



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

Annual Report

For the period July 1, 2020 through June 30, 2021

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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, 2021 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 affected our PY20 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, 2020 through June 30, 2021

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 was released in December 2020 to continue the provision of sector programming within our out-of-school youth programs. In PY20, the MY TURN program continued to expand their Manufacturing training programming within, and outside of, Nashua, NH. In PY20 they developed a successful partnership with Great Bay Manufacturing who hosted an intern and then hired her upon completion of her Work Based Learning (WBL). Her manager had this to say: *“I just want to let you know that*

Haley is doing a great job here and I feel lucky to have her working with us. She has done a lot of jobs here and never lets me down. I hope she will be here for the long run she will have lots of opportunities to grow here. With that I want to say thank you to you and everyone at the MY TURN program.”

- NH-JAG, another subrecipient for youth services, partners with LNA Health Careers and Havenwood Nursing Home in Concord to provide eligible participants with Licensed Nursing Assistant training and work -based learning. Over the last several years, the sector-based program has gained a reputation for providing quality WIOA Youth services, assisting participants in achieving their goals to enter the healthcare field. In fact, NH-JAG’s Healthcare Program was chosen and highlighted in the [Voices of Experience: Youth Work Experience](#) video series produced by U.S. DOL Education and Training Administration.

Despite the COVID-19 pandemic, the Concord LNA program has continued to meet and exceed all program goals. Enrollment goals were met, occupational training provided, and students are completing the program and becoming employed. During the COVID-19 crisis, the Concord LNA program participants consistently have remained employed in the healthcare industry as essential workers with populations most vulnerable to the disease. 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, 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 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 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.
- 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. Over the last year, 31 job fairs were held to date, 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.

- 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. Up to PY20, NH had requested and received approval for the waivers listed below.

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-State Local 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 PY20, New Hampshire expended 86% 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 (NHES) tracks employer contacts with the NH Works offices throughout the state. Program year 2020 represents the fourth year in which these WIOA employer performance measures were calculated.

The Employer Penetration Rate was 3.0 % (1,732 out of 58,058) and the Repeat Business Customer Rate was 3.2% (1,649 out of 52,058).

EFFECTIVENESS IN SERVING EMPLOYERS		
Employer Services	Establishment Count	
Employer Information and Support Services	1,649	
Workforce Recruitment Assistance	1,486	
Engaged in Strategic Planning/Economic Development		
Accessing Untapped Labor Pools	1,732	
Training Services	183	
Incumbent Worker Training Services	31	
Rapid Response/Business Downsizing Assistance	188	
Planning Layoff Response	25	
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	1,732 58,058	3.0%
Repeat Business Customers Rate	1,649 52,058	3.2%
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 2010, we have placed over 1,100 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 WorkforceInvest NH (WINH). Since January 1, 2020, WINH has awarded 87 grants totaling over \$1.45 million. With a match by employers, a total of over \$2.9 million in new training programs has helped 2,166 workers gain new skills. In PY20, \$602,261.37 was awarded in contracts to 35 companies with 716 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 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.

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 COVID-19 Pandemic caused major impacts on the economic landscape and workforce systems throughout the nation. This was no different in New Hampshire. Once a state with some of the lowest unemployment rates in the country, New Hampshire saw unemployment claims that taxed the system and caused a ripple effect to the WIOA programs. With our New Hampshire Works System offices closed to the public for more than a year, a stay-at-home order and pandemic unemployment benefits, the WIOA programs saw a decrease in enrollments and expenditures.

The WIOA system in New Hampshire includes 4 partner programs that are administered by three State Agencies:

- WIOA 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

In PY20, NH Employment Security became the subrecipient of both the WIOA Title I Dislocated Worker and Adult programs. NHES is also the state agency which administers unemployment benefits for the state. During the pandemic, the agency had to leverage all staff and resources on processing pandemic unemployment claims.

In an effort to see what effect the pandemic had on our system, the New Hampshire Employment Security (NHES), Economic and Labor Market Information Bureau conducted one specific system evaluation for both PY2019 and PY2020. The report provided us with an Estimated Economic Impact of Workforce Innovation and Opportunity Act (WIOA) Expenditures in New Hampshire for both 2019 and 2020. 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.

We compared the information and found that there were two areas of biggest impact. The first was the amount of expenditures. In looking at expenditures, we compared 2018-2019, 2019-2020, 2020-2021 as this would provide us with a normal year, a ¼ COVID year, and a full COVID

year. Of greatest interest is the change from 2018-2019 to 2020-2021. WIOA Adult, Dislocated Worker and Youth programs had a -22% change in expenditures while Wagner-Peyser had a -79% change in expenditures. However, also of note is the change in expenditures from 2019-2020, a ¼ COVID year to 2020-2021. WIOA Adult, DW, and Youth programs saw a -19% change in expenditures while Wagner-Peyser saw a -76% change in expenditures. [Please see Appendix A for the full report.](#)

Additionally, we saw a big impact on the number of jobs support by WIOA expenditures. For example, in 2019, 674 jobs were supported by WIOA expenditures, and \$47.0 million (in fixed 2012 dollars) worth of Gross Domestic Product (GDP) was generated due to WIOA expenditures. In 2020, only 544 jobs were supported by WIOA expenditures, and \$38.9 million (in fixed 2012 dollars) worth of GDP was generated due to WIOA expenditures.

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 2020 WIOA monitoring activities included the following major activities.
 - OWO staff completed 51 individual program and fiscal desk reviews.
 - Annual “virtual” on-site visits were conducted due to the COVID-19 pandemic. These remote reviews generated 21 program and fiscal reports. There were no major corrective action items or disallowed costs resulting from these monitoring activities.
 - On-site “virtual” reviews with service providers included Equal Opportunity monitoring.
 - Desk reviews and “virtual” on-site reports document the on-going concerns regarding the under-enrollment and under-expenditure of funds for the WIOA Dislocated Worker 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.

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 PY20, July 1, 2020 - June 30, 2021, we were able to exceed this goal with a 52% survey completion rate.

PY20 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 the Job Match System (JMS), our case management reporting system.

