



State of New Hampshire

Workforce Innovation and Opportunity Act (WIOA)

Annual Report

For the period July 1, 2019 through June 30, 2020

Name and title of authorized official of the Governor:

Michael Kane, Chair
State Workforce Innovation Board
Telephone: 603-430-4000
Email: mkane@netkane.com

Taylor Caswell, Commissioner
New Hampshire Business and Economic Affairs
Telephone: 603-271-1572
Email: Taylor.Caswell@livefree.nh.gov

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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, 2020 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 2018-19.
 - 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 affected our PY19 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, 2019 through June 30, 2020

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 PY2019, 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.
- Out-of-School Youth (OSY) service providers were encouraged to develop youth training

programs in one or more sector as required in their Request for Proposal in PY16. A similar RFP is being released in December 2020 to continue the provision of sector programming within our out-of-school youth programs. For example, in PY19, the My-Turn program continued to expand their manufacturing program successfully in Nashua and in the Seacoast in collaboration with the Community College System of New Hampshire and neighboring manufacturing companies.

NH-JAG, another subcontractor for youth services, collaborates with the American Red Cross at Havenwood Nursing Home in Concord to provide eligible participants with Licensed Nursing Assistant training and work-based learning. Over the year, these sector-based programs gained a reputation for providing quality WIOA Youth services, assisting participants in achieving their goals to enter the healthcare field. Programs provided access to occupational training, and students completed the program and found employment. In addition, during the follow-up phase, students consistently maintained a strong connection to the healthcare industry. In addition to completing the program and subsequent employment, students are furthering their education in the medical field in various programs at Manchester Community College, NH Technical Institute, Keene State University, Plymouth State University, and Lakes Region Community College.

- Within all funding sources, the Career Navigator (Adult and 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 Department of Business and Economic Affairs has contracted with a consultant 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 Division of Economic Development 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. Two new brochures, for employer services and job seeker opportunities, have been printed and distributed at all NH Works offices throughout the state, and employer service representatives distribute the brochures to employers at meetings and job fairs.

- Job Fairs are another strategy employed 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. Each year twelve or more job fairs are held 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.
- 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/ Interagency Directors Groups (one focusing on adult and a second focusing on youth), 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.

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. NH did seek and receive approval for two waivers that began in PY 18:

WAIVER REQUEST – Waiver of the obligation of eligible training providers (ETPs) to collect performance data on all students in a training program at WIOA Sections 116(d)(4)(A) and 122 and 20 CFR 677.230(a)(4) and (5) and 20 CFR 680.

Goals

- Reduce the burden on training providers to submit performance information to the state, which may not be readily accessible to the provider, reduce time, and expense spent on reporting. Reducing this time and expense requiring training providers to report on all customers will allow the program to focus on providing quality training and outcomes for WIOA participants.
- Ensure that local areas have sufficient numbers and diversity of training providers necessary to create an effective marketplace of training programs for WIOA participants utilizing Individual Training Accounts (ITA). More training providers will allow greater utilization of ETPL by individuals pursuing training via ITAs, and this will

allow NH Works staff to respond quickly and efficiently to immediate local job seeker and employer needs.

- More training providers may lead to lower cost and offer more robust demand-driven training options.
- Eligible providers will be less susceptible to transmitting sensitive data on all students, such as social security numbers, that may conflict with FERPA and leave students open to identity theft and privacy considerations.

Anticipated Programmatic Outcomes: The purpose for requesting this waiver was to reduce the burden on training providers to require collection and reporting of performance-related data on all students participating in training programs listed on the State's Eligible Training Providers List (ETPL). We are very concerned that a strict enforcement of reporting requirements for all students would drastically reduce the limited number of training providers available to our customers.

New Hampshire is a rural state consisting of a Single Workforce Innovation Opportunity Area and 12 one-stop centers. Providers include NH's community colleges, a significant number of public and private for-profit schools, colleges, and universities, Adult Education and on-profit community-based organizations.

The vast majority of providers do not have internal systems or capacity to produce the "all students" performance data and are susceptible to potential violations of student privacy if transmitting data for all students. Granting this waiver will allow the State to continue to work on offering a more robust Eligible Training Provider List and more effectively address customer and employer needs.

Significant efforts have been undertaken for Eligible Training Providers to provide data so that performance measures can be calculated to determine effectiveness. In PY20, we will have two years of performance data (Program Years PY17 and PY18). A review will be undertaken to determine performance outcomes and next steps regarding warnings or removal of program eligibility for a one-year period in keeping with state policy. It is anticipated that sample size will be considered and availability of program in the respective geographic area of the state.

WAIVER REQUEST – 75% Out-of-School Youth Expenditure Requirement:

Goals

- Serve youth according to local and statewide need - Provide local and state-level flexibility to serve OSY and ISY in a way that best meets each workforce area's needs according to population, resources, economy, employment outlook, and other labor market factors.
- Continue serving out-of-school youth as a priority population – Continue to give priority of service to OSY and achieve any OSY expenditure target authorized by DOLETA through this waiver request.

