



State of New Hampshire

Workforce Investment Act – Title I-B

Annual Report

*For the period July 1, 2006 through June 30, 2007
(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.

Introduction

On behalf of all our partners, the Workforce Opportunity Council (Council) takes this annual 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 actual physical Center locations.

These committed individuals from the New Hampshire Departments of Labor, Employment Security, Education, Resources and Economic Development, and Health and Human Services, as well as the Community Action Association, and the Community College System of New Hampshire are the very definition of NH Works.

Year-at-a-Glance

New Hampshire's workforce development system continued to evolve into a more responsive, coordinated and efficient service delivery system for the state's employers and workers in the past year.

Collaborative efforts in the areas of economic development, education and workforce development were strengthened by several new initiatives led by Governor John Lynch, the statewide workforce board and its partners. A new \$1 million Job Training Fund; a new P-16 Working Group and the startup of a statewide sectoral strategy enhanced the ongoing efforts to serve adults, dislocated workers and youth.

And, the award by the U.S. Department of Labor for a New Hampshire Job Corps Center has initiated a comprehensive review of educational and training needs of New Hampshire's future Job Corps students. Specific activities are outlined below.

- Increasing the skills of New Hampshire's incumbent workers has been a priority for the Council. Over the past program year, the Council awarded company training grants in excess of \$235,000 through its Workforce Development Training Fund. Since the program's inception in February 2005, over \$450,000 has been awarded to companies seeking to enhance employee skills. For every grant dollar awarded, the company must also contribute a dollar. Often, companies contributed two, and sometimes three, times the award amount. Such an investment by the company shows a strong commitment to New Hampshire's workforce.
- A new initiative will soon replace the Council's incumbent worker program. Legislation was passed this year to provide \$1 million in job training funds for the state's businesses. Similar to the Council's program, this state-funded program will require a 1:1 match from the company. The program, which will be managed by the Council under a contract with NH Department of Resources and Economic Development, is expected to officially begin accepting applications in October 2007.
- Probably the largest layoff in the state this past year was Collins & Aikman. Three facilities in Dover and Farmington closed between March and June of 2007, affecting a total of 275 workers. The Workforce Opportunity Council, using dislocated worker funds, immediately began providing services to the affected workers. Services and benefits to the workers increased when Trade Act certification was received. Several individuals are currently in training, while others are availing themselves of the resume-writing, job-search, and interviewing-skills workshops offered in the NH Works Centers. Individuals will continue to receive those services necessary to assist them in new employment.

- In February 2007, New Hampshire was awarded one of three new Job Corps Centers. This exciting news was the positive outcome of the Council's seven-year effort to successfully navigate an extremely competitive process. A strong community commitment, as well as effective and strategic contributions from the Council's Board Members brought this project forward. Ground-breaking is scheduled for 2008 in Manchester, with a projected opening in 2010. The Council continues its leadership role of designing a state-of-the-art Center for the 21st Century.
- An exciting project of *Youth Voices*, a leadership project of the WIA youth programs, included the scripting and acting in four public-service announcements (PSAs) encouraging youth to stay in school. Professionally produced, the 30-second spots have been airing on local cable channels in New Hampshire. *Youth Voices* members are currently at work creating additional PSAs slated to be filmed in late 2007/early 2008. The current PSAs may be accessed via the web through the Council's website at www.nhworks.org under "Breaking News" or at <http://backlotfilm.com/nhde.htm>.
- The U.S. Department of Labor requested applications for its Workforce Innovations for Regional Economic Development (WIRED) initiative and New Hampshire submitted two proposals, each for \$5 million, in partnership with its neighboring states Vermont and Maine. In one application, all three states partnered with IBM to address service, science, math and engineering (SSME) curricula at all levels of education, but with a particular focus at the post-secondary level. The other application, in partnership with Vermont, focused on bringing new technology to the market through the entrepreneurial centers attached to the University of Vermont, Dartmouth, and the University of New Hampshire, referenced in the proposal as the *U2U Corridor*. Both proposals set aside funds for new and incumbent worker training, as well as for initiatives at the K-12 level. As a strong partner in these two initiatives, the Council brought leveraged resources to the table in the form of both staffing and dollars. Unfortunately, neither proposal was funded in this highly competitive process, but there is hope that one, or both, of the proposals will receive a favorable response in a future submission.
- Youth Vision, a partnership between the Council and several state agencies, applied for grant funding under the USDOL Shared Youth Vision initiative. The \$27,500 award will be used to conduct a needs assessment and gap analysis of current and former out-of-home care youth. The recommendations generated from the assessment and analysis will help youth-serving agencies to better focus on results-oriented strategies.
- *Heads Together 07*, a biennial conference focusing on dropout prevention, and sponsored by the Workforce Opportunity Council's Youth Council, took place in January 2007. Dr. Mel Riddile, nationally recognized as a high-school dropout turnaround specialist, was the keynote speaker. Over 300 educators, legislators, and youth service-providers attended the successful event. Members of the *Youth Vision* leadership project assisted in hosting the event, as well as shared their stories in a panel workshop setting.
- The annual *NH Works Partners Conference* continued its focus on offering training and networking opportunities to the NH Works field staff. This year's conference featured Jim Snack, a nationally-known motivational speaker who uses magic and audience participation to emphasize team-building strategies. Various workshops completed the day, providing staff informational and hands-on training choices.
- The Council applied for and received a grant under the Disability Program Navigator initiative of USDOL. The 2-year, \$434,946 award funds an individual (navigator) in both the Manchester and Keene NH Works Centers. Working primarily with the workforce system partners and state businesses, the staff's role is to help facilitate the process that both businesses and individuals with disabilities use to find employment matches.

