



State of New Hampshire

Workforce Investment Act – Title I-B

# Annual Report

*For the period July 1, 2008 through June 30, 2009  
(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 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 continuing efforts to coordinate its workforce development, economic development and educational systems progressed in several areas. As part of these efforts, it was determined that aligning the workforce development activities directly with economic development activities would create a synergy that would truly enhance the opportunities for all New Hampshire residents. Thus, HB2, which passed at the end of the fiscal/program year, formalized this vision, and effective October 1, 2009, the Workforce Opportunity Council will merge with the NH Department of Resources and Economic Development (DRED). As part of this merger, NH Department of Labor will relinquish its role as fiscal intermediary, and all workforce activities will flow through DRED. The upcoming year will present many challenges – small and large – but there is no doubt that all will work to meet and conquer them.

The New Hampshire Job Training Fund continued its success, providing skill upgrades to over 4,000 incumbent workers, and over the past two years, disbursed. New Hampshire companies leveraged the training grants by a margin of over 2:1.

New Hampshire received a \$1.8 million grant to train CNC machinists using a new model that involves an 8-week concentrated course of academics followed by an accelerated 2-year apprenticeship. As written, the grant required businesses to hire the worker and provide salary and benefits during the training period. All training would be covered by the grant. It was exciting to test this model, since, to-date, most training models first trained the worker, then tried to place them. With this grant, workers were first hired, then trained. Businesses were supportive, and the grant started out with a very positive response. However, with the economic downturn, this model suffered a bit and New Hampshire asked USDOL for a modification that would allow the training of existing (incumbent) workers, versus the training of new hires. That modification was granted, and while emphasis is still on encouraging the businesses to hire first and train second, long-standing employees are now also receiving the benefit of the skills upgrade received through the academic training. Also, it is important to note that the academic training results not only in a national certification, but in the receipt of up to 29 college credits that can be applied towards obtaining an Associates Degree.

The Shared Youth Vision initiative grew this past year with both new partners and new activities. New Hampshire was chosen to pilot a business outreach model, which kept everyone deeply engaged. The model was tested in the greater Manchester area, and plans for the coming year are to expand the model to other areas of the state, applying the lessons learned over this past year.

Work continued on the upcoming Job Corps, and the Center is on track to open late 2010/early 2011. The Center will provide education and training opportunities to approximately 300 resident youth in the areas of healthcare, advanced manufacturing, computer science, food service/hospitality, and homeland security.

While the economy presented numerous challenges, additional services were provided through the receipt of Recovery Act funds. These funds were a welcome infusion to the workforce development system, as the state's formula funds were nearly depleted by early April, with new funding not available until July 1<sup>st</sup>. Thus, many individuals were able to access training and other services, providing some relief during the worst of the economic downturn.

## ***Thoughts on Performance***

New Hampshire met 16 out of 17 performance goals for Program Year 2008. The U.S. Department of Labor considers performance to be met, if 80% of the goal is reached. Of the 16 goals met, 3 were exceeded.

The only goal not met was older youth retention, and it is felt that two factors most contributed to this situation. First, the number of older youth who fell into this calculation was small, thus a poor result with even one or two individuals significantly affects the outcome. Second, with the economic downturn that hit the state and country, young workers were disproportionately affected, and this, too, is seen in lower the retention rate.

The good news is, that with the Recovery Act funds the state received, many youth were able to participate in summer employment programs. While the economy was unable to absorb most of these youth into permanent placements, the temporary employment, along with the opportunity to learn valuable skills, will only increase future opportunities for these individuals.

As to performance issues related to waivers received by the state, New Hampshire requested and received a waiver to allow the transfer between adult and dislocated worker funds of up to 50%. Regulations allow for 20%, and New Hampshire usually transferred just under that 20% mark every year. In an effort to better meet the anticipated demand for dislocated worker services, a waiver was requested. Ultimately, however, the higher transfer amount was not utilized as Recovery Act funds allowed the state to meet the dislocated worker needs without the additional transfer.

