



State of New Hampshire
Workforce Innovation and Opportunity Act (WIOA)

Annual Report

For the period July 1, 2021 through June 30, 2022

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NH Works is a proud partner of the American Job Center Network.

INTRODUCTION

Each state that receives Workforce Innovation and Opportunity Act (WIOA) funds must prepare and submit an Annual Report of performance progress to the Secretary of Labor.

As indicated in the Training and Guidance Letter 5-18, Workforce Innovation and Opportunity Act Annual Statewide Performance Report Narrative (published November 7, 2018), the following materials respond to the content of the WIOA Annual Statewide Performance Narrative. The narrative report submitted by the State Workforce Innovation Board is due to US DOL by no later than December 1, 2022 and not to exceed 25 pages. The Narrative Report must include:

- Progress towards meeting the strategic vision and goals for the workforce system.
- Status of waivers that the state has had in place for at least one program year.
- Identify the two approaches the state has chosen for the Effectiveness in Serving Employers Performance Indicator Pilot.
- Brief description of
 - a. Current or planned evaluation and related research projects including methodologies used;
 - b. Efforts to coordinate the development of such projects within WIOA core programs, other state agencies and local boards;
 - c. A list of completed evaluation and related reports and links to where they were made accessible to the public electronically;
 - d. State efforts to provide data, survey responses, and timely site visits for Federal evaluations; and
 - e. Any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.
- State's approach to customer satisfaction which may include such information used for one-stop center certification including
 - a. The state's methodologies;
 - b. Number of individuals/employers who were provided customer satisfaction outreach, the response rate and efforts made to improve the response rate
 - c. The results and whether the results are generalizable to the entire population of customers; and
 - d. A description of any continuous improvement processes for incorporating the customer satisfaction feedback.
- Progress made in implementing sector strategies and career pathways including, but not limited to, business engagement strategies, work-based learning (including apprenticeship), work experiences for youth and adults, transitional jobs, and incumbent worker training strategies and policies in the state.
- The State's performance accountability system including
 - a. Any specific state performance measures or goals and progress towards meeting them.
 - b. Any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors effecting performance.
 - c. The State's common exit policy including which ETA-funded partner programs are included in the states common exit policy.

- d. Negotiated performance levels for local areas for Title I and III core programs for program years 2020-21.
- e. State's approach to data validation and ensuring data integrity including a description of methodology of any validation activities that occurred.
- Activities provided by state funds:
 - Activities provided with the funds reserved by the governor, which can be up to 10 percent of the state's allotment.
 - Rapid Response activities and layoff aversion
- Activities provided under the Wagner-Peyser Act Employment Service.
- National Dislocated Worker Grants awarded to or within the state.

There is no doubt that the COVID-19 Pandemic has continued to affect our PY21 enrollment, services, and performance. The New Hampshire Works System is diligent in providing quality services despite the challenges faced in delivery of services while protecting both our citizens and staff.

On behalf of Department of Business and Economic Affairs, Office of Workforce Opportunity and the State Workforce Innovation Board, we are pleased to offer this Annual Report narrative summarizing our activities consistent with US DOL requirements.

To our partners, we wish to take this opportunity to acknowledge the dedication and hard work of the staff involved in providing service through the NH Works system. Their ongoing commitment to provide quality services to all who access our services is evident in positive program outcomes, and the high satisfaction ratings from our customers.

Annual Report Narrative

For the period July 1, 2021 through June 30, 2022

NH WORKFORCE SYSTEM – VISION, GOALS AND STRATEGIES

The Workforce Innovation and Opportunity Act (WIOA) provided the vision for the initial planning process that included partners, stakeholders, and customers from across the state, focused on creating a demand-driven workforce system that seeks the best possible experience for all business and jobseeker customers, and strives for continuous improvement alignment, and integration of services. The WIOA State Four-Year plan updated in PY2021, and effective July 1, 2020 - June 30, 2024 reinforced established goals and system-wide priorities.

The State Workforce Innovation Board (SWIB) vision is “to serve as a catalyst to establish a secure and sustainable workforce that can meet current and future skilled labor needs and provide a competitive advantage for New Hampshire businesses.” The mission of the SWIB is “to promote life-long learning by partnering with businesses, agencies, and organizations to bring the state’s education, employment and training programs together into a workforce development system that will provide the means for residents of New Hampshire to gain sufficient skills, education, employment and financial independence.” Five system-wide goals are in place to guide our work.

Goal 1: Create a demand-driven workforce development system that bases strategies, services, and investments on a data-informed approach, with a focus on sector strategies.

Goal 2: Offer flexible training and education opportunities that align with business needs, including the development of career pathways and apprenticeships.

Goal 3: Increase awareness of services available through the talent development system to support businesses and individuals.

Goal 4: Streamline access to employment and work-and-learn opportunities.

Goal 5: Expand communication and collaboration among partner agencies and programs.

Specific activities that highlight our progress toward achieving these goals include the following:

- The use of WIOA program tools such as the Demand Occupation List and the Eligible Training Provider List to identify and support sector related occupations for the use of WIOA training dollars.
- Within all funding sources, the Career Navigator (Adult), Employment Counselor Specialists (Dislocated Worker Program), and the Youth Specialist (Youth) work with participants to ensure flexible training and opportunities that include career pathways and linkages to apprenticeship. Tools developed by the NH Department of Education (NH DOE) and the Community College System of New Hampshire, along with targeted labor market and career resources information provided by the Bureau of Labor Market Information, within NH Employment Security, help guide this process. Specifically, the NH DOE College & Career Pathway Model developed by education and workforce partners helps student’s/program participants develop a Personalized Pathway Plan, identify the

core academic courses needed to achieve goals, identify community-based experiences that are available to support goals, and provide information on Career and Technical education programs.

