NEW HAMPSHIRE PYS 2022-2023 (MOD)

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I. WIOA STATE PLAN TYPE AND EXECUTIVE SUMMARY

A. WIOA STATE PLAN TYPE

This is a combined plan

COMBINED PLAN PARTNER PROGRAM(S)

Trade Adjustment Assistance for Workers programs (activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.))

Jobs for Veterans State Grants Program (programs authorized under 38, U.S.C. 4100 et. seq.)

Unemployment Insurance programs (programs authorized under State unemployment compensation laws in accordance with applicable Federal law)

Senior Community Service Employment program (programs authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.))

B. PLAN INTRODUCTION OR EXECUTIVE SUMMARY

Required Partners

Department of Business & Economic Affairs (Office of Workforce Opportunity)

- Adult (Title I)
- Dislocated Worker (Title I)
- Youth (Title I)

New Hampshire Employment Security

- Wagner-Peyser (Wagner-Peyser Act, as amended by Title III)

Department of Education

- Adult Basic Education and Family Literacy (WIOA Title II)
- Vocational Rehabilitation (Title I Rehabilitation, as amended by Title IV)

Additional Partners

Department of Business & Economic Affairs (OWO)

- Senior Community Service Employment Program (Title V Older Americans Act)

New Hampshire Employment Security

- Trade Adjustment Assistance for Worker Program (Chapter 2, Title II Trade Act)
- Jobs for Veterans State Grants (Title 38, Chapter 41)
- Unemployment Insurance
- Reemployment Services and Eligibility Assessment
- Granite State Jobs Act (WorkNowNH, WorkInvestNH, Reentry Program)

This combined planning process has also positioned New Hampshire's workforce system well for further collaboration with programs that are not officially a part of this plan, but provide opportunities for additional efficiencies and leveraging of program strengths, such as the NH

Department of Health and Human Services (DHHS). DHHS is a one-stop system partner with oversight of the TANF and SNAP services, whose programs are closely aligned with those of the partner programs represented in this plan.

EXECUTIVE SUMMARY

The New Hampshire State Workforce Innovation Board (SWIB) and all of its partners have developed and subsequently provided revisions to this Combined State Plan to show its dedication to a high-quality workforce system that meets the needs of New Hampshire's business community and workforce. The Workforce Innovation and Opportunity Act (WIOA) has provided the vision for a planning process that

included partners, stakeholders, and customers from across the state, focusing on a demand-driven workforce system that seeks the best possible experience for all business and jobseeker customers and strives for continuous improvement and alignment and integration of services.

The development of this plan was guided by the State Workforce Innovation Board's vision and mission for New Hampshire's workforce system.

VISION

Healthy and vibrant communities provide an innovative workforce to meet current and future industry needs and create a competitive economic advantage for New Hampshire.

MISSION

To promote and advocate for talent development by partnering with businesses, agencies, educational institutions, and organizations to support a unified and innovative workforce development system that meets the needs of business and individual customers.

VALUES AND PRIORITIES

The SWIB identified a set of values and priorities that will guide its work throughout the implementation of this plan and the goals and strategies included. The Board's values include:

- Proactive Solutions
- Flexibility
- Life-long Learning
- Collaboration
- Social Mobility
- Demand-driven System
- Inclusion
- Effective Technology
- Efficiency

The SWIB's priorities provided guidance to the creation of goals and strategies. The identified priorities include:

- Career Awareness and Exploration
- Advocacy and Policy Guidance
- Talent Attraction and Retention

- System Communication and Collaboration
- Work-based Learning
- Soft Skill Development

With these values, mission, and vision in mind, this Combined State Plan was created to represent the vision, goals, strategies, and implementation plan for the workforce system, including eight specific programs within three state agencies.

- Department of Business and Economic Affairs – Office of Workforce Opportunity
    - Title IB: Adult, Dislocated Worker and Youth
    - Senior Community Service Employment Program (SCSEP)
- New Hampshire Employment Security
    - Wagner-Peyser Act
    - Migrant and Seasonal Farm Workers
    - Trade Adjustment Assistance (TAA)
    - Jobs for Veterans State Grants (JVSG)
    - Unemployment Insurance
    - Reemployment Services and Eligibility Assessment
    - Granite State Jobs Act (WorkNowNH, WorkInvestNH, Reentry Program)
- Department of Education
    - Adult Education and Literacy
    - Vocational Rehabilitation

STATEWIDE INPUT

Representatives from the State Workforce Innovation Board and each of these partner programs as well as other stakeholders and customers provided input on this plan through various stakeholder engagement methods including statewide focus groups, online surveys, and interviews. Stakeholders engaged included state agency and partner leadership, business and industry representatives, community leaders, education partners, economic development organizations, and individual customers. Through these conversations, a variety of themes and areas for focus were identified.

- *Collaboration* – Working together is a standard operating procedure for many partners in New Hampshire. This can be a foundation for any initiative moving forward.
- *Communication* – With increased collaboration comes the need to continue to focus on consistent communication throughout the workforce system to ensure all are on the same page.
- *Talent Attraction and Retention – With a low unemployment rate and continuing economic growth, the talent pool is not large enough to meet the needs of employers. Stakeholders are looking to strategies to attract talent to the state and retain students to work in New Hampshire.*

- *Addressing Barriers to Entering the Workforce* – Also due to a low unemployment rate, many in the available talent pool are experiencing barriers to finding employment, the most commonly mentioned including housing, transportation, and childcare.
- *Youth Strategies* – Grow the future workforce from within by focusing on strong youth programming including career awareness, exploration, and exposure. This is key to expanding the talent pool and retaining talent in the state and should start even younger than in high school.
- *Sector engagement* – New Hampshire has been successful in supporting the Sector Partnership Initiative, and should continue to promote sector-based activities for employer engagement.
- *Career Pathways* – Ensure that pathways are articulated for all levels of workers, are disseminated to all populations, and include a focus on foundational skills.
- *Leverage and diversify funding* – With limited resources, stakeholders emphasized a focus on efficiency in services to ensure resources are maximized.
- *Share Best Practices* – There are significant successes happening all across the state and partners are willing to work together and share their best practices to expand proven strategies.
- *Outreach and marketing* – Continue to be a trusted partner and ensure that businesses and jobseekers are aware of the services available to them

STRATEGIC PLAN

Based on this input, the State Workforce Innovation Board identified five goals and accompanying strategies to form a strategic plan that will guide the work of New Hampshire's workforce system for the next four years.

New Hampshire's workforce system has a strong foundation for collaboration and alignment that will be the basis for the execution of the strategic plan. The SWIB will provide oversight in managing and monitoring the progress of the plan to completion, while a variety of subcommittees and interagency work groups will assist with carrying out the implementation activities. These groups, discussed extensively in this plan include:

- Executive Committee
- NH Works Consortium (the Consortium)
- Review Committee
- Workforce Development Policy Committee
- Education and Training Steering Committee
- Interagency Business Team
- Professional Development Team
- Sector Strategy Team

GOALS AND STRATEGIES

The goals and strategies that have been identified focus on high quality, effective, and appropriate services to business and jobseeker customers, ensuring the structure is in place to sustain such services, and proactively spreading awareness for optimal utilization. The

following table shows the goals and strategies that make up the strategic plan. Each is discussed in depth within the Strategic Planning Elements of this Combined State Plan.

Goal 1: Promote services available through the talent development system to support businesses and individuals.

- **Strategy 1.1** Employ proven strategies for marketing and outreach that target audiences (e.g., small and medium-sized businesses, sector-specific stakeholders, long-term unemployed individuals, underemployed individuals, youth, etc.).
- **Strategy 1.2** Work with community-based organizations, libraries, schools, and partners' networks to promote services of NH Works and its partners to individuals and youth.

Goal 2: Enhance the talent development system by focusing on system advocacy and partner collaboration and communication.

- **Strategy 2.1** Identify and define workforce development policy priorities for which the State Innovation Workforce Board can advocate among State decisions makers (e.g. workforce housing, transportation, benefits cliff, etc.).
- **Strategy 2.2** Continue supporting and strengthening the talent development system partnerships though professional development, peer-to-peer contact, data sharing, and communication.

Goal 3: Support a demand-driven talent development system that bases strategies, services, and investments on a data-informed approach that anticipates the needs of businesses.