Finally, New Hampshire continued its ongoing evaluation of programs for efficiency and effectiveness. This was accomplished through regular desk and on-site monitoring of contractors, as well as through a more formalized customer satisfaction survey. In years past, the customer satisfaction survey was used as a real-time "finger on the pulse" of the system, and several questions were asked to better probe how the system was responding to customers' needs. This year, however, due to both cost constraints and an acknowledgement that each new question asked led to several more that could be asked, the survey was reverted back to the mandatory three questions. While a time-line comparison is still performed to see if overall customer satisfaction is rising or falling, the additional detailed information previously collected is no longer being done.

## ***Thoughts on Cost Effectiveness***

With the infusion of Recovery Act funds in February, the total available funding for Program Year 2008 nearly doubled. However, with only a few months left before the program year ended, the total expenditure

of available funds showed a decrease from what it might have been, had only formula funds been available. Thus it is worthwhile to break down the funding to better understand why the overall expenditure noted in the Financial Summary Chart is 51%.

For PY2008, the total WIA allocation to New Hampshire equaled \$7,163,850. That amount is broken down into essentially four categories: Youth, Adult, Dislocated Worker, and Statewide Activities. Actual expenditure rates for these four categories were: Youth at 94%; Adult at 90%; Dislocated Worker at 80%; and Statewide Activities at 33%. The overall expenditure rate for formula funds was 80%. Since the state has three full years to expend these funds, the 80% expenditure rate is seen as strong performance.

In terms of the Recovery Act funds, New Hampshire received \$6,654,415 for its workforce development activities. The same categories apply to these funds, and expenditures between February 17<sup>th</sup> and June 30<sup>th</sup> were: Youth at 31%; Adult at 17%; Dislocated Worker at 14%; and Statewide Activities at 7%, for an overall expenditure rate of 20%. It should be noted that the bulk of the youth funds were expended during the months of July, August, and September for summer youth activities, thus the 31% only reflects the early activity (pre-summer) in this category. Expenditures in adult and dislocated worker were also more active over the summer months. The state has until June 30, 2011 to fully expend these funds.

As for the cost-per-participant, these numbers are a bit higher than usual, and this is a reflection of the larger amount of funds available as a result of February's infusion of Recovery Act funds. Since the cost-effectiveness ratio is purely the arithmetic of dividing individuals served into the full allocation, the addition of full Recovery Act funding, without a full year's worth of participants to include in the calculations, results in a higher ratio. Overall, however, New Hampshire is pleased that it was able to quickly obligate and disburse these funds into the economy. This is particularly true of the youth funds, as approximately 70% of the funds were obligated by the end of June through a bid process that ultimately saw 23 programs funded.

## *Success Stories from the Field*

### *Tanya*

When Tanya enrolled in WIA, she was receiving Food Stamps and supporting three children. She also was in treatment for depression. Tanya came in with a very limited work history including employment in housekeeping, filing, and home care. It was her experience in providing home care services that motivated her to obtain her LNA license.

After obtaining the approval and encouragement of her counselor, Tanya enrolled in LNA training at LNA Health Careers in May of 2008. She excelled in the training earning the highest grade in her class. Tanya obtained her LNA license in October of 2008. She started an LNA position at the Fairview Nursing Home soon after. She is earning \$10.75 an hour to start.

Tanya came out of training with a sense of hope and empowerment. She found a job that she loves and that will enable her to advance in the nursing field.

### *Jason*

Jason Roy is a 30 year old single parent with custody of his 11 year old son. He had been unemployed for over a year and receiving Food Stamps. He was determined to end his reliance on public assistance for him and his son. His prior employment had been mainly manual labor working with yard crews.

Jason took welding classes in high school, and enjoyed the experience. Based upon assessment and his interest, Jason tested for the Welding Program at White Mountains Community College which was set up by WIA, Trade Act, and significant partners to provide the local community with a trained work force enabling them to take advantage of employment opportunities at the Federal Prison Project.