Anticipated Programmatic Outcomes: This waiver would permit the SWIB the opportunity to determine how best to meet the educational and training needs of youth, regardless of school status, and specific to the population, geographical location, and economic and employment conditions of each workforce area. The flexibility to design and offer the right mix of programming to meet local economic needs is germane to the State's overarching goal to create and support a workforce of young people qualified and prepared to meet the current and future needs of employers in their workforce areas and throughout the state.

In PY19, New Hampshire expended 85% of its youth funds on Out-of-School Youth thus exceeding the federal requirement.

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 tracks employer contacts with the NH Works offices throughout the state. Program year 2019 represents the third year in which these WIOA employer performance measures were calculated.

The Employer Penetration Rate was 2.7 % (1,493 out of 55,765) and the Repeat Business Customer Rate was 7.7% (4,305 out of 53,765).

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 2010, we have placed over one thousand 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.

The State's Job Training Grant has awarded 746 grants totaling over \$12.4 million. With the match by employers, a total of over \$27 million in new training programs has helped 34,459 workers gain new skills since the program's inception in 2007. In PY 19, \$464,422 was awarded in contracts to 32 companies with 959 workers trained.

To foster meaningful and consistent employer engagement, campaigns such as the Governor's "100 businesses in 100 days" and the Peak Workforce Initiative led by the Commissioner of Business and Economic Affairs, which goals include: 1. Realign and regulate state programs 2. Diversify NH's workforce 3. Build new Business/Academic/State Alliance 4. Launch and maintain a digital media talent attraction campaign, continues to lead the way in creating opportunities

for the business community to learn about, engage in and leverage resources designed to promote a thriving business environment for the citizens of New Hampshire.

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 below, 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.

EFFECTIVENESS IN SERVING EMPLOYERS	
Employer Services	Establishment Count
Employer Information and Support Services	4,305
Workforce Recruitment Assistance	346
Engaged in Strategic Planning/Economic Development	
Accessing Untapped Labor Pools	1,493
Training Services	34
Incumbent Worker Training Services	34
Rapid Response/Business Downsizing Assistance	116
Planning Layoff Response	

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	1,493 55,765	2.75%
Repeat Business Customers Rate	4,305 55,765	7.7%
State Established Measure #1	n/a n/a	n/a

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.

The New Hampshire Employment Security (NHES), Economic and Labor Market Information Bureau conducted one specific system evaluation for PY2019. The report provided us with an Estimated Economic Impact of Workforce Innovation and Opportunity Act (WIOA) Expenditures in New Hampshire for 2019.

- WIOA includes 4 partner programs administered by three State Agencies:
- WIOA Adult Workforce Services (Title I) – NH Department of Business and Economic Affairs
- Adult Education (Title II) NH Department of Education
- Wagner-Peyser (Title III) NH Employment Security
- Vocational Rehabilitation (Title IV) NH Department of Education

The NHES Economic and Labor Market Information Bureau (ELMI) used an Input/Output Model to estimate the impact of WIOA expenditures on New Hampshire. ELMI used the REMI PI+ model developed by Regional Economic Models, Inc. The updated version of the Policy Insight model generates estimates of the total regional effects of any specific policy initiative. The model is calibrated to New Hampshire for policy analysis and forecasting.

Eight hundred and fifty-five (855) jobs are supported by WIOA expenditures; \$55.3 million (in fixed 2009 dollars) worth of Gross Domestic Product (GDP) was generated due to WIOA expenditures. That means that for every \$1.00 of WIOA expenditures, Gross Domestic Product increases by \$1.57. \$85.2 million (in fixed 2009 dollars) worth of total output was generated due to WIOA expenditures. That means that for every \$1.00 of WIOA expenditures, total production, including intermediate goods and services, increases by \$2.42

Additional evaluations included:

- 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 2019 WIOA monitoring activities included the following major activities.
- OWO staff completed 30 individual desk reviews, one each program quarter for each funding source managed through OWO.
- Annual on-site visits to service providers' headquarters generated 13 program reports. There were no major corrective action items or disallowed costs resulting from these monitoring activities.
- The event of COVID-19 resulted in two on-site visits (PACIA and Mining) changing to remote monitoring.

- On-site reviews with service providers included Equal Opportunity monitoring in addition. OWO staff conducted the annual EO analysis of participant data to assess for potential discrimination.
- A federal review of the Mature Worker Demonstration program took place in June 2020, which resulted in a corrective action. A finding for under expenditure due to under enrollments, which OWO has addressed. The Mature Worker Demonstration program has been extended for an additional year; the new program end date is 10/21/21.
- Desk reviews and on-site reports document the on-going concerns regarding the under-enrollment and under-expenditure of funds for the WIOA Adult program, the Mature Worker Demonstration project, and the National Emergency Health Grant (Opioid Grant). All three programs faced challenges meeting performance throughout the program year. New service strategies are in place to correct those deficiencies.
- Desk reviews for the Reemployment Services and Eligibility Assessment, the Jobs for Veterans Services Grant and the Trade Act programs are conducted monthly on the office level and quarterly at the state level to ensure continued quality services were provided and program requirements were met.