- **Strategy 3.1** Leverage current industry-driven sector partnerships throughout the state and support their expansion.
- **Strategy 3.2** Continue the collaborative business services strategies by engaging additional partners and formalizing information sharing protocols.
- **Strategy 3.3** Engage locally with economic development to ensure the systems are aligned and operate from an up-to-date understanding of in-demand sectors and occupations with regular sector analysis at the state and local levels.
- **Strategy 3.4** Provide the talent development system with data analytics that provide in-depth analysis of national, state, and local labor market information.
- **Strategy 3.5** Explore ways to collect data that would allow for tracking metrics that currently do not exist (e.g., non-degree credential attainment).

Goal 4: Create a talent development system that leverages talent attraction, retention and development strategies.

- **Strategy 4.1** Work with the network of the state's community colleges and other post-secondary education institutions to expand best practices related to flexible, business-driven training and education.
- **Strategy 4.2** Work with public and private K-12 education, career and technical education, adult education, post-secondary education, and business to promote career pathways for in-demand sectors and occupations to students in the talent pipeline.
- **Strategy 4.3** Coordinate with other state agency and partners to support talent attraction and retention actions including advocacy, resource dedication, subject matter expertise, etc.

- **Strategy 4.4** Develop an inclusive talent pipeline by creating targeted strategies for working with under-represented populations, such as seniors, veterans, immigrants, refugees, etc.

Goal 5: Provide and improve access to work-and-learn opportunities that are aligned with business and industry needs including the development of career pathways.

- **Strategy 5.1** Expand the infrastructure for businesses and individuals to pursue work-based learning opportunities along the full spectrum of options (internships, apprenticeship, work experiences, etc.).
    - **5.1.A** Map the existing resources and assets to support work-based learning in New Hampshire.
    - **5.1.B** Continue to assess business interest in work-based learning and the ideal engagement strategies from the businesses' perspectives.
    - **5.1.C** Determine the most appropriate way(s) to link resources from various programs and partners to offer full spectrum of work-based learning opportunities.
- **Strategy 5.2** Simplify process and procedures for businesses and individuals to navigate the workforce development system by simplifying language and avoiding acronyms and "system lingo" and streamlining access to work-and-learn opportunities and other system services.
- **Strategy 5.3** Ensure career pathways include opportunities to develop foundational skills.
    - **5.3.A** Maintain adult education as an entry-point to career pathways for individuals who have not previously earned their high school diploma or the equivalent.
    - **5.3.B** Utilize WorkReadyNH and/or similar programs for individuals in need of soft skill/employability skill development.
    - **5.3.C** Continue the expansion of sector-based industry specific training credentials.

II. STRATEGIC ELEMENTS

A. ECONOMIC, WORKFORCE, AND WORKFORCE DEVELOPMENT ACTIVITIES ANALYSIS

1. ECONOMIC AND WORKFORCE ANALYSIS

INDUSTRY & OCCUPATION DEMAND

The onset of the COVID-19 pandemic in New Hampshire brought parts of the state's economy to a sudden halt. Many of the labor market trends highlighted by COVID-19 were in the 2020 Combined State Plan and were acknowledged in the long-term outlook for the State of New Hampshire. Measures to control the pandemic that required the closing of some businesses and social distancing at others have accelerated preexisting labor market trends. As the pandemic subsides, personal interactions will increase, but shopping and other cultural habits have likely been permanently altered and prior patterns may not return. It is too early to say what the post-COVID-19 labor market will look like, but it will likely be more technology-driven, with lower density, proximity and less direct human interaction.

The State of New Hampshire acted swiftly and decisively to the COVID-19 pandemic. Governor Christopher T. Sununu declared a State of Emergency on March 13, 2020. The State of

Emergency did not immediately create large-scale economic disruption but became the framework for all executive orders that followed, and that eventually led to restrictions on a broad segment of economic activity in New Hampshire.

In response to the abrupt mid-March, closure of businesses deemed nonessential to slow the spread of disease, the unemployment rate in New Hampshire shot up to 16.0 percent. As more businesses reopened and the virus seemed better controlled, many activities resumed over the summer of 2020.

It is still too early to fully understand the economic impacts of COVID-19 on the State of New Hampshire. Current long-term employment projections are that the number of jobs in the state will increase by just 7.5 percent between 2020 and 2030, from 675,594 to 726,549 (including self- employed individuals), or just under 5,096 jobs annually. This deceleration in employment growth reflects fundamental underlying demographic trends that limit growth in the state's labor force. Specifically, New Hampshire will see an increase in the number of workers exiting the labor force because of retirement especially due to COVID-19, at the same time the state's low birth rates over the past several decades will limit the number of younger individuals entering the state's workforce. Further limited housing availability will limit domestic migration.

Because New Hampshire's labor force will see an increasing number of retirements over the next decade, many industries in the state will have a high level of job openings even as they experience limited net increases in total employment. Other industries will see both increasing retirements as well as net increases in employment. It is these industries that face the greatest potential for labor shortages over the next decade. Thus, the workforce needs of the New Hampshire economy will be far greater than is apparent by a simple examination of net job growth numbers.

According to the Centers for Disease Control and Prevention, New Hampshire has had among the lowest fertility rates among women of childbearing years of any state in the nation—46th in 2019. In 2019, New Hampshire averaged 48.2 births to every 1,000 women ages 15-44 in the state and 47.7 birth in 2020, the second lowest fertility rate in the nation.[1] New Hampshire's low fertility rate is a sign of the state's successes rather than failures, as the state has high levels of educational attainment and a traditionally high labor force participation among women, both factors that are associated with lower fertility rates. However, due to COVID-19, the State of New Hampshire has seen a decline in labor force participation among women. With the economic disruption of the pandemic, female employment declined 9.6 percent just between 2020 quarter 1 and a quarter 2 loss of 27,900 female workers. For decades New Hampshire relied on net domestic migration (state-to-state in-movement into New Hampshire from other states) to offset the state's low fertility rate in growing its population and labor force. As net domestic migration slowed, and turned negative for several years during and immediately following the "great recession," New Hampshire's labor force growth turned negative. The slowing of net domestic in-migration in the state also helped accelerate the aging of New Hampshire's population as in migration of individuals in their late 20s to early 40s was a key characteristic of in-migrants, most often married couple families with children. This demographic trend helped keep the state's median age from rising more rapidly and as in migration slowed the state has seen its median age rise more rapidly.

(ii) Emerging Demand Industry Sectors and Occupations. Provide an analysis of the industries and occupations for which demand is emerging.

Table 1 presents long-term (2020-2030) employment projections for major industry groups in New Hampshire. Overall employment is projected to increase by 7.5% over the projection period. The table highlights several salient points about expected future trends in job growth in New Hampshire:

- Professional, scientific, and technical services will be the third fastest growing industry grouping (14.8%) over the 10-year projections period, and account for a large number (5,778) number of net new jobs. These industries employ a high percentage of skilled occupations that require post-secondary education and training, implying that post-secondary institutions must play a critical role in helping New Hampshire meet its future workforce needs.
- In contrast, there will also be solid job growth in industries that employ individuals with lower levels of educational attainment and skills. Accommodation and food service industries are projected to add 11,143 jobs between 2020 and 2030.
- The healthcare industry will continue to be a fast growing industry by absolute employment in the state, adding almost 12,769 new jobs (14.2%) over the decade As New Hampshire's population continues to age, as household wealth increases, and as mortality rates decline and residents live longer, a greater share of household income will be spent on healthcare services. Employment in healthcare services will grow concomitantly.
- Employment in construction industries will grow faster than overall employment in the state, adding a projected 2,016 jobs (7.2%) during the projection period.
- Industry trends nationally are altering the growth trends of New Hampshire industries, and compared to projections in prior New Hampshire state plans. Increased automation and the use of artificial intelligence are slowing the demand for labor in administrative and support industries that typically employ more occupations that do not require post-secondary education or training. Although still projected to grow a little less than overall employment, along with waste management services, this industry is expected to increase employment by just 2,471 or 7.4% over the projection period.
- Retail Trade is projected to see a severe decline of 2,699 jobs as more consumer purchases occur at non-store (online) retailers and some stores increase the use of automated checkout and payment systems along with changes in consumer habits as a result of COVID-19. Although jobs in the industry are projected to decline, some of the occupations in the industry will be shifted (or counted) in other industries, albeit in different occupations requiring different skill sets. The rise of online (non-store) retailing increase employment in warehousing and transportation industries (projected to grow in New Hampshire by 12.8% or 2,347 jobs during the projection period).
- Manufacturing is projected to experience an increase in the number of jobs (1,829 or 2.7%) over the projection. Still, the number of job openings (although not net job growth) in that industry will be substantial. The demographics of the manufacturing workforce in the state show that it has among the highest percentages (33.3%) of older workers nearing retirement age (age 55+) of any industry in the state, behind only real estate (35.8%) and public administration (35.2%).[2] This is supported by the fact that manufacturing jobs have ranked highly in current job opening data in the state, despite the fact that New Hampshire has seen a decline in the number of manufacturing jobs during 2019. The COVID-19 pandemic has increased the amount of retirements and the impacts of the pandemic still have yet to be fully determined on this industry.

