Updates

In PY23Q3, Wagner Peyser exceeded median earnings, employment rate in the 2nd quarter 4th quarter after exit. They do not have performance measures for Credential Attainment or Measurable Skill Gains.

PY23Q3 WIOA Title IV (Vocational Rehabilitation) Performance Updates



In PY23Q3, Vocational Rehabilitation exceeded median earnings, employment rate in the 2nd quarter 4th quarter after exit. Measurable Skill Gains is 13.4% (see note below).

	PY2023 Negotiated	PY2023 Qtr3 Actual
Employment 2nd Quarter After Exit	52.3%	61.6%
Employment 4th Quarter After Exit	54.7%	62.4%
Median Earnings 2nd Quarter After Exit	\$4,200	\$5,005
Credential Attainment	39.5%	55.4%
Measurable Skill Gains*	61.5%	13.4%

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



SWIB MEETING DATE: 6/4/2024
AGENDA ITEM: 2d. WIOA Combined State Plan 2024-2027

Background:

WIOA requires the Governor of each state to submit a Combined State Plan that includes a four-year strategy and operational plan for the continuing implementation of the state's workforce development system, with an update after two years.

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

Staff from OWO and the NH Works partners held seven public comment sessions across the State of New Hampshire and solicited written comment from the citizens of the State of New Hampshire. These actions were advertised in the NH Union Leader, on the NH Works website and by our partners. Public comment sessions were held in Concord, Keene, Lebanon, Littleton, North Conway, Rochester, and Windham. Further, staff from Thomas P. Miller & Associates held a work session with the SWIB.

In accordance with the Workforce Innovation and Opportunity Act (WIOA), each state must submit a WIOA Combined State Plan prior to March 22, 2024. Staff submitted the WIOA Combined State Plan on time.

State Plan Update:

Currently, the State Plan is in revision status. All federal review teams have provided feedback to OWO and the other NH Works Core Partners. Staff from across the partners are working with their individual federal agencies to finalize corrections and add more detail as requested. There have been no substantial changes to the plan since the board approved it. OWO anticipates that all sections of the plan will be re-submitted for further review shortly with the plan being approved by the deadline of June 30, 2024.



SWIB MEETING DATE: 6/4/2024
 AGENDA ITEM: 2e. Success Stories

Participant Success Story

Program Year: 2023

Quarter: 3

Program enrolled in:

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

Participant First Name: Chistopher

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:

Chris is a single father of two. He has worked in the food service industry in a grocery store environment in various titles from customer service, assistant manager, to department manager. In May, after much consideration, he realized he was ready and needed to make a career change. He indicated having medical issues growing up, he always had an interest in the health care field, but the time was never right to pursue this interest. He became aware of a medical assistant training that was being offered by St. Joseph School of Nursing. After discussing with his fiancée, they both agreed now was the time for him to pursue this goal. He applied and was accepted. He has a long-range goal of eventually becoming a RN and considers this is the first step in this career path. He is excited about entering an occupation that offers opportunity for growth and advancement and earning potential to support his family.

After completing his comprehensive assessment, reviewing work history, skills, barriers, education and assessments, all factors taken into consideration supported Chris's goal as being an appropriate and obtainable career path and goal for Chris to pursue.

Chris was accepted into the St. Joseph School of Nursing Medical Assistant program where WIOA Adult was able to cover the total cost of this training, required tools (scrubs, stethoscope, etc.), and provided him with transportation reimbursement. Throughout his training, he received "glowing" feedback. During the graduation, you could feel his passion for healthcare in the room through the impact he made on the instructors, his peers, and his family. Chris received the



Medical Assistant Certificate of Completion from St. Joseph School of Nursing in 12/2023 and earned his Clinical Medical Assistant Certification (CCMA) in 02/2024.

Chris was offered a full-time position as a Medical Assistant at St. Joseph Hospital making excellent pay with benefits. He loves his new job and career. His CN anticipates his continued success with pursuing LPN or RN in the near future.





Participant Success Story

Program Year: 2023

Quarter: 3

Program enrolled in:

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

Participant First Name: Kurt

Age: 14-18
 19-24
 25-45
 46-55
 56-65
 66-75
 75+

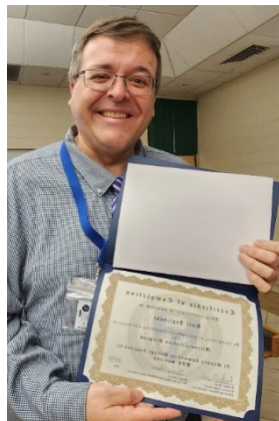
County: Belknap
 Carroll
 Cheshire
 Coos
 Grafton
 Hillsborough
 Merrimack
 Rockingham
 Strafford
 Sullivan

Success Story:

Kurt enrolled in the WIOA Adult Program in PY 2022. He was a referral from a former student who completed the Microelectronics Bootcamp at NCC. Kurt could no longer perform the job he was in and truly was inspired by his spouse to take a leap of faith and enter an exciting and rewarding career path of Electrical and Electronic Mechanical Assembly. Kurt’s highest level of education was a high school diploma. He was accepted into the Microelectronics Boot Camp Training Program at NCC. This training program prepares individuals for an entry-level ribbon/wire bonding and manual epoxy dispense and die attach positions at local companies. Without WIOA, Kurt would not have had this training opportunity. Throughout the training, Kurt consistently received positive comments from the Program Director, showed up on time despite an unforeseen immediate family health hardship, and was a dedicated trainee. All his hard work thus far paid off successfully in the certificate of completion for his training program, receiving a measurable skill gain, and passing the lean white belt certification exam.

