



Workforce
Opportunity
Council, Inc.

Leveraging Resources for New Hampshire's Future

State of New Hampshire

Workforce Investment Act – Title I-B

Annual Report

*For the period July 1, 2004 through June 30, 2005
(Includes Related Grant Activities)*

Name and title of authorized official of the Governor:

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The Workforce Opportunity Council, Inc. is a sponsor of the NH WORKS system, a proud member of America's Workforce Network, and an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TDD: 1-800-622-9180

INTRODUCTION

The fifth full year (identified as Program Year 2004) of Workforce Investment Act (WIA) operations offered exciting opportunities to serve New Hampshire's workforce development system. While several industry clusters continued to see layoffs and lack of any real growth, other industries began hiring workers as projections of sustained revenues emerged.

The Workforce Opportunity Council, along with the coordinated effort of many of its partners, including New Hampshire's Department of Employment Security, Department of Education, Department of Resources and Economic Development, Department of Health and Human Services, the Community Technical Colleges, and the Community Action Association served the workforce of New Hampshire with programs funded by WIA, and other federal and state sources. The combined effort of all the partners highlighted the commitment to our state's population, and actively demonstrated the Council's vision and mission.

The Council's 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. Its mission 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 all residents of New Hampshire to gain sufficient skills, education, employment, and financial independence.

The Workforce Opportunity Council is pleased to offer this annual report summarizing our activities. On behalf of all our partners, we wish to take this opportunity to acknowledge the dedication and hard work of all the individuals involved in providing services through the NH Works system – both inside and outside the physical NH Works Career Center locations. Without these committed individuals, there simply wouldn't be a NH Works system.

Workforce Investment Act – at a Glance

Total WIA Participants Served

Participants are served over a period of time – often longer than a year. Therefore, participants are tracked on a cumulative basis. For this year’s annual report, information on both the current year participants and cumulative total participants served with WIA formula funds is given. These numbers do not include individuals served with National Emergency Grants, which is provided later in this report.

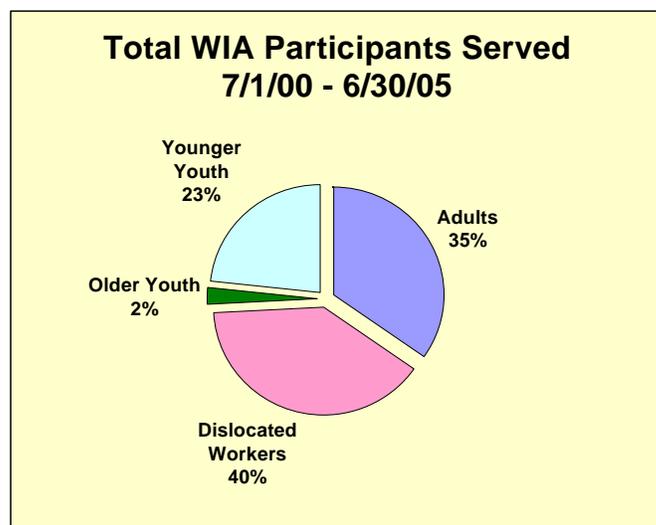
The cumulative percentage of dislocated workers served with WIA formula funds was approximately 40% -- higher than any other class of participants. Adult participants totaled nearly 35% of the total population served. WIA youth completed the served population, with 23% in the younger youth category (ages 14-18), and 2% in the older youth category (ages 19-21). These percentages are virtually the same as last year’s cumulative totals.

The current year percentages are only slightly different, with dislocated workers comprising 42% of the population served in Program Year 2004. Adults comprised 32%, and youth, in total, comprised almost 26%, with younger youth representing almost 92% of the youth population served.

The participant distribution is not unexpected. As a whole, dislocated workers tend to seek services more often than the general adult population. This is likely due to the more directed outreach. When it is learned that companies are planning a layoff, or have initiated a layoff, a process called Rapid Response is initiated. This process, involving the staff of several organizations, provides specific information to the workers targeted for layoff.

Armed with information on available services, such as resume writing and job interviewing workshops, career interest and job-skills assessments, training opportunities, support services, and other assistance, dislocated workers more readily see the advantages of working with the trained NH Works staff to transition into their next work experience. Not all services are provided through staff assistance, however. The infrastructure of the NH Works Centers is designed to support both the self-serve and staff-assisted customer.

Total Participants Served	
<u>ADULTS</u>	
This year (7/1/04- 6/30/05)	753
Cumulative (7/1/00 – 6/30/05)	4,536
<u>DISLOCATED WORKERS</u>	
This year (7/1/04- 6/30/05)	998
Cumulative (7/1/00 – 6/30/05)	5,146
<u>YOUNGER YOUTH</u>	
This year (7/1/04- 6/30/05)	556
Cumulative (7/1/00 – 6/30/05)	3,032
<u>OLDER YOUTH</u>	
This year (7/1/04- 6/30/05)	50
Cumulative (7/1/00 – 6/30/05)	322
Total this Year	2,357
Total Cumulative	13,036



Unlike adults and dislocated workers who may initiate WIA services at any time throughout the year, the youth program recruits participants at the beginning of the program year. Once a youth enters the program, services to that individual generally continue over a period of one-to-three years. As a result, the number of new youth registrants in any particular year remains a fairly constant percentage of the whole. Adult and dislocated workers, on the other hand, may fluctuate significantly from year to year due to economic factors.

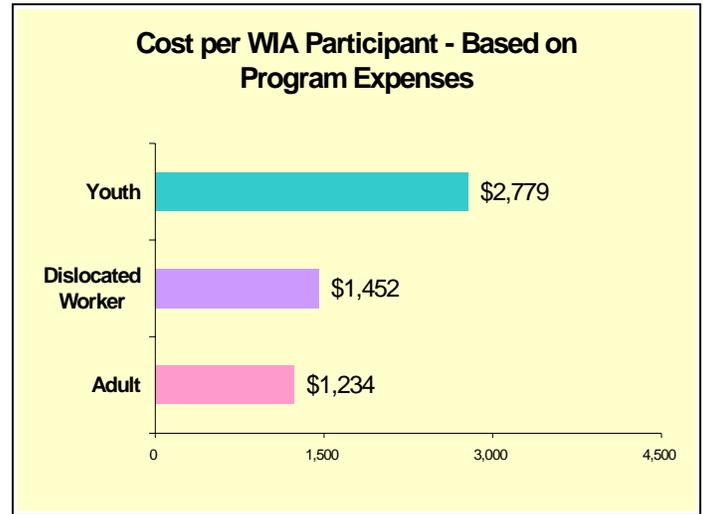
Cost Per Participant

Cost per participant is generally defined as the total WIA allocation to the state divided by the number of participants served. This strict definition, however, fails to take into account that 15% of the total allocation may be reserved for special statewide projects initiated at the Governor's discretion. While some of these projects directly benefit participants with either additional training opportunities or other services, some projects are designed more for information gathering at the state level for strategic planning or other purposes. Although it could be argued that these activities do, ultimately, benefit the participants, it is difficult to show a direct correlation between these types of activities and participant outcome.

Therefore, two cost ratios will be presented in this report. The first is based on the strict definition noted above. The second ratio is based on total *program* expenditures divided by the total participants served.

The higher cost per participant, based on total allocation, is not considered completely reflective of actual program activities. As noted above, the inclusion of the Governor's 15% reserve adds to the overall funds included in the calculation. But also, not all of the formula funds have been expended for the year. Thus, even though the funds are still available to be expended on services, and *will* be invested this coming year in serving individuals coming into the system, these currently unexpended funds are included in the total allocation calculation using only a fraction of the number of individuals who will ultimately be served by those funds.

Considered to be somewhat more reflective of actual program participant costs, the following chart calculates the cost per participant based strictly on number of participants served to date against program expenditures to date.



As can be seen, when the actual number of participants is divided into the actual expenditures incurred to serve those participants, the total cost per participant drops significantly. Overall, compared with last year's calculations based on program expenses, this year's costs have increased approximately \$100 per participant in each category, a modest increase to be sure.

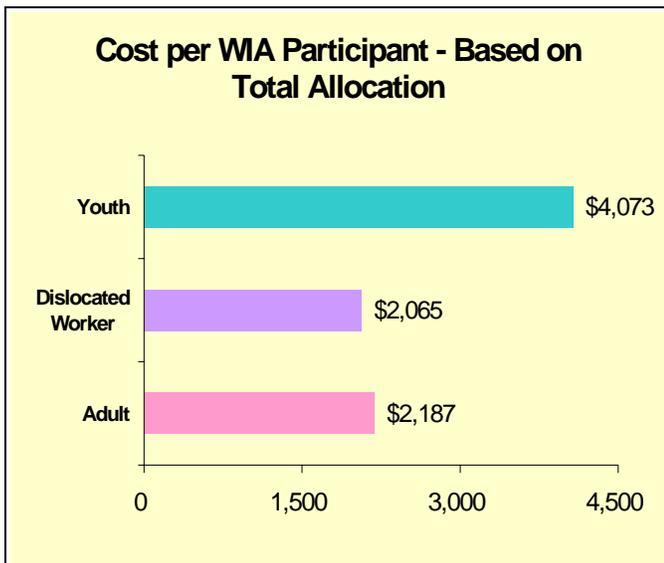
Performance Goals

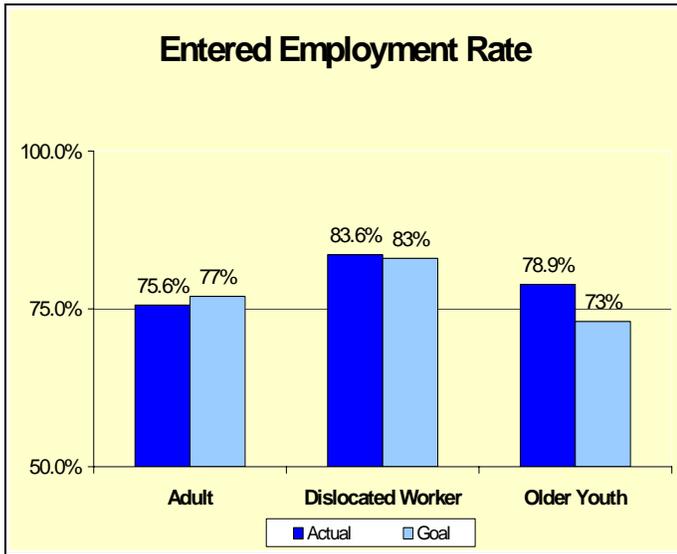
The U.S. Department of Labor (USDOL) requires that WIA programs report outcomes on a number of performance goals. A goal is considered met if the state achieves 80% of the goal. What follows is a series of graphs depicting New Hampshire's performance in the various categories.

