

State of New Hampshire

Workforce Investment Act – Title I-B

Annual Report

*For the period July 1, 2010 through June 30, 2011
(Includes Related Grant Activities)*

Name and title of authorized official of the Governor:

George M. Bald, Commissioner
New Hampshire Department of Resources & Economic Development
Telephone: 603-271-2411
Email: gbald@dred.state.nh.us

Introduction

The Office of Workforce Opportunity (OWO) within the New Hampshire Department of Resources and Economic Development serves as the administrative entity for all Workforce Investment Act funds received by the State of New Hampshire. In New Hampshire, the state's primary service delivery system is managed by a consortium of key stakeholders under the umbrella trademark of NH Works. NH Works partner organizations include New Hampshire Department of Resources & Economic Development (DRED); New Hampshire Employment Security (NHES); New Hampshire Department of Education (DOE); New Hampshire Department of Health and Human Services (DHHS); New Hampshire Department of Labor (Labor); Community College System of New Hampshire (CCSNH); and the Community Action Association (CAP). On behalf of all our partners, the Office of Workforce Opportunity takes this annual opportunity to acknowledge the dedication and hard work of all the individuals involved in providing services throughout the NH Works system.

Year-at-a-Glance

The Office of Workforce Development (OWO) established within the Department of Resources and Economic Development (DRED) on October 1, 2009, works closely with the Governor, the State Workforce Investment Board (SWIB), and NH Works one-stop system partners. As a system, we remain committed to continuing to building a workforce system that integrated, comprehensive, customer focused, performance based, innovative, and responsive to local and regional economies.

State Formula Funded Services – In Program Year 2010, consistent with federal and state procurement procedures, the State Workforce Investment Board, through the Office of Workforce Opportunity, released a Request for Proposals (RFP) to solicit a statewide service provider for the delivery of WIA Adult, Dislocated Worker and National Emergency Grant (NEG) funded services from July 1, 2011 – June 30, 2015. Southern NH Services, Inc. won the contract award. At the same time, the Board released an RFP for the Senior Community Service Employment Program (SCSEP) in Belknap, Merrimack, and Rockingham Counties for the same timeframe. The SCSEP contract was awarded to Belknap-Merrimack Community Action Program, Inc.

WIA Adult and Dislocated Worker Programs - The State Formula funded program continued to focus on providing reemployment services to eligible individuals with primary access to services through the NH Works Centers located throughout the state. WIA American Recovery and Reinvestment Act (ARRA) funds received in Program Year 2008 continued to provide much needed financial relief in a struggling economic environment throughout PY 2010. In total, New Hampshire received \$6,654,415 in WIA ARRA funds to expand access to re-employment and training services throughout the state. This infusion of funding resulted in the enrollment of 1,442 additional adult and dislocated worker enrollments in the WIA program over the life of the grant (495 Adults and 947 Dislocated Workers). Another 145 NEG funded Dislocated Workers enrolled in PY10. Close to 60% of these participants received training services. Despite a challenging economic climate, the ARRA program was successful in putting people back to work. The entered employment rate for the 1,298 participants who have exited the program to date is at 71.4% for Adults and 83.8% for Dislocated Workers. The job retention rate for these workers stands at 85.8% for Adults and 90.4% for Dislocated Workers, and the State exceeded the average earnings goal for both groups. See WIA Performance at a Glance (July 1, 2010 – June 30, 2011) located at the end of this report, for performance outcomes for all WIA funded programs.

WIA Youth - In PY2010, WIA Youth Formula funds supported five WIA Youth contractors serving 491 youth (123 out-of-school youth and 368 in-school youth) at twelve sites across the state. The program

exceeded established performance goals, while providing students the ten essential elements .required under WIA regulations. The continued availability of ARRA funds for youth programs, made it possible to continue three year-round programs and provide follow-up services to three additional programs in PY10. An additional summer youth program for 27 youth occurred between May and June 2011 with students working in several of the NH State Parks. A you-tube video of their work was developed and can be found at <http://www.nhstateparks.org/partner-and-community-resources/wia-youth-program.aspx> A total of 685 youth were served with NH's Youth ARRA funds achieving a 93.4% work readiness competency attainment rate and a 90.1 summer youth completion rate.