Customers also receive an automated Survey Monkey email after their file exits in JMS. 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/or bounced emails. Opted out and bounced email addresses are not included in the overall completion rate.

Total number of surveys sent: 198
 Total number of surveys completed: 103
 Overall completion rate: 52%

Office	# Surveys Sent	# Surveys Completed	% Completed
Berlin/Littleton/Conway	13	8	61.5%
Claremont/ Keene	20	13	65%
Concord/Laconia	36	24	66.7%
Manchester	51	24	47%
Nashua	29	14	48%
Portsmouth	15	8	53.3%
Salem	11	3	27%
Somersworth	21	9	42.8%

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.

“NH Works and WIOA gave me the tools and help needed to get me into a new high paying career.”

“The WIOA program paid for my training, which I didn't expect. And now I'm working in the propane industry. Basically it gave me a 30k annual raise. It paid for my schooling and even gave me some money for my travel cost to and from school. Most importantly, I now have job security in an industry that is recession proof.”

“I have only the very best things to say about WIOA and specifically my Career Navigator. She has gone way above and beyond any expectations. She is probably the best, most genuinely concerned, helpful and kind person I have ever had the pleasure of doing business with. She treated me more like a friend than a case number, which in my opinion seems to happen all too often these days. I am most grateful for both WIOA and for having my Career Navigator and highly recommend both to anyone who needs these services, Thank you! thank you! thank you!”

“My Career Navigator is probably the most professional person to ever work with me. She will listen to what you are looking to accomplish and put you on the right path. She will also follow up with you, to follow your progress and make sure you are giving your best effort.”

“The coursework that I was able to get access to as part of this program was instrumental in giving me just enough credibility in the industry to show potential employers that I was serious about making the career change that would be necessary. I was able to get a job with a cloud-hosting firm based out of Nashua, during the Covid shutdown, that is a permanent work-from-home job.”

“Thank you so much, this program has fundamentally altered and improved the course of my career and life, in the most positive way. I could not have done this on my own, starting from where I was at.”

“They significantly changed my life - allowing me to go back to school and get a new start. I cannot express enough appreciation for the hard work and dedication of these three ladies.

“The overall satisfaction working with Erika and the other Career Navigators was exceptional. The dedication shown with each and every phase of my journey was exceptional. Erika was always there to support, guide and go above and beyond. This is true to each individual I worked with as I had moved multiple times throughout the state. Erika has shown an excellent work ethic and passion for what she does for the people she is working with.”

“My Career Navigator was instrumental in helping me find my current employment. She was always positive, supportive and creative in helping me with my job training options and job search! I really enjoyed working with her!”

“Amazing in every way. I enjoyed my time at NETTTS and I love my new career. Not a single complaint at all!!!!!!!!!!!!!! WIOA is wonderful!! I couldn't have done it without it”

“Without the services provided by WIOA I wouldn't have been able to financially achieve the training I received to pursue a career in truck driving. Between covering tuition and travel expenses this program was a real life changer. for me”

“The program itself is Great, from concept to utilization! I could never have done this on my own and it certainly could not have come at a better time in my life where I would have needed it more. This country could use more of this type of program. My Career Navigator ABSOLUTELY went above & beyond in every capacity available to her and did all she could and more to make sure that I was a success in my endeavors. I will forever be grateful for all of her really hard work!! I owe this opportunity that was given to me to her!! She was Amazing!!”

Business Customer Satisfaction Results:

JOB FAIRS:

During COVID-19's impact on the state, NHES started hosting Virtual Job Fairs. There were Thirty-One (31) Job Fairs that occurred serving 1,212 employers based on customer satisfaction survey results throughout the State. The range of openings per employer varied - a few openings (less than 5 openings 22%) to 30 or more openings (29%). Overall employers reported 44,654 openings. Fifty-eight percent (58%) of the employers reported they met potential employees to respond to their position openings. Two hundred and thirty-four (234) interviews resulted because of the Job Fairs. Eighty-six percent (86%) of the employers responded that they would attend future NHES hosted job fairs and the remaining 14% 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.

Each of the five sectors has established goals and measurable results. [Please see Appendix B for complete reports from each of the five sectors.](#)

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 PY2020, 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 PY20, 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 PY2020, New Hampshire met or exceeded all negotiated performance goals for each of the Title I programs. [\(A complete summary of goals and performance outcomes for PY20 can be viewed in Appendix C – WIOA Performance at a Glance \(July 1, 2020 – June 30, 2021\)\).](#)

The Wagner-Peyser program (i.e., NH Employment Security labor exchange program) also met all of their goals in PY20. 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)	66.0%	61.7%
Employment (Fourth Quarter after Exit)	65.0%	60.7%
Median Earnings	\$6,700	\$8,046

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-six (256) individuals were enrolled for services in the adult funding source during PY20. All participants received career services and 168 enrolled in training (66%), at a cost per of \$3,204 for career services and \$1,879. for training services. Eighty five percent (85%) of those enrolled were low-income individuals. Forty three percent (43%) were long-term unemployed (27 or consecutive weeks unemployed).

The Dislocated Worker program served 108 people, with 78 (72%) enrolled in training. The cost per for career services was \$2,171. The cost per training was \$1,383. Of particular note is that 48% of dislocated workers enrolled during PY20 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 271 youth enrolled during PY20. 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. 223 youth (82%) qualified as low-income, and 35% 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 \$3,934. 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 PY20 was \$1,395.

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 (Youth Funding) and our WIOA sub-recipients, Southern NH Services (Adult Funding), New Hampshire Employment Security (Dislocated Worker Funding) conducted internal data validation reviews as part of the regular monitoring. 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 Job Match Case Management System as well as ensuring that notes and Employability Plans data coincided.

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 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. Additional funds from the WIOA Governor's Discretionary Funds established the hiring of five Sector Advisors.

- In addition, in PY 18, \$460,000 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 August 2020, the program was closed out, with a total PY20 cost of \$38,583; the total cost over the life of the program was \$382,086.