Entered Employment Rate

The Entered Employment Rate is defined by the number of participants who exited the program and were employed by the end of the first quarter after exit. While it is recognized that some younger youth (those between the ages of 14 and 18) do enter the workforce, they are not included in this category as their primary environment is considered to be an educational setting.

New Hampshire met all PY04 goals in this category.



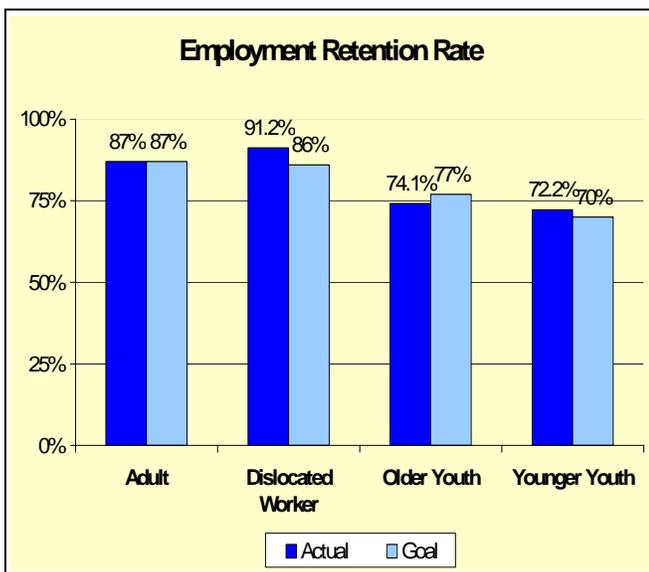


Employment Retention Rate

The Employment Retention Rate reflects the number of participants who were employed in the first quarter after exit and were still employed at the end of the third quarter after exit from the program.

Younger youth retention rates include positive outcomes such as post-secondary education, advance training, military service, and qualified apprenticeships.

New Hampshire met the four goals. For older youth, the actual performance was 74.1% against a negotiated goal of 77%, which equates to 96% of goal – well within the 80% of goal requirement set by the USDOL.



Earnings Change and/or Earnings Replacement in Six Months

Pre- and post-program wages are measured to evaluate the effect of program participation on earnings. Unemployment Insurance wage records are used to calculate this information.

Adult wage changes are calculated on an actual dollar value. New Hampshire renegotiated its goal this year, and exceeded the changed goal.

Older youth are also evaluated on an actual dollar value. Only those youth not enrolled in post-secondary or advanced training six months after exit are tracked.

The number of older youth in WIA programs has traditionally been few. Consequently, low wage gains by a small number of participants have a large impact on the overall measure. With this in mind, New Hampshire renegotiated this goal, and was able to exceed the renegotiated goal for Program Year 2004.

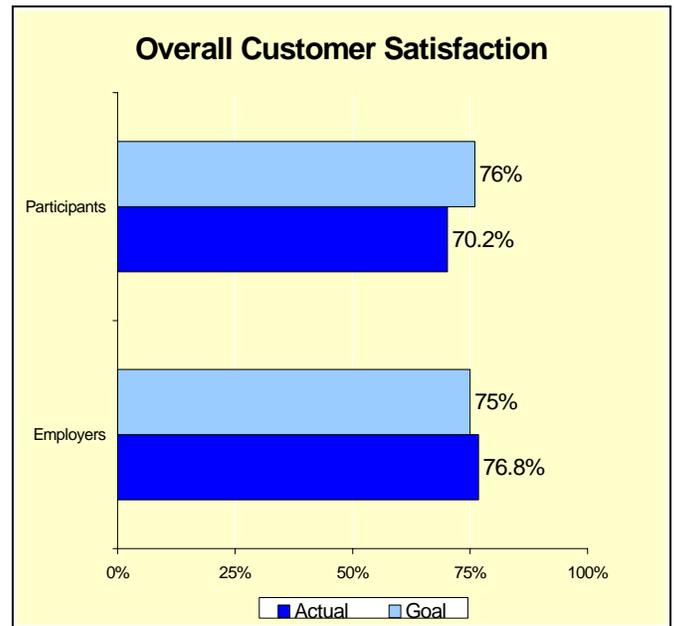
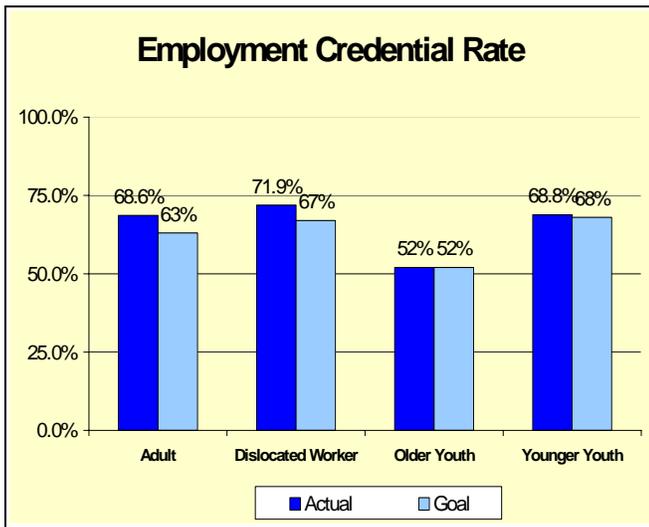
Dislocated workers are evaluated on a replacement wage basis, which represents a percentage of their wages prior to dislocation. The negotiated goal was revised to 87%. Actual performance was 74.4%, which is within the 80% performance window. Therefore, New Hampshire met all its goals in this category.

Earnings Change/Earnings Replacement in Six Months		
	Goal	Performance
Adult	\$1,850	\$2,062
Older Youth	\$2,000	\$2,092
Dislocated Worker	87%	74.4%

Employment Credential Rate

The Employment Credential Rate represents the number of people who receive training services and received a certificate, diploma, or other credential following completion of training.

New Hampshire met all of the credentialing goals, exceeding three of them.



Customer Satisfaction

Customer satisfaction is an important measure of our system effectiveness. To ensure a fair and unbiased process, New Hampshire contracts with a third party to perform all customer satisfaction surveys.

The results obtained from our surveys reinforce our positive service efforts, and assist us in directing resources to those areas that require some readjustments.

Number Eligible for Survey	
Participants	1,823
Employers	800
Survey Responses	
Participants	1,279
Employers	501
Survey Response Rate	
Participants	70.2%
Employers	76.0%

Both participants and employers are asked three basic questions relevant to their experience with the system:

- How satisfied are you with the services?
- To what extent have the services met your expectations?
- How well do the services compare to the ideal?

The Overall Customer Satisfaction scores reflect a weighted average of participant and employer ratings of each of the three questions, reported on a 0-100 scale.

Additional questions are then asked about specific services or service-delivery strategies. The information is compiled into quarterly reports which are reviewed by the Council's Performance Assessment Committee, as well as the NH Works Operator Consortium.

Many of our continuous improvement strategies find their beginnings in the customer satisfaction survey results. The survey has proven to be an effective evaluation tool, and the Council is always looking for ways to refine the survey to provide additional information useful to the continuous improvement process.

This year, participant satisfaction has declined somewhat, yet still meets USDOL's goal (falls within 80%). The decline in satisfaction is attributed to longer terms of unemployment for some dislocated workers, contrasted against higher expectations.

USDOL is currently evaluating the value of this survey and has indicated that under the new common measures it will be implementing, this measure may no longer be a required reporting element. New Hampshire will address whether it will continue investing in collecting and evaluating this information once USDOL makes its final determination.

Continuous Improvement Efforts

New Hampshire continues to invest in continuous improvement activities. In September 2004 the NH Works Consortium contracted with the Center for Workforce Learning to conduct statewide Mystery

Shopper activities consisting of at least one phone call and one office visit to each of the 13 NH Works offices.

The Center for Workforce Learning provided the Consortium and the Interagency Directors Group (IDG), a subcommittee of the Consortium, with a written report on each phone call and visit conducted, as well as a statewide summary analysis report highlighting promising practices, areas for improvement and recommendations for improvement. It was determined that local staff should be charged with developing their own strategies for continuous improvement and share the results with the IDG/Consortium for final approval.

In February 2005, the IDG received the Mystery Shopper Improvement plans from each of the 13 NH Works offices. The following is a summary of the topics and specific recommendations contained in the reports:

Customer Service/Customer Feedback

- Train staff to ask open-ended questions
- Train staff to ask closing questions (Did we meet your needs?)
- Create a check list “cheat sheet” of basics that should always be covered
- Have customer suggestion boxes available
- Require staff to introduce themselves to customers using first name at all times
- Create index card customer satisfaction surveys; standardized across all offices/sampling
- Use signs in the office to encourage customer feedback

Marketing/Branding Issues

- Recommend that all partner business cards carry the America’s workforce network statement
- List “NH Works” in the yellow pages of the phone book; list all partners in ad
- Suggest magnetic nametags – larger print, first name, above the waist
- Promote NH Works by answering all phones with “NH Works”, not just the 800 number
- Promote use of “NH Works” in all greetings

NH Works Program Information

- Develop agency service cheat sheets for referrals
- Develop NH Works brochures/flyers
- Hold quarterly “program update” meetings for staff

- Develop a needs assessment for customers to fill out
- Create multi-media presentations for viewing in the office
- Initiate a marketing campaign at the state level
- Offer computer-based information for the customer
- Provide customer orientation to services, similar to Unemployment Insurance orientations

Staff Training

- Provide customer service training; listening skills; how to ask open ended questions; preferably delivered by an outside vendor
- Ensure that partners can take advantage of other partner training opportunities
- Have quarterly partner service updates to “refresh” program information
- Ensure all staff are familiar with NH Works phone line and how to answer it

Office Equipment/Signs

- Provide more customer-friendly signage in the office – adaptive equipment sign, uniform signs to guide customers through the process, color-coded office layout maps to inform customers of services
- Provide kinder/gentler office rule signs, etc., and use computers to inform and direct customers to services
- Purchase poster racks

After careful review of each local plan and consultation with the NH Works Consortium, the IDG reached agreement on all of the issues and recommendations put forth by the local staff. The guidance established by the IDG in response to the specific recommendations identified within the local office continuous improvement plan is as follow:

Customer Service/Customer Feedback

- Guidance Letter 04-05 establishes a statewide minimum standard for greeting NH Works customers. This policy guidance enhances existing agency policies on office protocol and should be monitored regularly to ensure consistency.
- Guidance Letter 05-05 establishes a formal statewide process for gathering point-in-time customer satisfaction information. Local teams are encouraged to supplement this process with “suggestion boxes” or other mechanisms for gathering additional

customer satisfaction information as they deem necessary.