Shared Youth Vision – The Youth Vision initiative continues to grow in agency membership and scope as the group works to identify ongoing needs of youth related to workforce issues and strategies for streamlining services to youth in an effort to maximize limited resources. In PY10, the State team focused their work on 1) increasing the graduation rate in the largest city in the State with a joint meeting of school personnel and Shared Youth Vision partners and 2) providing support to the twelve local teams. Local teams hosted innumerable job and resource fairs for youth, student recognition events, and a youth needs assessment.

Business Services – The NH Works one-stop service delivery system partners are committed to coordinated business services that are proactive to businesses' needs and offer services, not just at the time of filling a job order or in the event of a major layoff, but throughout the entire business lifecycle. In PY10, the role of coordinating Rapid Response services moved to the Division of Economic Development Business Resource Center (BRC). This change formalizes the relationship between economic development practitioners and service delivery staff, and ensures the business community has direct access to the myriad of business services available to them to assist in starting a business, maintaining a business, and/or growing a business in NH.

The BRC offers a wide variety of services to businesses on a regular basis through a network of staff, partner state agencies, and community organizations. Business Resource Specialists, each assigned to specific areas covering the State, serve as a “one-stop” resource for any business-related question or challenge. Ongoing services include assistance in the following areas: tax credits, block grants, loans, bonds, import/export information, employee retention, federal procurement assistance, disaster assistance, incumbent trainings programs, on-the-Job and other employer based training opportunities, and lay-off assistance. The Business Resource Specialists already offer these services in conjunction with other agencies and organizations, adding coordination between the employer and local one-stop teams in response to a lay-off event is a natural fit.

In addition to the Business Resource Specialists, the Division also has a Business Development team that, while assisting out-of-state companies to relocate to New Hampshire also offer services to companies looking for expansion opportunities within the State.

WorkReady NH - Through a series of open forums conducted around the state with local business leaders, Governor Lynch heard regular concerns about the work readiness of individuals both applying to their companies and currently being employed in their companies. These concerns focused on such skills as math, reading, communication, and problem solving. In addition, there was a common theme revolving around work behaviors: showing up on time, dressing appropriately, meeting deadlines, communicating politely and professionally, and working with others.

To address these concerns the Governor, working with the Office of Workforce Opportunity/DRED, NH Employment Security, and the Community College System, set aside State Job Training Funds to develop a work readiness program. The program, designed to address gaps in worker readiness in the areas of math,

reading, and problem solving, as well as in so-called “soft skills”: workplace behaviors, teamwork, and ethical behavior, is grounded in the National Career Readiness Certificate issued by ACT (American Council Testing program). The National Career Readiness Certificate is a portable, evidence-based credential that measures essential workplace skills and is a reliable predictor of workplace success. The program initially targets the unemployed. However, the program could easily be adapted to target incumbent workers as well. The successful participant will receive an ACT’s National Career Readiness Certificate, as well as a Work Readiness Certificate from the respective community college.

The Governor will host a “kick-off” event for the *WorkReady NH* program on October 4, 2011 at the Business Training Center at Great Bay Community College. The program is free to unemployed citizens of NH, 18 years of age or older. Initially, the NH Works centers will serve as the primary source of referrals to the program. The State plans to serve up to 500 people during the first year of the program.

On-the-Job Training Program - The Office of Workforce Opportunity received National Emergency Grant funds (\$1,647,788) to develop a statewide On-the-Job Training (OJT) program for long-term (i.e., 18 weeks or longer) unemployed workers. Employers in need of assistance during these difficult economic times have embraced this training option. To date 85 workers are back at work through the On-the-Job Training program, with plans for 40 additional job placements over the next year. The program has been successful in reaching employers in all areas of the state and in a variety of industries and occupations (e.g., manufacturing, information technology, medical occupations, engineering, retail, construction, administration, and transportation).

The success of this program is directly attributable to efforts of agency partners promoting the program as part of their outreach to the business community. Of particular note is the marrying of the Return to Work and the OJT projects. Employers begin with a Return to Work agreement then move the worker on to an OJT agreement if it is determined that the worker needs additional skills to retain employment. This approach is particularly affective in highly competitive job market in which employers are hesitant to hire workers that do not have the exact skill set they are seeking.

New Hampshire Job Training Fund (NHJTF) - New Hampshire’s skilled and educated workforce is a key element to keeping competitive in a global marketplace. To enhance those skills in an ever-changing environment of new technologies, and to help employers retain and grow their business, Governor John H. Lynch and the General Court re-established the Job Training Fund in late 2007.