CUSTOMER SATISFACTION

A WIOA Adult and Dislocated Worker Customer Satisfaction Survey is distributed through Survey Monkey to all WIOA Customers who obtain employment and exit the program. The Survey is issued to all existing customers; Dislocated (DW), Adult (AD), Mature Worker (MWG), and National Health Emergency (NHEG). The goal for this program year to was achieve a 50% completion rate. For PY19, July 1, 2019 - June 30, 2020, we were able to exceed this goal with a 53% survey completion rate.

PY19 Data

The Customer Satisfaction Survey is sent to WIOA Adult and Dislocated Worker customers using two methods, a direct web link or a Survey Monkey email. When a customer obtains employment, a Career Navigator will send the Customer Satisfaction Survey via web link once employment details are entered into eTEAMS, our case management reporting system. Customers also receive an automated Survey Monkey email after their file exits in eTEAMS. A Survey Monkey reminder email is sent to the customer weekly until the survey has been completed.

Survey results are tracked weekly using an excel spreadsheet. Data captured in the spreadsheet includes Exited Customers, number of surveys sent, and the number of surveys completed. The spreadsheet is sorted to track completed surveys by office and by the Career Navigator. Other

data points tracked are customers who opted out and bounced emails. Opted out and bounced email addresses are not included in the overall completion rate.

Total number of surveys sent: 421

Total number of surveys completed: 224

Overall completion rate: 53.2%

Office	# Surveys Sent	# Surveys Completed	% Completed	Opt Out	Deceased Incarcerated
Berlin/Littleton/Conway	23	16	69.6%	0	0
Claremont/ Keene	30	15	50%	0	0
Concord/Laconia	55	42	76.4%	0	0
Manchester	90	60	66.7%	0	0
Nashua	52	24	46.2%	0	0
Portsmouth	38	20	52.6	0	0
Salem	22	12	54.5%	0	0
Somersworth	33	13	39.4%	0	0
NHEG	78	22	28.2	1	6

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.

‘Loraine worked diligently to get me into this program before everything closed down due to COVID. She checked in with me via email or phone to make sure the program was going as expected. Loraine is very knowledgeable and has always encouraged me with working on my resume or questions I had regarding the on line classes. She has a great rapport w/ New Horizons helping the program run seamlessly.’

‘Jean was helpful, informative, and knowledgeable. She was an absolute pleasure to work with and she kind and personable. I would highly recommend her to anyone.’

‘Ginny was amazing and always very helpful and right on top of things. Extremely helpful. One on one was more motivating and kept my spirits up when things seemed to not be heading in my favor.’

‘The program is a real asset to the community and helped me financially to obtain the skills for a new career, which I am enjoying. Mike was always available and helpful, and he pushed me when I lacked confidence.’

‘Marna has gone above and beyond to help and support me. I am so grateful for her services.’

'Joetta met and exceeded my expectations. She was a pleasure to work with. She explained the program and process and was able to get me the help I so desperately needed in record time!'

'Sara and Hope were both extremely kind and informative, as well as patient. They listened to everything I had to say and explained everything thoroughly. Sara even tried to offer assistance, or give me information on how to contact people who could help me with problems - problems that were outside of what your program could assist me with.'

'Jen was very helpful, always checking in on me to make sure I was happy and had what I needed. This program gave me hope when I was losing it. I hope that you will continue helping women like me. Thank you all so much!'

Business Customer Satisfaction Results:

JOB FAIRS:

Prior to COVID-19's impact on the state, there were ten (10) Job Fairs that occurred serving 375 employers based on customer satisfaction survey results throughout the State. The range of openings per employer varied - a few openings (less than 5 openings 12%) to 45 to 50 openings (21%) reflecting an overall 3,562 openings. Eighty-eight percent (88%) of the employers reported they met potential employees to respond to their position openings. Three hundred and five (305) interviews resulted because of the Job Fairs (81%) and sixteen (16) hiring's occurred on site. Eighty-nine percent (89%) of the employers responded that they would attend future NHES hosted job fairs and the remaining 11% responded they were not sure.

Employer's feedback ranged from appreciation for hosting the Job Fair(s) to need for improved parking, shuttle services, organizing employers by job type or industry, and/or limited entry-level workers seeking employment.

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 the latest sector, construction. Each of the five sectors has an advisory board that meets regularly, as well

as regional groups, and a sector adviser who assists in finding and coordinating resources needed by the sector. Additional funds from the WIOA Governor's Discretionary Funds established the hiring of five Sector Advisers.