- The Adult service provider collaborated with the local community college campus and a local refugee resettlement agency to create a program called “LNA for Success”. This new partnership trains English Language Learners (ELL’s) to become Licensed Nursing Assistants (LNA’s). This 18-week program combines contextualized English language training, soft-skills development and 144 hours of LNA training to prepare graduates to successfully complete NH’s Board of Nursing exam to secure employment in the health care sector. For those eligible for WIOA funding, participants utilize Individual Training Accounts to pay for the training as well as license exam fees. In addition, supportive services can be accessed for those participants that may need it. Two different cohorts have completed the program. All fourteen participants successfully graduated and earned their certificate.
- In 2016, NH-JAG, a subrecipient for youth services, established an OSY model that focuses on career pathways in the healthcare sector, specifically those wanting to become a Licensed Nursing Assistant (LNA). Since then, they have continued this mission and have been able to replicate the program in other areas of the state. However, with the increased need of health care workers during the COVID-19 Pandemic, the program is seeing a more varied interest in additional Allied Health Career Pathways. With the help of WIOA funding, NH JAG was able to meet additional needs for Phlebotomists and Emergency Medical Technicians. The most notable training was the “Patient Care Bundle” offered by one of our Eligible Training Providers. Five NH JAG OSY participants enrolled in this training to achieve 4 credentials: Licensed Nursing Assistant (LNA), Electrocardiogram (EKG), Phlebotomy and Basic Life Skills (BLS) simultaneously.
- The Department of Business and Economic Affairs continues to recruit job seekers to relocate to New Hampshire. The recruitment efforts include descriptions of New Hampshire’s economic development and lifestyle advantages on social media and other channels.
- The state’s Interagency Business Team (IBT), led by the Office of Workforce Opportunity’s Workforce Development Administrator continues to coordinate efforts to streamline business services and jointly track business contacts in an effort to leverage resources available to the business community and minimize redundancy.
- Communication and collaboration has always been and continues to be a strength of New Hampshire’s workforce system. Established partner committees, including the State Workforce Innovation Board, NH Works Consortium, Professional Development Team, and Interagency Business Team, as well as local NH Works Partner meetings, work together to offer the highest quality services to those we serve.
- Job Fairs are another strategy to increase awareness of services available through the talent development system to support businesses and individuals. NH Employment Security is the lead agency for coordinating Job Fairs, and most recently Virtual Job Fairs, throughout the state. Over the last year, 69 job fairs were held, resulting in bringing hundreds of employers and unemployed workers together. Partner agencies use these opportunities to educate employers and workers alike on the vast array of services available to them from immediate job placement services to training services to incumbent worker and business development services

Examples of other activities that highlight our progress toward achieving these goals are found in the section on Sector Strategies/Career Pathways.

SYSTEM WAIVERS UNDER WIOA

The US Department of Labor identifies the Secretary of Labor's waiver authority under the Workforce Innovation and Opportunity Act (WIOA) as a tool to promote workforce system innovation and focus on outcomes. That is, states may request exemption from certain funding and/or programmatic requirements if it is determined that such requirements might impede the State's ability to achieve success, or conversely improve the State's ability to succeed. Up to PY21, NH had requested and received approval for the waiver listed below.

WAIVER REQUEST – Waiver through June 30, 2023 from the requirement to expend all WIOA Dislocated Worker and Governor's Discretionary funds for the Program Year 2019/Fiscal Year 2020 which are not expended in the required three-year period. 20 CFR 683.110 (b) (1)

Specifically, the State of New Hampshire is requesting from the Employment and Training Administration (ETA) a waiver of 20 CFR 683.110 (b) (1), which read as follows:

(b) Grant funds expended by States. Funds allotted to States under WIOA secs. 127(b) and 132(b) for any program year are available for expenditure by the State receiving the funds only during that program year and the 2 succeeding program years as identified in section 683.100.

The law also states the following in WIOA section 189(g)(2)(A):

(g) PROGRAM YEAR-

(2) AVAILABILITY. —

(A) IN GENERAL. — Funds obligated for any program year for a program or activity funded under subtitle B may be expended by each State receiving such funds during that program year and the 2 succeeding program years.

This waiver will allow New Hampshire access to WIOA PY19 funding for an entire year through June 30, 2023. With the unprecedented circumstances of the COVID-19 pandemic, the state has seen NH Works Offices close only to re-open part-time, significant reductions in customer traffic, and decreased spending on WIOA programs. As the New Hampshire economy has opened back up, the State has seen a decrease in those seeking career and training services. However, the state does anticipate an influx of customers who will require WIOA services and programs in the coming months. To address the financial demand of this influx, OWO believes that the state should have PY 2019 WIOA funding available for an additional program year. This will allow the state to continue to offer training programs, on-the-job training (OJT) programs, and virtual seminars for WIOA customers and prevent any denials to these programs based on the lack of available funding. In addition, the ability to retain PY19 discretionary funds will allow the state to develop and implement new initiatives to deal with the aftereffects of the COVID-19 pandemic on the New Hampshire workforce system.

Projected programmatic outcomes resulting from waiver implementation:

Improved flexibility of state and local funding to best meet the needs of our citizens and businesses during and after the COVID-19 pandemic.

State strategic goal(s) and Department of Labor priorities supported by the waiver:

Approval of this waiver would support the Department of Labor’s strategic priorities to improve the effectiveness and efficiency of workforce development programs. ETA made it an objective in the FY 2018-2022 Strategic Plan to support flexibility for governors and Local Workforce Development Boards, to enable them to effectively tailor their workforce strategies to meet state and local needs. This support is needed more than ever as we adapt to serving citizens and businesses through the COVID-19 pandemic and beyond.

Individuals, groups, or populations benefitting from the waiver:

The Waiver will positively impact all eligible participants as identified at WIOA section 129 and 134 and 20 CFR 680.120, 20 CFR 680.130, and 20 CFR 681.200. These participants include adults, dislocated workers, in-school and out-of-school youth.

The waiver would secondarily benefit people who are not WIOA eligible recipients but who have an economic relationship with recipients. These include businesses and employers, residents, and other individuals and entities affected by the COVID-19 pandemic.

EFFECTIVENESS IN SERVING EMPLOYERS

For the purpose of this annual report, we are required to identify the two approaches the state has chosen for the “Effectiveness in Serving Employers Performance Indicator Pilot” as defined by US DOL. The two measures applicable in New Hampshire are the “Repeat Business Customers Rate” and the “Employer Penetration Rate,” which includes information and support as well as workforce recruitment assistance. NH Employment Security (NHES) tracks employer contacts with the NH Works offices throughout the state. Program year 2021 represents the fifth year in which these WIOA employer performance measures were calculated.

The Employer Penetration Rate was 0.9 % (564 out of 60,522) and the Repeat Business Customer Rate was 10.7% (6,502 out of 60,522).

EFFECTIVENESS IN SERVING EMPLOYERS		
Employer Services	Establishment Count	
Employer Information and Support Services	6,502	
Workforce Recruitment Assistance	5,873	
Engaged in Strategic Planning/Economic Development	384	
Accessing Untapped Labor Pools	564	
Training Services	176	
Incumbent Worker Training Services	60	
Rapid Response/Business Downsizing Assistance	158	
Planning Layoff Response	21	
Pilot Approaches	Numerator/ Denominator	Rate
Retention with Same Employer in the 2 nd and 4 th Quarters after Exit Rate	n/a n/a	n/a

Employer Penetration Rate	564 60,522	0.9%
Repeat Business Customers Rate	6,502 60,522	10.7%
State Established Measure #1	n/a n/a	n/a

Other measures for assessing the effectiveness of services to business may include training services such as on-the-job-training, incumbent worker training, rapid response services and employers engaged in economic development and planning. Since July 1, 2017, we have placed over 220 customers in On-the-Job Trainings (OJT). NH has been recognized nationally for its success in accomplishing such a high rate of OJT placements, which requires strong working relationships with businesses to ensure that customers are placed in OJT opportunities that will lead to stable and long-term employment.