- The Professional Development Team has been charged with developing a training plan to address partner agency staff training in customer service and interviewing techniques (e.g., how to ask open ended and closing questions). However, local management staff is encouraged to continue to mentor staff on how to provide quality customer service that includes continuously checking in with the customer regarding his/her needs.
- The IDG/Consortium supports the development of tools such as the “cheat sheets” recommended by a number of teams. Staff are also encouraged to review the tools developed for the Conway, Keene, Somersworth, and Nashua offices, as part of the customer flow project; to determine if those tools already developed could be easily adapted to a particular office.

Marketing/System Branding

- The IDG is working with partner leadership staff to make sure that all staff working in a NH Works office have business cards with the America’s Workforce Network slogan on them.
- NHES is checking into the cost for placing “NH Works” with all partners listed under the one heading in the yellow pages. This would not replace individual agency listings. However, early estimates are proving to be cost prohibitive. The IDG will work with NHES to determine if there is an alternative way to accomplish this request.
- The IDG/Consortium is not recommending the purchase/use of magnetic name tags at this time. It is anticipated that the consistent practice of first name introductions will significantly improve customer awareness. However, the IDG will continue to evaluate this issue and should it be determined that customers are still confused, we will consider the recommendation for different/additional name tags.
- All other issues and recommendations related to “system branding” are on hold until further notice. Decisions and direction will be set at the Consortium level at a future (yet to be determined) planning meeting.

NH Works Program Information

- The IDG supports and encourages all efforts to develop “cheat sheets” for staff and holding quarterly staff meetings to provide an opportunity for partner agencies to update each other on services.
- The IDG is taking the lead in developing a job seeker customer brochure for the NH Works system.
- The IDG will also take the lead in developing a NH Works “navigation” tool, which may take the form of a video or computer led guide, or both.
- The IDG is recommending that local staff not develop a “needs assessment” tool or customer orientation sessions (other than those already established) at this point in time. The goal is to develop the navigational tool first, and then determine if other tools are needed to supplement the referral process.
- A state level marketing campaign is not planned for at this time. If appropriate, the need for a state level marketing campaign may be re-evaluated based on the outcome of the “system branding” planning session.

Staff Training

- As stated earlier, the PDT will take the lead in developing partner staff training opportunities specific to the topics recommended in the local team continuous improvement plans. In addition, the PDT will consider developing a partner agency training calendar that would be available to all partner staff in an effort to ensure greater consistency in informing staff about partner agency training opportunities as they become available.
- Local NHES managers are responsible for ensuring that all center staff are aware of the “NH Works” phone line and how to handle calls that come into the office via this phone line.

Office Equipment/Signs

- The IDG will take the lead in arranging for new office signage. All offices will be required to display the same signage (i.e., standardized statewide).
- The IDG is not recommending the purchase of poster racks. It is difficult to find an esthetically pleasing way to display the numerous posters required by law. To

contain the posters in a display rack that would require the customer to seek out the information is inconsistent with the purpose of the poster as a means for “catching the attention” of the consumer.

As work continues on the information gleaned from this first Mystery Shopper experience, plans are underway to initiate another “shopping expedition” in the near future.

As for the youth world, which generally is not served through the NH Works Centers, much of the ongoing instruction and workshop trainings are a continuation of previous years’ topics. This is to ensure that new staff members are trained in all the various program complexities. Specifically this year, Youth Contractors participated in a web-based training on WIA performance measures.

Additionally, all youth services contractors are required to provide a monthly report indicating their performance measure status at the end of each month and identify priority clients for services that are not in a positive outcome situation.

From a program perspective, the PY05 youth service contracts established minimum instructional and service guidelines (regarding time) for the youth participants.

Also, as in past years, there was continual tweaking of the adult and youth case management system—not only for management reports, but to be more user-friendly for front line staff.

Finally, ongoing program and fiscal monitoring represents a commitment to continuous improvement of the system. Council staff visit service providers on a regular basis and address early questions and concerns to avoid potentially costly mistakes.

Programs

Under the Workforce Investment Act, New Hampshire is a single-delivery state, meaning that there is only one Workforce Investment Board for the entire state. Local and Regional Boards are not included in the WIA service-delivery approach. With that said, New Hampshire still tends to think in terms of state and local level service delivery, defining “local” as those programs that provide services directly to individuals. State level programs are defined as those designed to improve the overall system through technology enhancements and staff training, as well as to initiate

innovative projects with a goal towards ultimate self-sustainability of those projects.

At the local level, the Council contracts with four major partners to the WIA system:

- NH Department of Education
- Community Action Association
- NH Community Technical College System
- NH Dept. of Resources & Economic Development

The Department of Education administers the WIA youth programs throughout the state. Both in-school and out-of-school youth are served through various providers such as Jobs for NH Grads, Project Pride, Southern NH Services, My Turn, Dover Housing Project, as well as school districts.

The local Community Action Programs provide services to WIA-eligible adults and dislocated workers. Services range from help with resumes and job-seeking skills to identifying training needs and assisting the individual in getting training designed to lead to self-sufficiency. Also included in this assistance is the offering of support services (help with transportation, books, uniforms, child care, etc.) to better allow participants to focus on their goals, without the constant worry that these other barriers are limiting their progress.

The Community Technical College System has traditionally assisted individuals in determining their eligibility for Pell Grants and other educational financial aid. With most financial aid now able to be accessed directly through the internet, the focus changed. A pilot project was designed that would use trained CTC staff to perform in-depth assessments of referred participants. These assessments would assist the case workers in guiding the participants towards the most effective services and training opportunities. The project was to be piloted in four offices. Due to staff recruitment difficulties, however, this pilot project was unable to come to fruition. For the coming year, the approach has again been re-evaluated. A new agreement with the Manchester campus is being designed and will be reported on in more detail in next year’s report.

Finally, the Department of Resources & Economic Development takes the lead in coordinating rapid response services in situations of mass layoffs. This agency meets with companies planning layoffs and, through a collaborative effort with the Department of Employment Security and the Community Action Programs, arranges informational sessions with affected

workers to help them understand the services available to them during this stressful time.

Funding to our local service providers varies annually due to fluctuations in federal funding. While each year's WIA allocation may be expended over a period of three program years, contracts with the local providers are usually limited to one year. The following chart indicates the total funds received by (or set aside for) these organizations for the past program year.

WIA-Funded Local Programs	
7/1/04 – 6/30/05	
Dept. of Education	\$1,829,439
Community Action Association	\$2,774,883
NH Com. Tech. College System	\$ 241,894
Dept. of Resources & Econ. Dev.	\$ 286,689

At the state level, the effort to bring a Job Corps Center to New Hampshire maintained a high priority. This project, supported with the 15% Governor discretionary fund, is discussed in more detail later in this report.

Also over this past year, approximately \$200,000 was invested in New Hampshire companies to upgrade the skills of the workers, with an eye towards ultimately benefiting the companies' bottom line. Grants of up to \$7,500 were awarded to 31 different companies, based on a committee's evaluation of the company's application material. Each grant required a 1:1 cash match from the company. Companies receiving awards came from a variety of industries, including manufacturing, healthcare, and hospitality.

For the coming year, the Governor has continued the commitment to support incumbent worker training. New guidelines are being developed with an expectation that the second round of funding will roll out by November 2005.

Statewide Youth Initiatives

In addition to its oversight of the annual formula funds administered by the NH Department of Education, the Youth Council continued to monitor statewide programs begun over the last two years and funded with the Governor's 15% Reserve funds. One program, a collaboration with the Department of Juvenile Justice, a division of Health and Human Services, as well as the NH Department of Education, is funding the Newport Enrichment Team and the Claremont Teen Resource

Center and Coffeehouse. Both initiatives are designed to encourage youth to have an active interaction with the adult business world in an effort to develop job readiness and social skills. This is the last year of funding for these programs, but both are well on their way to becoming self-sustaining through community support.

For this coming year, funds have been committed for another collaborative funding project. The Youth Council will begin designing the project this fall, with the expectation that a Request for Proposals will be issued sometime mid-late winter.

Participants Served

Demographic information on ethnicity is gathered on a strictly volunteer basis. While a good-faith effort is made to collect this information, many participants do not wish to volunteer this information.

The following table presents the general breakdown of our WIA participants' ethnicity, based on the information we were able to collect. Results are reported as percentages of the total population served over the past program year.

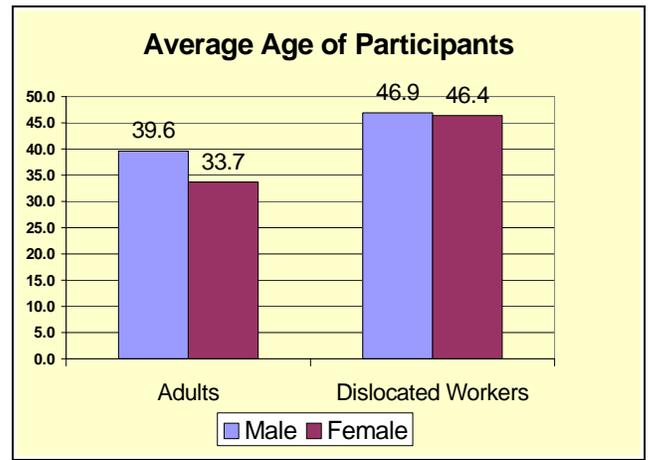
	Population Served – Ethnicity				
	<u>White</u>	<u>Hispanic</u>	<u>Black</u>	<u>Asian</u>	<u>Other/ Undeclared</u>
Adult	78%	1%	9%	0%	12%
Disl. Worker	90%	0%	1%	1%	8%
Older Youth	76%	2%	4%	4%	14%
Younger Youth	81%	0%	4%	0%	15%

Categories with zero percent denotes that the percentage of the population served was smaller than one percent, not that there were no participants in that category.