Each of the five sectors has established goals and measureable results.

Construction Sector:

- The Construction Sector has worked to create comprehensive virtual and in-classroom resources for educators to promote construction careers while using content that complies with educational requirements for instructional materials. It features interviews from NH construction workers who give a lesson on their craft and talk about what the job does to support their lifestyle(s). This launched in the second quarter of 2020 and more comprehensive materials are currently being developed to further expand the program.
- Additionally, we are also curating a list of employers with job openings and will feature them on the website ibuildnh.org.

Healthcare Sector:

- Each month the Healthcare Sector publishes a monthly newsletter that is sent to approximately 250 recipients. The newsletter highlights training programs such as LNA training, apprenticeships, MA programs, conferences, workforce meetings as well as information about funding workforce training.
- Healthcare businesses were invited to participate in monthly regional workforce meetings. Their engagement is evidenced by the development of a statewide virtual LNA conference, an LPN program expanding to the Lakes Region, a white paper being produced on how to safely allow students into long-term care facilities, the approval of a Temporary Health Partner program, and continued discussion on a statewide recruitment strategy.
- In an effort to bring to light the emerging need for a healthcare workforce, we developed and launched a Healthcare Heroes campaign. The campaign idea was a result of obtaining feedback from regional meeting participants. Nominations from healthcare businesses were sought; two winners from each region selected, winners and the companies they work for were presented with a banner and 25 healthcare hero masks. Three runners up from each region were selected. These essential workers have powerful stories that we hope can serve as an inspiration to others possibly considering a career in healthcare. Delta Dental provided \$1,000 in sponsorship to make this program happen.

Hospitality Sector:

- The Hospitality Sector saw increased engagement with New Hampshire students in January through mid-March. Our industry members joined in on several educational opportunities (Community Champions) such as Salem High School's Sophomore Career Day, Salem High School's Lunch & Learn, Weare Middle School's Career Series, and Hopkinton Middle School's Career Day.

- We also hosted the New Hampshire ProStart State Invitational for culinary arts and management students who attend Career and Technical Education programs. The winners were to head to Regionals in April and Nationals in May, but these events were cancelled due to COVID-19.
- The New Hampshire Lodging and Restaurant Association (NHLRA) also reached many industry members through our Workforce Series in January, Human Trafficking, and March, Unlocking NH's Hidden Talent Pool.
- Unfortunately, due to the coronavirus, we lost several opportunities in the workforce development space. ServSafe classes (through the end of May) and exams (through July) were cancelled. The Fundamentals of Hospitality Management series with Granite State College and the NHLRA's May Workforce Series, which was to cover content on substance abuse and mental health, also did not take place. New Hampshire Hospitality Month was cancelled. This event brings 500+ students out to visit, meet, and have hands-on experiences with a variety of properties around the state throughout the month of April. We were able to pivot a bit and offered tours and experiences through YouTube and also coordinated several zoom chats and zoom demos with many students through Project SEARCH and the Girl Scouts.

Manufacturing Sector:

- Manufacturing Month facilitated 43 high school students' tours of 45 manufacturers and reached out to over 1,600 students encouraging awareness and interest in career pathways in local manufacturers.
- Partnered with New England Business Media and published the 3rd edition of "Cool Stuff Made in New Hampshire" magazine to showcase NH manufactures and broaden resources for career opportunities with local manufactures after graduation. The magazines were distributed to all high schools in NH.
- Hired a new Manufacturing Sector Partnership Advisor to facilitate the connection and be the liaison between high schools and manufacturers.
- Continue the talk and interact with the 12 superintendents [of North](#) Country school districts to help the students learn more about their neighboring manufacturers. Our goal is to continue engaging high schools such as Franklin High School to local manufacturers and create career and internship opportunities by participating and aiding the development of manufacturing programs or curriculum at the high schools.
- NH Manufacturing Extension Partnership (MEP) keeps developing and extending the relationship with the other four SPI sectors to learn more about the challenges and work together on solutions involving Career and Technical Education Centers.
- Partnered with the NH Vocational Rehabilitation in the efforts to recruit representatives from local businesses to speak online with students from the Manchester and Nashua school districts. The series raised awareness of job opportunities available in our local manufacturers.
- Due to the COVID-19 pandemic, we shifted our focus to support manufactures navigate

the uncertainties by providing guidance on how to create control plans, find PPE suppliers, and offer help using the CARES Act federal grant for those negatively impacted by COVID-19.