Kurt accepted a full-time position within the Electronic Systems Sector at BAE as a Microwave Technician II making a competitive pay rate with full health benefits. He will no longer be underemployed and continues to be successful in his job.

At NCC’s Commencement Ceremony, Kurt graciously was honored with his training certificate (below picture). Today (below picture), Kurt is very thankful for the opportunity WIOA provided to him for shaping his workforce future for a better tomorrow and made his family proud.



[Return to Agenda](#)



Participant Success Story

Program Year: 2023

Quarter: 3

Program enrolled in:

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

Participant First Name: David

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:**

David is a single male who had several years of college but no degree. He had many years of experience in the IT field but had been laid off in 2021, and due to not having a degree, was not able to find a position in the IT field. David had taken a job as a seasonal maintenance person at a summer camp and working as a shipping clerk for a natural foods company to make ends meet. Between these two jobs his combined income was \$51,000 a year.

David entered the program in December 2023, knowing he would need some type of certification to compete for IT jobs. David enrolled in the Certified Information Systems Security Professional program offered through Intellectual Point. This training would provide him with certification in AI and Cisco Systems. Training started in January 2024, and ran through April 2024. David continued to interview for IT position while he was in training and in discussion with the Employment Counselor Specialist, believed he would be able to finish any training if he secured new employment during the training period. He completed his first portion in January 2024. The second portion of the training was completed in March 2024, a month before the scheduled completion date.

During this time David had continued to interview for IT position in the Keene area. After interviewing for five different positions, he was hired by the Markem – Imaje Corporation as an IT Coordinator. The position David was hired for pays \$95,000 a year with full benefits, almost doubling his salary and no longer being seasonal.



Participant Success Story

Program Year: 2023

Quarter: 3

Program enrolled in:

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

Participant First Name: Lindsay

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:

Lindsay is a high school graduate who is a single mother. She had been working in the construction field as a driver, having attained her CDL on her own. Working in a seasonal industry such as construction, she would be laid off every fall for the winter for the last four years and would have to find temporary work while she collected unemployment. Lindsay stated that she was tired of the seasonal disruption and while she was looking to stay in the construction industry, she wanted to attain skills that would keep her employed throughout the year.

Lindsay entered the WIOA Dislocated Worker program in December 2023, working with the staff in the Manchester NH Works office. She had originally thought about completing the welding training course but the time frame for training would not work with her temporary job schedule. Lindsay chose to get her Heavy Equipment Operators license. With the heavy equipment training she would be able to operate all machinery used in construction and wouldn't be limited to just driving a truck seasonally.

Lindsay entered the Heavy Equipment Operator Program offered through the Heavy Construction Academy in Brentwood, New Hampshire. The cost of the program was greater than the \$6,500 available through the Dislocated Worker program, but Lindsay was co-enrolled in the WIOA Adult/WIOA+, qualified and received additional funding through the Adult/ WIOA+ program which covered her entire tuition for the training.

The Dislocated Worker program was able to remove the barrier of traveling back and forth to training by providing mileage reimbursement to Lindsay while she was in training. Lindsay graduated from the Heavy Equipment Operators training in March 2024. She was so excited and thankful that she invited the Employment Counselor Specialist to her graduation



ceremony where Lindsay was awarded her Heavy Equipment Certification card. Her instructor noted that she did an excellent job with the training.

Lindsay was hired by the Pike Industries just after graduating in March 2024, as a heavy equipment operator full-time permanent at \$25 per hour with full benefits. Lindsay was very happy with the hourly rate she ended up with.

**Participant Success Story**

Program Year: 2023

Quarter: 3

Program enrolled in:

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

Participant First Name: Lucy

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:

Lucy had been interested in going to school ever since she was a little girl. Even though it was common in her country that only boys would go to school, she was so excited to learn that her uncle offered to pay her school fees and make sure she would be able to go. Lucy was able to make it through most of her secondary school education, but unfortunately was required to stop in 11th grade, when war broke out in her country and her uncle was killed.

Lucy never stopped dreaming of an education. When Lucy was offered a spot in the CMC ESOL class, she eagerly took the opportunity. When Lucy entered the class, she struggled with her reading in English and with technology but was determined to improve so she could achieve her dream of joining the LNA class. By the end of the 15-week class, Lucy not only improved, but brought her reading score up 3 levels, enough so that she was eligible to join IINE's LNA program, something we have not seen any student do so quickly. Lucy is now enjoying her LNA classes. She is excited about becoming an LNA and all of the opportunities that will open for her. After she gets her license, she is also hoping to go back to school to finish her last year of high school and get her diploma.

[Return to Agen](#)



Participant Success Story

Program Year: 2023

Quarter: 3

Program enrolled in:

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

Participant First Name: Alicia

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:

Alicia has a goal of becoming a Labor and Delivery Registered Nurse and she has made significant progress towards that goal. Alicia is the mother of two small children, and she wants to move out on her own and be able to provide them with a stable home environment. After a period of not being able to find and keep a job and struggling with transportation, she has turned her situation around and got things headed in the direction of her goals. Alicia has preserved through many challenges and has maintained a positive attitude. During the past few months, she has earned credits towards her high school diploma, enrolled in a college level course, completed her LNA training, passed her state licensing exam and secured a job at Cedarcrest Center for Children with Disabilities. Alicia is a model for resilience for those around her!