TABLE 1: NEW HAMPSHIRE LONG-TERM INDUSTRY PROJECTIONS 2020-2030					
	2020 Estimated	**2030 Projected**	**2020-2030**	**Percent**	**Average**

TABLE 1: NEW HAMPSHIRE LONG-TERM INDUSTRY PROJECTIONS 2020-2030					
	Employment	**Employment**	**Change**	**Change**	**Annual Growth**
Total Employment	675,594	726,549	50,955	7.50%	0.75%
Goods-Producing Industries	101,160	105,497	4,337	4.30%	0.43%
Agriculture, Forestry, Fishing and Hunting	5,406	5,848	442	8.20%	0.82%
Mining	583	633	50	8.60%	0.86%
Construction	27,887	29,903	2,016	7.20%	0.72%
Manufacturing	67,284	69,113	1,829	2.70%	0.27%
Service-Providing Industries	536,252	583,224	46,972	8.80%	0.88%
Utilities	1,998	1,854	-144	-7.20%	-0.72%
Wholesale Trade	27,402	28,326	924	3.40%	0.34%
Retail Trade	88,758	86,059	-2,699	-3.00%	-0.30%
Transportation and Warehousing	18,384	20,731	2,347	12.80%	1.28%
Information	11,735	12,038	303	2.60%	0.26%
Finance and Insurance	27,494	29,058	1,564	5.70%	0.57%
Real Estate and Rental and Leasing	6,566	6,984	418	6.40%	0.64%
Professional, Scientific, and Technical Services	39,061	44,839	5,778	14.80%	1.48%
Management of Companies and Enterprises	8,986	8,863	-123	-1.40%	-0.14%
Administrative and Support and Waste Management Services	33,417	35,888	2,471	7.40%	0.74%
Educational	60,523	64,626	4,103	6.80%	0.68%

TABLE 1: NEW HAMPSHIRE LONG-TERM INDUSTRY PROJECTIONS 2020-2030					
Services					
Health Care and Social Assistance	89,984	102,753	12,769	14.20%	1.42%
Arts, Entertainment, and Recreation	9,354	13,288	3,934	42.10%	4.21%
Accommodation and Food Services	47,789	58,932	11,143	23.30%	2.33%
Other Services (Except Government)	25,502	28,824	3,322	13.00%	1.30%
Government	39,299	40,161	862	2.20%	0.22%
Self-Employed Workers	38,182	37,828	-354	-0.90%	-0.09%
Source: Economic and Labor Market Information Bureau, New Hampshire Employment Security					

Long-Term Occupational Highlights

Table 2 presents projected occupational growth and openings for the projection period from 2020 to 2030. The table highlights some of the key points referenced in the prior section of this analysis: Job openings (and thus the employment opportunities for workers and labor demand by industries) will be much greater than indicated from the projected net increase in jobs in the state presented in Table 1.

Occupations that employ a high percentage of younger, entry-level, lower skilled, or workers new to the labor force often have high turnover (job transfer) rates. As younger workers and other new entrants to the labor force gain more education, training, or experience, they move on to industries and occupations that require greater skills. Food preparation and serving occupations, are an example of an occupational grouping that will see both an increase in net job growth as well as having a high level of occupational transfers and retirements especially due to COVID-19. Industries that employ individuals in these occupations will be challenged by several labor force trends in the state. These include a workforce that is increasingly affected by retirements of older workers, high levels of occupational transfers, significant net job growth, as well as declining youth labor force participation, an important demographic component of the workforce of many of the industries employing these occupations. As a result, it is expected that industries that are especially affected by these trends will increase efforts to automate in an effort to reduce their labor force needs, however, those effects cannot fully be captured in these projections.

TABLE 2: Long-Term Projections 2020-2030				
SOC	**Occupational Group**	**2020 Estimated**	**2030 Projected**	**Average Annual Total Job Openings**
43-0000	Office and Administrative Support	92,899	90,838	-9,844
41-0000	Sales and Related Occupations	75,522	73,757	9,743
35-0000	Food Preparation and Service Related Occupations	48,311	58,426	10,413
39-0000	Personal care and Service Occupations	17,608	21,759	3,116
51-0000	Production Occupations	41,430	41,069	4,448
53-0000	Transportation and Material Moving Occupations	50,188	54,417	7,137
11-0000	Management Occupations	47,551	52,409	4,471
25-0000	Education, Training, and Library occupations	40,809	44,361	4,063
37-0000	Building and Grounds Cleaning and Maintenance Occupations	24,571	26,282	3,449
13-0000	Business and Financial Operations Occupations	35,091	38,315	3,461
47-0000	Construction and Extrusion Occupations	25,420	27,272	2,769
29-0000	Healthcare Practitioners and Technical Occupations	40,771	45,573	2,808
49-0000	Installation, Maintenance, and Repair Occupations	25159	27266	2,705

TABLE 2: Long-Term Projections 2020-2030				
31-0000	Healthcare Support Occupations	25,729	30,381	3,831
15-0000	Computer and Mathematical Occupations	25,185	29,098	2,299
21-0000	Community and Social Service Occupations	11,110	12,702	1,332
17-0000	Architecture and Engineering Occupations	13,767	15,018	1,168
33-0000	Protective Services Occupations	12,174	13,157	1,407
27-0000	Arts, Design, Entertainment Sports and Media Occupations	9,403	10,412	1,103
19-0000	Life, Physical, and Social Science Occupations	5,106	5,614	531
23-0000	Legal Occupations	3,952	4,358	309
45-0000	Farming, Fishing, and Forestry Occupations	3,838	4,065	638

Occupational Demand by Educational Attainment

Occupational projections and real-time labor market data for New Hampshire increasingly highlight the importance of individuals obtaining some level of post-secondary education or training in determining success in the labor market. Occupations requiring more education or some specific training are projected to have greater job growth over the ten-year projection period from 2020 to 2030. Occupations requiring a high school diploma or the equivalent are projected to grow by 4.46% than overall job growth (7.5%), while jobs that require some level of postsecondary education will grow at much faster rates.

Currently, occupations that require a high school diploma or equivalent represent the largest number of jobs in New Hampshire, followed by occupations that do not have any specific educational requirement. But as Table 3 shows, the largest number of new jobs projected to be added in the state between 2020 and 2030 will require at least a bachelor's degree. Nearly one-half (44%) of projected net job growth in New Hampshire will require a college degree (associate's or higher) for entry into the field.

TABLE 3: PROJECTED JOB GROWTH BY USUAL ENTRY- LEVEL EDUCATION							
Usual Education Required for Entry-Level Employment	**2020 Estimated Number of Jobs**	**2030 Estimated Number of Jobs**	**Numeric Change 2020 - 2030**	**Percent Change 2020 - 2030**	**Labor Force Exits**	**Occupational Transfers**	**Average Annual Average Total Job Openings**
No formal education required	144,136	155,426	11,290	7.80%	9,798	13,204	24,139
High school diploma or equivalent	259,052	270,628	11,566	4.46%	11,292	17,833	30,276
Postsecondary non-degree award	47,395	51,830	4,425	9.30%	2,024	2,857	5,325
Some college, no degree	23,558	24,266	698	3%	1,001	1,103	2,173
Associate's degree	31,730	34,862	3,122	9.90%	935	1,283	2,531
Bachelor's degree	145,117	161,158	16,031	11%	3,926	8,153	13,681
Master's degree	14,067	16,255	2,178	15.50%	388	604	1,210
Doctoral or professional degree	17,529	18,875	1,336	7.70%	407	429	969
Total, All Occupations	**675,594**	**726,549**	**50,955**	**7.50%**	**30,024**	**45,926**	**81,045**

Table 3 also shows that occupations that do not require any postsecondary education or training have, by far, the greatest number of job openings (although not net job growth). Many of these jobs are in lower skill occupations that have high turnover rates (reflected in the large number and high percentage of occupational transfers among these educational groupings), and they employ a high percentage of younger workers and first-time job holders who move on to higher-skill occupations as they gain experience and/or additional education. This is reflected in the fact that occupations requiring only a high school diploma or which have no educational requirement account for nearly 70% percent of the occupational transfers during the projection period, but just 44.8 percent of the net job growth during the projection period (Table 4).