Technology:

- Participation in CS4NH Committee Meetings
- Coordination for REMO Test/Demo for SPI Advisors and New Hampshire Department of Employment Security
- Coordination of virtual job fair logistics (sponsor meetings and employer outreach)
- Coordination of REMO demo for LTCP, NHDES
- Meetings with a potential training provider to discuss Tech Sales, guided programming certification and entrepreneurship training programs
- Meetings with ARMI-discussion on how to integrate their job posting platform with ours
- Promotion of ARMI career exploration game for students
- Platform discussions with GSVLabs- resources for jobseekers/tech companies
- Meetings to discuss TechWomen Ambassador Week and November Technology month “tours” and industry presentations

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 PY2019, 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; and Credential Rate. Two additional performance goals, effectiveness in serving employers and measurable skills gains, were considered “baseline” for reporting purposes in PY19, which means specific outcome goals for these two measures 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 PY2019, New Hampshire met fourteen (14) established program goals for WIOA Title I programs and exceeded eleven (11) goals. Employment rate 2nd Quarter after exit was not met for the National Dislocated Worker Grants (Health – Opioid). The met goal was 69.2% and NH achieved 67.9%. (A complete summary of goals and performance outcomes for PY19 can be viewed in Appendix A – WIOA Performance at a Glance (July 1, 2019 – June 30, 2020).

The Wagner-Peyser program (i.e., NH Employment Security labor exchange program) also met all of their goals in PY19. This information is measured against all individuals registered in the State’s job match system.

Goal	Target Goal	Actual Performance
Employment (Second Quarter after Exit)	67.5%	69.2%
Employment (Fourth Quarter after Exit)	67.5%	65.1%
Median Earnings	\$6,246	\$8,055

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. Two hundred and fifty three (253) individuals were enrolled for services in the adult funding source during PY19. All participants received career services and 157 enrolled in training (70%), at a cost per of \$3,339 for career services and \$2,256. for training services. Forty nine percent (49%) of those enrolled were low-income single parents Thirty-eight percent (38%) were long-term unemployed (27 or consecutive weeks unemployed).

The Dislocated Worker program served 212 people, with 142 (67%) enrolled in training. The cost per for career services was \$2,319. The cost per training was \$3,156. Of particular note is that 42% of dislocated workers enrolled during PY19 were 55 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 256 youth enrolled during PY19. 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. Two-hundred (200) youth (78%) qualified as low-income, and 36% 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 \$13,917. 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 PY19 was \$3,612. With the challenges of the pandemic, we are anticipating a lower career service cost in PY20.

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. Although no federal data validation review occurred in PY19 as the reporting system transitioned from WIA to WIOA, our WIOA sub-recipients, Southern NH Services (Adult and Dislocated Worker Funding) and NH Department of Education (Youth Funding) conducted internal data validation reviews, both as part of the regular monitoring as well as specific data validation exercise. As 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 E-Teams Case Management System as well as ensuring that notes and Employability Plans data coincided.

GOVERNOR’S RESERVE FUNDS

The funds were used for three 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 have been launched to date – manufacturing; hospitality; healthcare; technology; and the latest sector, construction. Each of the five sectors has an advisory board that meets regularly, as well as regional groups, and a sector adviser who assists in finding and coordinating resources needed by the sector. Additional funds from the WIOA Governor’s Discretionary Funds established the hiring of five Sector Advisers.
- In addition, in PY 18, \$300,000 of discretionary funding was allocated for the purpose of hiring three staff for both PY 18 and PY 19 to serve as business intermediaries by providing ongoing assistance to the business community specific to linking the NH Works American Job Centers with the State’s Recovery Friendly Workplace initiative.
- In addition, funds assisted in facilitation and writing of the NH Workforce State Plan for 2020-2024 through a contract with Thomas P. Miller and Associates (TPMA).

Rapid Response

The Division of Economic Development (DED) 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 (ES/UI/Trade Act); NH Department of Health and Human Services (SNAP, TANF, Medicaid); NH Vocational Rehabilitation (VR); Community Action Program (WIOA Adult/DW, 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.

From July 1, 2019 – February 29, 2020 New Hampshire experienced a notable increase in Rapid

Response sessions over the previous two years. This surge occurred largely because of increased efforts by Rapid Response Regional Teams to provide services to those that were laying off less than 25 employees. Power Point presentations were simplified and we created a new Rapid Response brochure titled, "Your Guide to Re-Employment Services"-- to ensure workers received updated Point of Contact and service information.

This effort increased the number of Rapid Response Sessions offered by the State of NH, and proved helpful in identifying workers that would benefit from upskills training and fill critical workforce shortages. Most of the 29 Rapid Response Sessions, offered during this time, took place within the retail and manufacturing industry, this is usual for this time of year.

In March 2020, the United States identified COVID-19 as a serious threat to public health. In this effort to stop the spread of this deadly virus, NH declared a State of Emergency and all non-essential businesses closed. This action led to a sharp increase in layoffs across NH. In the month of March, 74 businesses requested Rapid Response services. Due to the inability to provide in person services, we contacted businesses over the phone and sent electronic copies of our presentations and brochures directly to the business and held virtual Rapid Response sessions using platforms such as Zoom.