Participant Success Story

Program Year: 2023

Quarter: 3

Program enrolled in:

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

Participant First Name: Ariana

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:

Ariana was a dropout from high school and was unsure of what her next steps were. She was interested in becoming an LNA but had no means to get there on her own. With the help of JAG, Ariana was able to enroll with LNA Health Careers. She recently passed her certificate of completion, and we are so proud of her! Ariana’s next steps are to get her license and find a job in her area as an LNA.





Participant Success Story

Program Year: 2023

Quarter: 3

Program enrolled in:

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

Participant First Name: Junia

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:

Junia became a participant with JAG NH in July of 2024 in pursuit of becoming a Physician Assistant. Junia completed her LNA Training, passed the Board of Nursing Licensing Exam, and is now attending New England College for Nursing. Her next goals are to work as a nurse and attend P.A. School. Junia is Involved with her church, Manchester Church of Christ, with her school, and helps volunteer at Gander Brook Christian Camp in Maine.



Participant Success Story

Program Year: 2023

Quarter: 3

Program enrolled in:

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

Participant First Name: MMHS Students

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 students from Manchester Memorial High School attended a tour of McIntyre Ski Resort in Manchester, NH. The students learned how to make snow and how the trails are groomed. They gained knowledge about the different types of trails available, including a terrain park and what it takes to be an instructor at a ski resort. Students learned that teens can be hired as private ski and snowboarding instructors. They got a tour of the kitchens and learned how the mountain operates during the summer and converts to a full-service dining and event location in the winter. The students toured the rental area and went behind the scenes to learn how to set up and maintain the equipment. They also learned that being a cable splicer is a very in-demand job, and currently, there are only three people who can perform it in all of New England! All the students were invited to attend their career fair in the fall and start working for McIntyre. They also got to meet the owner, who started as an instructor when he was 14 and now, many years later, was able to buy out the last owner and runs the resort with an investor.





Participant Success Story

Program Year: 2023

Quarter: 3

Program enrolled in:

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

Participant First Name: Victoria

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:

Victoria has been part of the JAG program for many years - starting with our ISY program at Woodsville High School and continuing through JAG's OSY program. Victoria is currently enrolled in an online LNA course while balancing working full time at a Nursing Home. Her journey to becoming an LNA has included setbacks in scheduling and program availability, but thanks to Victoria's positivity and hard work she is well on her way to earning an LNA License.





Participant Success Story

Program Year: 2023

Quarter: 3

Program enrolled in:

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

Participant First Name: Cierra

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:

When I first met Cierra, she was very shy, rarely spoke directly to me, and a lot of the time she would allow others to speak on her behalf. She didn't trust me. I knew that in order to make her feel comfortable and willing to give me a chance, even being new to MY TURN, I would have to gain the trust of Cierra and all of the participants of the Franklin OSY program.

I invited Cierra to come and assist in helping to revamp and renovate the office space, although she was hesitant at first, she accepted the invitation. She was giving me a chance. As we worked together, Cierra began opening up, a foundation of trust began to form. Cierra opened up about her past. Moving from place to place, her inability to make or keep friendships, being bullied for not "looking like she was supposed to look", putting trust in people that proved to be untrustworthy, and more importantly not having someone that she was able to rely on or who was willing to help her academically and socially.

She let me know that soon after starting her journey with MY TURN last February, her dad also was diagnosed with small cell lung cancer. The fear of losing a parent weigh heavily on her mind. But from her fear, Cierra grew tenacity, resilience, and strength.

When I asked her about why she choose to graduate from high school early, she told me "I knew that I had to do the work to get out because it wasn't where I wanted to stay or be".

This initial conversation where we are just able to talk and get to know one another, we were both able to realize this sense of relief and trust being built. I knew that Cierra's goal in joining MY TURN was to get help in going to school. But little did she know that MY TURN would not only hep her with school, but much more.



Initially my first priority in working with Cierra was getting her into school. We met and worked on reaching her goal as soon as possible. Week after week, calling the campus offices, making sure that the paperwork was all in order and sent to the proper people, FASFA, etc. Within two weeks, Cierra was accepted into the culinary arts and pastry arts program at Lakes Region Community College. Did Cierra think that we were done? Of course, she did, but we had just started.

I knew that there would be an open house coming up as the semester was coming to a close, and sure enough there was! I asked Cierra if she wanted to go and at first, she said no. Few days later when I brought it up again, she was hesitating and still did not want to go. When I told her that I was going to go with her without her, she finally said that she would go.

Cierra was nervous, but I could tell she was excited. We walked through the kitchen and classrooms, received a personal tour from the department head and Cierra's future advisor, her eyes lit up. Going from having two baskets of supplies that she has collected over the years from yard sales on the floor of her room, to being in a kitchen with stainless steel appliances and cutlery, she was in awe that she would actually be working and learning in such a place. To also hear from the department chair that the culinary program at LRCC is very competitive and popular and to realize that Cierra was a part of a program that a lot of people sought after, she was on top of the world and nervous. In talking with her advisor and hearing about the multiple opportunities the program offered, looking at Cierra she didn't seem nervous at all.

Knowing Cierra and seeing the growth in Cierra in the matter of two to three months of working with her. She is a force to be reckoned with. Her determination, focus, confidence and positive attitude day in and day out is uplifting and motivational as a MY TURN staff member. You wouldn't think that this young woman of 19 going on 20, would have as much drive and determination. You wouldn't think that after attempting to get her license and failing the first two times, that she would take it the third time and pass with flying colors. You probably wouldn't think that she saved all of her money prior to getting her license and paid three thousand dollars for her own car that she bought. I refer to Cierra as a sleeping giant. Now that she is awake, there is no putting her back to sleep.