- Other initiatives the Council has actively participated in this past year include the Governor’s **Jobs Cabinet**, and the **P-16 Working Group**. The Jobs Cabinet is a highly collaborative effort that includes the Commissioners of almost every state agency. Work has begun on the four established priorities of (1) stabilizing the cost of doing business in New Hampshire, particularly as it relates to energy and housing costs; (2) improving coordination of state services for businesses; (3) promoting an advanced, affordable telecommunication infrastructure, and (4) building a workforce that can meet the challenges and opportunities of today’s and tomorrow’s industries. The P-16 Working Group, in its efforts to better coordinate educational services from preschool through college, is focusing on developing systems that “follow the child” throughout his/her educational career, as well as looking at ways to more closely align curricula offerings with actual workforce needs based on economic and labor market information.

Success Stories from the Field

Walter

In early 2006, Walter was introduced to the WIA career counselor at his local NH Works Center. He had been laid off from a job at a medical billing facility the previous August. He had received a severance package and was collecting UI benefits. His job search was good, but he found that jobs were going to more qualified candidates. Walter needed some word processing classes, and in order to be marketable, needed to be certified as a Medical Coding and Billing Specialist.

Walter began classes at Blended Solutions on April 11th. He completed his office software classes and was just beginning his medical coding program when he was offered a job at Mt. Ascutney Hospital in Windsor, VT. He discussed his schooling situation with the outpatient clinic practice manager and she encouraged him to continue with his classes as it would make him a more valuable employee. True to her word, the supervisor arranged for Walter to work around his school hours. All summer, Walter was either working, studying, or attending classes. As he learned more, he was given increased responsibilities at work.

On August 24, 2006 Walter sat for his certification test and passed with a score of 93%. Today he is working at a job he loves, making more money that he ever has and is very grateful to the WIA program.

Laurie

Laurie, a 37 year old single parent of a 2-year-old was laid off from her part-time temporary job in June 2006. She was not eligible to collect Unemployment benefits as she hadn’t earned enough wages. Laurie was also receiving Food Stamps.

Laurie dropped out of high school in the 9th grade. She soon married and began having children. She worked mostly as a food-server, bartender, or doing light clerical work. She later divorced and obtained her GED in 1999. She then remarried and now has a 2-year-old from that marriage. Removing herself from a domestic violence situation, Laurie was able to find a temporary job scanning test scores.

A smart woman, motivated to make a better life for herself and her daughter, Laurie was able to find low income housing, and arrange for childcare and transportation. The only thing she didn’t have was a permanent job. Through assessments, it was clear that she needed additional computer skills to be more marketable. In September 2006, Laurie enrolled in computer training at Durkee Personnel, which is not only a training vendor but a staffing agency. Laurie learned quickly and practiced as often as she could. Although Laurie’s computer training wasn’t ending until the end of December, with an updated resume, she began looking for an Administrative Assistant job in November.

Durkee Personnel had posted a Receptionist job for their company and they encouraged Laurie to apply. They knew her through their classes and were impressed with her professionalism and motivation to learn. Laurie, along with others, interviewed for the job. She was offered, and accepted, the full-time position, allowing her to get off Food Stamps and be self-supporting.

Laurie's courage and perseverance to make positive changes in her life is an inspiration to all. The training assistance she received helped make her goals become a reality.

Alphonsine

When 16-year-old Aphonsine applied to a WIA youth program last summer she had not completed much in her life. She had been expelled from school, was on probation, and had been through family and personal difficulties beyond the scope of her sixteen years.

Alphonsine expressed at each pre-enrollment interview that she wanted to change her life; she was tired of feeling depressed and a failure. She related a desire to work in the medical field helping others and said she was ready and willing to make changes in her life—beginning with her education.

She began attending classes in September 2006 and immediately began working hard to make up what she had missed in school. In October she started LNA training. Successfully juggling regular classes, LNA training and a part-time job evenings and weekends, she completed her training in early December. She passed her state licensing boards and now has a full-time LNA position at a local eldercare facility.

Alphonsine passed her GED, and is presently researching post-secondary education institutions with the goal of furthering her education in the medical field.