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 June 1, 2020 – July 30, 2021 reporting year, documenting 25 Rapid Response Activities that affected 1,168 workers. Due to COVID-19 restrictions, we used Zoom video conferencing for most of our 2020/2021 Rapid Response Sessions. On June 1, 2021, OWO was able to start offering "in person" Rapid Response Sessions again to all businesses announcing closures and/or substantial layoffs (25+ RR). Since then, OWO provided "in person" Rapid Response sessions to 150 workers.

As we transition into the new 2021/2022 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 a 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 provided Rapid Response Training to NH Business and Economic Affairs – Division of Economic Development's Rapid Response Team facilitators. The training covered 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 Medicaid and Expanded Medicaid 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.

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, 2020 through June 30, 2021, 10,115 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. Last year and into this year, NHES started hosting multiple virtual job fairs focusing efforts on specific industry sectors and launched a continuing series of Regional virtual job fairs covering each Region of NH. With the pandemic, virtual job fairs are being held.

NATIONAL DISLOCATED WORKER GRANTS

There were two National Emergency Grants continued into PY20.

National Health Emergency 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.
- Eligible Dislocated Workers that reside in NH communities that have been hardest hit by the opioid crisis.

Through June 30, 2021, 315 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.”

Training access could be employer based training through On-the-Job Training (OJT) or through Individual Training Account (ITA), which funds classroom training leading to a credential or certification. OJT offers a 50% wage reimbursement to an employer for up to six months, based on training needs. ITA funding of up to \$6500 allows for training programs through Eligible Training Providers listed on the NCSITE training program list.

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

The pandemic significantly affected the way in which our WIOA service providers were able to provide services to our participants in PY20. It did not, however, affect the success of the programs. Below are some of the success stories from our WIOA Adult, Dislocated Worker, Dislocated Worker Demonstration Grants and Youth programs.

WIOA Adult:

Banshee, a 46-year-old single mother living in southern New Hampshire with a 1-year-old child, was looking for a new career path when she came to WIOA. She had been on public assistance since the birth of her child and had been out of work for more than a year. Her employment history was sporadic and unfulfilling with her last jobs, working as a dispatcher and administrative assistant. With no college education, she felt her career options were limited. She was referred to WIOA by our partners in the NH Employment Program (NHEP).

Banshee wanted to be a computer support specialist and needed training to enter the IT field. She researched vendors and decided that John Mason Institute would provide the best training for her. She worked with the WIOA Career Navigator to complete Career Assessments and determined that she would be a good fit for this career path; the IT field had a bright outlook with lots of job opportunities. She started her training on 02/18/2018. She experienced difficulty in the beginning with the program and required additional instructor assistance. She persevered and completed her program and passed her tests to acquire her certifications. WIOA provided travel reimbursements during her training to ensure she had the means to make it to class each week.

After completing the training, she then participated in a NHEP sponsored Work Experience Placement (WEP) with John Mason for 30 hours a week for three months. This was a good learning opportunity for her to get some hands on experience to put on her resume. Banshee was concerned about being fired from her last job and felt she couldn't compete in the job market. She was finding that most of the jobs she applied for wanted experience and a college degree. She was very discouraged with her job search and did not think that she was ever going to be hired. In response to her lack of success with her job search, her Career Navigator worked with her to improve interview techniques and strategized a more proactive approach: applying to companies directly with a tailored cover letter and following up with a telephone call. She interviewed at RTM Communications and was told she didn't have the skills or experience to meet the position's requirements. This was her dream job and was so discouraged, she was ready to give up. Her Career Navigator encouraged her and provided ongoing support to increase her confidence.

Management reviewed her file and decided she would be an excellent candidate for On-the-Job Training (OJT). The Job Developer approached RTM Communications and they were willing to take her on as an OJT. A training outline was developed to fill in her skill gaps. Her OJT started on 09/23/2019.

Banshee communicated with her Career Navigator on 10/25/2019 that she was doing great and learning a lot. She loved the people she was working with. Her first evaluation stated that she was provided with a combination of verbal, job shadowing, practice and reading manual skills. Her supervisor said "she was a good addition to the team, is a hard worker and likes to learn". She received an above average evaluation. Her second evaluation showed improvement with an

excellent in attendance and attitude. Her supervisor stated, "Banshee is coming along very well". The next evaluation commended her for "working in a team and that her learning was constant".

Her OJT was completed satisfactorily on 12/31/2019. She is employed at RTM Communications as a Help Desk Analyst with full benefits at \$19.25 an hour. Her official start date was 01/02/2020. On 04/09/2020, the employer reported that "she was doing great and would never let her go". Due to COVID-19, she was working from home at the time, but would return to work as requested.

Her Career Navigator completed her 12 month follow up and she is still successfully employed at RTM. This was a collaboration of NHEP, Work Place Success and WIOA working together to provide services for our customer. Banshee is an excellent example of our program changing someone's life for the better.

This is the email received from her on 12/30/2020:

"Hey! How are you? Good to hear from you. I hope your holidays are going well. I am still at RTM Communications. It was a year on 9/23. Have received a 5% raise and are currently in talks for additional training within the company. Thank you for all you've done and I am happy to do anything you need to help keep this program running."

WIOA Mature Worker Grant:

Steven is a 60-year-old participant in the Mature Worker Program who was a master auto mechanic and had been an auto mechanic since graduating from high school. Steve was laid off from a large auto dealership in 2019 and was told that his production was down. Steve said that due to his arthritis, he was not as fast as he had been when he was younger, and thought it was time to change careers.

Steven took a temporary delivery driver job with Amazon at a lower pay rate, but when that position was eliminated, he found himself unemployed again.

Steve entered the Mature Worker Program in February 2021 with the goal of attaining his commercial driver's license. After completing the cdl course and passing the CDL testing, he attained received his New Hampshire CDL-B license. Within a week of receiving his CDL, Steve was hired by Redi-Mix in Amherst, NH as a driver. Steve's new position started him at an hourly rate at almost the same rate as when he was laid off as a mechanic in 2019.