Cierra quickly was able to see that MY TURN was not just about getting you to reach your goal. I wanted Cierra as well as the other participants to realize the this is not just a "you" journey, but rather a "we" journey. I want to be along for the ride. Cierra came to realize that I wasn't going away anytime soon. I am very fortunate that Cierra and I have been able to build such a trusting, authentic, and caring relationship. Cierra has allowed me to be a part of her journey entirely and at times I feel that I am not doing enough for her. Cierra assisted in the revamping of the office, actively engaged in wanting to help staff with making improvements to the space, and program. Cierra is at the office almost every day. She feels safe at the office, and I feel that she feels that the Franklin MY TURN office is her escape if need be and a place she just enjoys being at.



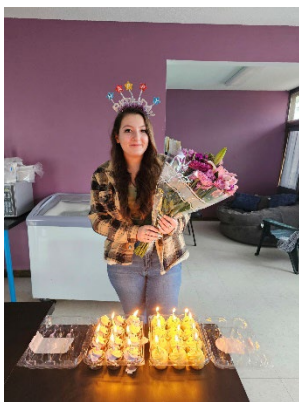
I can honestly say that without Cierra’s help at various times throughout the redesigning of the office, the office would most likely still be unfinished. Not only is MY TURN helping Cierra, but Cierra is giving back and help MY TURN.

Cierra has allowed me to be involved in assisting her with her class schedule and her class assignments, I love hearing about what she is doing in her labs. Cierra and I are able to talk very candidly with one another. Talk about her nerves, her anxieties, and even how she feels afterwards. MY TURN has provided a level of support that Cierra hadn’t had prior. After her first online exam, Cierra came into the office, we talked about how she had cried before because she was stressed out and then when the grades came in, she received a B! We celebrated together!

At the start of our work together, Cierra was adamant about not wanting to do in person classes. Unfortunately, for her program it there were classes that would require her to have to go to campus. From there MY TURN worked with Cierra on stepping out of her comfort zone through various ways such as going to job interviews and attending the open house. As uncomfortable as Cierra felt, in the end it was not as bad as she thought. This steppingstone, as small as it was, would than lead us to going to job interviews, communicating with her professors and advisors, and classmates. And after her first day on campus for her first in person class, Cierra came straight to the MY TURN office, we hugged immediately with excitement and relief. The first day is always the hardest.



As a new MY TURN staff member, it is exhilarating to see a participant like Cierra that was shy and timid just a few months ago, and now having assisted in her journey thus far, and seen the growth she has made in herself, who knows what the future holds for Cierra. I can’t wait to one day step into her place of business and taste all of her delicious treats!



I asked Cierra about how she was feeling even with all of the nerves she has about college and going to the campus. She told me “It’s not as bad as I thought. Like I know what I want, I know I want to grow and learn, I know what I want to do, and even though I get stressed out and you like to push me outside of my comfort zone, I know that my friends, family and MY TURN have my back”.

Now Cierra is in college, the first one to do so in her family. Cierra’s confidence and outlook on her future is bright and full of opportunities. And she has the support of her family, friends, LRCC staff, and MY TURN.





Participant Success Story

Program Year: 2023

Quarter: 3

Program enrolled in:

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

Participant First Name: Thai

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:

Thai has been a participant of My-Turn OSY program since 09/23 and has made gargantuan strides in the right direction. Thai joined our program to gain insight and navigational skills in the “Adult World”. Initially joining as almost a last resort to the constant merry-go-round of tries and failures. Thai is what some may call a troubled youth. She was hanging with the wrong crowd, smoking, and drinking heavily. To the point it started to reflect academically as well as socially. She was hanging out late, missing and skipping school. Thai’s parents ended up sending her down south to live with her sister to see if a change of scenery can help (did not work), eventually being sent to Job Corps where she was able to obtain her LNA.

It was not until Thai got connected with My-Turn that she finally got the opportunity and guidance to pursue her dream, and get the help needed to land a job in that career path. My-Turn staff worked together with Thai to prepare her for the field by working on her resume, cover letter, interview skills, application process, all that is required to attain the success in the goal she set forth.

After a few tries, and a couple interviews later, Thai accomplished her goal and landed a great job in the LNA field. Thai is currently working at Merrimack County Nursing Home, assisting the elderly in all types of aspects. She loves the job and believes she is making a difference in their final years, in which she is! A challenge she recently faced, that unfortunately is part of the job, is losing a few patients. She understands it comes with the territory, but the bonds that she is making with her patients makes it undoubtably hit home. Her heart is invested, as well as her time. Her devotion to and love for her patients has made her decide to go even further into the field by setting a goal to now become an LPN. With the help of My-Turn staff and the OSY program she is confident that this goal will be another major accomplishment in her turnaround story.



Participant Success Story

Program Year: 2023

Quarter: 3

Program enrolled in:

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

Participant First Name: Brittany

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:

Brittany came into WIOA Adult from VIP looking to start life over again as a newly divorced, single woman in her 50's. She successfully raised her children, endured a difficult marriage, and was now looking to reinvent herself through the workforce. Having worked in stop-gap employment for many years, she decided furthering her education into a rewarding career path was the best path for herself and she got accepted into the GBCC Medical Assistant program. WIOA Adult paid for her tuition, books, required tools (scrubs, stethoscope, etc.), and testing fees. This experience provided her a new-found confidence and immediate employment after successfully completing her externship. She is now working full-time as an MA with benefits. She enjoys the field she is in while helping patients and looks forward to continuing her growth in the healthcare field.