Demographics based on gender are also looked at. A review of the population by percentage of gender indicates a fairly even split between male and female participants in dislocated and younger youth categories. However, the adult and older youth categories show a higher percentage of female participants.

The adult category, more so than the dislocated worker category, tends to serve a greater number of disadvantaged individuals with barriers to employment. As this population often consists of single mothers, the higher percentage of females in this service category is not unexpected.

Similar to last year, this year's older youth category again served a greater number of females than males, although the difference is a lesser percentage this year versus last year. A review of recruitment and other program/policy issues indicate no specific reason for the gender ratio, but this will continue to be watched to determine if a specifically identifiable, but unintentional, pattern of recruitment/retention behaviors are emerging.



Since the youth program serves a very specific age population, and that population is generally served over a period of one-to-three years, tracking average age of the youth population is not particularly useful.

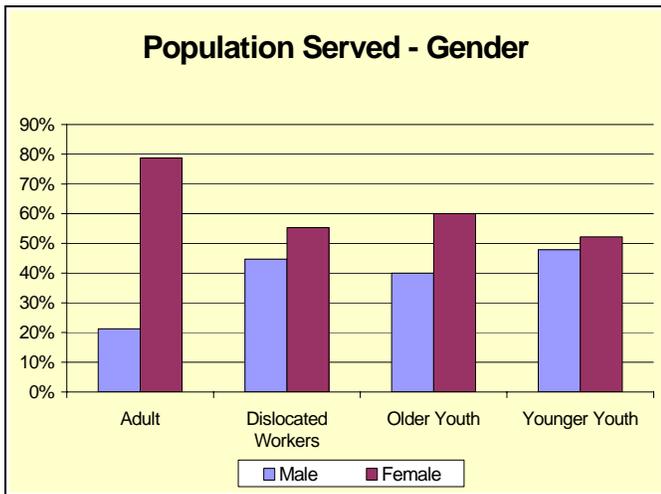
The age category for younger youth served with WIA funds is 14 to 18 years of age. Older youth are 19 to 21 years of age. Next year we hope to present information representing the number of youth served by actual age.

Finally, as part of our overall adult and dislocated worker customer base, our NH Works Centers serve veterans, individuals with disabilities, displaced homemakers, older individuals, and individuals receiving public assistance.

These special populations represent approximately 42% of our total customer base in PY04, a 6% increase from last year's 36%. Public Assistance and Older Individuals showed the highest change, increasing by 3% and 2% respectively.

The increase in service to individuals on Public Assistance is attributed to the "priority of service" eligibility process used with the Adult population. Priority of service requires that individuals meet an income test as part of the eligibility process for accessing WIA training funds. This income test is geared toward individuals with low income and/or those individuals with multiple barriers to entering the workplace. Due to program definition differences, dislocated workers are not subject to the same "means test" to access services.

The chart below shows a breakout of the individual populations served with WIA Adult and Dislocated Worker funds.



Looking at age, this year's statistics reveal a slight shift from last year, with dislocated workers having a higher average age at registration.

The age of dislocated workers has increased from an average age of 45 to an average age of 46 ½. This slight increase reflects the general aging trend in New Hampshire, which studies indicate is getting older. This trend may affect the ability of the dislocated worker to obtain new employment that matches existing wages and skill levels.

As with last year's adult female population, this year's population is slightly younger. The difference from PY02 to PY03 was a reduction of 2 years. For PY04, the average age of females entering the adult program has again reduced by 2 years to an average age of 33. This represents a total of 4 years reduction in average age over the past 2 program years.

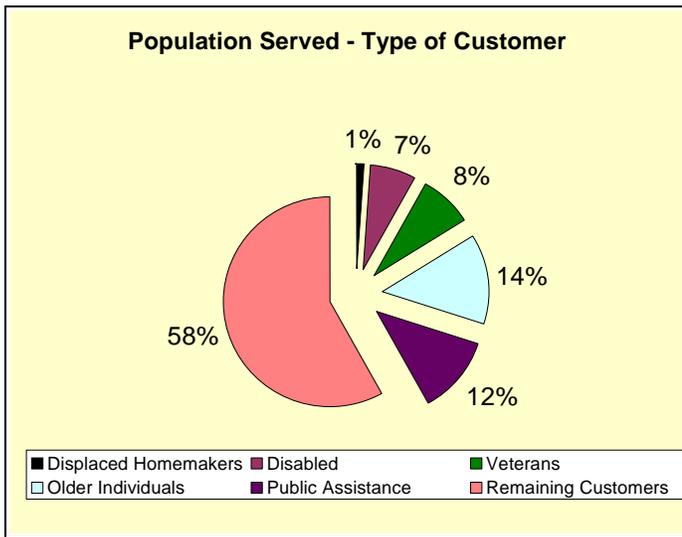
WIA Financial and Program Performance Summaries

The USDOL requires that states report on their expenditure of funds. This reporting is done quarterly, and then summarized for the past three program years in each year's Annual Report.

The financial data on the following page is aggregated for the program years 2002 through 2004, as required by the U.S. Department of Labor.

At the time of writing, the latest audited financial statements were not yet available to accurately update that portion of the report that reflects the financial position of the Council. Therefore, the numbers indicated on the next page are a good-faith estimate. Readers are cautioned not to use these numbers as a baseline for any specific conclusions on the Council's financial position.

Table O, following the financial information, presents the PY2004 program performance. While the individual goals have already been reported on, both graphically and in narrative, this table summarizes in one place all goals and performance for the past program year.



Self-Serve Website Customers

NH Works offers a variety of informational services over its website www.nhworks.org. Activity on the site continues to be strong, with the job-search links receiving the majority of the site's activity.

It should also be noted that Annual Reports from past years may also be accessed on the website under the "About Us" tab.

WIA Financial Statement

July 1, 2002 – June 30, 2005

<u>Operating Results</u>	Available	Expended	Pct.	Balance Remaining
Total All Funds Sources (PY02, 03, 04)	\$23,041,668	\$19,396,220	84%	\$3,645,448
Adult Program Funds	\$4,584,802	\$3,844,638	84%	\$740,164
Dislocated Worker Program Funds	\$5,907,088	\$5,871,003	91%	\$549,402
Youth Program Funds	\$6,848,477	\$5,871,003	86%	\$977,474
Out-of-school Youth	\$3,136,602	\$2,693,177	86%	\$443,425
In-school Youth	\$3,711,875	\$3,177,826	86%	\$534,049
Local Administration Funds	\$1,451,510	\$1,150,248	79%	\$301,262
Rapid Response Funds	\$794,342	\$716,912	90%	\$77,430
Statewide Activities Funds	\$3,455,449	\$2,455,733	71%	\$999,716

Adult and Dislocated Worker funds are adjusted for USDOL rescissions, reallocations, and Council transfers between the two programs.

	C-E Ratio		Amount
Cost-Effectiveness*		Financial Positions	
Overall, All Program Strategies	\$2,583	Total Assets	\$1,623,978
Adult Program	\$2,187	Current Assets	\$ 727,182
Dislocated Worker Program	\$2,065	Property, Equipment, Net	\$ 896,796
Youth Program	\$4,073	Operating and Other Assets	
		Current Liabilities	\$ 330,369
*Calculated against total allocation		Liabilities Less Long-Term Debt	\$1,197,877
		Long Term Debt	\$ 426,101

Table O - Performance

Local Area Name New Hampshire	Total Participants Served	Adults	753	
		Dislocated Workers	998	
		Older Youth	50	
		Younger Youth	556	
ETA Assigned # 33015	Total Exiters	Adults	449	
		Dislocated Workers	618	
		Older Youth	57	
		Younger Youth	446	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	70.2	
	Employers	75	76.8	
Entered Employment Rate	Adults	77%	75.6%	
	Dislocated Workers*	83%	83.6%	
	Older Youth	73%	78.9%	
Retention Rate	Adults	87%	87.0%	
	Dislocated Workers	86%	91.2%	
	Older Youth	77%	74.1%	
	Younger Youth	70%	72.2%	
Earnings Change/Earnings Replacement in Six Months	Adults*	\$1,850	\$2,062	
	Dislocated Workers*	87%	74.4%	
	Older Youth*	\$2,000	\$2,092	
Credential/Diploma Rate	Adults	63%	68.6%	
	Dislocated Workers	67%	71.9%	
	Older Youth	52%	50.0%	
	Younger Youth	68%	69.0%	
Skill Attainment Rate	Younger Youth	73%	71.5%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	17	10

PERFORMANCE CODING:

Meets Goal
Exceeds Goal
Goal Not Met

* Renegotiated Goal for PY04

Other Council Activities

Job Corps Initiative

In its two-year effort to bring a Job Corps to New Hampshire, the Job Corps Center Task Force has accomplished some significant milestones.

At the national level, the inclusion of favorable language in a Congressional bill and a preliminary Senate markup bill appropriating start-up funds for up to four new Job Corps Centers provided much hope that New Hampshire was well on its way to obtaining a Job Corps Center.

While, in the wake of Hurricane Katrina, damage to Job Corps Centers in the Gulf Coast area might affect funding priorities, New Hampshire is still hopeful that a Request for Proposal will be released later this year for at least two new Centers. In the meantime, planning efforts continue, with the site-selection subcommittee working diligently towards identifying potential sites for a NH Job Corps Center.

National Emergency Grants

Over the past year, the Workforce Opportunity Council continued to serve targeted populations from company layoffs that exceeded 50 people. This funding, labeled National Emergency Grants (NEGs), is in addition to the formula funds (standard WIA allocations) and, unless otherwise authorized, may be used to serve only the targeted population identified in the grant request. Most NEGs are approved for a two-year service period with specific start and end dates identified. Upon request, NEGs may be extended if additional time is needed to provide complete services to the affected populations.