In January 2020, the Job Training Grant was transferred to NHES and was given a new name of WorkInvestNH (WINH). From January 2020, WINH has awarded 154 grants totaling over \$2.45 million. With a match by employers, a total of close to \$5 million in new training programs has helped 3,979 workers gain new skills. In PY22, \$998,108.34 was awarded in contracts to 63 companies with 1897 workers trained.

There are a number of efforts in providing services to Employers via the NH Works Partners. There is an Interagency Business Team made up by representatives of the NH Works Partners. At their meetings, they discuss regional Partnership Opportunities such as summits, job fairs, workforce recruitment, sector updates from the various committees, rapid response and an updated Business Service Guide. All of their contacts with employers are entered into the Neoserra system so that all partners have access to the employers' information and contact frequency information. As reflected above, contact may be through Employer Information and Support Services, Workforce Recruitment Assistance, Strategic planning/Economic Development, Accessing Untapped Labor Pools, Training Services, Incumbent Worker Training Services, Rapid Response and/or Planning Layoff Response.

SYSTEM EVALUATION

System evaluation, woven into the operational practices of partners, is ongoing to ensure we continue to offer quality services that comply with state and federal requirements. System partners meet regularly to assess program effectiveness through the review of new and current programs to promote efficiencies, coordinate and reduce duplication of services, discuss key monitoring findings, review best practices internal and from other states, review performance outcomes for core WIOA programs, and share formal and informal customer satisfaction results in an effort to inform system change.

This year, through competitive procurement, the State of NH awarded a contract to Thomas P. Miller and Associates (TPMA) to conduct a Statewide Workforce Assessment. This Workforce Assessment has multiple deliverables including but not limited to:

- A feasibility study on pay-for-performance. WIOA allows for workforce boards to enter into pay-for-performance contracts using adult and/or dislocated worker funds to address specific issues and target specific populations. NH has never utilized a pay-for-performance contract before. Under 20 CFR Part 683 Subpart E, a feasibility study is required to determine whether the intervention is suitable. Given the changing workforce

landscape, NH is interested in exploring this.

- A workforce development system assessment including strategy and implementation plans. The COVID-19 pandemic has caused significant changes to the NH workforce system, including but not limited to: virtual job fairs, remote positions, online trainings, childcare shortages, increased starting wages, etc. Due to these and many other factors, NH believes that an evaluation of the NH Workforce system is needed.
 - Identify the strengths, weaknesses and gaps that may be present in the NH Works system and/or the service providers capacity to provide career and training services in accordance with Federal, State, and Local policies.
 - Evaluate the current NH workforce system and identify the needs of both individuals and businesses as well as identify existing resources and gaps in the system.

The assessment is well underway as the team from TPMA has been meeting with state staff since August. The next phase of the evaluation will be conducting a secret shopper experience at some of our NH Works/AJC's as well as holding strategic partner focus groups. The evaluation is due to be delivered to the state's workforce board in October 2023. The report will:

- Provide a set of practical recommendations that the SWIB can follow up on to improve the services that are provided through the NH Works system.
- Develop a strategy for implementation of action items identified.

Program Monitoring, including federal reviews are an important component of system evaluation for compliance with WIOA regulations, as well as State policy and procedures for program and financial management. Program Year 2021 WIOA monitoring activities included the following major activities.

- OWO staff completed 20 individual program and fiscal desk reviews.
- This year, Annual on-site visits resumed. These reviews generated 15 program and fiscal reports. There were no major corrective action items or disallowed costs resulting from these monitoring activities.
- On-site reviews with service providers included Equal Opportunity monitoring.
- Desk reviews and on-site reports document the on-going concerns regarding the under-enrollment and under-expenditure of funds for the WIOA Dislocated Worker program. This program faced challenges meeting performance throughout the program year. New service strategies are in place to correct these deficiencies.

CUSTOMER SATISFACTION

A WIOA Adult, Dislocated Worker, and Youth Customer Satisfaction Survey is distributed through Survey Monkey to all WIOA Customers who obtain employment or exit the program. The goal for this program year to was achieve a 50% completion rate. For PY21, July 1, 2021 - June 30, 2022, we were able to exceed this goal with a 57% survey completion rate.

PY21 Data

The Customer Satisfaction Survey is sent to WIOA Adult, Dislocated Worker and Youth customers using two methods, a direct web link and a Survey Monkey email. When a customer obtains employment or exits the program, a Career Navigator will send the Customer Satisfaction Survey via web link.

Customers also receive an automated Survey Monkey email after their file exits in the Job Match System (JMS), our case management system. A Survey Monkey reminder email is sent to the customer fourteen days later if the survey has not been completed.

Survey results are tracked using an excel spreadsheet. Data captured in the spreadsheet includes Exited Customers, number of surveys sent, and the number of surveys completed. The spreadsheet can be sorted to track completed surveys by office and by the Career Navigator, Employment Counselor Specialists or Youth Specialist. Other data points tracked are customers who opted out and/or bounced emails. Opted out and bounced email addresses are not included in the overall completion rate.

Total number of surveys sent: 311

Total number of surveys completed: 176

Overall completion rate: 57%

Customer Feedback

The NH Works WIOA Customer Satisfaction Survey has a section after each question for customer comments. The below comments have been taken directly from surveys completed by exited customers.

“Sara guided and supported through the entire process: resume, school, and searching for a job. Sara wanted me to succeed. The quality of help exceeded my expectations.”

“I am very happy to share the experience I had with Jean. She was friendly and so easy to talk to right from the beginning. Her gentle manner put me at ease quickly. She was helpful and efficient in all of our dealings. She was prompt in her correspondence. It was a positive experience throughout. Her customer service skills and professionalism are excellent. Thank you for allowing me to share my thoughts on Jean Donzello.”

“I needed help finding a way to start my career and I couldn’t be more satisfied with every bit of help offered along the way!”

“Jean helped and followed up with me and helped me throughout the process. Being unemployed and older was very stressful but Jean’s knowledge, empathy and dedication to my success was exceptional.”

“The courses I was able to enroll in allowed me to differentiate myself and re-establish my professional CISSP certification. This was critical in me securing my job.”

“In the beginning there was some communication issues but with the new staff I was able to pick a career and go back to school. I can now support my family and have a career I love!”

“I didn’t have to do any fluff training I just did what was required to get the job. This is the most cost effective program for the Government and lowest time to job preparedness.”

“Ginny and her team went right to my needs. Found me work in 30 days. THANK YOU”

“Best services I’ve ever had”

Business Customer Satisfaction Results:

JOB FAIRS:

During COVID-19's impact on the state, NHES started hosting Virtual Job Fairs. There were Sixty-nine (69) Job Fairs that occurred serving 2,311 employers. The range of openings per employer varied - a few openings (less than 5 openings 8%) to 30 or more openings (48%). Overall employers reported 129,209 openings. Sixty-eight percent (68%) of the employers reported they met potential employees to respond to their position openings. At least two hundred and forty-two (242) interviews resulted because of the Job Fairs. Eighty-one percent (81%) of the employers responded that they would attend future NHES hosted job fairs and the remaining Nineteen percent (19%) responded they were not sure.