The result of the partnership among employers, workers, and state government, including the community college system has been a very successful one. With training available to every industry sector on a matching 1:1 reimbursement basis, over 175 grants have been awarded to businesses across New Hampshire, and over 10,000 training courses have been funded to create stronger, more efficient companies and smarter, more talented workers.

Participating companies have provided funds beyond the 1:1 match, demonstrating their commitment to improve worker skills. While grant awards have totaled \$3,658,326.74, employers have invested \$5,919,253.70, for a total of \$9,577,580.44 in new training to New Hampshire workers.

From technical skills to project management training, the Job Training Fund has helped New Hampshire employers train, retain, and hire new workers while expanding their business opportunities in challenging times.

WIA State Set-Aside Projects – The following are a few examples of innovative projects funded with WIA State Set-Aside projects.

The North Country Work Place Education Project organizes and funds high school internships at local corporations. The project builds on the successful program between the Lisbon Regional School and New England Wire Technologies, Inc. The Project is a winning strategy that serves the diverse goals of its educational, corporate economic and workforce development partners. The high schools enhance their education curriculum by offering relevant, modern, and “real world” experiences to students. The corporate partners recognize the opportunity to attract future employees to replace their aging and retiring workforce. The workforce development partners are working to build the skills of the emerging workforce and the economic development partners wish to stanch the outmigration of people, especially young people, from the economically troubled North Country region. In PY10, the Lisbon project served 15 students in internships at New England Wire Technologies and Garnet Hill Industries. The program is currently expanding to include Littleton and White Mountain High Schools and Littleton Regional Hospital, with up to seven internship sites to include the culinary department, facilities management, and engineering and environmental services departments.

The North Country Business Launch Pad provides training and support to aspiring business owners in Coos, Northern Grafton, and Northern Carroll Counties. The targeted, time-limited program, modeled after the successful work done by the Hanna Grimes Center in the Monadnock Region, prepares participants to develop and execute business plans and growth strategies designed for new opportunities in the region, such as the new federal prison and a growing sustainable energy sector. White Mountain Community College (WMCC) works directly with the Hannah Grimes Center to ensure that the curriculum reflects current best practice, and to ensure that the appropriate mix of partners and support services are engaged. WMCC manages the project, convenes the partners, and delivers the training and support in a collaborative approach that builds upon existing partnerships and initiatives. This project represents a nontraditional approach that provides wraparound supports that follow the individual beyond the classroom. “Following the business development is the strategy.”

The New Hampshire Talent Team project initiates a fully replicable program designed to prepare local citizens for employment on federal projects, while also assisting incumbent and new businesses with the tools needed to become approved vendors for the provision of services and sales to State and Federal agencies. WMCC is the project manager for a regional partnership of public and private workforce and economic support organizations that pursue two tracks relative to Federal Correctional Institution (FCI) in Berlin:

- 1) Services to and preparation of the workforce to ensure that every local resident who wishes to seek employment at the prison has access to the necessary resources.
- 2) Services to prepare the business community (both incumbent and new businesses) to become approved vendors for the provision of services and sales to State and Federal agencies.

This approach is modeled after the successful Talent Team approach in southern West Virginia, which has resulted in unprecedented certification levels for local job applicants, and successful supports for businesses seeking approval as vendors. New Hampshire workforce personnel have attended seminars and training from that program.

This project encompasses both public education and public relations. The goal of the project is to build local capacity to respond effectively to FCI employment and market needs, to ensure maximum opportunity for New Hampshire citizens and businesses to benefit from the construction and on-going operation of the Federal Prison in Berlin, NH.

In addition, State Set-Aside funds support the costs of the one-stop system infrastructure. The NH Works Memorandum of Understanding (MOU) defines the relationship of partners collocated in the local NH Works Centers, and costs are assigned based on the number of staff members in each office. The cost for each FTE is approximately \$19,000 per year. Typically, WIA pays \$350,000 - \$400,000 per year in MOU costs.

SCSEP - The Office of Workforce Opportunity received \$641,598.00 in State SCSEP Formula funds to serve 64 SCSEP participants in PY 2010. The SCSEP provides a win-win for participants and their communities: Participants help community organizations extend their capabilities, while developing their own job skills, self-confidence, and a restored sense of self-worth. SCSEP participants are paid minimum wage for up to 20 hours per week. The program provides low-income mature workers with an opportunity to earn income while they develop skills transferable to the current labor market.