National Emergency Grants are usually approved for up to a maximum amount, with the USDOL releasing incremental funding as the grant progresses. For example, the grant may have been approved for up to \$2 million, but only \$750,000 was initially released. Requests for additional funding are required, and are approved based on the project's progress.

While no new NEG service delivery grants were applied for this year – a positive, when you consider that asking for the funding indicates a significant company layoff – the Council continued to administer three existing grants. One grant was extended beyond its original end date, so that ongoing services could be provided to those affected.

The multi-company grant, awarded in June 2003, initially served laid-off workers from six companies: Hewlett Packard Corporation, Verizon, Great Plains Business, Nortel, Aprisma Software, and Sanmina. To date, the grant has served 137 individuals. USDOL granted our request to extend the grant to June 30, 2006, so that we may continue to serve individuals affected by ongoing layoffs at Hewlett Packard Corporation.

National Emergency Grants

Multi-Company High Technology

Date Received	06/25/2003
Amount Approved (up to)	\$1,085,740
Incremental Funding (6/30/05)	\$ 861,870
Amount Expended (6/30/05)	\$ 700,741
Number Currently Serving	137

JacPac (Tyson) Foods

Date Received	02/01/2004
Amount Approved	\$2,384,782
Incremental Funding (6/30/05)	\$1,677,162
Amount Expended (6/30/05)	\$1,265,617
Number Currently Serving	261

Flextronics

Date Received	06/30/2004
Amount Approved	\$ 200,000
Amount Expended (6/30/05)	\$ 163,023
Number Currently Serving	37

In January 2004, JacPac Foods in Manchester closed their doors. Just over 500 individuals lost their jobs as a result of this closure. The Council quickly submitted a proposal to the U.S. Department of Labor for funds to serve these individuals. In a very short turn-around, the USDOL approved over \$2 million, with an initial grant of almost \$1.5 million. These funds support a Worker's

Assistance Center that is devoted to serving the individuals previously employed at JacPac. Services included the usual job readiness skills of resume writing, interviewing, skill assessment, and job search techniques. In addition, and due to the demographics of the population served, the Center also offered English Speakers of Other Languages (ESOL) classes and computer skills training. Because of the high success rate in securing new employment for displaced workers at the same, or higher, wages than what they were making at JacPac Foods, it was determined, in July 2005 as a cost-saving measure, that the Assistance Center itself could be closed and ongoing operations moved back within the nearby Manchester NH Works Center. This cost-saving move has not affected the level of services provided to the individuals

The third National Emergency Grant came in on the last day of the Program Year 2003. Flextronics International laid off approximately 200 individuals in May 2004. Again, the Council quickly submitted a proposal to USDOL, who, with equal quickness, approved a grant for \$200,000 to serve an estimated 50 individuals. From past experience, the Council knows that not everyone who is laid off will seek the available services. While the estimated service plan was for 50 individuals, to date, even with outreach, only 37 have participated in the programs made available to them through this special funding. This is attributed to the fact that shortly after the Council received its grant, the company was certified for assistance under the Trade Adjustment Act (TAA). NH Employment Security administers the TAA funds coming into this state. Training opportunities offered to TAA-assisted workers often exceeds that able to be offered under National Emergency Grants. Thus, when given the choice, individuals will often seek training grants under TAA, while being supported in other ways through the Council-administered NEG (individuals are dually enrolled in both programs). This grant is due to close on June 30, 2006.

Other Grants

This past program year saw the completion of the Council’s \$3 million grant from the U.S. Department of Labor, under the H-1B Technical Skills Training Grant Program.

This grant was highly successful, providing “forgivable loans” totaling approximately \$2 million to almost 900 nursing students pursuing an RN degree. Additionally, another \$716,000 was invested in incumbent worker training, upgrading the skills and certifications of approximately 1,478 nurses in such areas as emergency,

critical care, pediatrics, medical-surgical, geriatrics, and women’s health issues.

This grant was originally scheduled to close on September 30, 2004, but was granted an extension to April 1, 2005. This extended timeframe allowed for additional funding of forgivable loans in the 2004 fall semester.

In September 2003, the Council received a grant from the USDOL, Office of Disability Employment Program (ODEP). The grant is up to \$2.5 million over a 5-year period (\$500,000 per year if continued funding received). The project is designed to accomplish a systems change in how services are delivered to youth, and in particular, youth with disabilities. One of the tasks in the first year was to map resources available and to begin to coordinate services offered throughout the state to youth with disabilities, thus assisting this targeted population to transition into the workforce.

Four local pilot sites – Monadnock Developmental Services, Strafford Learning Center, North Country Educational Services, and SAU #35 – are just completing their first year of operations as local intermediaries working towards increasing awareness of programs within their communities and coordinating services. While the local intermediaries do not provide direct service to participants, they are tasked with tracking the outcomes of those individuals who are “touched” by the activities funded through this grant. This particular task was just starting at the end of this program year so only 15 individuals have been entered into the management information system.

H-1B Technical Skills Training Grant	
Date Received	10/01/2001
Amount Received	\$3,000,000
Amount Expended (4/01/05)	\$2,993,310
Total Match Received (4/01/05)	\$1,778,824
Number served (4/01/05)	2,378
Youth in Transition Grant	
Date Received	09/30/2003
Amount Available (6/30/05)	\$1,000,000
Amount Expended (6/30/05)	\$ 778,849
Number Tracking	15
Faith-Based Community Organization Grant	
Date Received	07/01/2004
Amount Awarded	\$ 500,000
Amount Expended (6/30/05)	\$ 183,835
Number Currently Serving	69

At the beginning of the program year, the Council received \$500,000 in funding from the USDOL under their faith-based community organization initiative. This grant is designed to engage grassroots organizations in the workforce development system, while providing job-readiness skills to approximately 225 youth, aged 16-24, living in Manchester's enterprise zone.

A Request for Proposals was issued and a total of seven programs were funded, including some innovative approaches offered by the New Hampshire African Community Center, the Manchester Community Resource Center, and the New Hampshire Deaf and Hard of Hearing Services.

In July 2005, the Council received permission from USDOL to extend the target service area to include most of the greater Manchester city area. This resulted in a geographic service area that included approximately 12 census tracts versus the original 4, which has helped in recruiting more participants into the programs. The grant is scheduled to end on December 30, 2005.

Success Stories

The programs administered by the Council are judged in various ways by both agencies and individuals. Some judgments are objective, such as the performance goals discussed in this report. Other judgments come through the experiences of the people accessing the services made available to them through our grant funding.

Often in the daily workflow, it's easy to forget the impact these services have on individual lives. Therefore, the occasional note of thanks provides an opportunity to reflect on this very issue. Below are just a couple of examples of how lives are changed with these programs:

Peter was a dislocated worker who came to the program on January 20, 2005. At that time, he had been out of work since September. Married, with three minor children living at home, Peter needed to get back to work as quickly as possible.

Peter's assessment of his situation was that he was not being considered for employment in a field in which he had worked for more than 20 years because he lacked a certification in Project Management. While he had held positions such as Chain Project Manager, Process Leader, Care Manager, and Development Manager, his

lack of a formal certification in today's labor market was putting him at a disadvantage.

Peter took the Project Management course at William George Associates. He took and passed the PMP National Exam in March, and started his new job on April 4, 2005. His title is IT Director, at a starting salary of \$6,000 more than his previous position. Peter claims having the "PMP" behind his name made all the difference. Congratulations, Peter!

From one of our youth programs, comes another success story. This one is a combination success story for both an employer and for some of our older youth participants.

Michael Dunican, President of North American Equipment Upfitters (NAEU), would deny being a life-saver to his employees, but he is definitely that. He hires entry-level workers without specific jobs skills and teaches them how to construct boom trucks. He doesn't concern himself with an individual's past, but focuses on the person's willingness to learn a skilled trade and his/her work readiness skills. The company provides the workers with an excellent wage and benefit package. There is also an incentive package when there is a large-scaled build. Michael assists the workers with securing low-cost vehicles. He even goes so far as providing no-interest loans to his employees for emergencies that might keep them away from work. He does this to keep his trained workers on the job, and to not be forced to constantly train new workers.

The Youth Empowerment Program, in collaboration with WIA Title I Adult funds, placed two participants in On-the-Job-Training (OJT) Contracts with NAEU in 2004. Both participants have completed their OJT and are still with the company. Both are earning \$2 per hour more than when they started, and both have progressed to higher-skilled jobs within the company.

Michael is always willing to look to the Youth Empowerment Program when he needs employees, as he feels that the participants are thoroughly assessed and thus he gets employees who are a match with his company. The two young participants who are still with his company can attest to that!

Workforce Opportunity Council Members - as of September 2005

Dick Anagnost, Chair

Dennis Adams	Juliana Eades	Clifford Newton
Nancy Barnes	Debra Grabowski	Sean O'Kane
Denise Benson	Mark Hathaway	Bob Paul
David Boisvert	Gale Hennessy	Alan Reische
Thomas Brady	David Juvet	David Robar
Richard Brothers	Jay Kahn	William Simonton
Kevin Cash	David Lang	John Stephen
David Cioffi	Sylvia Larsen	Steven Schubert
George Copadis	Eliza Leadbeater	Lyonel Tracy
James Dalley	Carl Lindblade	James Wagner
Joseph Diamant	Gary Matteson	
Dick Dunfey	Henry Mock	

Youth Council Members - as of September 2005

Dennis Adams, Chair

Lauren Bressett	Steve Guyer	James Palmeri
Kevin Cash	Nate Hughes	Kimberly Shepard
Ernest Collier	Bruce Labs	Tom Wisbey
Kathy Condon	Sylvia Larsen	
Deana Cowan	Paul Leather	
Michele Desmond	Willard Martin	
Joseph Diamant	Donna McAdam	
Kathryn Dodge	Debra Naro	

Appendix A

Focus on Youth

In February 2005, in preparation for negotiating the performance goals for the next two program years with USDOL, the Council asked Dennis Delay, Director of Special Projects, to prepare a paper on youth employment in New Hampshire. What follows is the result of Dennis's research.

Executive Summary

Opportunities for youth employment across the country have deteriorated significantly in the last four years. While decreased prospects for young people looking for work is a national problem, the decline in job opportunities for Granite State youth is more severe than average. And within New Hampshire, job opportunities for rural youth are more dismal than for youth in the urban areas of the Granite State.