Table 4: Shares of Job Growth and Annual Openings 2020-2030			

Table 4: Shares of Job Growth and Annual Openings 2020-2030			
Educational Requirement	**Share of New Job Growth**	**Share of Job Openings Due to Labor Force Exits**	**Share of Job Openings Due to Occupational Transfers**
No formal educational credential	22.10%	**32.60%**	**28.70%**
High school diploma or equivalent	22.70%	**37.60%**	**38.80%**
Postsecondary non-degree award	8.70%	6.70%	6.20%
Some College, no degree	1.40%	3.30%	2.40%
Associate's degree	6.10%	3.10%	2.80%
Bachelor's degree	**31.50%**	13%	17.70%
Master's degree	4.30%	1.30%	1.30%
Doctoral or professional degree	2.60%	1.30%	1.00%
Source: Economic and Labor Market Information Bureau, New Hampshire Employment Security			

(iii) Employers' Employment Needs. With regard to the industry sectors and occupations identified in (A)(i) and (ii), provide an assessment of the employment needs of employers, including a description of the knowledge, skills, and abilities required, including credentials and licenses.

Industry Needs

To gain insight into real-time employer skill and certification needs, a review of online job postings for New Hampshire for the 12-month period from January to December of 2019 was conducted using Burning Glass Technologies, Labor Insight®. Over the year, 132,146 jobs were posted in New Hampshire, of which just over 109,000 listed the hiring industry. Table 5 shows that real-time data is consistent with the projections presented earlier in this analysis, as the healthcare industry had the most job postings in the state in 2019. In addition, as noted previously, industries with little or declining projected new job growth can still have substantial labor force needs. The manufacturing sector is projected to see job declines but because of retirements in its relatively older workforce and occupational transfers, the industry had a large number of postings in 2019, even as employment declined in the industry.

Table 5: Job Postings by Industry 2021		
Industry Sector Code	**Industry Sector**	**Job Postings**
62	Health Care and Social Assistance	34,789

Table 5: Job Postings by Industry 2021		
44-45	Retail Trade	24,457
31-33	Manufacturing	14,652
52	Finance and Insurance	11,881
72	Accommodation and Food Services	10,508
61	Educational Services	10,348
54	Professional, Scientific, and Technical Services	8,112
56	Administrative and Support and Waste Management and Remediation Services	5,147
48-49	Transportation and Warehousing	4,910
51	Information	3,790
92	Public Administration	2,997
53	Real Estate and Rental and Leasing	2,580
81	Other Services (except Public Administration)	2,184
23	Construction	2,101
22	Utilities	1,034
42	Wholesale Trade	1,010
71	Arts, Entertainment, and Recreation	717
Source: Burning Glass Technologies, Labor Insight® and Economic and Labor Market Information Bureau, New Hampshire		

Employment Needs of Employers

®. job postings were listed. Table 6 the occupations with the most posting in New Hampshire during 2021.

Table 6: Top Job Postings in New Hampshire in 2021		
O*NET Code	**Occupation**	**Job Postings**
29-1141.00	Registered Nurses	8,037

Table 6: Top Job Postings in New Hampshire in 2021		
41-2031.00	Retail Salespersons	7,027
53-7062.00	Laborers and Freight, Stock, and Material Movers, Hand	5,464
41-1011.00	First-Line Supervisors of Retail Sales Workers	4,294
15-1132.00	Software Developers, Applications	3,620
41-4012.00	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	3,607
43-4051.00	Customer Service Representatives	3,430
53-3032.00	Heavy and Tractor-Trailer Truck Drivers	2,879
11-9199.00	Managers, All Other	2,613
31-1014.00	Nursing Assistants	2,261
35-3021.00	Combined Food Preparation and Serving Workers, Including Fast Food	2,181
11-9111.00	Medical and Health Service Managers	2,135
43-6014.00	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	1,976
43-5081.03	Stock Clerks-Stockroom, Warehouse or Storage Yard	1,914
39-9021.00	Personal Care Aides	1,736
29-2061.00	Licensed Practical and Licensed Vocational Nurses	1,679
51-9199.00	Production Workers, All Other	1,654
11-1021.00	General and Operations Managers	1,612
49-9071.00	Maintenance and Repair Workers, General	1,595
37-2011.00	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	1,595
27-1026.00	Merchandise Displayers and Window Trimmers	1,523

Table 6: Top Job Postings in New Hampshire in 2021		
Source: Burning Glass Technologies, Labor Insight® and Economic and Labor Market Information Bureau, New Hampshire Employment Security		

Skills in Demand

Although occupations require specific skill sets, knowledge, or expertise, there are also specific skills that span a wide variety of occupations and which can increase the range of occupations for which an individual is qualified. Table 7 presents a listing of the top skills requested in the more than 100,000 job postings in New Hampshire in 2021. The table shows that among all job postings in the state in 2021, "customer service" and "scheduling" skills, along with other skills such as "sales," and "retail industry knowledge" where most often cited as requirements for job openings. Thus, stressing the importance to job seekers of obtaining and demonstrating these skills can enhance the likelihood of success in New Hampshire's labor market.

Table 7: Most Requested Skills in 2021 Job Postings	
Skill	**Job Postings**
Customer Service	27,414
Scheduling	25,307
Sales	18,946
Retail Industry Knowledge	12,568
Cleaning	12,109
Customer Contact	12,012
Repair	10,356
Budgeting	10,268
Patient Care	9,094
Quality Assurance and Control	8,223
Project Management	8,134
Teaching	8,097
Merchandising	7,392
Lifting Ability	6,415
Staff Management	5,871
Product Sales	5,298
Cardiopulmonary Resuscitation (CPR)	5,183

Table 7: Most Requested Skills in 2021 Job Postings	
Data Entry	4,792
Treatment Planning	4,740
Administrative support	4,692
Forklift Operation	4,657
Source: Burning Glass Technologies, Labor Insight® and Economic and Labor Market Information Bureau, New Hampshire Employment Security	

Certifications in Demand

A majority of job postings in New Hampshire do not list a requirement for a certification, only 32 percent of job positing between January 2021 and December of 2021 listed a certification requirement. Of those that did, the top requested certifications are presented in Table 8. As the Table shows, a commercial driver's license (CDL), along with a driver's license and registered nurse certification are the most requested. The listing also shows that certification in demand are consistent with occupational projections that show a strong demand for individuals with training in health care fields.

Table 8: Top Certifications in Demand	
Certification	**Job Postings**
Drivers License	18,737
CDL Class A	2,078
Registered Nurse	7,883
Basic Life Saving (BLS)	4,521
First Aid CPR AED	3,461
Advanced Cardiac Life Support (ACLS) Certification	2,449
Security Clearance	1,942
Licensed Practical Nurse (LPN)	1,853
Certified Nursing Assistant	1,615
Basic Cardiac Life Support Certification	2,096
Licensed Nursing Assistant	1,481
Project Management Certification	698
Certified Public Accountant (CPA)	739
Certificate in School Administration	805
Board Certified/Board Eligible	729

Table 8: Top Certifications in Demand	
ServSafe	806
Certified Teacher	805
Pharmacy Technician Certification Board (PTCB)	682
Project Management Professional (PMP)	698
Automotive Service Excellence (ASE) Certification	73,643
Nurse Practitioner	70,777
American Registry of Radiologic Technologists (ARRT) Certification	69,693
Source: Burning Glass Technologies, Labor Insight® and Economic and Labor Market Information Bureau, New Hampshire Employment Security	

Local Area Unemployment Statistics – Strong Labor Force Growth and Low Unemployment

In response to the abrupt mid-March closure of businesses deemed nonessential to slow the spread of disease, the unemployment rate in New Hampshire shot up to 16.0 percent. As more businesses reopened and the virus seemed better controlled, many activities resumed over the summer of 2020. Among New England states, only in Vermont has the unemployment rate improved as much as in New Hampshire. In both states the rate has returned closer to pre-pandemic levels.