The US Department of Labor also provided additional funding for SCSEP in fiscal year 2010 to provide for immediate services to address unmet needs for employment and job training among low-income, older American workers that State formula funding could not support. The funding, authorized in the Consolidated Appropriations Act of 2010, was available from January 29, 2010 through June 30, 2011. The OWO received \$263,152.00, which created 19 additional employment opportunities for mature workers.

NH Job Corps Center -New Hampshire remains optimistic that there will be a Job Corps Center built in Manchester, NH within the next year, or two. A project labor agreement is under development. Once the Center is operational it is anticipated that 300 resident youth will have access to education and training opportunities in the areas of healthcare, advanced manufacturing, computer science, food service/hospitality, and homeland security.

Thoughts on Performance

The WIA funded program served 2,011 individuals in PY2010, a slight decrease from the 2,078 individuals served last program year, as we saw the ARRA funding used to expand access to WIA re-employment and training services end. Over the course of the year, approximately 22,954 people accessed self-service resources at one of the 13 local NH Works centers located throughout the State. Staff assisted services (i.e. enrolled in a WIA program) totaled 673 WIA Adult participants, 1,338 WIA Dislocated Worker participants and 563 Youth participants. This year we saw a significant increase in the number of older worker enrollments (i.e. 55 yrs of age or older), particularly in the dislocated worker program (21% vs. 12% last year), an increase in the number of males in both the adult and dislocated worker program, as well as a slight increase in the number of veterans served.

The US Department of Labor granted the State Workforce Investment Board (SWIB) a Performance Reporting waiver effective July 1, 2010. The waiver allows the State to report on only those performance outcomes referred to as the "common measures" (i.e., entered employment, retained employment, and average wage gain, along with attainment of a degree or certificate and literacy/numeracy gains for youth). This change reduces required performance reporting from 17 to nine outcome measures, allowing staff to focus on achieving positive results for the key performance indicators. In PY2010 New Hampshire met all nine of the required performance goals (i.e., 80% of the goal) and exceeded (i.e., 100% of goal) eight out of the nine required goals. (See the *WIA Performance at a Glance (July 1, 2010 – June 30, 2011)* for details.)

Performance outcomes are based on information gathered by the Performance Accountability Customer Information Agency (PACIA) unit housed in NH Employment Security. The timeframe for gathering outcome data is prescribed by USDOL, and all performance data is based on results once a participant exits the program. (See *WIA Performance at a Glance* for specific timeframes.) PY 2010 data shows an increased positive outcome in the entered employment rate and the six months retention rate for both Adults and Dislocated Workers who participate in a training program, versus those who received core and intensive services only. The entered employment rate for Adults receiving training services is 75.3% versus 58.9% for those who do not. The entered employment rate for Dislocated Workers receiving training is 86.4% versus 77.3%. The job retention rate for Adults who received training is 89.8% versus 82.7%, and 91.5% versus 88.7% for Dislocated Workers. However, the PY10 performance outcomes for average earnings gain is only slightly higher for adults coming out of training, and slightly lower for dislocated workers. These results are not surprising, as wages appear to be declining overall. The NH WIA program remains committed to ensuring limited resources are targeted to increase access to training for all participants. Consistent with WIA regulations, the Individual Training Accounts (ITA) established with an Eligible Training Provider has been the primary mechanism for the delivery of training services. However, in PY10 NH received funds to develop On-the-Job Training (OJT) opportunities for long-term dislocated workers, and the success of that program has created direct employer training opportunities for all WIA program participants.

NH, similar to most other states, also received a waiver on the Eligible Training Provider (ETP) rule that requires training providers to capture and report performance data for all training participants (WIA participants and others) whenever one or more WIA participants are enrolled in the training program. State confidentiality laws and other barriers to fully executing this reporting requirement still exist. This waiver provides for more time to develop an effective process for gathering consistent data from training providers on which to base an effective subsequent eligibility process. As a result of this waiver we were able to double the number of approved Training Provider courses available to WIA participants interested in training opportunities, this was particularly beneficial to the dislocated worker population. No other waivers are currently in place and/or planned for the near future.