SECTOR STRATEGIES/CAREER PATHWAYS

The Sector Partnership Initiative (SPI) was initiated by the NH Works System to establish a pipeline of skilled and educated workers for the major economic sectors of New Hampshire. In addition, the SPI was designed to assist job seekers find appropriate education and training that provides them with productive career paths.

With the assistance of an USDOL/ETA Sector Partnerships National Emergency Grant (SP NEG) grant, New Hampshire's SPI was created in December 2017. Jobs for the Future (JFF), a nationally known consultant experienced in helping to formulate strategic partnerships, was chosen following a Request for Proposals to assist in the development of SPI. Extensive data of the state's economy helped determine which sectors to choose as a starting point for SPI. Five sectors have been launched to date – manufacturing; hospitality; healthcare; technology; and construction. Each of the five sectors has an advisory board that meets regularly, as well as regional groups, and a sector advisor who assists in finding and coordinating resources needed by the sector. In 2021, additional funds were awarded from the WIOA Governor's Discretionary Fund to continue supporting the five Sector Advisors efforts through February 4, 2022.

Although financial support through the WIOA Governor's Discretionary Fund was discontinued in PY21, the SPI remain strong in NH. Each of the five sectors have been able to continue the amazing work that began in 2017. Below are just a few of the accomplishments that the NH SPI have achieved in PY21:

- Construction has continued the tradition of a NH Construction Career Day. This is a two-day event that brings students together with the Construction and Transportation Industries to explore career options through hands-on activities.
- The Manufacturing Sector also continued its tradition of a Manufacturing Summit that included keynote speakers, networking opportunities and workshops for all who attended.
- The Healthcare Sector continued to be extremely active. They worked with a variety of partners on grant opportunities to increase the healthcare programs and opportunities for NH job seekers and health care facilities.
- All sectors promoted and hosted job fairs for their individual sectors to bring together both businesses as well as job seekers.
- NH Healthcare Hero's recognizes individuals in the healthcare field for their exemplary performance. They Exemplify a true Hero: they are dedicated, compassionate,

empathetic, resilient, and a leader in all that they do.

- Women in Manufacturing (WiM) actively promotes opportunities for businesses, job seekers and other individuals to learn about the opportunities available in advanced manufacturing in New Hampshire.

PERFORMANCE ACCOUNTABILITY

Participant Performance Goals and Outcomes: The U.S. Department of Labor (USDOL) requires the reporting of annual performance outcomes/goals for each funding source. In PY2021, the WIOA program was responsible for achieving performance goals, as follows for Adult, Dislocated Worker, Youth and National Dislocated Worker grants: Employment Rate Second Quarter after Exit; Median Earnings; Employment Rate Fourth Quarter After Exit; Measurable Skill Gains and Credential Rate. One additional performance goal, effectiveness in serving employers was considered “baseline” for reporting purposes in PY21, which means specific outcome goals for this measure will be determined later.

According to US DOL policy, a goal is considered “met” if the state achieves 80% of an approved target goal. To “exceed” a goal, performance must be at 100% of the negotiated goal; and a failed or “not met” goal is defined as any performance below 80% of the measure. In PY2021, New Hampshire met or exceeded all negotiated performance goals for each of the Title I programs (exceeded 14 measures and met 6 measures). Please note: 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. The information provided here does not include this information. These numbers are not final and are subject to change. ([A complete summary of goals and performance outcomes for PY21 can be viewed in Appendix A – WIOA Performance at a Glance \(July 1, 2021 – June 30, 2022\).](#))

The Wagner-Peyser program (i.e., NH Employment Security labor exchange program) also met all of their goals in PY21. This information is measured against all individuals registered in the State’s job match system. Again, please note: 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. The information provided here does not include this information. These numbers are not final and are subject to change.

Goal	Target Goal	Actual Performance
Employment (Second Quarter after Exit)	66.5%	58.5%
Employment (Fourth Quarter after Exit)	67.0%	53.8%
Median Earnings	\$6,750	\$7,000

In addition to the performance outcomes required by USDOL, the SWIB manages financial performance measures to ensure adequate numbers of people are served, and that funds are expended consistent with approved costs. Four hundred and seventy-eight (478) individuals were enrolled for services in the adult funding source during PY21. All participants received career services and 312 enrolled in training (65%), at a cost per of \$3,590 for career services and \$4,226 for training services. Seventy-two percent (72%) of those enrolled were low-income individuals. Fifty-two percent (52%) were English Language Learners, Low Levels of Literacy or had cultural barriers.

The Dislocated Worker program served 105 people, with 37 (35%) enrolled in training. The cost

per participant for career services was \$4,608. The cost per training was \$5,052. Of particular note is that 71% of dislocated workers enrolled during PY21 were 45 years of age or older.

The WIOA youth program, which includes both in-school youth and out-of-school youth between the ages of 16 and 24 years, had 277 youth enrolled during PY21. The majority of youth are 18-24 years of age, which is reflective of the requirement that 75% of WIOA youth expenditures be for out-of-school youth programs. 228 youth (82%) qualified as low-income, and 40% of youth enrolled in the WIOA youth program identified as an “individual with a disability.” Youth services are designed as comprehensive services, with a focus on barrier resolution, support services and other intense one-on-one services that are reported as “career services.” The cost per for career services for the youth program is \$3,900. The costs for formal training (e.g., individual training accounts and/or on-the-job training) is available through the WIOA youth program; the cost per training for youth in PY21 was \$1,302.

WIOA requires WIOA program administrators to have an exit policy for participants. Currently there is an exit policy for dually enrolled clients enrolled in WIOA Adult and Youth programming: For clients that are dually enrolled, clients are provided services by both funding streams until client has completed services (including training) in both funding streams. When that is achieved, the client can be exited on the same date from both programs.

WIOA also requires states to perform Data Validation that is a process by which the state “validates” that the information recorded for data reporting purposes is accurate. The Office of Workforce Opportunity as well as our WIOA sub-recipients, Southern NH Services (Adult Funding), New Hampshire Employment Security (Dislocated Worker Funding) My-Turn and NH JAG (Youth Funding) conducted internal data validation reviews as part of the regular monitoring. In addition, during part of the State On-Site Monitoring, subrecipient files are sampled to ensure compliance and accuracy. The process entailed comparing source documents with the documentation submitted in our Job Match Case Management System as well as ensuring that data is being captured accurately.