WIOA Health Emergency Grant:

Margaret (Peggy) was enrolled into the NH Works for Recovery program on 8/27/2019 as a new entrant into the workforce. Her past work history had been limited to part-time, short-term positions unrelated to a specific career field. At the time of her enrollment, she was employed a few hours a week as a Taxi Driver but did not see this as a long-term career and it was definitely not meeting her financial needs. Her barriers to employment included: financial barriers; lack of credentials, certificates, and licensing; lack of marketable occupational skills; lack of transportation; legal barriers; limited job search skills; limited work history; and substance abuse.

When Peggy came into the NH Works for Recovery Program, she did not have a clear career goal. A Career Navigator and Peggy began working together to help identify some careers of interest and how she could use her skills in a new field. Peggy completed a variety of

assessments, one of which was an interest profiler. In doing these assessments and discussing them with the Career Navigator, Peggy began to think about truck driving as a potential career path for her. Peggy has always liked driving-type jobs and her interest profiler code supported this occupation. The Career Navigator and Peggy explored labor market information. Heavy and Tractor-Trailer Truck Drivers is a bright outlook career. The median yearly salary in the State of New Hampshire for this career is \$46,290. Peggy and the Career Navigator discussed this information and verified that this salary would meet Peggy's financial needs.

Peggy and the Career Navigator then explored NHE approved training vendors that were offering CDL training programs. Two schools that were identified as potential options were Commercial Driving School in Concord, NH and New England Tractor Trailer Training School (NETTTS) in Andover, MA. After speaking with both schools, Peggy determined that NETTTS would be the best fit for her. This course would allow her to get her CDL license in a relatively short period of time and is a program that NHE is able to cover in full. Peggy, her Career Navigator, and representatives at NETTTS worked together and decided that the best date for Peggy to begin training on was 1/6/2020. Due to an injury, it took Peggy a bit of extra time to finish her training, but she healed quickly and finished on 2/7/2020. Peggy then completed her practice hours and received her new CDL driver's license.

Through the process of career exploration, vendor identification, and up until she started training, Peggy required a good amount of support. Her Career Navigator was able to provide Peggy with resources and encourage her to explore her options and interests independently. Through this process, Peggy was able to gain more independence, skills, and power over her career planning.

Peggy was quick to begin job searching and did so even before she finished training. Because of this, she was able to find a Truck Driving position at Index Packaging in Milton, NH. Peggy was very excited and proud of herself for meeting all of her goals. Peggy is extremely grateful for the services and funding that NH Works for Recovery was able to provide her.

Dislocated Worker Program:

Sarah is a 27-year-old single mother who lives with her three-year-old daughter. Sarah was collecting unemployment after being laid-off from her waitressing job. She had heard about WIOA and was hoping we would be able to work with her to further her education and start on a new career path.

When the career navigator met Sarah, she was collecting UI and food stamps. She 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 this job. Now that her daughter was in preschool, Sarah decided that this was the time to focus on her education again so she could create a better life for her and her daughter. Sarah had taken healthcare courses at Northern Essex Community College in the past, but was unable to finish them due to becoming pregnant and having to put her education on hold. She always knew that she wanted to work in the healthcare field, but was not sure how to return to this, due to the financial burden paying for school would create for her.

Together they looked at the Medical Assistant Program offered at Great Bay Community College. The Career Navigator suggested that Sarah call the program director and attend an information session to ensure she was interested and could commit to this program. Without hesitation, Sarah

reached out to Kim the program director, and before she knew it, she had been accepted into the program.

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 on looking for extra money for gas.

During the training, 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 training and was always very enthusiastic when talking about how things were going.

Sarah began the Medical Assistant training at Great Bay Community College in July 2019 and graduated in September 2019. She completed her externship at Core Physicians. Two weeks after graduation she was offered a full-time position with Core Physicians as a Medical Assistant making \$14.75 per hour along with a full benefits package.

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

WIOA Youth:

Tucker: Growing up Tucker had dealt with and overcame many adversities that children should not have to go through at any age, yet alone as a child. When Tucker was a young adult he found himself in a situation where he ended up becoming homeless. Tucker was referred to NH JAG by a family friend in early 2020 and in the middle of a cold winter was finding himself couch hopping between friends' houses and when he had nowhere else to stay was sleeping in his car.

Tucker had a goal of becoming a caregiver and providing a warm, comforting environment for those he cares for as he lacked that in his younger years. Tucker was enrolled in NH JAG on January 21, 2020 and was working a very part time job at Dunkin Donuts. With the help of NH JAG, Tucker was able to obtain a PCA (Personal Care Assistant) position at Havenwood-Heritage Heights in Concord which provided more steady hours and which aligned with his goal of getting into the healthcare field to care for others.

He began his Licensed Nursing Assistant (LNA) Training Program with LNA Health Careers on February 1, 2020. He successfully completed his training in late March and was licensed as a NH Nursing Assistant by early April. He then was transitioned by Havenwood from a PCA to an LNA. NH JAG worked closely with Tucker and assisted him in finding resources which he took full advantage of and aided in his success, such as Waypoint's drop in services for youth, food pantries and the Concord Homeless Resource Center.

In March 2020 when COVID-19 shut most of the state down Tucker found himself picking up more hours due to staff shortages, while still in LNA training, and was able to save even more with the stipend money given to front line healthcare workers. This allowed him to secure his own apartment. For the first time, he found himself in the stable environment that he truly desired.

Tucker has been working in healthcare for about 10 months now and has had steady employment, housing and income since becoming a participant with NH JAG. Tucker recently began taking online psychology courses through NHTI with an end goal of being able to help even more people that may have found themselves in situations like he did as a child and becoming that person that he never had. NH JAG will continue to support Tucker in his goals to ensure he continues to be successful.

David: David joined the NH JAG program at Manchester Memorial High School as a junior. David was an active student, balancing both a job and his involvement in the school baseball team. His anxiety impacted his ability to handle social situations, leading to low confidence and difficulty speaking with new people.