Program Evaluation

New Hampshire continues to evaluate WIA programs for efficiency and effectiveness. Program monitoring on the state and local level, as well as state level audits occur regularly. In PY 2010, no significant findings resulted from the on-going rigorous assessment of WIA program compliance. In addition, the Office of Workforce Opportunity continues to assist a graduate student conducting a study that examines the job loss experience and the factors that facilitate career growth of mid-life dislocated workers who become reemployed. This study explores the activities that facilitate career growth from job loss using the Latack and Dozier (1986) conceptual framework. The research question of interest is, what factors contribute to career growth for mid-life boomers who experience job loss and reemployment? Participants for this study are baby boomers selected from the pool of WIA participants enrolled in the program from July 1, 2010 to present, that have not found employment. A preliminary summary report is scheduled for presentation to the State Workforce Investment Board at the March 2012 meeting. In addition, with the support of the State Workforce Investment Board, the Office of Workforce Opportunity plans to issue an RFP in January 2012 for soliciting an entity to conduct a comprehensive program effectiveness evaluation of the ARRA funded services provided between July 1, 2009 and June 30, 2011.

Thoughts on Cost Effectiveness

For PY2010, the total WIA allocation to New Hampshire equaled \$7,592,846, which is broken down into essentially four categories: Youth, Adult, Dislocated Worker, and Statewide Activities. Actual expenditure rates for these four categories were Youth at 100%; Adult at 51%; Dislocated Worker at 80%; and Statewide Activities at 15%. The overall expenditure rate for formula funds was 61%. While this may appear lower compared to expenditure rates in previous years, in actuality it presents a strong performance for the timely expenditure of funds when taking into consideration the emphasis to expend ARRA funds available through the end of PY10. As of June 2011, NH expended 100% of ARRA funds for each funding source, Youth, Adult, and Dislocated Worker. This effort clearly demonstrates that New Hampshire effectively created greater access to re-employment and training services throughout the state ensuring available funds were fully utilized to address the re-employment and training services for the unemployed worker, and other groups affected by the recession, consistent with WIA Formula and ARRA program guidelines. WIA ARRA funds expired June 30, 2011; WIA PY10 formula funds are available through June 30, 2013.

WIA State Set-Aside funds are currently reserved for the following activities: NH Works One-Stop MOU costs which accounts for approximately 58% of the total annual funds received; employer based training opportunities, innovative training programs and program evaluation activities (such as the effort referenced earlier in this report). The expenditure of State Set-Aside funds is often lower than that of other Formula funded activities by design. These funds often involve planning for program activities outside of the existing service delivery system, often involve new system partners unfamiliar with WIA process and procedures, and typically must be procured through an open RFP process consistent with Federal and State procurement procedures. Therefore, funds planned to support an initiative funded with State Set-Aside funds appear under reported. New Hampshire has a planned use for all the State Set-Aside funds received to date. As with all program activities, Set-Aside funds are planned to affect the most cost efficient approach to effective programming for the benefit of program recipients.

Cost-per-participant numbers for PY2010 remain at a modest level. New Hampshire continues to operate a cost effective service delivery system. Local service providers operate programs within an 8%-10% range for administration cost. Staffing levels are managed to maintain sufficient staff to provide adequate and timely services without diverting a disproportionate share of funds to personnel costs. An emphasis is placed on reserving no less than 50% of available funds to support training costs, and individual training accounts are capped at a maximum of \$4,000 per participant to maximize enrollments in training. All of these factors contribute to an efficient system for delivering the most services to eligible New Hampshire.

Success Stories from the Field

William

Employed by Lakes Region Hospital

Highway construction work is hard. Long days and dangerous conditions working in heavy traffic can take a toll on the body as well as the mind. William worked in highway construction for over a decade, despite a couple of narrow escapes with inattentive drivers. In November 2009, with the construction industry in a tailspin, William was laid off and had to find work to support his family.



“I had no idea what to do about the situation, but I did go into the Laconia NH Works Career Center after filing on line for unemployment benefits. I had heard they might have some training programs,” said William. “I met Melinda Wilson, who was to become my WIA Counselor, and I’m glad I was lucky enough to start working with her.”

In a review of his work history and interests, Melinda learned that William had served as a volunteer fire fighter and had an interest in healthcare (as a safety team member on his construction crew). The two agreed that William would be a good match for phlebotomy training. William chose to take courses through River Valley Community College, “the only place in the State where you can get both an internship and national certification.”