From April 1 – June 30, 2020 businesses requested an additional 13 Rapid Response services. The number of people being laid-off or furloughed ranged from as few as 3 and up to 850. During this time, Rapid Response Teams continued using Zoom Meeting to present Rapid Response Sessions and relay information to employees impacted by layoffs or closures. This platform allowed Rapid Response Teams to interact with employees and answer questions directly during the public health emergency caused by COVID-19.

WorkNow New Hampshire

During this program year, Employment Security implemented the WorkNowNH program through the Granite State Jobs Act of 2019. The WorkNowNH program provides extensive case management services to individuals receiving Medicaid to assist claimants 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 claimant with funding for training, travel, books, fees, supplies, travel, childcare registration and on-the-job training funds to employers.

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 job match system. During the twelve-month period of July 1, 2019 through June 30, 2020,

11,083 reportable individuals accessed services through the NH works offices. In addition, Employment Security (ES) staff conduct regular and ongoing outreach to target populations, including Veterans, individuals in recovery, and offenders (particularly those in the county jails) and periodically offer workshops on relevant re-employment topics such as 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: posting jobs in the state’s job match system; 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 labor-law seminars for employers and is the primary entity for organizing and hosting job fairs throughout the year, throughout the state. Last year and into this year, NHES adopted a targeted job fair approach, hosting job fair events designed to attract specific job hunters i.e., recruiting from the Community College and/or State University systems, job fairs for mature workers, and/or job fairs for veterans. With the pandemic, virtual job fairs are held.

NATIONAL DISLOCATED WORKER GRANTS

There were two National Emergency Grants continued into PY19.

Health Grant:

The NH Works for Recovery Program provides comprehensive and individualized re-employment services to individuals who have been directly or indirectly affected by the opioid crisis. Eligible participants have an opportunity to receive job training and support services to help them successfully compete for many of the in-demand occupations located throughout New Hampshire’s twelve NH Works offices.

Services provided included:

- Occupational Skills training (both Classroom based training leading to a meaningful credential and On-the-Job Training (OJT) – learn while you earn a paycheck)
- Job search assistance and access to a network of employers that are Recovery Friendly Workplaces
- Case Management Services ensuring the necessary levels of support are provided
- Job Coaching, Job Readiness, and Networking workshops and
- Support Services.

Individuals eligible for these services include:

- Individuals who have a history of opioid use, or have a friend or family member with a history of opioid use and can answer “Yes” to one of the following questions:
 - 18 years of age or older who have lost their jobs; or

- 18 years of age or older who have never held a job; or
- 18 years of age or older whose work history is limited to short-term, part-time jobs unrelated to a specific occupation and/or career path; or
- 18 years of age or older who is unemployed and whose employment history, regardless of length, has been in affect negated due to a history of opioid use.
- Individuals wanting to enter or advance in a profession that is directly associated with supporting individuals struggling with opioid misuse.

Through June 30, 2020, 215 individuals were enrolled in this three-year program.

Mature Worker Demonstration Grant:

The Mature Worker Demonstration Grant proposed to serve 80 low-income individuals age 55 and over within the 24 month-grant period that was extended to 36 months. In addition to the traditional programs and services that are available at each of the NH Works centers, the Mature Worker Demonstration Grant will provide this population with access to a plethora of new resources and services that have been designed to address re-employment challenges specific to mature workers. All the individuals served through this grant are given access to comprehensive re-employment services designed to give them the tools, confidence, and skills they need to find a job. These services include access to online resources and/or workshops for career exploration, job searching, interview tips and techniques, and other proven strategies for overcoming barriers to employment. A new on-line component addresses the needs of this audience, the AARP Re-employment Guide, “7 Smart Strategies for 50+ Job Seekers.”

Employer-based training could be an On-the-Job Training (OJT) or a Retention Incentive. OJT offers a 50% wage reimbursement to an employer for up to six months, based on training needs. The Retention Incentive program is a new employer-based training option where the employer is eligible for a \$2,000 subsidy if the trainee has been retained for 2 months and another \$2,000 subsidy if the employee continues to be employed at 8 months.

Individuals eligible for these services include:

- Age 55 or older
- Current resident of NH
- Unemployed
- Be eligible to work in the US
- Gross Family income within the poverty guidelines

SUCCESS STORIES

CHERYL found herself dislocated from her job and collecting unemployment benefits when she first heard about the ApprenticeshipNH Program through the NHWorks office in Conway. With a background as a Police Officer and as a Veteran of the U.S. Navy, Cheryl was looking for a new challenge to tackle and wanted a career change. She had previously earned a Bachelor’s Degree in Holistic Medicine but was looking for a career pathway where she could transition into a

traditional medicine practice. After connecting with the ApprenticeshipNH Program, she was immediately interested in the Medical Assistant opportunity and wanted to pursue it.

As part of her apprenticeship, Cheryl participated in 480 hours of classroom instruction at White Mountains Community College, which included both in-class and lab hours, plus a clinical practicum at the employer. The instruction prepared Cheryl to sit for the Certified Clinical Medical Assistant (CCMA) exam. Upon completion of the front-loaded instruction, Cheryl began her 3,600 hours of on-the-job training, which she is anticipated to complete at the end of 2020.