Even for in-school and out-of-school youth that become employed, those job opportunities are in a narrow range of retail, service and labor-intensive industries and occupations that pay low wages. Within those occupations that do not require post-secondary education, experience counts for less than it does for occupations that require some post-secondary educations.

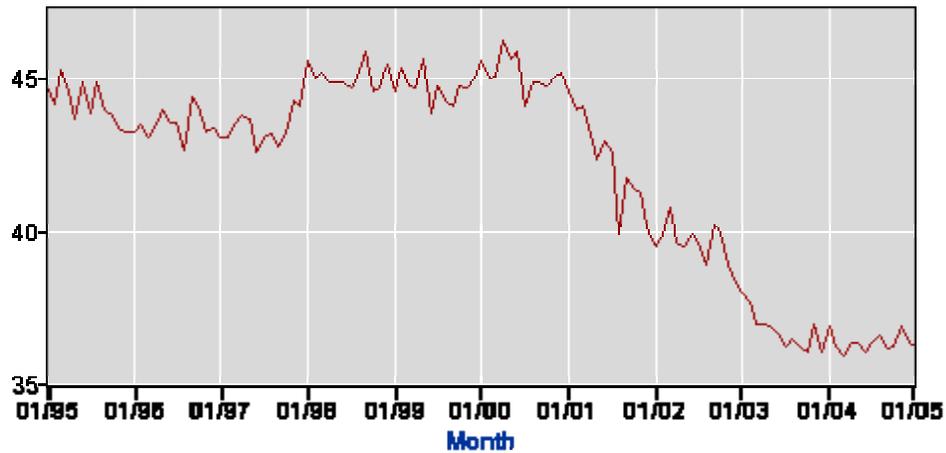
The WIA Youth populations in New Hampshire have significant distinguishing characteristics, relative to other states and to the overall youth population in New Hampshire. Relative to other New England states, the New Hampshire WIA Youth population is quite small. And the portion of disabled persons in the New Hampshire WIA Youth population is much higher than the portion of disabled in all of New Hampshire. This high portion of disabled individuals in the New Hampshire WIA Youth population has both positive, and negative, impacts on WIA Youth performance measures.

National Trends in Youth Employment

Recent studies from the Center for Labor Market Studies at Northeastern University have eloquently pointed out an important problem in the current economic recovery. While there are increasing signs of national economic growth and job creation, employment opportunities in the youngest workforce age groups have lagged, if not worsened. As stated by Andy Sum, and others, in their January 2005 study [The Paradox of Rising Teen Joblessness in an Expanding Labor Market: The Absence of Teen Employment Growth in the National Jobs Recovery of 2003-2004](#):

“The nation's teens (16-19) had been far more adversely affected by the national recession of 2001 and the largely jobless recovery of 2002-2003 than any other age group in the nation.”

The following chart illustrates the problem, showing the US Employment to Population Ratio for 16-19 year olds over the period January 1995 through January 2005. As explained later, the employment to population ratio is a significant indicator of youth job prospects. Employment to Population Ratios for teenagers fell quite dramatically starting in January of 2001, and while the ratio has leveled off, there has been no improvement since the middle of 2004.



Series Id: LNS12300012 Source: US Bureau of Labor Statistics website
 Seasonal Adjusted
 Series title: (Seas) Employment-Population Ratio - 16-19 yrs.
 Labor force status: Employment-population ratio
 Type of data: Percent
 Age: 16 to 19 years

The US Employment to Population Ratio (E/P ratio) for 16-19 year olds, rather than the unemployment rate, is used here to measure teenage success in finding employment. The value of the E/P ratio is obtained by dividing the estimated number of employed teens (E) by the number of teens in the civilian non-institutional population (P). The E/P ratio for teens is influenced both by the degree of their labor force attachment (participation) and their success in finding jobs when they do enter the labor force. The higher the labor force participation rate of teens and the lower their unemployment rate, the higher will be the Employment to Population Ratio.

Further analysis by the Center for Labor Market Studies revealed the deterioration in the Employment to Population Ratio for teenagers was much worse than for any other age group in the period 2000-2004, affecting every major demographic and socioeconomic subgroup of teens. Teens enrolled in high school and college, and those out-of-school, all saw steep drops in their E/P ratios over the last four years. Among the out-of-school teens there was considerable variation by educational attainment – only half of the teenage high school dropouts were able to obtain a job, versus 71 percent for high school graduates and slightly more than three fourths for those completing one or more years of post-secondary schooling.

The ability of teenagers to find and hold jobs is strongly associated with their household income levels. Teenagers from poorer households are less likely to have jobs. For both high school and out-of-school youth, those youth living in low-income families (incomes under \$20,000) were typically only one-half to one-third as likely to be employed as their more affluent peers in middle and upper middle-income families.

The Center for Labor Market Studies also found that teens are increasingly less likely to work full time, and increasingly concentrated in a small set of industries and occupations. Over one half of all teens (53%) were working in retail trade or fast food industries, and nearly 70 percent were working in either retail, fast food, or low level services. Only 4 percent of US teens were employed in manufacturing industries, and about 5 percent worked in construction. From an occupational perspective, teens were overwhelmingly concentrated in lower level sales (cashiers, sales clerks), service occupations, and laborer/helper/cleaner occupations. Part-time jobs in these occupations are associated with considerably lower probabilities of receiving computer training, or apprenticeship training from employers.

Granite State Trends in Youth Employment

While national data on teenager employment/population ratios is available through January 2005, similar data at the state level is only available on an annual basis, and is not as current as the national time series. The most recent annual data for the states from the Bureau of Labor Statistics Geographic Profile of Employment and Unemployment run through the year 2003, and is shown on the following table:

Employment status of the civilian noninstitutional population by age – New Hampshire

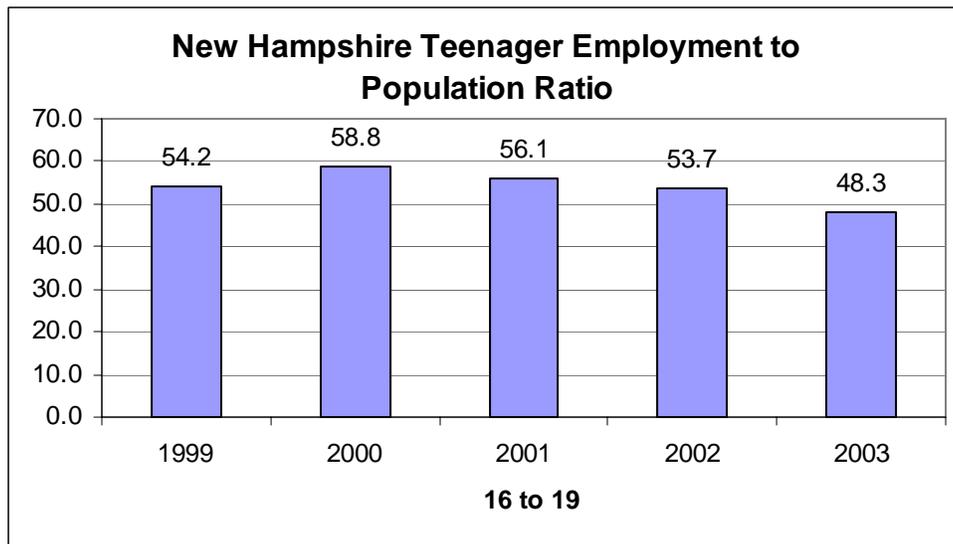
Source: **Geographic Profile of Employment and
Unemployment, BLS**

	<u>Unemployment rates</u>				
	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
Total	2.7	2.8	3.5	4.7	4.3
16 to 19	11.1	9.6	11.9	11.9	12.9
20 to 24	5.3	4.8	4.9	8.3	7.6
25 to 34	2.8	2.5	4.0	3.7	3.8
35 to 44	1.7	2.3	2.2	3.8	3.3
45 to 54	1.8	1.6	2.5	4.7	3.3
55 to 64	1.2	1.2	3.1	3.4	3.6
65 & over				2.5	2.1

	<u>Labor Force Participation</u>				
	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
Total	72.3	73.0	72.2	71.4	71.5
16 to 19	61.0	65.1	63.7	61.0	55.5
20 to 24	81.8	86.3	82.9	84.3	80.5
25 to 34	88.9	87.0	86.5	87.5	87.3
35 to 44	87.8	89.4	88.9	87.5	87.4
45 to 54	88.7	87.7	88.2	87.0	86.2
55 to 64	63.7	65.8	66.1	67.0	72.1
65 & over			16.2	16.8	15.5

	<u>Employment to Population Ratio</u>				
	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
Total	70.3	71.0	69.7	68.0	68.5
16 to 19	54.2	58.8	56.1	53.7	48.3
20 to 24	77.5	82.2	78.9	77.2	74.4
25 to 34	86.4	84.9	83.1	84.2	84.0
35 to 44	86.3	87.3	87.0	84.2	84.5
45 to 54	87.1	86.3	86.0	83.0	83.4
55 to 64	63.0	64.9	64.1	64.7	69.8
65 & over			15.9	16.4	15.2

Looking at the Employment to Population Ratio for 16-19 year olds in New Hampshire, two things become clear. First, the E/P ratio for teenagers in New Hampshire tends to be a little higher than the national average – the national ratio in 2003 was 36.8, compared to the Granite State ratio of 48.3 in the same year. Secondly though, the New Hampshire E/P ratio for teenagers exhibits the same trend as does the national ratio – a decline in teenager job opportunities over the period 2000 to 2003.