Table 9 presents key labor force metrics from the U.S. census Bureau's "*Current Populations Survey*," the monthly survey of households used to, among other things, calculate unemployment rates and labor force participation.

Table 9: Key Annual Labor Force Metrics							
	Working Age Population (Age 16+)	**Labor Force**	**Employed**	**Unemployed**	**Not in Labor Force**	**Labor Force Participation Rate**	**Unemployment Rate**
Jan-10 to Dec-10	1,060,991	745,504	701,150	44,354	315,486	70.30%	5.90%
Jan-11 to Dec-11	1,066,886	741,808	701,572	40,236	325,078	69.50%	5.40%
Jan-12 to Dec-	1,064,911	738,696	697,186	41,510	326,215	69.40%	5.60%

Table 9: Key Annual Labor Force Metrics							
12							
Jan-13 to Dec-13	1,072,428	743,361	704,416	38,945	329,067	69.30%	5.20%
Jan-14 to Dec-14	1,076,060	736,934	705,825	31,109	339,127	68.50%	4.20%
Jan-15 to Dec-15	1,085,428	742,480	716,928	25,552	342,948	68.40%	3.40%
Jan-16 to Dec-16	1,089,461	750,672	729,693	20,979	338,789	68.90%	2.80%
Jan-17 to Dec-17	1,095,500	741,000	720,600	20,400	354,500	67.60%	2.80%
Jan-18 to Dec-18	1,109,400	762,100	742,300	19,800	347,300	68.70%	2.60%
Jan-19 to Dec-19	1,122,400	777,300	756,900	20,400	345,100	69.30%	2.60%
Jan-20 to Dec-20	1,129,400	753,500	704,000	49,500	375,900	66.70%	6.60%
Jan-21 to Dec-21	1,136,600	734,000	706,600	27,400	402,600	64.60%	3.70%

Table 9 highlights labor market trends in New Hampshire. New Hampshire's unemployment rate continues to be low; however labor force participation averages less than 70 percent.

Demographics of the Labor Force

The Current Population Survey (CPS), which is the underlying data source for the Local Area Unemployment Statistics (LAUS) program, can be used to gain demographic detail from the labor force, but 12-month averages should be used to improve statistical reliability and offset seasonal patterns.

During 2019, the unemployment rates for males averaged 2.7 percent and 2.5 percent for females. Labor force participation rates differ significantly, however, with participation rates

increasing to 74.8 percent for males, while female labor force participation averaged 63.9 percent for the year. Labor force participation is higher for both males and females in New

Hampshire than it is in the nation overall, and the gap between male and female participation is consistent in New Hampshire and a characteristic of the nation as a whole. The impact of COVID-19 is still being determined and still hasn't fully worked itself out.

Table 10: Labor Force Participation and Unemployment Rate by Age		
Age	**Participation Rate**	**Unemployment Rate**
Age 16 to 19	51.60%	5.90%
Age 20 to 24	78.10%	8.10%
Age 25 to 29	84.90%	4.20%
Age 30 to 34	86.20%	4%
Age 35 to 39	85.50%	4.30%
Age 40 to 44	89.10%	1.90%
Age 45 to 49	88.60%	1.40%
Age 50 to 54	83.50%	2.40%
Age 55 to 59	81%	3.10%
Age 60 to 64	63.70%	4.50%
Age 65 to 69	36.60%	3%
Age 70 to 74	21.20%	3%
Age 75 +	9.60%	2.90%

Both labor force participation rates and unemployment rates demonstrate patterns by age. During 2019, those in the prime working years of age 25 to 54, had the highest labor force participation rates of approximately 86 percent or greater, while experiencing the lowest unemployment rates of any age grouping (Table 10). Younger residents, including high school and college students, participate at lower rates than those in their prime working years while having significantly higher unemployment rates. Those nearing or beyond normal retirement participate at low rates, but notable, have experienced an increase from 34 percent in 1999, to 48 percent in 2019, as more of the jobs in the economy require fewer physical skills and as the health of older citizens continues to improve. In addition, financial needs appear to be prompting older residents to continue working beyond traditional retirement ages.

Long-Term Unemployment

Long-term unemployment is defined as a period of unemployment lasting 27 weeks or more. Although New Hampshire's unemployment rate is currently near historic lows even despite COVID-19, the percentage of unemployed individuals who are categorized as "long-term unemployed" has changed little in recent years. In 2018 the long-term unemployment rate stood at 18.2 percent, down from 18.8 in 2017 and well below the peak of 31.8 weeks near the end of the "great recession" in 2010. In response to the abrupt mid-March 2020 closure of businesses deemed nonessential to slow the spread of disease, the unemployment rate in New

Hampshire shot up to 16.0 percent. As more businesses reopened and the virus seemed better controlled, many activities resumed over the summer of 2020.

Table 11 shows that long-term unemployment is not simply a function of educational attainment. Individuals with lower levels of educational attainment do have higher overall rates of unemployment but as the table shows, unemployed individuals with a bachelor's degree or higher comprise a smaller portion of the long-term unemployed (26.9%) than do individuals with a high school diploma or less (50.3%).

Table 11: 2021 Share of Long-Term Unemployed by Educational Attainment	
Educational Attainment	**Share of Long-Term Unemployed**
Less than High School Graduate	13.50%
High School Graduate - Diploma or Equivalent (GED)	36.80%
Some College But No Degree	13.20%
Associate's Degree	9.60%
Bachelor's Degree	19%
Graduate or First Professional Degree	7.90%
Source: U.S Census Bureau "Current Population Survey," New Hampshire Employment Security, Economic and Labor Market Information Bureau	

Younger Workers

Although not a consistent drop, labor force participation has declined in New Hampshire among individuals ages 16-19 from 65.1 percent in 2000, to 53.9 in 2019. Participation has also declined among individuals age 20 to 24, albeit more modestly, from 86.3 to 79.8 percent. As indicated in Table 10, workers in these age groups also experience higher rates of unemployment, especially among ages 16 to 19 (12.5% in 2019) but also among those age 20 to 25 (4.5%).

Some of the decline in labor force participation among younger residents may be attributable to increasing rates of enrollment in postsecondary education. Table 12 shows that school enrollment plays a significant role in the labor market status of young people, as participation is nearly halved among individuals enrolled in college compared to individuals who are not enrolled in school. Not surprisingly, postsecondary school enrollment also reduces the hours worked and increases part-time employment among young people.

Table 12: Labor Force Status of New Hampshire Residents, Age 16 to 24 by School Enrollment (2021 Average)				
	Total Age 16 to 24	**Not Enrolled in School**	**Enrolled in High School**	**Enrolled in College**

Table 12: Labor Force Status of New Hampshire Residents, Age 16 to 24 by School Enrollment (2021 Average)				
Labor Force	91,153	58,434	16,308	16,412
Labor Force Participation Rate	65.00%	82.50%	41.90%	53.60%
Employed	84,557	53,225	15,649	15,683
Percentage of Employed Who Usually Worked Full-Time	53.20%	74.70%	5.60%	28.10%
Percentage of Employed Who Usually Worked Part-Time	46.80%	25.30%	94.40%	71.90%
Percentage of Employed Who Worked Part-Time for Economic Reasons	3.10%	4.10%	2.40%	0.50%
Unemployed	6,596	5,209	659	729
Unemployment Rate	7.20%	8.90%	4.00%	4.40%
Percentage of Unemployed Who Usually Worked Full-Time	75.90%	87.90%	0.10%	58.50%
Percentage of Unemployed Who Usually Worked Part-Time	24.10%	12.10%	99.90%	41.50%
Source: US Census Bureau, unpublished Current Population Survey data (12-Month Average),New Hampshire Employment Security, Economic and Labor Market Information Bureau				

High school dropouts face significant challenges in the workforce. Among young persons who were not enrolled in school and did not receive any college education; over three-quarters of high school graduates and those who had received a GED or other equivalency were employed, while only about 60 percent of those who received no diploma were employed.

Older Workers

The number of older workers in the New Hampshire labor force continues to increase as the overall demographic composition of the state's population continues to age. Since 2000, the percentage of workers in the New Hampshire labor force that are age 55 or older has increased from 14.5 percent, to 29.5. COVID-19 has continued to exacerbate the issue.