William attended classes at Lakes Region Hospital and during his internship, “I drew 300 sticks (blood draws) when only 100 were required.” While he sent applications to many places, he was offered a job near home, at Lakes Region Hospital, and he took the offer.

“I have less stress.” “I don’t have constant back pain.” “It’s a safer work environment,” said William, who credits WIA Counselor Melinda Wilson and NH Works for “staying on top of my situation from the beginning.”

William has his sights set on continuing his career in phlebotomy, perhaps with an insurance company.

Tiecou (Emma)

Employed at Pleasant View Center, Concord



Tiecou “Emma” found herself in a new country with a different language, and a need to work. Married and the mother of four children, Emma is from the Ivory Coast of West Africa. “Since I arrived here in 2005 I knew I wanted to become a Licensed Nursing Assistant (LNA),” said Emma.

Emma knew she would have to learn English before embarking on a healthcare career. “I did learn much English by watching cartoons on the television with the kids,” she joked, but it was serious preparation for building employment skills. Emma visited the NH Works Career Center to begin her quest for education and training.

Working with WIA Counselor Ginny Hooker in the Manchester NH Works Center, Emma’s assessments showed her to be a good match to pursue an

LNA career path and she cried with happiness when told she qualified for training at LNA Health Careers. And while the faculty at the school, her clinical supervisor, and residents loved her, Emma still struggled to gain command of the medical terminology in English (instead of her native French). NH Works provided tutoring before each test, and as a result, her scores were in the 90s.

A setback occurred when Emma failed her final written examination. She was devastated, but encouraged by her WIA counselors and others, she took an English tutoring exam before a second examination and passed.

Emma wasted no time looking for permanent work and was hired by Pleasant View Center in Concord at \$10.50 per hour.

She calls NH Works every week to express her gratitude.

Kathryn

Employed by Memorial Hospital, North Conway



Kathryn Cooper had the dream job. Working in New Hampshire’s scenic White Mountains, she held a responsible position working in the entertainment industry, helping television production companies work out the details of shooting commercials, lining up actors, scheduling shoots. The owner had moved his company to New Hampshire, a place he preferred over New York City or California.

As a single mother, a job was imperative, and in this area of New Hampshire, good paying jobs don’t materialize every day, especially in the tough economy of 2009, when her clients began cutting back on shooting new commercials.

The industry cutbacks cost Kathryn her job and her security, but not her determination to find good work and survive the tough times.

She had heard about possible retraining programs but did not know the opportunities offered until she visited the Conway NH Works Career Center. Assessment of skills and review of work history and interests revealed that she had once worked at Maine Medical as she was starting her family years before, and had enjoyed the healthcare experience.

Becoming a Certified Medical Assistant could provide a new career path, but there were obstacles. “I had not been in school for many years and was quite worried about it,” said Kathryn. “Fortunately, my WIA Counselor Richard Findsen spent a lot of time encouraging me and helping me calm down when I got anxious.”

“It was touch-and-go for a while. I had to take a summer class to complete some prerequisites for the Certified Medical Assistant program.” Kathryn was able to choose from several training programs but chose White Mountain Community College. “There were shorter programs, and I needed to work, but WMCC was an accredited school, and I felt that was very important.”

Kathryn had a long commute to classes during the two-year course of study, but adapted by listening to classes on a recorder during her first year, and getting a driving partner for the second year of school.

“Richard Findsen (her WIA Counselor) was always available, always helpful, always supportive,” she said.

Kathryn now performs EKG’s, lab tests and a variety of other duties, and was offered a full-time job at Memorial Hospital in Conway even while still interning.

Kathryn’s advice for people who find themselves in her situation: “Use NH Works. Do research on programs. Make comparisons. Persevere.”

Nathanial

Now Attending College

In 2009, Nathanial “Nate” was “home surfing” upon his arrival in Manchester from Washington, DC. Staying with friends, crashing anywhere people would offer, and life was tough for this engaging young man.

Landing in a homeless shelter, Nate found it impossible to find work. “Who wants to hire a homeless person?” asked Nate, knowing the answer.

Nate went from the shelter to jail for a short time. Upon his release, Nate attended Central High, still looking for a way to earn money to support his new family. There was a second trip to jail, and Nate knew he had to change direction.