We are proud of Alphonsine and—more important—she is proud of herself for she recognizes that she has completed something significant and positive. We applaud her motivation and her growth.

WIA Performance at a Glance (June 1, 2006 – July 31, 2007)

Local Area Name New Hampshire	Total Participants Served	Adults	689	
		Dislocated Workers	910	
		Older Youth	41	
		Younger Youth	533	
ETA Assigned # 33015	Total Exitters	Adults	399	
		Dislocated Workers	643	
		Older Youth	40	
		Younger Youth	342	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	77	75.86	
	Employers	76	72.14	
Entered Employment Rate	Adults	80%	69.2%	
	Dislocated Workers	87%	72.6%	
	Older Youth*	73%	64.0%	
Retention Rate	Adults	88%	83.4%	
	Dislocated Workers	90%	86.4%	
	Older Youth	81%	95.2%	
	Younger Youth	75%	73.4%	
Six Months Average Earnings (Adlt/DW) / Earnings Increase (Yth)	Adults	\$10,985	\$9,104	
	Dislocated Workers*	\$16,600	\$13,159	
	Older Youth	\$2,250	\$2,275	
Credential/Diploma Rate	Adults	70%	63.3%	
	Dislocated Workers	72%	62.8%	
	Older Youth	61%	60.6%	
Youth Diploma or Equivalent	Younger Youth	72%	60.4%	
Skill Attainment Rate	Younger Youth	79%	71.7%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	16	2

* renegotiated for PY06

WIA Financial Statement

July 1, 2004 – June 30, 2007

<u>Operating Results</u>	Available	Expended	Pct.	Balance Remaining
Total All Funds Sources (PY04, 05, 06)	\$22,337,563	\$19,604,143	88%	\$2,733,420
Adult Program Funds	\$5,140,104	\$4,088,969	80%	\$1,051,135
Dislocated Worker Program Funds	\$6,319,841	\$6,062,390	96%	\$257,451
Youth Program Funds	\$5,537,130	\$5,415,013	98%	\$122,117
Out-of-school Youth	\$2,879,308	\$2,844,627	99%	\$34,681
In-school Youth	\$2,657,822	\$2,570,386	97%	\$87,436
Local Administration Funds	\$1,216,782	\$1,087,572	89%	\$129,210
Rapid Response Funds	\$854,689	\$854,689	100%	\$-0-
Statewide Activities Funds	\$3,269,017	\$2,095,510	64%	\$1,173,507

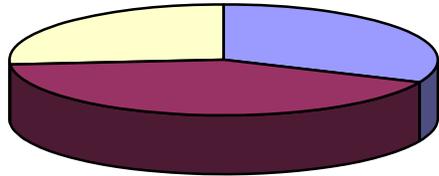
Adult and Dislocated Worker funds are adjusted for USDOL rescissions, reallocations, and Council transfers between the two programs.

<i>Cost-Effectiveness*</i>	C-E Ratio	Financial Positions	Amount
Overall, All Program Strategies	\$3,260	Total Assets	\$1,530,605
Adult Program	\$2,453	Current Assets	\$1,381,139
Dislocated Worker Program	\$2,153	Property, Equipment, Net	\$ 149,466
Youth Program	\$3,041	Operating and Other Assets	
		Current Liabilities	\$1,108,117
		Liabilities Less Long-Term Debt	\$1,530,605
		Long Term Debt	\$ -0-

*Calculated against total allocation

Characteristics of Population Served

WIA Population Served: 2,173



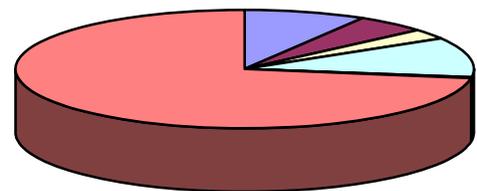
- Adult 689 (32%)
- Dislocated Workers 910 (42%)
- Youth 574 (26%)

Total Participant Counts by Gender				
	Adults	DW	YY	OY
Male	115	492	278	13
Female	574	418	255	28
Total	689	910	533	41

Total Participant Counts by Ethnicity				
	Adults	DW	YY	OY
White	82%	90%	75%	77%
Hispanic or Latino	6%	5%	9%	10%
Black or African American	8%	2%	5%	6%
American Indian or Alaska Native	1%	1%	2%	0%
Asian	0%	1%	0%	2%
Hawaiian Native or Pacific Islander	0%	0%	0%	0%
More than one race	0%	0%	1%	2%
Did not self identify	2%	1%	7%	2%

Average Age of Participants		
Program	Male	Female
Adults	36.6	30.9
Dislocated Workers	47.0	46.5
Adults & Dislocated Workers	45.1	37.5

Population by Category (Adult and DW)



- Public Assistance 8%
- Veterans 6%
- Individuals With Disabilities 5%
- Older Individuals 11%
- Displaced Homemakers 1%
- Other 68%

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