Table 13 highlights key aspects of the labor force status of older workers in New Hampshire and compares them to the overall working-age population in the state.

Table 13: Labor Force Status of Older Workers by Age Group (2021 Annual Average)				
	All Age 16 and over	**Age 55 to 64**	**Age 65 to 74**	**Age 75+**
Labor Force	734,038	151,395	53,211	10,611
Labor Force Participation Rate	64.60%	72.30%	29.50%	9.60%
Employed	706,624	145,762	51,602	10,303
Percentage of Employed Who Usually Worked Full-Time	81.10%	85.70%	62.40%	45.20%
Percentage of Employed Who Usually Worked Part-Time	18.90%	14.30%	37.60%	54.80%
Percentage of Employed Who Worked Part-Time for Economic Reasons	1.70%	1.70%	2.20%	3.70%
Unemployed	27,414	5,633	1609	308
Unemployment Rate	3.70%	3.70%	3.00%	2.90%
Long-Term Unemployed (27 weeks or more)	7,779	1,516	462	130
Percentage of Unemployed who were Long-Term Unemployed	28.40%	26.90%	28.70%	42.30%
Source: US Census Bureau, unpublished Current Population Survey data (12 Months Average), New Hampshire Employment Security, Economic and Labor Market Information				

Table 13: Labor Force Status of Older Workers by Age Group (2021 Annual Average)				
Bureau				

The Table highlights that labor force participation rates remain high for individuals between the ages of 55 and 64 and their unemployment rate is low despite the COVID-19 pandemic. Labor force participation drops off dramatically beginning at age 65, while those individuals remaining in the labor force have much higher rates of part-time employment than does the working-age population as a whole in the state.

The labor force participation rate of persons age 55 to 64 has gradually increased, as has participation among persons age 65 and over. At the same time the number of younger workers entering the labor force is declining as a percentage of older workers and "aging out" of the normal working age population is now a primary reason for any moderation or decline in the growth and growth rate of New Hampshire's labor force. While these trends have overall impacts on the New Hampshire economy and labor market, some industries will be more affected especially due to COVID-19, depending on the demographics of their current workforce. Slower projected labor force growth will affect the ability of all industries to meet their labor needs. Industries that have a higher percentage of workers nearing traditional retirement age will face more significant hurdles, especially industries that have both a high percentage of older workers and who are also projected to increase employment during the projection period. Table 14 presents the percentage of workers in each industry grouping that were age 55 and above in 2020.

Table 14: % of Workers Age 55+ in NH by Industry, 2020 Annual Average	
Industry	**%**
Real Estate and Rental and Leasing	36.40%
Utilities	36.20%
Public Administration	35.20%
Manufacturing	34.30%
Transportation and Warehousing	32.60%
Wholesale Trade	31.70%
Professional, Scientific, and Technical Services	28.70%
Health Care and Social Assistance	28.50%
Educational Services	28.30%
Information	28.30%
Finance and Insurance	26.20%
Other Services (except Public Administration)	25.50%
Construction	25.10%
Retail Trade	25.10%

Table 14: % of Workers Age 55+ in NH by Industry, 2020 Annual Average	
Arts, Entertainment, and Recreation	25.10%
Administrative and Support and Waste Management and Remediation Services	23.80%
Accommodation and Food Services	14.10%
Source: U.S. Census Bureau "Longitudinal Household-Employer Dynamics," New Hampshire Employment Security, Economic and Labor Market Information Bureau	

Some industries are aging more rapidly than others. In 2009 the percentage Manufacturing workers age 55 and above was 22.9, by 2017 it had increased to 33.3 percent and now is at 34.3 percent. Private Healthcare and social assistance, a significant industry, saw employment grow by 10 percent from 2009 to 2017. At the same time, its share of workers age 55 and over only increased from 22.7 percent to 27.7 percent during that period and now is at 28.5 percent. Employment opportunities available in a growing industry were able to attract younger workers. The ability to attract younger workers into an industry and in specific occupations will be critical to addressing the future labor needs of individual industries.

Along with the increase in older workers in New Hampshire's labor force has been the increase in the percentage of the state's unemployed population that is age 55 and above. This has a significant impact on reemployment services and strategies to aid displaced workers that increasingly focus on the need for additional education and training and retraining efforts, as it may be more difficult for older workers to invest the time in education and training programs.

The gradual aging of the New Hampshire workforce is a long-term concern for New Hampshire employers, and with more retirements and resignations from older workers as a result of COVID-19 will pose significant challenges to the workforce system. Combined with an aging and more slowly growing population, the ability to attract newer workers will be key to the ability of growing industries, and growth industries with older workforces in particular, to meet their growing labor needs and replace older workers as they retire.

Veterans

Military Veterans often face difficulties after separation from their service. This may be a matter of determining how to transfer their skills to civilian employment, or it can take the form of very serious issues that affect veterans throughout their lives. Labor force statistics indicate that New Hampshire veterans have fared well in civilian employment. Table 15 shows that in 2021 veterans in New Hampshire had slightly lower unemployment rates compared to non-veterans in 2021 (3.6% to 3.8%).

Table 15: New Hampshire Labor Force Statistics for those Age 18 to 65 by Veteran Status and Service Period 2021 Annual Average							
	Civilian Population	**Labor Force**	**Employed**	**Unemployed**	**Not in the Labor Force**	**Labor Force Participation Rate**	**Unemployment Rate**
Total Age 18 to 65	830,370	662,560	637,535	25,025	167,810	79.80%	3.80%
Veteran	43,922	33,976	32,748	1,228	9,947	77.40%	3.60%
Non-Veteran	786,448	628,585	604,788	23,797	157,863	79.90%	3.80%
Service Period							
September 2001 or later	15,418	12,049	11,863	186	3,370	78.10%	1.50%
August 1990 to August 2001	10,072	8,827	8,469	358	1,244	87.60%	4.10%
May 1975 to July 1990	17,556	12,447	11,763	684	5,109	70.90%	5.50%
Vietnam Era	876	652	652	0	224	74.40%	0.00%
Source: US Census Bureau, unpublished Current Population Survey data (12 Months Average), New Hampshire Employment Security,							

Table 15: New Hampshire Labor Force Statistics for those Age 18 to 65 by Veteran Status and Service Period 2021 Annual Average							
Economic and Labor Market Information Bureau							

A comparison of veterans versus non-veterans in the age 18 to 65 range indicates that there were relatively small differences between labor force participation rates. Older, working age veterans from May 1975 to July of 1990 have the lowest labor force participation and highest unemployment rates of any era of veterans, and significantly higher than the non-veteran population. The most recent cohort of veterans (from 2001 on) had a higher labor force participation rate in 2018 but are now second to veterans who served from August 1990 to August 2001. Also, an unemployment rate that is higher (4.1% to 3.8% in 2021) than the non-veteran population.

Disability Population

Working age individuals with a disability have benefited greatly from the state's strong labor market in recent years. As the labor market tightened, unemployment declined, and employers had increasing difficulty in meeting their labor force needs, it appears as though more employers were willing to accommodate individuals with disabilities in their workplaces especially as a result of COVID-19. Those with disabilities could find themselves the most adversely affected groups as a result of the COVID-19 pandemic.

Unemployment rates remain much higher for individuals with a disability in New Hampshire with all categories listed in table 16 being above the statewide average. Table 16 presents the labor force status of individuals with a disability in New Hampshire. The table shows that there were 131,418 individuals with a disability in New Hampshire's working- age civilian population and almost 30,000 in the labor force. Individuals with difficulty walking or climbing stairs represent the largest segment of working age individuals with a disability but individuals with Other Disabilities have the highest employment numbers among the disabled population. Although a relatively small percentage of the disabled population, individuals who are blind or who had difficulty seeing have a high labor force participation rates among disabled individuals in the state. Individuals with multiple disabilities make up almost three-quarters of the disabled population in New Hampshire and they have the second lowest labor force participation rates among the disabled (8.8%).