Once selected by Littleton Regional Hospital, Cheryl's tuition was completely covered by the WIOA Dislocated Worker program and she received support services funded by a USDOL ETA apprenticeship expansion grant awarded to the Community College System of New Hampshire. Upon completion of her apprenticeship, Cheryl plans to obtain her LPN licensure and continue earning career opportunities for herself. The help of ApprenticeshipNH helped to steer Cheryl in the right direction and give her the support and tools she needed to make a change. Cheryl looks forward to a bright future ahead.

JOZIMAR is a new American, having come to the United States as an asylee from his home country. He was born in the Democratic Republic of Congo during a tumultuous time and his family fled the country when he was just a boy. His family lived in Uganda for many years until Jozimar had an opportunity to come to the United States. He decided to enter a program for Advanced Manufacturing at the NH Job Corps Center, where he excelled and was able to graduate at the top of his class while obtaining a green card and a driver's license in the meantime. During his time in the Advanced Manufacturing Program, Jozimar learned about the apprenticeship opportunity at Tecomet while completing his graduation requirements for Job Corps. He was referred to apply for WIOA to support his transition into a career. He was given an On-the-Job training contract, which helped the employer offset the cost of providing the training. Jozimar also received support services that helped him with transportation costs for the first few months of his apprenticeship. Jozimar feels that those support services were instrumental in helping him overcome the transportation issues he faced and he was very grateful for the program's aid. Now that he is a Machine Operator apprentice with Manchester, NH-based manufacturer Tecomet Inc., Jozimar plans to continue pursuing advanced manufacturing as his primary career after completing the apprenticeship, which includes 144 hours of classroom instruction through Manchester Community College and 2,000 hours of on-the-job training that he is anticipated to complete in Q4 of 2020.

SARAH is a 27-year-old single mother who lives with her three-year-old daughter. After being laid-off from her job waitressing at a local restaurant, Sarah found herself collecting unemployment checks and food stamps to make ends meet. After hearing about WIOA, Sarah was thrilled by the opportunity to work with the program and further her education to find a new and exciting career path.

Sarah had been a server in restaurants and bars for many years and was tired of the instability, lack of benefits and late nights that came with the job. Now that her daughter was in preschool,

Sarah decided it was time to focus on her education again to create a better life for her and her daughter. In the past, Sarah had taken healthcare courses at Northern Essex Community College, but was faced with the difficult decision of putting her education on hold once she became pregnant.

With a rewarding career in the healthcare field always in the back of her mind, Sarah was unsure how to take the next steps and make her dream come true. She knew continuing with her education would put a heavy financial burden on her and her family.

After connecting with the program, Sarah and her Career Navigator looked at the Medical Assistant Program offered at Great Bay Community College. After doing some investigation, Sarah decided to call the program director and attend an information session to ensure she was interested and could commit to the program. Before she knew it, she had been accepted into the program and was able to start taking steps towards her new career.

While in training, Sarah found that traveling between Brentwood and Portsmouth five times a week, two times per day was creating a real financial hardship for her. WIOA was able to provide mileage reimbursement, so that she could afford the commute and focus on her education instead of looking for extra money for gas.

During the program, Sarah was an excellent student and followed through with all of WIOA's requirements of submitting timesheets and mileage reimbursements on time. She remained committed throughout the entire process and was always very enthusiastic when talking about how things were going.

Sarah's Medical Assistant Training at Great Bay Community College started in July 2019, and within two months, she graduated from the program and completed her externship at Core Physicians where she was offered a full time position. Her new profession as a Medical Assistant earns her \$14.75 per hour along with a full benefits package.

Sarah appreciated everything WIOA was able to do for her and is very excited about what the future holds. She finally feels like she is where she is truly meant to be and is excited about building a better life for her and her daughter.

DEVIN: Before enrolling in the WIOA program in April of 2019, Devin was unemployed. As a single father with a daughter, Devin's employment history was limited, including unrelated short-term work experiences as a Cashier and Fork Lift Operator. His highest education level was a GED. Devin also faced concerns about his criminal record, which he remorsefully confessed included a 7-year incarceration in prison. He also expressed with deep emotional pain that he had lost more than one family member and numerous friends to opioid abuse. Devin hoped to turn a new leaf and make a better life for him and his daughter, but was worried his career options may be limited.

Devin first heard about the WIOA program from a friend who had successfully completed the WIOA training program and had secured full-time employment. After some thinking, Devin

decided his goal was to be a CDL-A truck driver—and he hoped the program would help him achieve this. Devin spoke with friends who were truck drivers and felt that the salary he would earn in this career would comfortably support the needs of him and his daughter and position him to succeed.