STORIES OF SUPPORT

Easterseals NH Partners with Elm Grove to Provide Stability for Young Family

Catherine came to the Easterseals NH All Youth Count (AYC) program in need of a place to live. Forced out of a friend's house, she was staying with her parents, sleeping on their kitchen floor with her young son. This was not a good arrangement, although it was better than living on the street. Further complicating her situation was that she was unemployed and couldn't obtain employment without childcare; but to pay for childcare, she needed a job. Catherine needed help breaking that circular pattern of barriers.

AYC reached out to a partner housing provider, Elm Grove Companies, to help Catherine find a stable, safe place to call home. Catherine receives a housing stipend from the Division of Children, Youth, and Families (DCYF), but most landlords did not see this as enough of a guarantee to lease to her. Because Easterseals NH and AYC

have a relationship with Elm Grove, they were willing to give Catherine a chance at a lease on an apartment. Elm Grove recognized the value of AYC's support of a youth.

AYC provided Catherine with crucial financial assistance to pay the security deposit so she could move into an apartment in Manchester. AYC also helped connect her with a nonprofit agency to get donated furniture. Catherine was then able to obtain employment. It took one community partner to make a massive difference in Catherine's and her son's lives. Easterseals NH and AYC are tremendously grateful to the people at Elm Grove, because with their support Catherine was able to break free from a cycle that seemingly trapped her and her son in an unsafe environment.

Through partnerships like the one with Elm Grove Companies, AYC and Easterseals NH are able to change the lives of people in New Hampshire for the better.

All Youth Count

Thomas Ware | Program Coordinator
603-341-3692
tware@eastersealsnh.org

Benjamin Adams | Senior Director of Programs
603-748-0071
badams@eastersealsnh.org

NH Works provides needed funding for the All Youth Count program



nh works

WE'LL HELP YOU FIND YOUR FUTURE

All Youth Count is an equal-opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities, TDD NH 711.

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



SWIB MEETING DATE: 6/4/2024
AGENDA ITEM: 3a. WIOA Youth Contracts PY24 – PY26

Background:

On January 26, 2024, the Office of Workforce Opportunity solicited a Request for Proposal for WIOA Youth Programs (In-School and Out-of-School) to continue assisting eligible Youth, who are seeking assistance in achieving academic and employment success.

The review committee scored several proposals and have made selections after evaluating all the submissions.

WIOA Youth Programs (In-School and Out-of-School) provide effective and comprehensive services and activities that include a variety of options for improving educational and skill competencies and provide an effective connection to educational institutions and employers. They implement work-based training strategies and employment approaches to help participants develop essential skills that are best learned on the job and progressive levels of education and training approaches that will help individuals with higher skill levels and experience earn marketable credentials. They provide continued support services to individuals who are in need of them and serve individuals with barriers to employment and connect these individuals with coordinating programs and services among one-stop partners. They support the development of evidence-based programs, and other activities that enhance the choices available to eligible youth and which encourage youth to re-enter and complete secondary education, enroll in postsecondary education and advanced training, progress through a career pathway, and enter into unsubsidized employment that leads to economic self-sufficiency.

Please note this item will be discussed and voted upon in Executive Session.

OWO Staff Recommendation:

That the SWIB approve the Review Committee's selected recommendations.

Requested Action:

SWIB vote approval of the contract between The Department of Business and Economic Affairs and the Review Committee's selected recommendations.

Draft Motion:

Approve the WIOA Youth PY24 – PY26 award to the Review Committee's recommendations, effective on Governor and Council approval.



SWIB MEETING DATE: 6/4/2024
AGENDA ITEM: 3b. WIOA Dislocated Worker Contracts PY24 – PY27

Background:

On March 20, 2024, the Office of Workforce Opportunity solicited a Request for Proposal for WIOA Dislocated Worker Program to continue to help unemployed job seekers undertake career and occupation searches, overcome barriers to employment, and benefit from training that helps them re-enter the workforce, including through basic or individualized career services. The review committee scored several proposals and have made selections after evaluating all the submissions.

WIOA Dislocated Worker Program provides outreach to individuals who may be eligible for services and determination of individual eligibility, including through solicitation and compilation of necessary documentation. They provide assistance to eligible dislocated workers through basic career services, individualized career services, and training services through WIOA. They implement training and employment approaches to help individuals develop essential skills that are needed to be successful in today's workplace and help individuals gain higher skill levels and experience as well as earn marketable credentials. They provide continuous support services to individuals seeking to participate and succeed in workforce investment and training activities and serve individuals facing barriers to employment. They coordinate programs and services among one-stop partners and provision of follow-up services to employee-customers for one year after their exit from the Program.

Please note this item will be discussed and voted upon in Executive Session.

OWO Staff Recommendation:

That the SWIB approve the Review Committee's selected recommendations.

Requested Action:

SWIB vote approval of the contract between The Department of Business and Economic Affairs and the Review Committee's selected recommendations.

Draft Motion:

Approve the WIOA Dislocated Worker PY24 – PY27 award to the Review Committee's recommendations, effective on Governor and Council approval.



SWIB MEETING DATE: 6/4/2024
AGENDA ITEM: 3c. SWIB Meeting Dates for 2025

Background:

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

The current bylaws require 3 meetings a year and a schedule of the meetings to be developed annually.

OWO Staff Recommendation:

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

Requested Action:

Approval of the next three proposed meetings dates and times for calendar year 2025.

Draft Motion:

The SWIB shall hold duly noticed meetings, compliant with RSA 91-A on February 4, 2025, at 1:00pm, June 3, 2025, at 1:00pm and October 14, 2025, at 1:00pm.