David's Specialist began working with David, building his confidence with speaking to, interacting with, and being around new people. During his first semester in the program, David expressed interest in pursuing a career path where he could help children in some capacity. The JAG Youth specialist worked with David to find opportunities that fit his interest and would still be possible during the COVID-19 pandemic. After several months of attempts, David was able to secure a work experience with the NH Make-A-Wish Foundation. David excelled during his time working with Make-A-Wish. He gained experience in organizing and planning for future nonprofit events, office etiquette and paperwork, and also assisted in putting together care packages for the participants in the Make-A-Wish Foundation events. He was able to work with the agency, both in person in their office and remotely, attending meetings with the Make-A-Wish Foundation team.

David has thoroughly enjoyed his time in the NH JAG program and feels he has gained many valuable employability and interpersonal relationship skills. David is on track to graduate in June 2021 and plans to pursue further education. He and his Specialist continue to home in on what his career interests are and what career pathway he wants to pursue, but is excited about the opportunities that will be available in the future through additional nonprofit agencies.

Ariel: Ariel joined the Concord Out-of-School program early July 2020. She had a child at the age of 16 and decided it was best for both her and the baby to turn her guardianship over to other family. Ariel was not in a great place mentally having made the decision to turn her daughter over that she ended up dropping out of high school, only having completed 10th grade. Ariel worked a few jobs off and on in the meantime, but never found the stability that she was looking for.

Ariel's seriousness around wanting to better her life for her daughter and gain guardianship back, has acted as her main motivation while in the Concord Healthcare Training program. Wanting to have stability and control of her life again, Ariel set goals for herself, including receiving her HiSET, completing LNA Training with LNA Health Careers and become a Licensed Nursing Assistant.

NH-JAG assisted Ariel in enrolling into LNA Health Careers LNA Training program. What stood out the most to NH JAG staff was Ariel was gaining the confidence that she needed during the course. Despite her barriers, Ariel excelled and completed the LNA program and was fully licensed a few weeks after graduation. Ariel was transitioned from her role as a Personal Care Assistant at a local long-term care facility to a full time LNA and is also certified in Basic Life Support for Healthcare Providers.

With the assistance of NH-JAG, Ariel began working on attaining her HiSET diploma. As of last week, Ariel has completed and passed 2 of the 5 required tests towards obtaining her HiSET

diploma. Ariel has taken some time off from work to focus on attending required meetings, classes and court hearings to gain guardianship of her daughter. Ariel recently received notification from her daughters Guardian ad litem that they are going to begin the process of turning her daughter over to her for full guardianship. We are proud of all of her efforts and her determination. Ariel is a prime example of the importance of out of school youth programs and the impact these programs have on individual lives and communities.

Cathreann: After overcoming her struggle with addiction, Cathreann found out she was pregnant at the age of 20. Cathreann was committed to recovery and being sober and was able to successfully obtain a job in the healthcare as a Home Health Aid Provider. After working in the healthcare field for a short time, Cathreann realized she wanted to further her career in healthcare and become an LNA.

Cathreann arrived at MY TURN looking to build a better life for her son and herself. At the age of 20, she knew she had to take action and gain control over her future. She enrolled in the Manchester OSY program in September 2020. With MY TURN's assistance, she quickly set out to earn her LNA license through LNA Health Careers and continued to work in Home Health Care to support herself and her son as she obtained her certificate.

Upon completion of her LNA, Cathreann began applying for an LNA position with the Elliot Hospital. After a successful interview, she was offered an LNA position on their Fuller Unit for post operation and inpatient clients.

Although Cathreann is a recovering addict and a single mother, she was able to achieve more in a few months than she had realized was possible. Cathreann is currently making a livable wage at Elliot Hospital in Manchester, NH and is actively applying to college to complete her Registered Nursing Degree.

Juanny: The road has not always been easy for Juanny. She moved to the United States from the Dominican Republic at the age of 6. Adjusting to life in the U.S. was difficult. She struggled to understand a new language and received a lot of support through the ELL program at her school. Eventually, she got a hang of it and was able to communicate easily with her teachers and peers. School was challenging for her. Diagnosed with a Learning Disability and difficulties with her working and long-term memory, she struggled. Determined to succeed, she has never let these challenges stand in her way. She gives 110% every day to everything that she does. She stays organized and keeps extensive notes to stay on track. She works with her teachers and MY TURN staff when she needs assistance. Her determination and commitment to her education have earned her an overall GPA of 3.6. After school, she attends the Boys & Girls Club of Nashua, where she enjoys golfing and is a valuable member of their Junior Staff. She is a member of the school band and enjoys practicing her trombone in her free time.