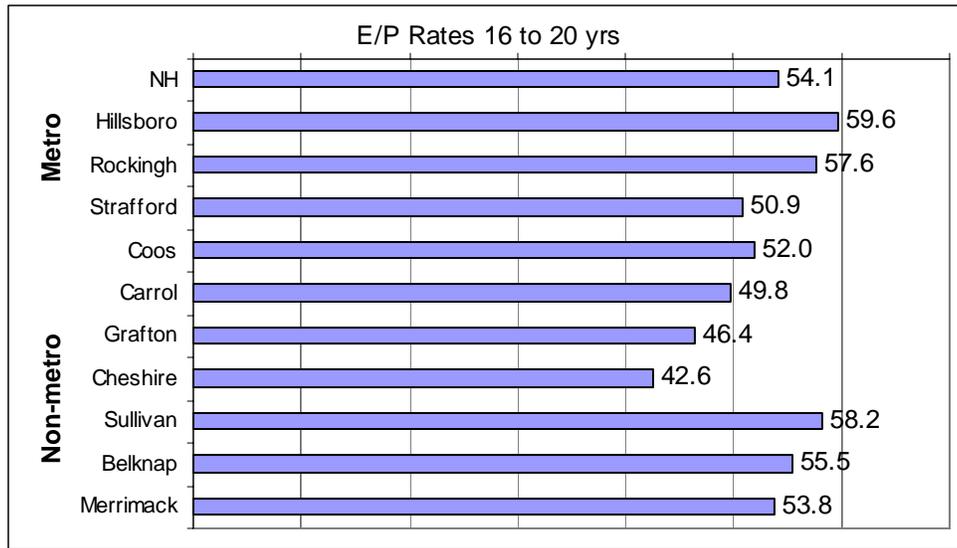
Source: Bureau of Labor Statistics

In fact, the decline in youth employment opportunity was worse in the Granite State than for the nation as a whole. From 2000 to 2003, the US Employment to Population Ratio for 16-19 year olds fell by 8.4, from 45.2 in 2000 to 36.8 in 2003. In the same time period, the New Hampshire Employment to Population Ratio for this age group fell from 58.8 to 48.3, a decline of 10.5.

Since the teenager Employment to Population Ratio in New Hampshire mirrors the national trend of deteriorating opportunities for teenage employment, it is probable that the other characteristics of youth employment observed in the national data also hold true in New Hampshire. Specifically, it is likely that employment opportunities for New Hampshire youth decrease with household income levels, that Granite State teenagers with lower educational attainment are less likely to find work and work full time, and that teenagers in New Hampshire are employed in a very narrow range of industries and occupations.

Youth Employment in New Hampshire's Counties

County level teenager Employment to Population Ratios for New Hampshire are only available from the Census of Population. Data is readily available to calculate Employment to Population Ratios for New Hampshire counties from the Summary Tape File 3 (STF3) files from Census 2000, for the age group 16-20 year olds. This dataset shows that, generally speaking, youth Employment to Population Ratios are lower in New Hampshire's rural areas (counties) than in the metro areas. The lowest Employment to Population Ratio for 16-20 year olds in 2000 was 42.6 in New Hampshire's southwestern Cheshire County, while the highest E/P Ratio was 59.6 in New Hampshire's metropolitan Hillsborough County. The Census data indicates that youth employment opportunities generally increase the closer households are to metropolitan Boston.

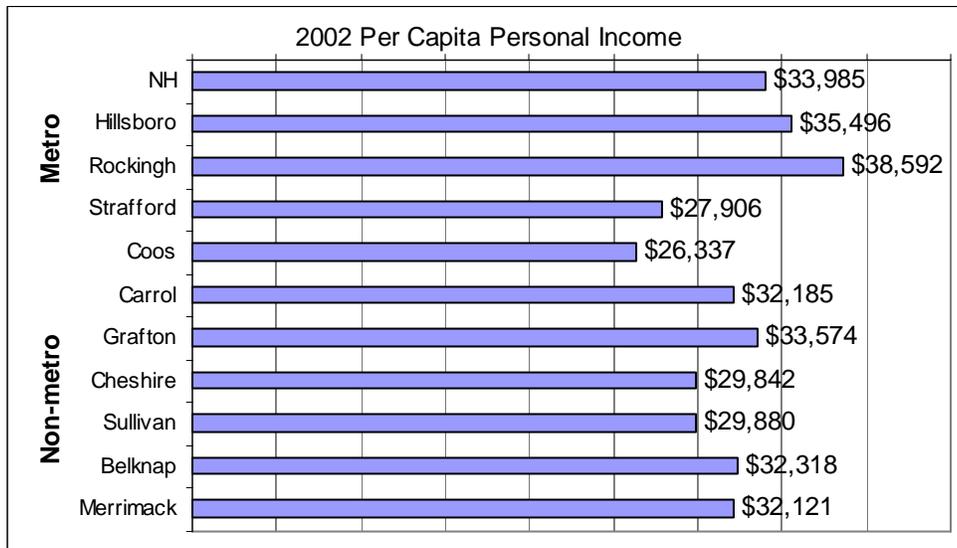


Source: Census 2000 for New Hampshire

New Hampshire metro counties are Hillsborough, Rockingham and Strafford

New Hampshire non-metro (rural) counties are Coos, Carroll, Grafton, Cheshire, Sullivan, Belknap, and Merrimack.

Since the household income levels also tend to be higher in New Hampshire metro counties than in the rural counties, it is likely, as found in the Center of Labor Market Studies reports, that youth employment opportunities in New Hampshire’s counties increase along with household incomes. In other words, New Hampshire areas with low incomes would also tend to show lowered opportunities for youth employment.



Source: Bureau of Economic Analysis

Earnings Prospects for Employed Youth in New Hampshire

Ideally, one would want to examine earnings by age, occupation and educational attainment of New Hampshire’s youth population. Unfortunately, there is no current dataset that specifically examines the earnings of youth in New Hampshire in any detail.

Data from the Year 2000 Census for New Hampshire shows that annual earnings generally increase with age and with educational attainment. Older people tend to make more money, and more educated people earn more than less educated people.

Employment, Work Experience, and Earnings by Age and Education: Civilian Noninstitutional Population							
Source:	Earnings by Occupation and Education, Census 2000 for New Hampshire						
					Worked Year Round Full Time in 1999		
	Total		Employed				Median
	<u>Number</u>	<u>Perc. Dist</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Earnings</u>
21 to 24 years	52,500	100	40,170	76.5	21,805	41.5	\$21,484
Not a high school graduate	3,960	7.5	2,810	70.9	1,685	42.5	\$20,406
High school graduate	15,495	29.5	12,395	80	8,225	53.1	\$20,861
Some college	22,695	43.2	16,630	73.3	7,680	33.8	\$21,528
Bachelor degree	8,380	16	6,860	81.9	3,365	40.1	\$24,784
Advanced degree	360	0.7	310	86.6	75	21.2	\$25,556
25 to 34 years	158,160	100	132,695	83.9	102,180	64.6	\$30,956
Not a high school graduate	9,080	5.7	6,520	71.8	4,750	52.3	\$25,051
High school graduate	45,725	28.9	37,825	82.7	29,225	63.9	\$27,018
Some college	51,325	32.5	43,490	84.7	33,125	64.5	\$30,472
Bachelor degree	36,955	23.4	32,075	86.8	25,435	68.8	\$37,415
Advanced degree	11,225	7.1	9,885	88.1	7,410	66	\$40,104
35 to 44 years	220,275	100	186,910	84.9	144,705	65.7	\$37,311
Not a high school graduate	12,260	5.6	8,565	69.9	6,515	53.1	\$28,327
High school graduate	66,455	30.2	55,745	83.9	44,240	66.6	\$31,022
Some college	70,575	32	60,825	86.2	46,240	65.5	\$36,591
Bachelor degree	45,410	20.6	39,195	86.3	29,910	65.9	\$50,880
Advanced degree	20,830	9.5	18,850	90.5	14,790	71	\$56,211
45 to 54 years	183,460	100	154,545	84.2	121,990	66.5	\$38,212
Not a high school graduate	11,850	6.5	7,705	65	6,040	51	\$27,938
High school graduate	49,765	27.1	40,345	81.1	31,750	63.8	\$30,627
Some college	56,180	30.6	47,850	85.2	37,655	67	\$37,189
Bachelor degree	37,390	20.4	33,020	88.3	26,160	70	\$46,415
Advanced degree	24,940	13.6	23,055	92.4	18,390	73.7	\$52,486
55 to 64 years	109,290	100	70,815	64.8	51,430	47.1	\$35,007
Not a high school graduate	13,520	12.4	7,005	51.8	5,335	39.5	\$26,440
High school graduate	34,745	31.8	21,545	62	15,305	44	\$28,940
Some college	28,405	26	18,940	66.7	13,760	48.4	\$35,266
Bachelor degree	16,675	15.3	11,765	70.6	8,445	50.6	\$45,594
Advanced degree	13,285	12.2	10,085	75.9	7,450	56.1	\$55,701

The national studies mentioned previously found that youth are employed in a narrow range of industries and occupations, and that these are generally lower wage occupations. An April 2000 study published in the *Monthly Labor Review*, Seasonal and Sectoral Patterns in Youth Employment, examined the share of total employment held by high school students and high school dropouts in selected 3 digit industries and occupations. The table from that study follows:

<u>Census code</u>	<u>Occupation</u>	<u>Employment Share</u>			
		<u>Students</u>	<u>Students</u>	<u>Dropouts</u>	<u>Dropouts</u>
		<u>17 yr olds</u>	<u>18 yr olds</u>	<u>19 yr olds</u>	<u>20 yr olds</u>
910-16	Food Service Workers	20.0	22.1	10.9	10.3
246,266,280	Sales clerks and newsboys	7.5	9.6	1.0	0.4
980-04	Private household workers	7.3	3.9	2.1	0.1
901-03	Cleaning service workers	6.9	5.0	9.5	4.4
822.23	Farm laborers	6.8	3.8	2.9	2.2
762	Stock handlers	6.3	7.6	1.4	2.0
755	Gardeners and groundskeepers	4.5	3.9	3.5	3.6
932,953	Recreation and amusement workers	4.4	3.9	1.6	0.3
		63.7	59.8	32.9	23.3
	<u>Industry</u>				
669	Eating and drinking places	20.8	20.4	13.1	13.1
769	Private households	8.8	4.4	1.9	0.1
017-19	Agricultural production and services	7.9	5.3	7.5	4.8
628	Grocery stores	6.5	8.6	3.5	3.0
857	Elementary and secondary schools	5.7	2.7	1.5	2.0
917,927,937	Public administration	5.6	4.6	4.8	3.5
807-09	Entertainment and recreation services	5.0	6.8	3.2	0.3
		60.3	52.8	35.5	26.8

Data comparing employment patterns among high-school-age youth show that student employment is highly seasonal and concentrated in just a few industries and occupations, while dropouts tend to work year round and in a more diverse set of jobs. However, even though high school dropouts tend to work year round in more diverse industries and occupations, other studies (including the Census data on the previous page) have shown that high school dropouts tend to earn less than high school graduates, and substantially less than college graduates. It is likely then that while high school dropouts are scattered among more industries and occupations, they are filling the lower wage jobs in those industries and occupations.