SWIB MEETING DATE: 6/4/2024
 AGENDA ITEM: 3d. PY24 High Demand Occupation List

Background:

The Workforce Innovation Opportunity Act requires a demand occupation list per workforce area. The Office of Workforce Opportunity contracts with NHES’s Economic and Labor Market (ELMI) Bureau to develop the State’s Demand Occupation List. In past years, the criteria used to develop this list was a minimum of 106 openings annually with a minimum wage rate of \$11.00 an hour.

Working with staff from ELMI, OWO looked at different criteria to determine the best way to be inclusive yet reflect what occupations are in high demand in New Hampshire. After numerous meetings to discuss the different criteria, we have determined that the following criteria best represents the high demand occupations for New Hampshire.

- Occupations with \$15+ wage **and** 106+ openings
- Occupations with 5% growth projection **and** 20+ openings (may not have \$15+ wage)
- Occupations listed as an Apprenticeship **or** WIOA targeted sector **with** 20+ openings (may not have 5% growth nor \$15+ wage)
- Occupations listed as having a Doctoral Degree have been removed as they are beyond WIOA funding limits.

Utilizing the above criteria, results in a HDO list that contains 427 total occupations.

Please note that the full list will not be printed in the board packet but will be provided electronically: [PY24 High Demand Occupation List](#).

Staff Recommendation:

Approval of the PY24 High Demand Occupation List.

Requested Action:

The SWIB to vote on approval of the High Demand Occupation List for Program Year 2024 (7/1/24-6/30/25) or until updated.

Draft Motion:

Approve the PY24 NH High Demand Occupation List for WIOA Title I programs.



SWIB MEETING DATE: 6/4/2024
AGENDA ITEM: 3e. Funds Transfer – WIOA Adult/Dislocated Worker

Background:

The Workforce Innovation and Opportunity Act (WIOA) Section 133(b)(4) allows for a 100 percent transfer of funds between the Adult and Dislocated Worker funding streams to facilitate program operation strategies. The Office of Workforce Opportunity (OWO) is requesting to transfer funds that will expire on June 30, 2024, from the WIOA Dislocated Worker Program to the WIOA Adult Program to ensure sufficient resources are available to provide assistance to eligible New Hampshire residents.

This transfer, if approved, will not adversely affect Dislocated Worker Program services. Sufficient funds will remain in place to continue to serve Dislocated Worker eligible individuals for the rest of this program year and well into the next program year. These additional funds will be used to provide assistance to the steady stream of Adult Program participants accessing our services, particularly individuals interested in pursuing employment and training options in high-demand occupations in the State's sector industries and those individuals in historically marginalized communities.

If the SWIB approves of this transfer, then the request will be sent onto the Governor for final approval.

OWO Staff Recommendation:

Approval of the transfer of up to \$295,906.69 of PY2021 WIOA Dislocated Worker state formula funds to the WIOA Adult state formula funds to support additional employment and training opportunities for adult program participants.

Requested Action:

Approval of the transfer of \$295,906.69 of PY2021 WIOA Dislocated Worker state formula funds to the WIOA Adult state formula funds.

Draft Motion:

Approve the transfer of \$295,906.69 of PY2021 WIOA Dislocated Worker state formula funds to the WIOA Adult state formula funds.



TO: Governor Christopher T. Sununu
FROM: Michael Kane, Chairman- State Workforce Innovation Board
DATE: June 4, 2024
SUBJECT: Transferring Funds within the WIOA Adult/Dislocated Worker Programs

The Workforce Innovation and Opportunity Act (WIOA) Section 133(b)(4) allows for a 100 percent transfer of funds between the Adult and Dislocated Worker funding streams to facilitate program operation strategies. The State Workforce Innovation Board (SWIB) has approved a request from the Office of Workforce Opportunity (OWO) to transfer \$295,906.69 from the WIOA Dislocated Worker Program to the WIOA Adult Program to ensure sufficient resources are available to provide assistance to eligible New Hampshire residents. This amount represents approximately 14.96% of Program Year 2021 WIOA Dislocated Worker state formula funds.

This transfer, if approved, will not adversely affect Dislocated Worker Program services. Sufficient funds will remain in place to continue to serve Dislocated Worker eligible individuals for the rest of this program year and well into the next program year. These additional funds will be used to provide assistance to the steady stream of Adult Program participants accessing our services, particularly individuals interested in pursuing employment and training options in high-demand occupations in the State's sector industries.

Before such a transfer can be accomplished, however, Governor approval is required. If you find this recommendation acceptable, please sign and date below, and return the memorandum to the Office of Workforce Opportunity. The transfer shall be effective on the date of your signature below.

Thank you for your consideration.

Recommendation Approved: Transfer of up to \$295,906.69 of PY2021 WIOA Dislocated Worker state formula funds to the WIOA Adult state formula funds to support additional employment and training opportunities for Adult Program participants, is approved as requested.

Governor Christopher T. Sununu

Date



SWIB MEETING DATE: 6/4/2024
AGENDA ITEM: 3f. Distribution of Funds – Budget PY24

Background:

WIOA Title I State Formula Funding Detail Program Year (PY) 2024

HOW MUCH DO WE RECEIVE?

- The Workforce Innovation and Opportunity Act (WIOA) authorize three funding streams under Title I of the Act: **Youth, Adult, and Dislocated Worker**.
- Funds are received through a grant awarded by the **United States Department of Labor (USDOL)**
- Total funding for New Hampshire in PY24 as provided in Training and Employment Guidance Letter (TEGL) 12-23 is **\$6,433,317** (Youth \$2,318,970; Adult \$2,202,724; Dislocated Worker \$1,911,623)

WHEN DO WE RECEIVE THE FUNDS?