Appendix A – Return on Investment Comparison

	Totals	Federal	Other / State Funds			
2018-2019						
WIOA Adult/DW/Youth	\$ 7,167,787.00	\$ 7,167,787.00	\$ -			
Adult Basic Education	\$ 5,584,127.00	\$ 1,696,553.00	\$ 3,887,574.00			
Wagner-Peyser/Trade Act	\$ 3,824,467.00	\$ 3,824,467.00	\$ -			
Vocational Rehabilitation	\$ 12,662,386.00	\$ 9,802,765.00	\$ 2,859,621.00			
	\$ 29,238,767.00	\$ 22,491,572.00	\$ 6,747,195.00			
Share of Funding		77%	23%			
2019-2020						
WIOA Adult/DW/Youth	\$ 6,887,848.00	\$ 6,887,848.00	\$ -			
Adult Basic Education	\$ 5,262,934.00	\$ 1,661,023.00	\$ 3,601,911.00			
Wagner-Peyser/Trade Act	\$ 3,340,075.00	\$ 3,340,075.00	\$ -			
Vocational Rehabilitation	\$ 14,221,303.00	\$ 10,002,881.00	\$ 4,218,422.00			
	\$ 29,712,160.00	\$ 21,891,827.00	\$ 7,820,333.00			
Share of Funding		74%	26%			
2020-2021						
WIOA Adult/DW/Youth	\$ 5,597,064.00	\$ 5,597,064.00	\$ -			
Adult Basic Education	\$ 5,425,854.00	\$ 1,645,447.00	\$ 3,780,407.00			
Wagner-Peyser/Trade Act	\$ 790,769.00	\$ 790,769.00	\$ -			
Vocational Rehabilitation	\$ 12,848,419.00	\$ 7,439,444.00	\$ 5,408,975.00			
	\$ 24,662,106.00	\$ 15,472,724.00	\$ 9,189,382.00			
Share of Funding		63%	37%			
<i>Normal Year to Full COVID Year</i>	Change from PY18 to PY20			% Change Total	% Change Federal	
WIOA Adult/DW/Youth	\$ (1,570,723.00)	\$ (1,570,723.00)	\$ -	-22%	-22%	*Lower enrollments due to COVID-19
Adult Basic Education	\$ (158,273.00)	\$ (51,106.00)	\$ (107,167.00)	-3%	-3%	
Wagner-Peyser/Trade Act	\$ (3,033,698.00)	\$ (3,033,698.00)	\$ -	-79%	-79%	*Focus on Unemployment Insurance payments due to COVID-19
Vocational Rehabilitation	\$ 186,033.00	\$ (2,363,321.00)	\$ 2,549,354.00	1%	-24%	*PY18 saw VR come out of OOS, which in turn saw increase in PY19 Fed spend and further SSI increase in year followi
	\$ (4,576,661.00)	\$ (7,018,848.00)	\$ 2,442,187.00	-16%	-31%	
<i>3/4 Normal to Full COVID Year</i>	Change from PY19 to PY20			% Change Total	% Change Federal	
WIOA Adult/DW/Youth	\$ (1,290,784.00)	\$ (1,290,784.00)	\$ -	-19%	-19%	*Lower enrollments due to COVID-19
Adult Basic Education	\$ 162,920.00	\$ (15,576.00)	\$ 178,496.00	3%	-1%	
Wagner-Peyser/Trade Act	\$ (2,549,306.00)	\$ (2,549,306.00)	\$ -	-76%	-76%	*Focus on Unemployment Insurance payments due to COVID-19
Vocational Rehabilitation	\$ (1,372,884.00)	\$ (2,563,437.00)	\$ 1,190,553.00	-10%	-26%	
	\$ (5,050,054.00)	\$ (6,419,103.00)	\$ 1,369,049.00	-17%	-29%	
	<p>*COVID-19 impacted NH Works system which closed offices to the public on March 17, 2020 and did not re-open until May 10, 2021 on a part-time, appointment only basis. Change in service delivery impacted enrollments and fewer individuals were seeking these kinds of services for a variety of reasons such as concerns over personal or family safety, childcare, laid-off but no job search requirement due to pandemic, increase in amount of benefits, etc.</p> <p>** Adult Education saw greater state expenses and Vocational Rehabilitation saw an increase in SSI for "other" funds. All titles saw a decrease in federal expenditures.</p>					

Appendix B – Sector Partnerships Reports

Construction Sector:

- In partnership with NH PBS, we've completed our 12 I Build NH video series (6 "hero" and 6 instructional videos), accompanying curriculum and website contest. In addition to \$65,000 underwriting from industry employers and education partners, private sector support for this project comes in at approximately \$35,100. Two additional videos will be broadcast to compliment the I Build NH brand:
 - Governor Sununu Spot: <https://youtu.be/IHHJSOMfUhw>
 - I Build NH generic: <https://youtu.be/AlqAQgrYIH4>
- In direct response from the content and deliverables, and relationships Construction SPI is producing, during the academic years 2016-2020, enrollments in construction related CTE programs have experienced a collective increase of more than 11+%. Again, stakeholder partners attribute this to Construction SPI's work.
- Construction SPI, branded as I Build NH, continues to realign school programming with industry needs. A recent direct example of that is how we are assisted Conval High School/Region 14 to retool their curriculum from a single-family home construction to a commercial *and* residential curriculum. This expands student's understanding of construction while giving them the familiarity with the skill set needed to construct multiunit residential projects and commercial development; this works to address the state's systemic deficit of workforce housing.
- Our communications distribution list reaches 2,381 subscribers. Monthly meeting notes include success stories, industry updates, job fairs, education and community partner requests are posted on the I Build NH website. We've now cross-link SPI and Associated Buildings and Contractors (ABC) NH/VT workforce development website resources to expand our engagement. In addition, we've recruited Karen LaMontagne from LaMontagne Builders as an Industry Champion to represent the residential side of construction and expect to have representation from the civil/heavy highway/roads side by the middle of October.
- The Construction SPI took the lead on coordinating a marketing campaign to promote Women in Construction Week, March 7 – 13, 2021 in partnership with the I Build NH brand, ABC NH/VT, and the Granite State Chapter of the National Women in Construction (NAWIC), resulting in the collection of stories of 73 women in the industry. We conducted a broad marketing campaign to share the stories with education, community agencies and the general public. Additional media outlets (including Laconia Daily Sun and Reaching Higher NH) took note and wrote featured articles highlighting construction trades.

Healthcare Sector:

- **Regional Meetings:** Healthcare SPI convenes monthly **industry-driven** meetings. Health care businesses lead SPI regional groups, working with their peers and other key industry partners to identify and address their common workforce needs. Each region (North Country, Concord, Seacoast, Monadnock and Southern NH) is currently in the process of completing a strategic healthcare workforce plan for their region. A monthly newsletter and mid-month healthcare workforce update are sent to 440 email addresses
- **Healthcare Heroes:** Year 2, of the Healthcare Heroes campaign has begun with about \$30,000 raised in sponsorships and grants. The goal of the campaign is to bring awareness to the healthcare workforce profession and highlight career pathways.
- **North Country Open Positions Survey:** The North Country identified a goal of data collection and Healthcare SPI with assistance from Navlyn Resources, LLC conducted a brief open positions survey. Results shared will help the North Country better understand training needs.