In order to estimate the likely earnings potential of out-of-school youth, the following list of New Hampshire occupations was generated from the latest New Hampshire Employment Projections by Industry and Occupation for the years 2002 to 2012. The table on the next page shows the occupations in New Hampshire with the most job openings over the forecast period that do not require any formal post-secondary education. Wages from the latest New Hampshire Occupational Employment and Wage survey (for November 2003) are shown for each occupation, including the entry level, average, median and “experienced” wages. These are the occupations most likely open to out-of-school youth, since none require post-secondary education.

Occupations with the Most Openings

Requiring Only Work Experience or On-the-Job Training — New Hampshire

Listed below are occupations 1-25 of the 241 occupations with the largest number of projected openings during the 2002-2012

time period that require work experience or on-the-job training

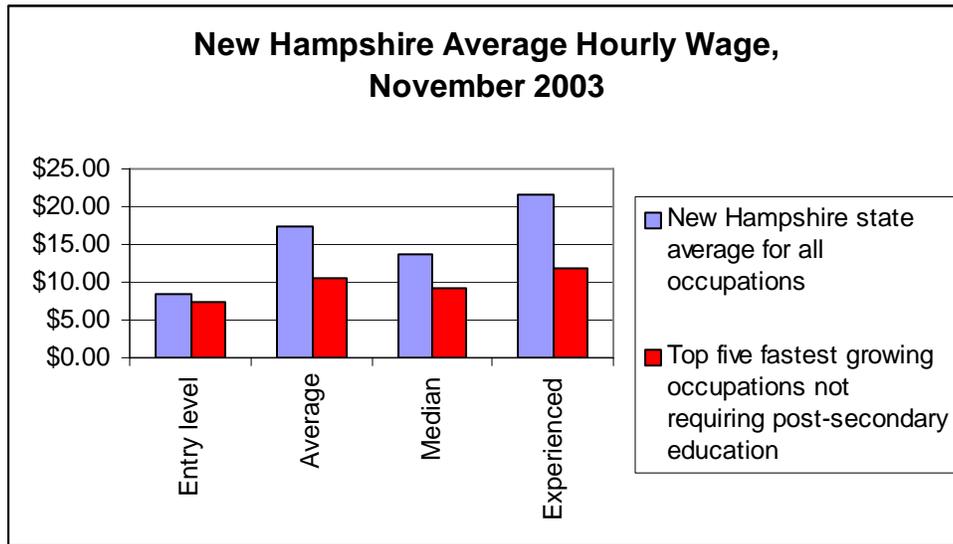
#	Occupation	<u>Wages as of November 2003</u>					
		Employment 2002	Job Openings	Entry level	Average	Median	Exper- ienced
1	Retail salespersons	25,450	1,520	\$7.26	\$11.24	\$9.13	\$13.23
2	Cashiers, except gaming	20,560	1,430	\$7.03	\$8.56	\$8.33	\$9.33
3	Waiters and waitresses	12,170	910	\$5.92	\$7.54	\$6.44	\$8.35
4	Combined food preparation and serving workers, including fast food	10,760	770	\$6.75	\$8.25	\$8.10	\$9.01
5	First-line supervisors/managers of retail sales workers	10,480	380	\$10.14	\$16.60	\$14.71	\$19.82
6	Sales representatives, wholesale and manufacturing, except technical and scientific products	7,200	340	\$12.37	\$24.97	\$21.70	\$31.27
7	Stock clerks and order fillers	8,410	330	\$7.61	\$10.59	\$10.05	\$12.08
8	Teacher assistants	7,800	330	\$14,456	\$19,944	\$20,022	\$22,689
9	Customer service representatives	7,890	310	\$9.57	\$13.80	\$13.09	\$15.92
10	Janitors and cleaners, except maids and housekeeping cleaners	8,370	310	\$7.76	\$10.46	\$10.18	\$11.81
11	Receptionists and information clerks	5,040	280	\$8.48	\$10.72	\$10.61	\$11.85
12	Truck drivers, heavy and tractor-trailer	7,620	280	\$12.19	\$15.81	\$15.55	\$17.62
13	Office clerks, general	7,910	270	\$8.07	\$12.34	\$12.05	\$14.17
14	Nursing aides, orderlies, and attendants	6,340	260	\$9.51	\$11.32	\$11.11	\$12.23
15	Bookkeeping, accounting, and auditing clerks	9,930	250	\$9.43	\$13.56	\$13.14	\$15.62
16	Sales representatives, wholesale and manufacturing, technical and scientific products	4,550	230	\$16.79	\$33.90	\$31.01	\$42.46
17	First-line supervisors/managers of office and administrative support workers	7,100	220	\$13.15	\$19.00	\$18.09	\$21.92
18	Laborers and freight, stock, and material movers, hand	5,360	210	\$8.02	\$10.62	\$10.24	\$11.92
19	Cooks, restaurant	3,780	200	\$8.91	\$10.89	\$10.80	\$11.88
20	Counter attendants, cafeteria, food concession, and coffee shop	2,290	200	\$6.61	\$8.51	\$8.19	\$9.45
21	Landscaping and groundskeeping workers	4,510	200	\$8.69	\$11.67	\$11.00	\$13.17
22	Executive secretaries and administrative assistants	6,590	180	\$11.98	\$16.33	\$15.64	\$18.50
23	Maids and housekeeping cleaners	5,000	180	\$7.68	\$9.30	\$9.23	\$10.10
24	Maintenance and repair workers, general	4,720	180	\$10.49	\$15.14	\$14.63	\$17.47
25	Social and human service assistants	2,450	180	\$7.18	\$9.94	\$9.94	\$11.32
	Arithmetic Average (not incl 8, 22,)			\$8.90	\$12.49	\$11.82	\$14.26
	State Average for all occupations			\$8.46	\$17.27	\$13.61	\$21.68
	Top Five			\$7.42	\$10.44	\$9.34	\$11.95

The occupations in the above table are generally in food service, (waiters and waitresses, cooks, cafeteria counter attendants), retail, (retail salespersons and cashiers, stock clerks), and low level service jobs (janitors, receptionists, housekeeping, landscaping). These are exactly the types of industries in New Hampshire that have been identified in the national studies as the lower level sales, service and laborer occupations employing the most out-of-school youth.

If teacher assistants and “technical” sales representatives are not included, the average entry level wage for all these occupations is just under \$9 an hour. The top five occupations, which are in the retail and food service industries where in-school and out-of-school youth are more likely to be employed, have an average entry level wage of just under \$7.50 an hour.

Experience Counts for Little in Low Educational Attainment Jobs

Note also that for the occupations that do not require post-secondary education, experience in that occupation does not lead to a significant increase in wages paid. In the top five occupations the hourly wage paid increases by only \$3 per hour from entry level to average (for all workers), and by only another \$1.50 per hour from average to “experienced.” In contrast, the average wage for all New Hampshire occupations, (which includes occupations that require a post-secondary education), increases by more than \$8 per hour from entry level to average, and by another \$4 per hour from average to “experienced.”



New Hampshire Total WIA Youth Populations Compared to Other New England States

The WIA Youth population in New Hampshire has some significant distinguishing characteristics, relative to other states and to the overall youth population in New Hampshire. Relative to other New England states, the New Hampshire WIA Youth population is quite small. And the portion of disabled persons in the New Hampshire WIA Youth population is much higher than the portion of disabled in all of New Hampshire.

In the last four WIA program years, New Hampshire has among the lowest youth populations, compared to the other New England states. In Program Year 2003, for example, New Hampshire had the smallest Older Youth population, and a relatively small Younger Youth population.

STATE	Participants and Exiters			
	Older Youth		Younger Youth	
	Participants	Exiters	Participants	Exiters
PY00				
CT	266	129	1,190	632
ME	235	67	384	55
MA	408	207	3,093	1,533
NH	38	18	628	315
RI	50	10	375	63
VT	102	34	815	216

STATE	Older Youth Participants	Older Youth Exiters	Younger Youth Participants	Younger Youth Exiters
PY01				
CT	478	259	1,326	683
ME	423	135	1,026	211
MA	590	249	3,880	1,606
NH	76	53	647	349
RI	103	74	527	434
VT	139	65	1,118	381
PY02				
CT	537	333	1,372	593
ME	437	146	1,155	442
MA	687	341	3,831	1,964
NH	74	30	684	336
RI	92	65	593	467
VT	179	86	931	293
PY03				
CT	399	263	1,020	658
ME	375	118	1,016	377
MA	804	415	3,576	1,963
NH	82	36	674	427
RI	98	50	433	445
VT	98	87	638	356

Only 30 youth made up the older youth earnings change measure in PY2002. This is a reflection of NH’s program design emphasizing a commitment to dropout prevention, serving younger youth, and serving those most in need. Youth with high school diplomas or post-secondary education are not generally served in WIA Youth. They are referred to the WIA Adult programming in the NH Works Centers for assistance.

In addition to the smaller overall numbers, New Hampshire’s WIA Youth programs have a significantly large number of youth with disabilities – far more than our neighboring states, who average usually less than 10% of their total youth program population.

According to the 2000 Census, about 6.8% of the New Hampshire population 5-15 year olds have a disability, and 12.2% of the 16 to 20 year old population have a disability. Yet, youth with disabilities comprised about half of the NH Older Youth population and three quarters of the NH Younger Youth WIA population in Program Year 2003. Similar ratios exist for earlier program years.

Implications for Performance: The high proportion of youth with disabilities in the Older Youth and Younger Youth populations has both positive, and negative, impacts on WIA Performance measures. Youth with disabilities have a positive impact on the New Hampshire skill and credential rates –with higher diploma, skill attainment and credential rates than the average youth population. However youth with disabilities have a negative impact on the earnings change measure – individual older youth with disabilities have an earnings change in six months that is only half as large as the Older Youth average. But with that said, New Hampshire continues to commit resources to helping this population successfully transition into self-supporting individuals.