That new direction was offered by the Jobs for New Hampshire Graduates (NHJAG) program, a “dropout recovery” educational and job skill training opportunity funded by the Office of Workforce Opportunity’s Youth Council. Nate was introduced to Seth Window at JAG and found new confidence, undiscovered talents and renewed determination to straighten out his life.



“Seth was awesome,” said Nate. “He was always one-on-one with you. You could be REAL with Seth.”

Today, Nate is attending two colleges; Hesser College and Manchester Community College, working towards a career in radio and television broadcasting.

“I am grateful that I was able to find JAG. I’m going places, and not where I was before.”

Nicholas

Employed by RCD Electronics, Manchester



Nicholas and RCD HR Manager Maria Grisanzio

The challenging economic climate has had an impact on many industries, but construction has been a particularly hard-hit sector. That reality came home in January 2010 to Nicholas, a 25-year old who was laid off from his job as a machine operator at a concrete company. With a high school degree but no training for any occupational career path, Nicholas could not find work before exhausting his unemployment benefits.

Eager to work, and willing to train in occupations where his skills in machine operation, shipping/receiving and packaging might be enhanced, Nicholas agreed to enter New Hampshire’s “Return to Work” program with RCD Components Inc., of Manchester, one of the world’s leading manufacturers of resistors, capacitors, coils and delay lines for the electronic industry. “Return to Work” is a voluntary program that provides a structured, supervised training opportunity to unemployed claimants while continuing to collect unemployment compensation.

RCD Components saw that Nicholas had some transferable skills that could potentially be applied to their Production Molder position, but he would need extensive training. Nicholas’s WIA Job Placement Coordinator Maggie Hinkle and RCD Components Human Resource Manager Maria Grisanzio designed a training regimen and an On-the-Job Training Program Contract enabled Nicholas to start his training as a production molder for electronic components. Nicholas will learn how to set up, operate, and tend plastic molding, casting, and core making machines to mold thermoplastic parts.

“Everything is going well,” Nicholas reports. “I am getting trained on just about everything on the floor in segments. Today I just started doing some tinning which was pretty interesting. Also they recently made me the backup to my team leader, so they obviously enjoy having me in the company as much as I have been enjoying being here.”

Heidi

Employed by Kingswood Leasing, Dover, NH

Heidi’s transition from unemployed manufacturing quality control specialist into a new career path at one of the country’s leading hospitality leasing companies is the result of hard work, an employer dedicated to training promising employees, and an On the Job Training program that led to a permanent position in a professional environment.



“I was making \$16 an hour at a good job and was totally shocked when the company went bankrupt and closed,” said Heidi, who filed for unemployment benefits and worried how she was ever going to get back in the job market during a recession.

Meanwhile, the Owner and President of Kingswood Leasing, Clifford Metcalfe, Jr. was also responding to difficult economic times. As he moved his company from Wolfeboro, New Hampshire to Dover, he had to find well-trained staff capable of delivering and maintaining financing contracts in a challenging economy.

Six months into her unemployment and still searching for work, Heidi was referred to a Workforce Investment Act (WIA) Counselor, who reviewed Heidi’s work history and job search activities. Heidi’s resume was revised, and she agreed to participate in a NH Employment Security program, “Return to Work”, a voluntary program to provide a structured, supervised training opportunity to

NH unemployed claimants while continuing to collect unemployment compensation.

Heidi started at Kingswood Leasing as a Return to Work trainee, and both she and Metcalfe knew there was a good match, but Heidi still required training to close some skill gaps. New computer systems had to be mastered so that Heidi could generate data and create targeted client lists, develop marketing programs and learn the metrics and workflow in a totally new business environment.

Metcalfe worked with the WIA Counselor to develop a training program, and Heidi was hired as a permanent employee at the conclusion of her training. “She’s my keeper of the gate,” says Metcalfe, who continues to use the On-the-Job Training and Return to Work programs for his expanding business.