Table 16: New Hampshire Labor Force Statistics by Type of Disability 2021 Annual Average								
Type of Disability	**Civilian Population**	**Labor Force**	**Employed**	**Unemp.**	**Not in Labor Force**	**Labor Force Participation Rate**	**Employed as a Percent of the Population**	**Unemp. Rate**
Deaf or Serious Hearing Difficulty	43,984	9,675	8,854	821	34,308	22%	20.10%	8.50%
Blind or Difficulty Seeing even with Glasses	14,185	3,108	3,047	61	11,077	21.90%	21.50%	2%
Difficulty Walking or Climbing Stairs	66,689	7,319	6,548	771	59,371	11%	9.80%	10.50%
Difficulty Remembering or Making Decisions	45,168	12,283	10,467	1,816	32,885	27.20%	23.20%	14.80%
Other Disabilities	57,776	4,545	3,306	1,240	53,222	7.90%	5.70%	27.30%
Total	131,418	28,480	25,549	2,931	102,938			
Multiple Disabilities	96,375	8,450	6,672	1,777	87,925	8.80%	6.90%	21%
Source: US Census Bureau, unpublished Current Population Survey data (12 Months Average), New								

Table 16: New Hampshire Labor Force Statistics by Type of Disability 2021 Annual Average								
Hampshire Employment Security, Economic and Labor Market Information Bureau								

(ii) Labor Market Trends. Provide an analysis of key labor market trends, including across existing industries and occupations.

New Hampshire's labor demand is changing. As the industrial composition of the state changes and as the occupational mix of long standing and prominent industries in the state also change, the demand for labor is altered across the economy as a whole and within specific industries. The combined effects of these changes makes planning efforts especially challenging for education and training providers, workforce development organizations, and others addressing the labor market needs of individuals, businesses, and geographic regions.

Beyond the difficulties associated with predicting the industrial and occupational shifts in a changing state economy, in New Hampshire, a majority of the state's population is part of a larger, New England regional labor market. Access to a broader regional labor market allows New Hampshire residents to take advantage of employment opportunities in industries or occupations in neighboring states that may not exist, or which have fewer opportunities, within New Hampshire. The education and training community is charged with preparing a workforce to meet the needs of New Hampshire employers and, at the same time, preparing individuals to find well-paying, quality jobs wherever they are located.

Administrative records show that in 2017 (the last year for which data is available), more than 123,500, commuted outside the State of New Hampshire for work. New Hampshire has one of the highest rates of interstate commuting among the 50 states and the District of Columbia. In 2017, 19.4 percent of New Hampshire residents commuting to a primary job traveled out-of-state, and 13.8 percent of those working in New Hampshire resided out-of-state. The state ranked third in percentage of workers commuting out-of-state, behind only the District of Columbia (35.0 percent) and Rhode Island (20.1 percent). New Hampshire ranked fourth in percentage of workers commuting in from another state at 13.8 percent or about 82,152 workers.[1] Although not officially a part of the greater Boston regional labor market, much of Southern New Hampshire and its residents participate in a combined, regional labor market that includes Suffolk, Middlesex, Essex, and other counties in the greater Boston region. Over 97,300 of the 123,500 plus New Hampshire out-of-state commuters commuted to Massachusetts for work in 2017, while over 40,800 residents from Massachusetts commuted into New Hampshire for work.

In addition, much of New Hampshire's labor force growth over the past several decades is the result of in-migration of individuals from other states, while the state has historically seen a high percentage of its recently educated and trained youngest residents leave the state for more populated and urban areas. Combined, the dynamic nature of worker flows in the state's

economy challenge the ability of workforce planning agencies and education and training providers to address the workforce needs of both individuals and business in New Hampshire.

(iii) Education and Skill Levels of the Workforce. Provide an analysis of the educational and skill levels of the workforce.

New Hampshire, like most of the New England states, has a relatively high level of educational attainment among its residents age 25 and above. Table 17 shows that almost one-half (46.6%) of New Hampshire residents age 25 and above have at least an associate's degree, and 36.5 percent have a bachelor's degree or higher. The percentage vary greatly by region in the state but overall, the state population's high level of educational attainment positions New Hampshire's economy to capture higher value added industries that employ large number of skilled workers.

Table 17: Educational Attainment of New Hampshire Population Age 25+		
Educational Attainment	**Number**	**Pct.**
Less than 9th grade	20,410	2.10%
9th to 12th grade, no diploma	45,796	4.80%
High school graduate (includes equivalency)	263,321	27.40%
Some college, no degree	177,410	18.50%
Associate's degree	97,663	10.20%
Bachelor's degree	218,013	22.70%
Graduate or professional degree	137,724	14.30%
Totals	**960,337**	**100%**
With an Associate's Degree or Higher	453,400	47.20%
With a Bachelor's Degree or Higher	355,737	37%
Source: U.S Census Bureau, "American Community Survey" 5 year estimates (2014-2019), New Hampshire Employment Security, Economic and Labor Market Information Bureau		

Over the past several decades, not only has the growth of New Hampshire's labor force benefited from the net in-migration of residents from other states, and more recently from international in-migrants, but the educational attainment level of the labor force has as well. Examining just the most recent five year period for which data is available (2014-2019), 57 percent of residents age 25 and above who moved to New Hampshire from another state had at least a bachelor's degree (Table 18).[2] Among residents who moved to New Hampshire from another country, 43.5 percent held a bachelor's degree or higher, while 21.3 percent were not high school graduates. This reflects a pattern where the state attracts immigrants with high levels of educational attainment at the same time it adds a smaller (but still higher than in New

Hampshire's adult population as a whole) portion with low levels of education attainment, many of whom have refugee status.

Table 18: Educational Attainment of In-Migrants to NH Age 25+		
	From Another State	**From Another Country**
No High School Diploma	6.20%	15.50%
High school graduate (includes equivalency)	27.90%	20.90%
Some College or Associate's Degree	29.30%	20.40%
Bachelor's degree	22.70%	22.10%
Graduate or professional degree	14.30%	21.20%
Source: U.S Census Bureau, "American Community Survey" 5 year estimates (2015-2019), New Hampshire Employment Security, Economic and Labor Market Information Bureau Note: Migration data from the American Community Survey combines associates degrees and "some college" into a single category		

New Hampshire's adult population has high levels of educational attainment but the labor force actually employed at business or organizations in the state does not evidence the same levels of educational attainment. Examining data from the U.S. Census Bureau's "Longitudinal Household-Employer Dynamics" dataset for New Hampshire (which uses administrative records and is not survey based), shows that among individuals employed at businesses and organizations located in New Hampshire, 31.5 percent hold a bachelor's degree or higher, compared to the 36.5 percent who live in New Hampshire who hold at least a bachelor's degree (Table 19). These data suggest that a significant percentage of New Hampshire's workforce with high levels of educational attainment is working outside of the state. Commuting patterns in Rockingham and Hillsborough County support this hypothesis.

Table 19: Educational Attainment of Individuals Age 25+ Employed in a NH Business or Organization	
Educational Attainment	**Percent**
No HS Diploma	6.90%
HS Diploma	27.40%
Some College or Associate's Degree	28.60%
Bachelor's Degree or Higher	22.70%

Table 19: Educational Attainment of Individuals Age 25+ Employed in a NH Business or Organization	
U.S Census Bureau, "American Community Survey" 5 year estimates (2015-2019), New Hampshire Employment Security, Economic and Labor Market Information Bureau Note: Migration data from the American Community Survey combines associates degrees and "some college" into a single category	

(iv) Skill Gaps. Describe apparent 'skill gaps.'

As evidenced by the low unemployment rate in New Hampshire, and validated by feedback through focus groups and surveys, currently one of the largest skill gaps is simply a lack of

individuals in the talent pool generally. With fewer individuals in the available labor pool, it is even more difficult to find talent that can be prepared to fill positions through on the job training. In surveys, business respondents indicated that the most pressing workforce issue was finding skilled technical talent. The second most pressing issue identified was soft skills, which continues to be a focus and has been identified as a priority within New Hampshire.

This gap in technical skills may be in part due to the educational attainment misalignment within the state. As identified above in Table 3, most job openings require no formal education, or a high school diploma or equivalency, accounting for nearly four times as many job opening as those that require a Bachelor's degree or higher. This gap is felt significantly due to retirements and turnover among positions requiring this level of education. Because of New Hampshire's high level of educational attainment among its residents, talent at this level is even more difficult to find.

An additional skill gap identified through stakeholder engagement for this plan is talent to fill "second level" positions – including first-line managers. While the workforce shortage makes it difficult to find workers for entry-level positions, finding those ready to take the next step in the career pathway or who can train other workers is difficult.