GOVERNOR’S RESERVE FUNDS

The funds were used for the below two priorities:

- “Sector Partnership Initiative” Funds supported the continuation of sector advisors and sector related development activities beyond those supported by the previous SPI grant. The Sector Partnership Initiative (SPI) was initiated by the NH Works System to establish a pipeline of skilled and educated workers for the major economic sectors of New Hampshire. In addition, the SPI was designed to assist job seekers find appropriate education and training that provides them with productive career paths. Five sectors were launched – manufacturing; hospitality; healthcare; technology; and construction. Each of the five sectors has an advisory board that meets regularly, as well as regional groups, and a sector advisor who assists in finding and coordinating resources needed by the sector. WIOA Governor’s Discretionary Funds were used to support the SPI initiative through February 4, 2022.
- In addition, in PY 21, \$296,500 of Governor’s Discretionary Funds was allocated for the purpose of hiring a contractor to complete a workforce development system assessment which includes strategy and implementation plans. The COVID-19 pandemic has caused significant changes to the NH workforce system, including but not limited to: virtual job fairs, remote positions, online trainings, childcare shortages, increased starting wages,

etc. Due to these and many other factors, an evaluation of the NH Workforce system is needed.

The contractor will identify the strengths, weaknesses and gaps that may be present in the NH Works system and/or service providers capacity to provide career training services in accordance with Federal, State and local policies. The contractor will evaluate the current NH workforce system and identify the needs of both individuals and businesses as well as identify existing resources and gaps in the system. The contractor will also develop a strategy for implementation of action items identified and well as provide a set of practical recommendations that the SWIB can follow up on to improve the services that are provided through the NH Works system. Work on this assessment is ongoing.

RAPID RESPONSE

The Office of Workforce Opportunity (OWO) staff coordinates local dislocated worker team activities. Local teams include representation from each of the primary NH Works system partners (e.g., NH Employment Security (DW, ES/UI/Trade Act); NH Department of Health and Human Services (SNAP, TANF, Medicaid); NH Vocational Rehabilitation (VR); Community Action Program (WIOA Adult, Fuel Assistance, WIC, etc.); and others as determined necessary).

Rapid Response is also an effective employer program because it helps the employer deal with the trauma of large layoffs and/or closure. Affected workers may be able, through the coordinated efforts of the Rapid Response team, to immediately relocate to existing positions in companies needing their skills. Job Fairs and Resource Fairs assist in re-employment efforts, along with the individual assistance provided by the partner agencies.

The Office of Workforce Opportunity (OWO) ended the July 1, 2021 – June 30, 2022, reporting year, documenting 14 Rapid Response Activities that affected 784 workers, which is a noticeable drop from last year. Based on last year's numbers, we documented 25 Rapid Response Activities that affected 1,168 workers. Throughout this year, all Rapid Response Sessions were offered as "in person" events to all businesses announcing closures and/or substantial layoffs (25+ RR). Final numbers indicate that 427 workers attended one of our "in person" Rapid Response sessions in 2021/22. Industry's affected were health care, manufacturing, education lending, hospitality, meat processing and wireless communications.

As we transition into the new 2022/2023 reporting year, OWO will use "in person" Rapid Response Sessions as our primary mode of delivering services but will continue to use Zoom video conferencing and our NH Rapid Response webpage as resources. To ensure we meet the needs of our employers and workers, we will continue to support smaller numbers of layoffs including those that fall under the mandatory response number or 25, with direct support from OWO staff.

To ensure continuity in the delivery of Rapid Response services across the State of New Hampshire, OWO will provide Rapid Response Training, to NH Business and Economic Affairs – Division of Economic Development's Rapid Response Team facilitators. The training will cover the Rapid Response Standard Operating Procedure (SOP), best practices, funding, documentation, and reporting. Follow-up training will be provided as needed.

WORKNOW NEW HAMPSHIRE

During this program year, Employment Security continued with the WorkNowNH program through

the Granite State Jobs Act of 2019. The WorkNowNH program provides extensive case management services to individuals receiving either Medicaid, SNAP or TANF benefits, to assist participants with training and resolving barriers to employment. The program was also developed to provide employers with needed employees by matching participants with job opportunities in high demand industries. The program provides the participant with funding for training, travel, books, fees, supplies, travel, childcare registration and on-the-job training funds to employers.

From 7/1/2021 to 6/30/2022	
Total Participants Found Eligible	723
Tuition	\$ 1,579,420.54
Books, Fees, Supplies	\$ 115,414.14
Child Care	\$ 240.00
Travel Reimbursement	\$ 29,180.12
OJT Contracts	5
Total Dollar of Approved Support Services payable to CCSNH	\$ 190,865.76
Total Dollar of Approved Support Services payable to USNH	\$ 51,739.35

WAGNER-PEYSER ACT EMPLOYMENT SERVICE ACTIVITIES

Wagner-Peyser funds, administered by the NH Department of Employment Security, are used to support staff providing direct customer service and referrals in each the 12 NH Works Centers. NH Works resource centers are staffed by Wagner-Peyser i.e., Employment Service (ES) staff who assist individuals in accessing re-employment information and services, and to register in the state’s Labor Exchange system, Job Match System (JMS). During the twelve-month period of July 1, 2021 through June 30, 2022, 9,673 reportable individuals accessed services through the NH works offices. In addition, Employment Security (ES) staff conduct regular and ongoing outreach to target populations, including Reemployment Services and Eligibility Assessment (RESEA), Unemployment Insurance Claimants, Veterans, individuals in recovery, and offenders (particularly those in the county jails) and offer workshops on relevant re-employment topics such as Career Exploration, social networking, interviewing and resume writing. ES staff serve as the “front door” for access to the 12 NH Works centers, often the first person to greet staff, assess their needs and make referrals for additional services, as needed.

Employment Security staff outreach to employers to promote employment opportunities; both subsidized and unsubsidized. They provide a variety of business services, including but not limited to: Economic and Labor Market services, registering and posting jobs in the state’s Labor Exchange system, Job Match System (JMS); assisting with on-site recruitment; the provision of labor-related and employment and training information; and access to job training options (i.e., OJT, Job Training Grant, work experience, return to work, etc.). As mentioned earlier in this report, NH Department of Employment Security hosts seminars for employers and is the primary entity for organizing and hosting job fairs throughout the year, throughout the state. In 2020, NHES started hosting multiple virtual job fairs focusing efforts on specific industry sectors and an ongoing series of Regional virtual job fairs covering each Region of NH that has been continued into Program Year 2021.

NATIONAL DISLOCATED WORKER GRANTS

New Hampshire had no National Dislocated Worker Grants PY21.

SUCCESS STORIES

The pandemic and the changes this has caused in the workforce system still continues to affect the way in which our WIOA service providers provide services to our participants. However, they have not affected the success of the programs. Below are some of the success stories from our WIOA Adult, Dislocated Worker, and Youth programs.

WIOA Adult:

Fatima: Fatima was enrolled in the WIOA Adult program in PY 2021. She was a single female living in Nashua, NH with her 2 sons. Fatima's barriers consisted of long-term unemployment, public assistance dependency, UI exhaustee, lack of marketable skills for the current labor market, English language learner, Basic Skills Deficient in reading and math, single parent, low income, and lacking reliable childcare.