WIA Performance at a Glance (July 1, 2010 – June 30, 2011)

Local Area Name New Hampshire	Total Participants Served	*Adults	22,954
		Dislocated Workers	1,339
		Older Youth	123
		Younger Youth	440
ETA Assigned # 33015	Total Exiters	*Adults	24,278
		Dislocated Workers	949
		Older Youth	103
		Younger Youth	343
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	74%	69.9%
	Dislocated Workers	80%	82.6%
Retention Rate	Adults	84%	87.9%
	Dislocated Workers	87%	90.3%
Six Months Average Earnings (Adults and DW) / Earnings Increase (Older Youth)	Adults	\$9,200	\$9,345
	Dislocated Workers	\$15,000	\$15,811
Placement in Employment or Education	Youth (14 - 21)	37.7%	45.8%
Attainment of Degree or Certificate	Youth (14 - 21)	46.8%	52.6%
Literacy of Numeracy Gains	Youth (14 - 21)	49.4%	63.1%
Overall Status of Local Performance		Not Met	Met
		0	9
			8

* Consistent with federal reporting requirements "total participants served" is based on the total number of self-service customers accessing services statewide through the local NH Works Office. Adults enrolled in the WIA program, is a cohort of the self-service number. The number of Adults enrolled in a WIA program in PY 2010 is 673. The number of enrolled Adults exiting the WIA program is PY2010 is 497.

<u>Operating Results</u>	Available	Expended	Pct.	Balance Remaining
Total All Funds Sources	\$7,592,846	\$4,607,978	61%	\$2,984,868
Adult Program Funds**	\$1,694,709	\$865,714	51%	\$828,995
Dislocated Worker Program Funds	\$2,005,331	\$1,459,619	73%	\$545,712
Youth Program Funds	\$1,755,647	\$1,755,647	100	\$32,376
Out-of-school Youth	\$579,364	\$579,364	100	\$10,684
In-school Youth	\$1,176,283	\$1,176,283	100	\$21,692
Local Administration Funds	\$509,818	\$304,543	60%	\$205,275
Rapid Response Funds	\$495,489	\$50,378	10%	\$445,111
Statewide Activities Funds	\$1,131,850	\$172,076	15%	\$959,774

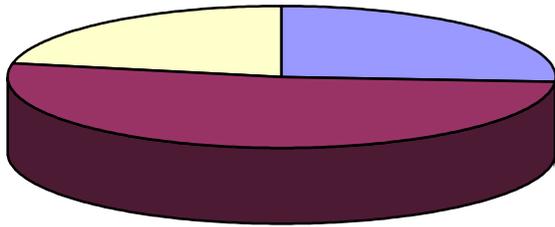
****NOTE: Adult fund expenditures include \$107,792 transferred to serve DW participants.**

<i>Cost-Effectiveness*</i>	C-E Ratio
Overall, All Program Strategies	\$2,950
Adult Program	\$2,518
Dislocated Worker Program	\$1,499
Youth Program	\$3,118

*Calculated by dividing the staff-assisted WIA populations for PY10 against total allocation (funds available).

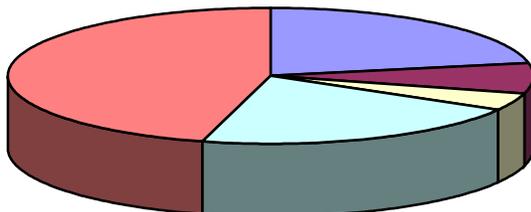
Characteristics of Population Served

Cumulative (Formula & ARRA)
WIA Population: 2,574
(staff-assisted)



- Adult 673 (26%)
- Dislocated Workers 1,338 (52%)
- Youth 563 (22%)

Population by Category
(Adult and DW)



- Public Assistance 22%
- Veterans 7%
- Individuals With Disabilities 4%
- Older Individuals 21%
- Displaced Homemakers <1%
- Other 46%

Average Age of Participants		
Program	Male	Female
Adults	37.5	33.7
Dislocated Workers	46.7	47.3
Adults & Dislocated Workers	44.6	40.9

Population Served by Gender				
	Adults	DW	YY	OY
Male	31%	51%	51%	52%
Female	69%	49%	49%	48%

Total Participant Counts by Ethnicity				
	Adults	DW	YY	OY
White	87%	93%	75%	58%
Hispanic or Latino	3%	1%	16%	13%
Black or African American	4%	2%	7%	14%
American Indian or Alaska Native	<1%	<1%	<1%	0%
Asian	3%	1%	<1%	15%
Hawaiian Native or Pacific Islander	<1%	0%	<1%	0%
More than one race	<1%	<1%	0%	<2%
Did not self identify	3%	3%	2%	0%

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