Jason successfully completed his training and became a Certified Pipe Welder. He was hired by New England Tech. Air in Scarborough Maine at \$11.56 per hour for 40 hours per week to work at the prison site. He and his son are off the public assistance rolls and Jason is very proud of his accomplishments.

### ***Darren***

Having been on parole since the age of 15, Darren had made mistakes in the past before entering the NH-JAG program. His focus in the classroom left much to be desired. In discussions, Darren showed no ambition or incentive to improve his life. He came to class because he had to. He wanted to get his G.E.D., but didn't put the effort forth that would equate to reaching that goal. His actions and activities outside of the classroom put him consistently in troubles with the law. In February, Darren was involved in one such incident that caused him to serve a month in jail.

In the classroom, we wondered if we would ever see Darren again after his release from jail. We also found out that previous to entering jail, Darren discovered that he would be a father. Major changes were happening in his life. He was at the crossroads. He had the decision to either choose to continue following the same path of life that had gotten him to where he was, or he could choose to overcome these barriers and start anew.

Darren's month in jail passed. He was released late on a Tuesday night. On Wednesday morning, he was the first to enter the JAG classroom ten minutes before the expected arrival time of students. From the words he said, and the focus in his eyes, it was clear that Darren had reached that moment where he had started to take responsibility for his actions and take control of his life.

Darren is now making decisions not only for himself and his future, but also for the future of his family. He has seen where the path of crime and irresponsibility leads, and he has vowed never to return to the same type of behavior that got him into trouble before. His new-found zest for learning and career development is exciting to watch and contagious to the other students in the classroom. He is always the first student to arrive in the morning and the last student to leave in the afternoon. He works diligently in his studies to attain his G.E.D. Once he does that, he plans to immediately enter occupational training toward become an E.M.T.

Darren was a student who entered the NH-JAG program with very little focus and an unclear outlook on life. Through the guidance and encouragement of the program, he was able to react to the changes occurring in his life in a positive manner. He is now, without a doubt, a student with clear ambition whose possibilities are endless.

### ***Michelle***

In just one month, Michelle made a vast turnaround in her overall academic performance. It started with a simple bet.

Michelle was upset, and a little surprised, when she received her report card. She had failed all of her classes due to absences. She did not think she had missed so many days, and she had brushed off teachers' warnings when she was told how close she was getting to the edge of failing, but now it seemed that the numbers did not lie. She had racked up enough absences and tardies to keep her from passing anything. Instead of using

this first report card as an excuse to do poorly on the second, to continue arriving late to school (or not arriving at all), Michelle said, "I bet I can fix this."

What Michelle had in mind was this: that she could show up on time, every day, for the next month, and without a single tardy or absence.

Michelle had made a bet with herself. A month passed, and Michelle made good on her bet. Not only was she in school everyday, without skipping a single class, she saw an irrevocable turn-around in her grades. She received an A in every single one of her classes.

Michelle took on a challenge single-handedly, and was rewarded for having done so, becoming a true inspiration to her classmates.

## *WIA Performance at a Glance (July 1, 2008 – June 30, 2009)*

Local Area Name  New Hampshire	Total Participants Served	Adults (includes self-serve)	52,967	
		Dislocated Workers	1,025	
		Older Youth	73	
		Younger Youth	530	
ETA Assigned #  33015	Total Exiters	Adults (includes self-serve)	50,724	
		Dislocated Workers	460	
		Older Youth	38	
		Younger Youth	245	
		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
Customer Satisfaction	Program Participants	79	77.3	
	Employers	77	72.1	
Entered Employment Rate	Adults	81%	75.7%	
	Dislocated Workers	88%	84.3%	
	Older Youth	76%	71.4%	
Retention Rate	Adults	89%	82.2%	
	Dislocated Workers	91%	88.9%	
	Older Youth	83%	65.2%	
	Younger Youth	76%	72.8%	
Six Months Average Earnings (Adlt/DW) / Earnings Increase (Yth)	Adults	\$11,500	\$9,414	
	Dislocated Workers	\$16,100	\$15,712	
	Older Youth	\$2,600	\$2,755	
Credential/Diploma Rate	Adults	71%	74.4%	
	Dislocated Workers	73%	80.2%	
	Older Youth	62%	50%	
Youth Diploma or Equivalent	Younger Youth	73%	70.9%	
Skill Attainment Rate	Younger Youth	82%	79.3%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
USDOL considers performance met if 80% of goal is reached.		1	16	3