- **Connecting Genesis Healthcare with Refugees:** Healthcare SPI has convened three meetings with the NH Department of Health and Human Services (DHHS) and Genesis to develop a healthcare refugee training program. As an employer, Genesis will pay refugees while they attend English as a Second Language classes and train them to work in a variety of departments such as, nursing (LNA), housekeeping, dietary, laundry and maintenance.
- **LNA/MA to LPN Apprenticeship:** Convened North Country Healthcare employers to solicit interest in starting a Licensed Practical Nurse apprenticeship. The Community College System of New Hampshire (CCSNH) reports more than 100 healthcare apprenticeships this year. Assisting Hugh Gallen CTE with youth LNA to LPN Apprenticeship for 2022.
- **Forward Fund Participation:** Led by the Endowment for Health, the Forward Fund is convening healthcare leaders from around the State to develop a State Plan for growing the healthcare workforce.

Healthcare Heroes: <https://www.nhhealthcareheroes.org/>

Forward Fund: <https://endowmentforhealth.org/target-initiatives/forward-fund>

Hospitality Sector:

- Throughout the last few months, our Hospitality SPI has been proud of how they have been able to assist industry members navigate through the continued pandemic. Whether that is vaccine mandates, current guidelines, our funding resources, they have made every effort to be available to them whenever needed. Although utilizing quite a different model, as we had been mainly virtual since March 2020, we continue to have strong relationships and open dialogue with our education partners such as the Career and Technical Education Centers, ELON, and Girls Inc.
- New Hampshire Hospitality Month is hosted every April and in the past has seen over 500 students annually visit and go behind the scenes of hospitality and tourism properties. For 2021, we were virtual again and offered content through our Explore NHCareers YouTube Channel and several career focused events such as Culinary Arts and Food Science Career Exploration with Dartmouth-Hitchcock.
- Although very different due to COVID-19 protocols, we hosted the New Hampshire ProStart State Invitational in May with four culinary teams and two management teams competing. Since the winning teams were unable to compete at the National level, we provided the winning teams scholarships.
- Two former industry chefs are now culinary arts teachers, and the Hospitality SPI is excited to join their journey and provide support to them as they get up to speed on credentialing, work-based learning opportunities, and scholarships.
- Many of our culinary programs have seen increased enrollment; some centers have waiting lists. With schools now open, we are scheduling interviews and job shadows for a variety of students in culinary and event management. We still have a very big hill to climb, but we are optimistic about the next generation of the hospitality industry.
- The Hospitality Sector Partnership Advisor, Amie Pariseau, was honored to accept the award for the 2021 NH-Career and Technical Education Advocate of the Year. Amie truly believes in the mission and opportunities CTE provides New Hampshire students.

Manufacturing Sector:

- With the Executive Order on Ensuring the Future us Made in All of America by All of America's Workers, our Supplier Scouting and Matching Program has been launched and we are working to connect businesses, improve supply chain operations and eventually

create more job opportunities. In Q1 we connected 14 manufacturers, in Q2 22 manufacturers and in Q3 16 manufacturers to supplier scouting opportunities identifying who can produce hard to source items.

- In 2020, with the pandemic, we took our Manufacturing Month celebration virtually and engaged 22 schools, 957 students and 11 manufacturers. Prior to the webinars, 21% of the students were unaware of advanced manufacturing careers 79% of the students found the webinar to be highly informative. Students who took our survey found the webinars highly informative and after their Manufacturing Month experience, 79% would consider a career in manufacturing.
- As workforce demand increases we continue to help manufacturers to find qualified workforce to fill open positions. Some are for temporary positions and some are for full time positions. We are working in collaboration with the NH Employment Program, NH Vocational Rehabilitation, the Department of Veterans Affairs and many other partners depending on the need of each manufacturer.
- NH Manufacturing Extension Partnership (MEP) brought representatives of local manufacturers to participate on an informal interview project with the NH Vocational Rehabilitation (VR) in the efforts to introduce high school students to local manufacturing. We also partnered with VR visiting manufacturers and bringing awareness of job opportunities for individuals with disabilities.
- We delivered a four series webinar training for 14 manufacturers on navigating COVID-19 rules and regulations in NH. Provided sources and guidance on how to keep business operating safely and healthy.

Technology:

- **Sustainability/DEI Efforts:** The NH Tech Alliance recently announced the launch of a 501 (c) 3 Charitable organization called the NH Tech Foundation, whose primary mission is to champion and support innovation and entrepreneurship while creating career pathways in technology for the next generation and underrepresented populations. The first fundraising effort for this initiative was through NH Gives, the Alliance raised \$25,000. To date, the Alliance has raised \$93,000 of our \$200,000 goal which will cover personnel expenses for two years. The Alliance has identified and started outreach to a list of prospective individual supporters. The Alliance hosted two focus groups to identify goals and start to develop a job description.
- **Job Fairs and Industry Hiring Support**
 - **Job Fairs:** In 2020, the Alliance had partnered directly with NH Employment Security to host the first Technology and Advanced Manufacturing Virtual Job Fair. Following the job fair, the Alliance worked directly with the NH Employment Security Office to train them on the REMO platform so that they could expand their abilities and continue to host job fairs in other critical sectors. In April 2021, the NH Tech Alliance hosted a second technology-focused job fair with more than 300 job opportunities, 20 participating employers and 40 job seekers. Participating employers included, Bottomline Technologies, B2W Software. The Alliance team also hosted a job fair for Dartmouth Hitchcock. The job fair was also promoted to Nashua Community College Front/Back End Developer Bootcamp graduates. The Alliance will host another virtual Job Fair in Q4 of 2021.
 - **Referrals/ Hiring Assistance:** The Alliance also provided referrals and/or promotion of job opportunities for the following companies: Datanomics, Orbit Group, Fidelity, Quay Pharma, MINIM, Merchants Fleet Management, Alumni Ventures, Knox, VapoTherm
- **Facilitated Industry Sales Training to retrain existing workforce from other sectors:**

The NH Tech Alliance and YorkIE partnered to launch the B2B Saas Sales Training which was directly promoted to DHHS and SNHS participants. We worked with York IE to get them registered as an approved training provider with the state so that they would be eligible for funding through various programs under the NH Works umbrella. The goal is to get people workers from other sectors with sales or customer experience back to work in a sector that still has a relatively high demand for talent. There are currently eight individuals enrolled in the program, **four of these participants are TANF Recipients and Southern New Hampshire Services (SNHS) clients**. This course will culminate with a job fair/networking event with **8-12 employers**. This job fair and networking event will also be promoted to Nashua Community College Front/Back End Developer Bootcamp graduates.