Devin still had concerns about securing employment as he felt he faced many barriers to entering the workforce. He had no computer skills, only had a GED, had no advanced schooling or certifications, and possessed a criminal record. Devin reviewed and visited different NSCITE-approved training vendors, and determined that a Commercial Driving School in Concord was the best fit for his learning style. He was impressed with the operations of the facility and that the staff members were very friendly and accommodating to his training inquiries. Given the research Devin completed, he and his Career Navigator worked collaboratively to create a training program that fit his training needs.

Once a training schedule was established, his individual employment plan was updated, and a timetable was created to complete CDL-A driving requirements, Devin was highly motivated and committed to achieve his career goal. With dedication, hard work and perseverance Devin completed all of his CDL-A requirements and obtained a full employment in just 16 weeks. Devin is now working full-time with benefits for Land Air Express making \$21.00 an hour as a CDL-A truck driver.

Devin is most grateful for the training he received from Commercial Driving School and the assistance from his Career Navigator. Devin stated that he would not be where he is today without the guidance, career coaching and support from his Career Navigator. Being a recipient of WIOA services was a positive life-changing event for Devin, leading to full-time employment and the beginning of a new career pathway in the rapidly expanding trucking market sector in NH.

And finally, one of our youth contractors, NH JAG is very proud of our essential workers, especially our Concord LNA Program participants who have chosen employment training in the healthcare field. Stacey Venne, JAG Youth Specialist in Concord has put together a slide show of our “JAG Superstars” who are doing such great work in their communities. You can view the video on <https://youtu.be/v0SfDphLhVw>

Appendix A - WIOA Title I Performance at a Glance

(July 1, 2019 – June 30, 2020)

Cumulative Time Period	Performance Item	Program Group	Quarterly ^a		Rolling Four Quarters ^b		Program To Date ^c		PY 2019 Goal	
			Rate	Num Denom	Rate	Num Denom	Rate	Num Denom	100%	80%
July 1, 2018 - June 30, 2019	Employment Rate Second Quarter After Exit	Adults	82.6%	38/46	80.1%	125/156	80.7%	526/652	76.0%	60.8%
		Dislocated Workers	86.2%	50/58	85.1%	200/235	78.1%	827/1,059	86.5%	69.2%
		National Dislocated Worker Grants	62.5%	20/32	66.7%	28/42	67.9%	218/321	86.5%	69.2%
		Youth (Employment, Education or Training Placement Rate)	84.9%	107/126	85.5%	188/220	81.3%	464/571	64.0%	51.2%
July 1, 2018 - June 30, 2019	Median Earnings	Adults	\$7,514		\$7,134		\$6,538		\$5,600	\$4,480
		Dislocated Workers	\$7,922		\$9,703		\$8,912		\$7,900	\$6,320
		National Dislocated Worker Grants	\$8,587		\$9,284		\$8,934		\$7,900	\$6,320
Jan 1, 2018 - Dec 31, 2018	Employment Rate Fourth Quarter After Exit	Adults	79.4%	27/34	84.8%	195/230	79.7%	458/575	73.0%	58.4%
		Dislocated Workers	83.6%	51/61	83.7%	273/326	81.4%	771/947	82.0%	65.6%
		National Dislocated Worker Grants	-	0/0	72.9%	35/48	77.1%	216/280	82.0%	65.6%
		Youth (Employment, Education or Training Placement Rate)	83.3%	25/30	83.4%	156/187	80.3%	326/406	61.0%	48.8%
Jan 1, 2018 - Dec 31, 2018	Credential Rate	Adults	78.9%	15/19	85.5%	106/124	88.6%	234/264	56.0%	44.8%
		Dislocated Workers	93.9%	31/33	90.5%	171/189	91.6%	466/509	67.0%	53.6%
		National Dislocated Worker Grants	-	0/0	93.3%	28/30	94.3%	182/193	67.0%	53.6%
		Youth	75.0%	12/16	81.7%	125/153	79.5%	233/293	61.0%	48.8%

Notes:

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

April 1, 2019 - June 30, 2019 for Employment Rate 2nd Quarter after Exit & Median Earnings.

October 1, 2018 - December 31, 2018 for Employment Rate 4th Quarter after Exit and Credential Rate.

^b Rolling Four Quarters:

July 1, 2018 - June 30, 2019 for Employment Rate 2nd Quarter after Exit & Median Earnings.

January 1, 2018 - December 31, 2018 for Employment Rate 4th Quarter after Exit and Credential Rate.

^c Program To Date

July 1, 2016 - June 30, 2019 for Employment Rate 2nd Qtr after Exit & Median Earnings.

July 1, 2016 - December 31, 2018 for Employment Rate 4th Quarter after Exit and Credential Rate.

The data are compiled from 7/17/2020 PIRL, 7/7/2020 NHUIS wage, and 7/16/2020 SWIS wage data.

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

"n" indicates that data did not meet disclosure standards.

Legend	
	Exceeds
	Meets
	Does not meet