**WIA Financial Statement**

**July 1, 2008 – June 30, 2009**

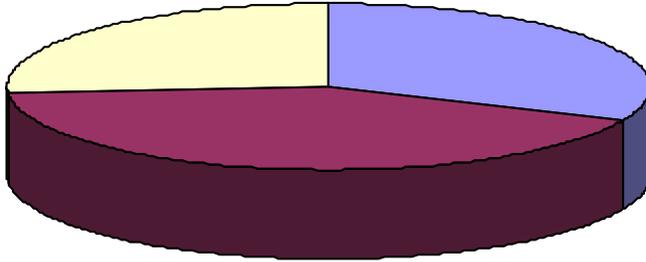
<u>Operating Results</u>	Available	Expended	Pct.	Balance Remaining
<b>Total All Funds Sources (Formula + ARRA)</b>	\$13,818,265	\$7,030,721	51%	\$6,787,542
Adult Program Funds	\$2,698,701	\$1,766,998	65%	\$931,703
Dislocated Worker Program Funds	\$3,715,216	\$1,849,481	50%	\$1,865,735
Youth Program Funds	\$4,061,980	\$2,437,171	60%	\$1,624,809
Out-of-school Youth	\$1,543,553	\$924,863	60%	\$618,690
In-school Youth	\$2,518,427	\$1,512,308	60%	\$1,006,119
Local Administration Funds	\$833,740	\$321,499	39%	\$512,241
Rapid Response Funds	\$435,788	\$223,766	51%	\$212,022
Statewide Activities Funds	\$2,072,840	\$431,806	21%	\$1,641,034

<i>Cost-Effectiveness*</i>	C-E Ratio	Financial Positions	Amount
Overall, All Program Strategies	\$3,078	Total Assets	\$1,241,610
Adult Program	\$1,115	Current Assets	\$1,221,804
Dislocated Worker Program	\$2,744	Property, Equipment, Net	\$19,806
Youth Program	\$5,681	Operating and Other Assets	
		Current Liabilities	\$1,241,610
		Liabilities Less Long-Term Debt	\$1,241,610
		Long Term Debt	\$ -0-

\*Calculated by dividing the cumulative staff-assisted WIA populations (formula & ARRA) against total allocation (funds available)

# Characteristics of Population Served

**Cumulative (Formula & ARRA)  
WIA Population: 3,045  
(staff-assisted)**



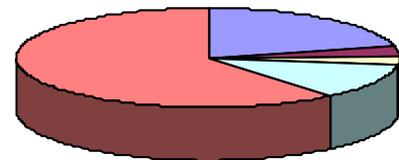
- Adult 976 (33%)
- Dislocated Workers 1,354 (44%)
- Youth 715 (23%)

Population Served by Gender				
	Adults	DW	YY	OY
Male	27%	44%	50%	32%
Female	73%	56%	50%	68%

Total Participant Counts by Ethnicity				
	Adults	DW	YY	OY
White	88%	94%	74%	67%
Hispanic or Latino	4%	1%	12%	14%
Black or African American	6%	2%	5%	12%
American Indian or Alaska Native	<1%	<1%	<1%	0%
Asian	2%	1%	<1%	4%
Hawaiian Native or Pacific Islander	<1%	0%	<1%	0%
More than one race	<1%	<1%	0%	<2%
Did not self identify	3%	2%	8%	5%

Average Age of Participants		
Program	Male	Female
Adults	37.4	31.4
Dislocated Workers	46.1	45.6
Adults & Dislocated Workers	43.3	38.4

**Population by Category (Adult and DW)**



- Public Assistance 35%
- Veterans 6%
- Individuals With Disabilities 6%
- Older Individuals 12%
- Displaced Homemakers <1%
- Other 41%

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