With Fatima unable to secure reliable childcare during the early stages of the COVID-19 pandemic, she was forced to leave the workforce to care for her children. As they transitioned back to in-person learning, she was finally ready to focus on herself and embark on an entirely new career path. As she learned more about employment and training opportunities within the manufacturing industry, she was very intrigued by the Microelectronics Boot Camp offered at Nashua Community College (NCC).

Fatima applied for and was ultimately accepted into the Microelectronics Boot Camp training. This provided her with the basic military standards and assembly techniques for radio frequency (RF) and microwave (MW) electronic assemblies. The WIOA Adult program was able to cover the entire cost the programs tuition, as well as the required books and supplies. She consistently showed up on time and didn't miss a single class. Her timesheets regularly included positive comments from her instructor about her active participation and the progress she had been making.

Fatima successfully completed her training and was able to earn an industry recognized credential, putting her one step closer to securing her dream job. Upon completion, her Career Navigator was able to work with her update her resume and strategize her job search. While she dedicated herself to job searching, SNHS was able to alleviate some of her financial hardships, by approving support services to cover her rent and utility payments. Before long, Fatima accepted a full-time job offer from BAE; officially marking the beginning of her new career. She is now earning a livable wage with a generous benefits package. Her time with the WIOA Adult program has been life changing and she is very thankful for this opportunity.

Raymond: Ray is 50 years old and enrolled in the WIOA Adult program looking to overcome some significant barriers to employment; such as a history of opioid misuse, a felony conviction, no high school diploma or GED, mental health challenges, homelessness, sporadic employment history, and lacking marketable occupation skills, credential, or any kind of certification.

Given his criminal background, Ray believed his career choices were limited. He came to SNHS wanting to become a CDL A truck driver, and his vocational assessments determined this to be an appropriate match. The WIOA Career Navigator explained to Ray that CDL drivers were in high demand and that there was a critical shortage of drivers. Ray felt this was a great choice and could see himself having a long term career in this industry.

Unfortunately, Ray's communication with his Career Navigator abruptly stopped one day. He missed a scheduled appointment and was unable to be reached by phone or email. Eventually we mailed Ray a letter, informing him that his case would soon be exiting WIOA, due to lack of contact. Once Ray received the letter, he immediately contacted his Career Navigator. He admitted to having a recent relapse and that he enrolled in a recovery and treatment program. Ray was devoting a lot of time to his recovery plan but was still able to re-engage with WIOA and continue exploring his training options.

Ray eventually enrolled in a CDL-A training program that offered some scheduling flexibility, which allowed him to maintain part time employment. The WIOA Adult program was able to offer Ray mileage reimbursement to help reduce the cost of traveling to and from training. Other bills began to pile up while he was in training, so SNHS was also able to offer Ray rental support while he committed himself to the program.

Ray persevered and within 2 weeks of completing his CDL training, Ray secured full time employment with Western Express, working 40+ hours a week and making \$25 per hour. His new employer also offered a generous benefits package that finally provided him with full medical coverage. Ray was very appreciative of all the guidance, support, encouragement, and resources that his Career Navigator and the WIOA Adult program was able to provide him with.

U.K.: U. K., a refugee from Burundi, arrived in the U.S. with her family in early October. In Burundi she lived in a refugee camp for 10 years with her family. The camp was full of knee-high water and houses fell down continually. Gunshots and bodies found discarded on the road occurred daily. Within 2 weeks of arriving U. K. was enrolled in IINE's LNA for Success program. She had come in for her English as a Second Language assessment but was ultimately looking for a career that would let her help support herself and her family and that would afford her opportunities to learn and grow. It was decided that the LNA for Success program was the perfect class for her. A career in healthcare would allow her to become self-sufficient and would provide excellent advancement opportunities in the coming years.

U. K. was enrolled in the LNA for success program, a partnership between the International Institute of New England, WIOA Adult Program at Southern NH Services, and Manchester Community College. WIOA Adult worked right on site with INNE to help the students enroll and with any questions or needs they had. Ginny Hooker Manchester WIOA Adult Navigator worked one on one with the students. During Module 1, where students study English and soft skills with the International Institute, U. K. worked hard to improve her English and learn American study and career skills. She also worked hard to write an amazing admissions essay detailing a friend who helped her recover from an injury when she was a child, who inspired her to work in the nursing field and help others like her.

In Module 2, the LNA training portion of the program at MCC, U. K. was able to get a job as a home care worker. Each week she would learn skills at Manchester community college and would not only practice them in lab and clinical but would apply them to the work that she did as a home health aide. U. K. was very dedicated to the program, persevering even when she or her family faced the challenges that come with being a newly arrived refugee. She balanced all her resettlement requirements and appointments, and her job, while still making sure to complete the program and study for her state test. Once she even joined a zoom class from the DMV to ensure she could get her ID and practice for the state test. U. K. updated her progress to WIOA Adult Program Navigator through training also.

During module 3, where students return to the IINE to study for their state test U. K. diligently studied for her test. She came to many review sessions and worked hard to study outside of class

for her test as well. Her hard work ultimately paid off with her passing the state LNA exam. After receiving her state LNA license, U. K. continues to work as a home health aide and has also picked up a second job working in the Neuro/orthopedic surgery unit at Southern New Hampshire Health. She is so happy to be starting work at Southern New Hampshire Health and has just recently received her official LNA hospital badge. In addition to her new job, U.K. has begun taking the next steps to receive her high school equivalency credential; she was only 1 year away from graduating in her home country. After she receives this, she wants to pursue a career as a nurse.

Dislocated Worker Program:

Kyle: Kyle entered the WIOA Dislocated Worker program on March 30, 2022, and expressed his interest in attaining his CDL-A through the program. Kyle entered training through Commercial Driving School in Concord NH on May 9, 2022. Due to the financial circumstances of Kyle's family, WIOA Dislocated Worker was able to grant a waiver to increase the available funding for Kyles training and provide \$8000 toward his CDL-A training.

Kyle was enthusiastic, diligent, and achieved the highest GPA in the class according to James D'Amico, owner of Commercial Driving school. Kyle received his CDL-A Certificate on Friday June25,2022, and passed his State CDL-A driving test the following day.

Using his CDL-A Kyle was able to establish his own towing company KTR Automotive under KTR LLC and has gone into business for himself.

Patrick: When Patrick was laid off back in January of 2021, he thought it would be temporary. However, after eight weeks he had not been called back and decided to look for work. Patrick applied for several customer service positions but was never called for an interview. He has a master's degree in writing but does not see that now as a stable and reliable path to employment.

Patrick entered the Dislocated Worker program and chose to pursue training in Web Design through Professional Development and Training at the University of New Hampshire. Patrick started his training on March 2, 2021 and completed his training and achieved his credential on August 19, 2021. Patrick received a certificate in Full Stack Web Development.

Upon completion of training and receiving his certificate from UNH, Patrick resumed his job search, now as a programmer/web designer. He was able to secure full time employment through Madison Resources in Portsmouth, NH as a Junior CMS Developer at the rate of \$25 per hour with benefits. Before this the most Patrick had made was \$17.00 per hour working as a customer service representative.