- WIOA **Dislocated Worker and Adult Programs** are funded on a **July-to-June** program year (PY) basis (i.e., Program Year 2024 is the one-year period beginning July 1, 2024, and ending on June 30, 2025).
- WIOA **Youth Funds** are funded on an **April-to-June** program year to allow for summer services.
- The WIOA Dislocated Worker and Adult program years overlap two Federal fiscal years - the program year begins on July 1 of each year and covers the last three months of one federal fiscal year, which began the previous October. The program year continues from October through June of the following federal fiscal year. That is, on the federal level, the WIOA Adult and Dislocated Worker programs are funded through two separate appropriations.
 - The first funding becomes available for obligation on July 1; this portion is commonly referred to as the "**base**" funds.
 - The second round of funding becomes available for obligation on October 1; this portion is commonly referred to as "**advance**" funds. They are called "advance funds" because they are provided in the appropriations act passed during the fiscal year preceding when the funds are available. For example, PY 2024 advance funds, which become available to the state on October 1, 2024, are funds appropriated during Federal Fiscal Year (FFY) 2023, but they are not made available until FFY 2024.
- Looking at the Master Award and Distribution Chart PY2023 - 2026 you will see the amount of funds allocated as of July 1, 2024, for which the state expects to receive a Notice of Award



(NOA); beneath that amount you will see the amount of funds “planned” for release on October 1, 2024. The “planned” funds are not available for use at the state level until the USDOL issues a NOA (typically by mid-September). As of May 28, 2024, we have not received the NOA for either the base or advance funds yet.

- However, even after a NOA has been awarded the federal government may reduce approved amounts through the process of “sequestration”, or simply “rescind” funds based on changes to the budget on the national level. Conversely, USDOL may add funds to the original allocation; when this happens, it is typically toward the end of a program year.

HOW DOES USDOL DETERMINE HOW MUCH EACH STATE RECIEVES?

- WIOA funds are allocated to states based on formulas prescribed in the Act. These funds are called **State Allotment Formula Funds**, commonly referred to as “state formula funds”.
 - The federal formula used to calculate the funding level for each funding stream is explained in detail below.
 - State formula funds are **available for expenditure for a three-year period** beginning July 1st and ending June 30th of the third year, for the Adult and Dislocated Worker funds, and beginning April 1st and ending June 30th of the third year for WIOA Youth funds.
- Historically NH has been a “**Small State Minimum Allotment State**” – WIOA establishes a minimum threshold for funding a state will receive to ensure sufficient funds are available to maintain a statewide program without dramatic decreases in funds.
- However, PY2022 saw an increase in funding above the minimum threshold due to the impacts of the COVID-19 pandemic and its impact on workforce and unemployment.
 - For reference the PY2022 total award was \$7,319,728 vs. PY2023 total award of \$6,702,267.

WHAT ARE THE REQUIRMENTS FOR EXPENDING FUNDS?

- WIOA formula fund expenditures must be categorized as either **Program** (90%) or **Administration** (10% cap) consistent with the definitions contained in the Act, and in accordance with the *Office of Management and Budget (OMB) Uniform Guidance* for fiscal management of federal funds. In general, all activities directly tied to participant (program eligible) services are considered program, anything that is not, is considered administration.
- **15%** of the total allocation from each of the three funding sources is “reserved” at the state level for the following purposes:
 - 5% (maximum) for State level grant administration.
 - 10% discretionary funds for the provision of statewide activities as defined in the Act (i.e., local incentive grants, technical assistance, management information



systems, evaluation, and NH Works system building, additional staff support and/or “discretionary” activities such as exemplary programs, research and demonstration efforts, innovative incumbent worker programs, and special projects to assist local areas in carrying out local employment and training activities).

- **Up to 25% of Dislocated Worker** funds from the grant award may be reserved at the state level for the provision of Rapid Response services as defined in the law. In PY2022 17% was reserved for Rapid Response services. In **PY2023**, this is being increased to **20%** due to prior year carryforward and a greater need for the funding for the Dislocated Worker program.
- The remaining **85% Adult, 85% Youth, and no less than 60% of Dislocated Worker funds** (i.e., the total award less 15% for all three funding streams, plus Rapid Response set aside from the Dislocated Worker funds) **must be allocated to the local level for the provision of WIOA specific services statewide** - see document labeled Master Award and Distribution Chart PY2022 -2025 for funding details.
- For all three funding sources **80%** of all funds received must be **obligated within the first year** of the grant period – by June 30th.
- States are strongly encouraged to expend **70% of Dislocated Worker funds** (i.e., percent of “total available” which includes prior year carryover plus annual award) in any given year. This calculation of “on hand funds” can be a factor in the decision-making process when a state applies for additional grant assistance through the national Dislocated Worker Reserve grant program.
- The Board is responsible for managing program expenditures to ensure funds are fully expended prior to the end of the third year of the award. When more than one service provider for a funding stream is operational within the state, the Board may **recapture funds** from an underperforming provider and **reallocate** those funds to a provider meeting performance to ensure funds do not expire.
- The Board, with final approval from the Governor, may **transfer up to 100% of funds** between the adult and dislocated worker programs. However, the Board/Governor does **not** have authority to transfer funds to or from the Youth program.
- Locally, the allocation of training funds is developed by the service provider based on a formula similar to the federal formula described below – number of unemployed and number of TANF recipients in an area. This planning is a **guide to ensure equitable access throughout the state for limited training funds**; however, funds may be moved to areas of need after a mid-year review of actual expenditures to ensure full expenditure of funds.
- Local contract provisions identify a goal of **no less than 50% of funds awarded on the local level be set aside to support training costs** for program participants.
- WIOA **requires that 75% of youth grant funds be expended on Out of School youth** programs.