- **K-12 Student Engagement:**

- **Careers in Tech Video Series:** In January 2021, **eight schools and nine industry professionals** from companies including Macronet Services, Fastly, Rydelinx, Insight, Pulsar Security, MINIM, Matheson Gas participated in the Careers in Tech virtual event hosted by the Alliance. During this program, leaders in fields ranging from engineering to customer success, explored themes like entrepreneurship, a day in the life of a tech professional and career pathways.. Nearly 100 students and their teachers participated live to learn about different career paths into technology and have the opportunity to ask questions to various technology leaders. The programs were recorded as part of a larger SPI strategy to build a content library of career exploration videos.
- **enCube Labs Partnership:** NHTA is establishing a partnership with EnCube Labs. EnCube Labs is an education company that harnesses a combination of STEM and hands-on learning to nurture the next generation of innovators and entrepreneurs. We discussed how we can implement the Zero2Entrepreneur framework designed as a part of a research program at the Massachusetts Institute of Technology (MIT) to NH schools. In the next few months, we will continue to explore what resources would be necessary to bring programming to NH Schools, there is specific interest in developing a prison program as well .
- **Granite State Code Camp:** The Technology sector advisor has been an active member on the planning committee for the Granite State Code camp which will take place virtually and in person at Manchester Community College on November 6. Our sector supports by recruiting industry speakers and promoting to educational partners and students of all ages.

- **Higher Education Engagement**

- **Establishing Student-Led Cybersecurity Audits:** The Alliance is starting conversations with UNH and the Community College System to establish student-led cybersecurity audits that can be offered for free to small businesses in NH. This opportunity will allow college students real world learning experience and insight into careers in Cybersecurity which have an increased demand.
- **Continued participation on the CCSNH Apprenticeship Steering Committee.**
- **Industry engagement with community college locations**
- Planning a regional industry roundtable with Great Bay Community College. Goal is to recruit IT employers to discuss skills gaps and brainstorm short-term programming and credential opportunities aiming for Q4 program

Appendix C - WIOA Title I Performance at a Glance

(July 1, 2020– June 30, 2021)

Cumulative Time Period	Performance Item	Program Group	Quarterly ^a		Rolling Four Quarters ^b		Program To Date ^c		PY 2020 Goal	
			Rate	Num Denom	Rate	Num Denom	Rate	Num Denom	100%	80%
July 1, 2019 - June 30, 2020	Employment Rate Second Quarter After Exit	Adults	78.3%	18/23	77.4%	89/115	77.1%	148/192	79.0%	63.2%
		Dislocated Workers	81.5%	22/27	81.3%	109/134	83.6%	184/220	86.7%	69.4%
		National Dislocated Worker Grants	59.4%	19/32	68.9%	93/135	70.2%	125/178	86.7%	69.4%
		Youth (Employment, Education or Training Placement Rate)	80.9%	55/68	78.6%	99/126	83.4%	186/223	67.0%	53.6%
July 1, 2019 - June 30, 2020	Median Earnings	Adults	\$6,032		\$7,020		\$7,141		\$6,000	\$4,800
		Dislocated Workers	\$13,572		\$10,764		\$9,911		\$7,850	\$6,280
		National Dislocated Worker Grants	\$8,320		\$7,984		\$8,022		\$7,850	\$6,280
		Youth	\$5,654		\$5,262		\$4,971		\$4,000	\$3,200
Jan 1, 2019 - Dec 31, 2019	Employment Rate Fourth Quarter After Exit	Adults	77.1%	27/35	70.1%	96/137	70.1%	96/137	73.5%	58.8%
		Dislocated Workers	78.7%	37/47	79.3%	130/164	79.3%	130/164	82.0%	65.6%
		National Dislocated Worker Grants	68.6%	24/35	69.3%	79/114	69.3%	79/114	82.0%	65.6%
		Youth (Employment, Education or Training Placement Rate)	78.9%	15/19	75.9%	151/199	75.6%	136/180	61.0%	48.8%
Jan 1, 2019 - Dec 31, 2019	Credential Rate	Adults	72.2%	13/18	83.3%	65/78	83.3%	65/78	60.0%	48.0%
		Dislocated Workers	81.5%	22/27	84.2%	80/95	88.9%	80/90	67.5%	54.0%
		National Dislocated Worker Grants	100.0%	5/5	89.2%	33/37	89.2%	33/37	67.5%	54.0%
		Youth	83.3%	10/12	71.5%	103/144	70.5%	93/132	61.5%	49.2%
July 1, 2020 - June 30, 2021	Measurable Skills Gains	Adults	47.6%	40/84	69.1%	96/139	84.2%	245/291	65.0%	52.0%
		Dislocated Workers	36.4%	4/11	79.5%	35/44	97.7%	212/217	75.0%	60.0%
		National Dislocated Worker Grants	75.0%	24/32	85.3%	58/68	93.2%	138/148	75.0%	60.0%
		Youth	61.6%	69/112	73.0%	116/159	80.0%	323/404	60.5%	48.4%

Notes:

^a The Quarterly timeline is the last of the four cumulative quarters:
 January 1, 2020 - March 31, 2020 for Employment Rate 2nd Quarter after Exit & Median Earnings.
 October 1, 2019 - December 31, 2019 for Employment Rate 4th Quarter after Exit and Credential Rate.

^b Rolling Four Quarters:
 July 1, 2019 - June 30, 2020 for Employment Rate 2nd Quarter after Exit & Median Earnings.
 January 1, 2019 - December 31, 2019 for Employment Rate 4th Quarter after Exit and Credential Rate.

^c Program To Date
 July 1, 2016 - June 30, 2020 for Employment Rate 2nd Qtr after Exit & Median Earnings.
 July 1, 2016 - December 31, 2019 for Employment Rate 4th Quarter after Exit and Credential Rate.

The data are compiled from August 2021 PIRL, NHUIS wage, and 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