Patrick stated at his six month follow up that he was still employed with Madison Resources as a Junior CMS Developer and enjoys what he I doing.

WIOA Youth:

Cesar: When Cesar first walked into the MY TURN office in the summer of last year, he was unemployed and spending most of his free time on the couch. His family member, who was already part of the Nashua OSY (Out of School Youth) program, brought him by the office in hopes of getting him to follow in their footsteps and apply for MY TURN.

Cesar did just that and applied as fast as he could. Cesar enrolled in the Microelectronics Boot Camp at NCC (Nashua Community College) but got off to a rocky start. Cesar was lacking reliable

transportation, as well as calling out of class on regular basis to babysit his younger family members. Cesar's family lacked childcare support, which left him feeling like he had no choice but to put his family above his school.

MY TURN staff and NCC staff thoughtfully worked together to assist Cesar with his predicaments at home, while also helping him develop a better sense of responsibility in regard to his academics. Cesar was grateful for the support, which he was not used to receiving. Cesar was able to make the appropriate changes in his life to help him get back on track and stay there.

Despite his struggles at the beginning, Cesar was able to overcome the boundaries he faced through the 10-week Microelectronics Boot Camp, and graduated with a job offer at Mercury Systems, Inc. Cesar happily accepted the job offer at Mercury, where he remains employed today, working full-time as a Microelectronics Technician, earning \$20.00 per hour. Cesar most recently reported to his MY TURN Case Manager that he has been able to save \$1,500 from his Mercury income, which will go toward his very own reliable vehicle. We are so proud of what Cesar has accomplished and can't wait to see his new ride!!

Zackary: When Zack first entered the program, his parents explained it as a last resort to try and motivate their son to become more communicative and independent. Zack had been struggling with mental health issues since middle school and as a result, barely spoke or socialized with anyone while in school, or since he graduated. He did not have the energy or social understanding to socialize in person or enter the workforce. He was living with his parents with no plans for a career, to get his driver's license, or move out on his own. Zack was barely communicative with Staff upon starting, and it was challenging to create plans because of his limited feedback.

However, through many months of consistent meetings and case management to remove barriers, Zack has now transformed. Zack has removed significant personal barriers by going back to seeing a counselor regularly. This has helped him learn the tools to put himself in new experiences and become more comfortable speaking with others and showing his personality. Staff has seen him become more and more communicative and has even been smiling and cracking jokes in recent months. A complete change from the beginning!

Zack has always had excellent attendance with Staff and because of that, many skills have been tackled and accomplished. Zack has completed his PEWMS and has obtained a MSG. Zack has learned many other independent adult skills such as doing his own laundry, how to grocery shop, budget his expenses, build his credit score, be a good roommate, prepare healthy meals, and study for the written driver's exam.

With all the successes from his counseling sessions and MY TURN appointments, Zack has succeeded in obtaining his first job and saving up enough to move out of his parent's house. He is living with his friend in their own apartment. Zack's fulltime job not only covers all of his expenses but allows him to save each month as well. Zack will be taking his DMV written exam in the month of January and will begin driving lessons this month as well. Staff couldn't be prouder of his progress and knows with these barriers removed, his future has many more options available to him. Can't wait to see what he accomplishes next!

Additional note to reader:

Zack is a prime example of the importance of access to mental health services. Many in the Franklin community and beyond are stunted in their daily functions and personal progress due to diagnosed or undiagnosed mental health issues. Many are on long wait lists for counselors or have such a deep stigma (learned from their family and community), that they do not seek help. Furthermore, those who do have access to a counselor have experienced so much turnover, that

they no longer trust medical professionals and often stop going. With counseling access and consistency, many more youth would be inclined to enter the MY TURN program and be successful in it.

Rebecca: Rebecca was referred to NH JAG & WIOA Youth via Vocational Rehabilitation, where she has been enrolled in services for several years. Rebecca has struggled through her childhood with medical complications, and this is where her desire to help others came into play.

When Rebecca was enrolled with NH JAG back in November 2021. She was working as a home health aide, caring for several home health clients, but felt that her mission of helping others was not yet fulfilled. NH JAG and Rebecca discussed entry into LNA training with LNA Health Careers. This training would allow her to provide the care that she has desired, since being a child.

On November 29, 2021 Rebecca began her training program. The classwork proved to be exactly what she was looking for, but she struggled with anxiety, due to her own medical complications during the clinical portion of her class. Rebecca, NH JAG Specialist and her LNA Instructor discussed ways for Rebecca to take extra precautions not only for herself, but for family that she had at home, to ease her anxiety.

Rebecca graduated from LNA Health Career's Licensed Nursing Assistant Training program on January 26, 2022 and was licensed to work as an LNA as of March. Rebecca plans to apply for reciprocity for both MA and VT to open more work opportunities for herself. As of last week, Rebecca has started her first LNA opportunity making \$25 an hour. Rebecca is also planning to apply as an LNA and work for 'Hole in the Wall Gang Camp', a camp that she attended as a young child, who works with medically fragile children to provide them with summer camp opportunities that keep them safe with hospital staff on campgrounds.

Joshua: Joshua is a student at Manchester Memorial High School, and he joined the WIOA Youth & NH JAG programming in his senior year. Joshua is a great student, who excels in his classes on the academic level. Also, on a personal level, Joshua brings many great qualities to the table. He is a nice, polite, and respectful young man. He has been a pleasure to have as a student in the classroom. He is getting ready to graduate from High School and enter into the trade field, specifically in plumbing. Within his senior year of high school, Joshua has had three different jobs, in which he has learned many skills. Joshua was not satisfied with his first couple jobs. However, JAG has helped him throughout the employment process, and Josh is happy with where he is working now. Josh has expressed his gratitude to NH JAG & WIOA Youth for helping him in this area of his life.

In the process of having different jobs in his senior year, Joshua has had to go through the exiting process of leaving a job. This is where JAG has helped him gain and learn skills in an area that he had no previous experience in. Upon several discussions and talks, the specialist taught Joshua how to go through the job exiting process in the correct way. Also, Joshua has learned interviewing and job application skills as well. The specialist spoke with him on how to use his tone, vernacular, and presentation throughout this whole process to his advantage. One of the problems that Joshua was having was that his past job was giving him a schedule of working late, which in return was affecting his grades in a negative way. With this in mind, he was tired and had less focus to bring to school. However, with the help of JAG & WIOA Youth, Joshua transitioned to another job that gave him better work/life balance. It is because of this that his grades have gone up tremendously! The specialist has checked in with Joshua's teachers, and they see the improvement as well! Joshua has stated that JAG has helped him in this area in many ways, and he is extremely grateful.

Joshua is looking to take these skills with him into his life upon graduating high school. As previously stated above, Joshua is entering into the trades. He has learned and grown throughout the JAG class, and he is looking to continue his growth in the future. Undoubtedly, it is clear that NH JAG & WIOA Youth has had a big impact in Joshua's life, and he is a better person because of it. Through the ups and downs of the year, Joshua is looking to successfully graduate high school, continue working, and forge himself through the educational process into the person that he wants to be.