- WIOA also requires that a minimum of **20%** youth grant funds (minus administration funds) **be expended on Work Based Learning activities.**

STATE ALLOTMENTS METHODOLOGY PURSUANT TO TEGL 15-22 —

Youth Funds:

- The Department has allotted the PY 2023 Youth Activities program allotments among the States in accordance with the factors required by WIOA. For reference, the three data factors that the Department considers in allocating these funds to the States are:
 1. The average number of unemployed individuals for Areas of Substantial Unemployment (ASUs) for the 12-month period, July 2021 through June 2022, as prepared by the States under the direction of the Bureau of Labor Statistics (BLS);
 2. The number of excess unemployed individuals or the ASU excess (depending on which is higher) averages for the same 12-month period, July 2021 through June 2022; and
 3. The number of disadvantaged youth (age 16 to 21), excluding college students in the workforce and military) from special tabulations of data from the American Community Survey (ACS). The data used in the special tabulations for disadvantaged youth were collected between January 1, 2016, and December 31, 2020.
- Since the total amount available for States in PY 2024 is below the required \$1 billion threshold specified in WIOA sec. 127(b)(I)(C)(iv)(IV), which was also the case in PY 2022, the Department did not apply the WIOA additional minimum provisions. Instead, as required by WIOA, the minimums of 90 percent of the prior year allotment percentage and 0.25 percent State minimum floor apply. WIOA also maintains that no state may receive an allotment that is more than 130 percent of the allotment percentage for the state for the previous year.

Adult Funds:

- The three formula data factors that the Department uses to distribute WIOA Adult Activities funds among the States are the same as those used for the Youth Activities formula, except that data is used for the number of disadvantaged adults (age 22 to 72, excluding college students in the workforce and military), rather than the number of disadvantaged youths. Since the total amount available for the Adult Activities program for States in PY 2023 is below the required \$960 million threshold specified in WIOA sec. 132(b)(I)(B)(iv)(IV), as was also the case in PY 2022, the WIOA additional minimum provisions are not applicable. Instead, as required by WIOA, the minimums of 90 percent of the prior year allotment



percentage and 0.25 percent State minimum floor apply. Like for the Youth program, WIOA also provides that no state may receive an allotment that is more than 130 percent of the previous year allotment percentage for the state.

Dislocated Worker Funds:

- WIOA prescribes different data factors for the federal allotment of Dislocated Worker funds by the Department to the States. The Department has allotted the PY 2024 Dislocated Worker State program allotments among the States in accordance with the factors required by WIOA. For reference, the three data factors that the Department considers in allocating these funds to the States are:
 1. The relative number of unemployed individuals in each State, compared to the total number of unemployed individuals in all States. For this factor, the time frame for comparison is the 12-month period, October 2021 through September 2022.
 2. The relative number of individuals in each State, compared to the total excess number of unemployed individuals in all States. For this factor, the time frame for comparison is the 12-month period, October 2021 through September 2022. No comparison to ASU excess is required for this data factor.
 3. The relative number of individuals in each State who have been unemployed for 15 weeks or more, compared to the total number of individuals in all States who have been unemployed for 15 weeks or more. For this factor, the time frame for comparison is the 12-month period, October 2021 through September 2022.
- WIOA sec. 132(b)(2)(B)(iii)(I) requires the Dislocated Worker formula to adopt a 90 percent minimum of the prior year allotment percentage. WIOA also provides that no State may receive an allotment that is more than 130 percent of the allotment percentage for the State for the previous year under section 132(b)(2)(B)(iii)(II).

OWO Staff Recommendation:

Approval of the proposed WIOA Title I PY 2024 budget.

Requested Action:

Approval of the proposed WIOA Title I PY 2024 budget.

Draft Motion:

Approve the proposed WIOA Title I PY 2024 budget as submitted by staff.



SWIB MEETING DATE: 6/4/2024
AGENDA ITEM: 3g. NH Works Conference Costs

Background:

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

Staff at the Office of Workforce Opportunity have been exploring different options to bring some comprehensive training to workforce staff. The U.S. Department of Labor requires all staff under WIOA to undergo staff training and development. This staff training and development had historically taken place at an annual "NHWorks" conference, the last conference took place in 2018. Due to the effects of COVID-19, USDOL has not pushed on us to provide training as of yet due to COVID gathering restrictions that were in place. As a state we are currently doing smaller trainings, which are meeting compliance but are not robust enough to provide staff the training and development needed to better serve our clients and employers. We have non-federal Board funds in a dedicated fund with no current use. These funds are flexible and can be used for conference costs like food, AV Equipment, and meeting space. The goal would be to host this conference at NHTI and work with other partners to defray costs. We estimate spending approximately \$12,000 on the conference.

OWO Staff Recommendation:

Staff recommends authorizing the use of Board funds for a NHWorks Conference.

Requested Action:

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

Draft Motion:

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



SWIB MEETING DATE: 6/4/2024
AGENDA ITEM: 3h. Topics for October 15th Meeting

Item 3h. 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 October 15, 2024.



SWIB MEETING DATE: 6/4/2024
AGENDA ITEM: 3i. Board Motions and General Discussion

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



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



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



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