Anthony: Anthony joined the MY TURN program in 2020, the summer before his junior year at Nashua North High School and has been an active participant in program ever since. Anthony came to the MY TURN program as a referral from the Nashua Boys & Girls Club staff as they felt he would be a great fit for our program and would benefit from it. Anthony was a positive force within the Boys & Girls Club as he was seen as a role-model for the younger members. During the height of the pandemic, Anthony worked with current MY TURN staff to provide much needed fresh produce to families in his neighborhood every Friday filling two large vans. This act of kindness helped Nahua families during a time when grocery stores were often depleted of much needed items.

Anthony struggled during the pandemic as remote learning was not a successful method of learning for him. Anthony has a specific learning disability which had become a barrier to his academic success. Anthony required more academic support and coaching than traditional students often requiring one-on-one tutoring from MY TURN staff. After falling behind academically, Anthony decided to reach out to MY TURN staff for additional assistance.

While in the program, Anthony has participated in our MY TURN Summer Youth Program in which he worked at the Nashua Boys and Girls Club learning necessary workplace readiness skills. Anthony not only learned skills that will benefit his future parenting style, but also enjoyed the experience of working at the Boys & Girls Club and with the young children that attend there. Anthony worked on average 20hrs a week as part of the summer program and continued to work at the Boys & Girls Club until his recent MY TURN internship at RH Laboratories.

In addition to the academic support stated earlier, Anthony was in need of additional support from MY TURN as he became a father towards the end of his junior year. Anthony had no idea what steps to take to prepare for fatherhood and was at a loss for how to find resources to support himself and his baby. Anthony needed to determine what kind of life he needed to provide for his child and looked to MY TURN for guidance. During his senior year, Anthony began to struggle again. He was hanging out with the wrong crowd and was getting close to not graduating with his class. MY TURN staff continuously met with Anthony trying to keep him on track and focused on school. As Anthony continued to struggle, it became apparent that MY TURN staff would have to get creative to help him to the finish line. Partnering with Nashua Community College, and working with the Nashua North High School faculty, MY TURN staff was able to pull together an alternative learning plan that allowed Anthony to attend Nashua Community College fulltime in the Microelectronics Bootcamp program. This was a rare opportunity for a high school senior to attend a community college as part of their high school educational plan.

With the successful completion of the Microelectronics Bootcamp, Anthony obtained a certification from the community college and earned a high school math credit. Anthony is finishing up his final physical education credit and will graduate with his peers in June. In addition, Anthony obtained a paid internship through MY TURN with RH Labs, within walking distance from his home. He will be hired on fulltime with RH Labs upon successful completion of high school and his paid internship. The road has not been smooth for Anthony, but with the help of MY TURN staff, he is building a solid foundation for his future.

Appendix A - WIOA Title I Performance at a Glance

(July 1, 2021– June 30, 2022)

Cumulative Time Period	Performance Item	Program Group	Quarterly ^a		Rolling Four Quarters ^b		Program To Date ^c		PY 2021 Goal	
			Rate	Num Denom	Rate	Num Denom	Rate	Num Denom	100%	80%
July 1, 2020 - June 30, 2021	Employment Rate Second Quarter After Exit	Adults	84.6%	33/39	69.2%	81/117	71.5%	123/172	81.0%	64.8%
		Dislocated Workers	62.5%	10/16	75.0%	54/72	79.7%	102/128	87.0%	69.6%
		National Dislocated Worker Grants	78.7%	85/108	78.7%	85/108	74.0%	114/154	87.0%	69.6%
		Youth (Employment, Education or Training Placement Rate)	90.0%	72/80	82.3%	116/141	80.7%	188/233	68.0%	54.4%
July 1, 2020 - June 30, 2021	Median Earnings	Adults	\$7,942		\$7,800		\$7,800		\$6,600	\$5,280
		Dislocated Workers	\$9,506		\$10,350		\$10,663		\$8,900	\$7,120
		National Dislocated Worker Grants	\$6,917		\$6,917		\$7,807		\$8,900	\$7,120
		Youth	\$4,950		\$5,189		\$5,337		\$4,422	\$3,538
January 1, 2020 - December 31, 2020	Employment Rate Fourth Quarter After Exit	Adults	75.9%	22/29	71.2%	79/111	71.2%	79/111	74.0%	59.2%
		Dislocated Workers	95.7%	22/23	86.7%	85/98	86.7%	85/98	82.5%	66.0%
		National Dislocated Worker Grants	72.6%	61/84	72.6%	61/84	72.6%	61/84	82.5%	66.0%
		Youth (Employment, Education or Training Placement Rate)	52.6%	10/19	73.5%	97/132	73.5%	97/132	63.0%	50.4%
January 1, 2020 - December 31, 2020	Credential Rate	Adults	66.7%	14/21	79.4%	50/63	79.4%	50/63	61.0%	48.8%
		Dislocated Workers	100.0%	17/17	92.3%	60/65	92.3%	60/65	68.0%	54.4%
		National Dislocated Worker Grants	88.0%	22/25	88.0%	22/25	88.0%	22/25	68.0%	54.4%
		Youth	72.7%	8/8	81.4%	79/79	81.4%	79/79	62.0%	

				11		97		97		49.6%
July 1, 2021 - June 30, 2022	Measurable Skills Gains	Adults	43.8%	60 137	74.0%	199 269	84.0%	356 424	65.5%	52.4%
		Dislocated Workers	10.0%	2 20	17.9%	5 28	84.1%	111 132	75.5%	60.4%
		National Dislocated Worker Grants	45.5%	5 11	45.5%	5 11	90.1%	91 101	75.5%	60.4%
		Youth	57.0%	69 121	66.7%	122 183	79.8%	309 387	61.0%	48.8%

Notes:

^a The Quarterly timeline is the last of the four cumulative quarters:

April 1, 2021 - June 30, 2021 for Employment Rate 2nd Quarter after Exit & Median Earnings.

October 1, 2020 - December 31, 2020 for Employment Rate 4th Quarter after Exit and Credential Rate.

^b Rolling Four Quarters:

July 1, 2020 - June 30, 2021 for Employment Rate 2nd Quarter after Exit & Median Earnings.

January 1, 2020 - December 31, 2020 for Employment Rate 4th Quarter after Exit and Credential Rate.

^c Program To Date

July 1, 2016 - June 30, 2021 for Employment Rate 2nd Qtr after Exit & Median Earnings.

July 1, 2016 - December 31, 2020 for Employment Rate 4th Quarter after Exit and Credential Rate.

The data are compiled from September 2022 PIRL, NHUIS wage, and SWIS wage data.

Data in this report was generated by ETA WIPS and not validated by PACIA.

Legend	
Exceeds	
Meets	
Does not meet	