2. WORKFORCE DEVELOPMENT, EDUCATION AND TRAINING ACTIVITIES ANALYSIS

A. THE STATE'S WORKFORCE DEVELOPMENT ACTIVITIES

Workforce development activities in New Hampshire are executed by the NH Department of Business and Economic Affairs (BEA), NH Employment Security, the NH Department of Education (DOE), and the NH Community College System along with an extensive network of contracted service providers and additional partners. There is also a direct connection to the NH Department of Health and Human Services (DHHS) New Hampshire Employment Program (NHEP) that serves individuals who are receiving TANF Cash and have a 20- or 30-hour work requirement. To ensure seamless service delivery for participants, there has been close collaboration both within and across these partner agencies. This collaboration has seen success eliminating redundancy, more efficiently using resources, and improving customer experience over the past several years.

New Hampshire Works - The New Hampshire Works Consortium serves as the statewide One-Stop Operator for the NH Works system and oversees the New Hampshire manifestation of the American Job Career Center System at 12 locations across the state. NH Works serves as the customer-facing resource center for both job seekers and employers, working internally to

leverage the expertise of each agency to best meet the workforce development needs of the state.

The State Workforce Innovation Board (SWIB) and its committees all provide guidance for different aspects of the one-stop system. The NH Works Consortium is a standing committee of the SWIB and serves as the One-Stop Operator in New Hampshire. Membership is assigned by the Office of Workforce Opportunity, on behalf of the board, and is comprised of Commissioner, Deputy Commissioner, State Director and/or other executive level staff from the state agencies responsible for the 6 WIOA core programs and other workforce system partners. The Consortium oversees the implementation of system-wide workforce development strategies and goals at the service delivery level, consistent with the vision and goals set forth by the SWIB. The Consortium is the primary committee charged with designing and implementing continuous improvement tools and processes for the day-to-day operations at the NH Works Centers.

The Workforce Innovation Board and the NH Department of Business and Economic Affairs (BEA), NH Department of Education (DOE), NH Health and Human Services, Division of Family Assistance (DHHS), NH Employment Security (NHES), Community College System of NH (CCSNH), the WIOA local services provider for statewide services (currently the Community Action Association of NH (CAP)) operate under the guidance of an MOU to maintain the NH Works One-Stop partnership as a "single service delivery system" or "One-Stop Delivery System" under WIOA, to engage in a joint planning process, and to establish the general terms and conditions under which the partnership will operate.

Other committees include:

- The Consortium – comprised of commissioner and director level staff from each of the WIOA core programs as well as other partners to provide a connection between the workforce system and policy makers and create a communication network among partner agencies.
- Interagency Business Team (IBT) – comprised of individuals who have day-to-day contact with the business community; facilitates communication between partner agencies' employer services functions.
- Professional Development Team (PDT) – exists to promote capacity building and professional development among workforce system staff members.

Each of these committees is described in further detail in Section III (a)(1).

The NH Works One-Stop Centers provides co-located WIOA services including NH Employment Security (the WIOA Dislocated Worker Service Provider), Vocational Rehabilitation, and the WIOA Adult Service Provider (Southern New Hampshire Services, Inc.). The Department of Health and Human Services provides a link to the New Hampshire Employment Program (NHEP) for eligible adults (TANF and SNAP) who may also qualify and benefit from workforce assessment, training and education. Other partner services are available through internet or on an itinerant basis at the NH Works Center. Co-location of workforce services has aided in seamless service delivery that is customer focused. For job seekers, there is a clear and effective process when entering a one- stop center, which is reflected on the front-end beginning with an intake process. Job seekers can access education and training resources, career information, labor market information, skill and interest assessments, job search assistance, workshops, counseling and more. Co- enrollment in workforce programs is common.

On the back-end, interagency and inter-program referral processes allow case managers and program staff to regularly share information, either in-person or via technology. In some cases, when serving adults, youth, or business-clients, case managers from different programs or

service providers will jointly attend meetings to ensure a smooth transfer between or co-enrollment in programs.

While seemingly contradictory, this success is best seen in the general misunderstanding by the public about which workforce services they have received. NH Works, Employment Security, WIOA, and specific services, such as Job Training Fund or Unemployment Insurance, are used interchangeably by both jobseeker and business customers. The NH Works branding and co-location of services has been very successful in blending resources so customers know if they have any workforce development need, NH Works is the place to go.

Workforce activities that are conducted through the NH Works office, for both jobseeker and business customers, include:

- Unemployment Insurance claim processing support
- Labor Market Information –information and statistics regarding occupations, wages, community-specific data, high-demand and high-growth sectors
- On-the-Job-Training to provide specific occupational skill training
- Job Training Fund[1] opportunities for businesses focused on upskilling incumbent workers
- Return to Work opportunities, focusing on unemployed individuals
- SCSEP employment programs for senior citizens
- Veterans services
- Migrant worker services
- Reemployment Services and Eligibility Assessment
- Granite State Jobs Act programs (WorkNowNH, WorkInvestNH, Reentry Program)
- Job fairs held by Employment Security and promoted to all agency clients and employers
- Boot camps and job-seeker workshops, as well as Pathway to Work for those interested in self-employment
- Training program information, including sector initiatives and employer-driven programs
- Resource center and computer labs, providing access to job listings, upcoming job fairs, free job-seeker resource materials, and more

Staff are trained and specialize in programs to best serve a customer's needs. For example, Job Placement Specialists or Employment Counselor Specialists for jobseekers and Employer Representatives or Veteran Employer Representatives for business customers may all be based out of the same NH Works Center, but target specific customer segments. Maintaining open lines of communication and utilizing a referral process has reduced redundancy and improved customer service. Agency leadership also promotes cross-training and information sharing on programs and services. While staff located at NH Works Centers specialize knowledge and skills in the workforce system, they also have enough knowledge of other programs and services to make effective referrals. All core and non-core WIOA program staff promote programs to all customers.

To serve business customers, program staff routinely work directly with employers, conducting site visits and identifying current training needs or current jobs that need to be filled. This simultaneously works to provide real-time employment information for job seekers. The

Interagency Business Team works to streamline access to all the services available from each workforce program. In addition, exposure to opportunities to leverage training and employment funding opportunities, a Business Resource Center that promotes programs assisting in areas of finance, international trade, state and federal procurement contracts and tax credit programs is available through a partnership developed with the Division of Economic Development (housed in BEA). Rapid Response and Layoff Aversion programs managed by OWO are coordinated with the Division of Economic Development to leverage the close ties to the business community that already exist. Business Resource Specialists (BRS's) form a team with additional NH Works partner staff to meet with employees affected by a layoff or business closing, discuss benefits, programs, and opportunities for dislocated workers if more than 25 workers from one employer will be dislocated. These services include job training or retraining programs, unemployment insurance, counseling, workshops, and all other resources available for all job seekers. There is close communication between BRS's and NH Works staff, improving service delivery for employer-customers. Regular meetings in communities around the state offer real time information on employer needs, which can then be matched to individual needs of NH Works and partner agency customers.

NH Employment Security (NHES) currently contracts with Southern New Hampshire Services, Inc. (SNHS) representing the Community Action Programs Association of five Community Action Programs (CAPS) covering different areas, as the primary service provider for WIOA Adult employment and training services. Through this relationship, participants have access to energy assistance, health, food and nutrition assistance, Hispanic/Latino community services, housing and homeless programs, TANF work programs, and other various supportive and volunteer services available through the CAPS. Direct service delivery for WIOA Dislocated Worker is provided by NHES.

America's Youth Teenage Unemployment Reduction Network, Inc. (MY TURN) and New Hampshire Jobs for America's Graduates (NH JAG), through a contract with BEA/OWO, provide core-WIOA employment and training services to economically disadvantaged youth that possess barriers to employment. This includes both in-school and out-of-school youth. Services focus on workforce development and target the training areas needed such as: career awareness, work-ready skills, and increased academic skills that result in academic and/or employment credentials/outcomes. Within the NH Works system, referrals and release forms allow agencies to share information and best serve the youth population based on each individual's unique needs and barriers.

Sponsored by the Workforce Innovation Board, New Hampshire opened the doors to its first and greatly anticipated Job Corps Center, in October 2015. Job Corps staff serves on the SWIB to ensure connection and continuity of services.

New Hampshire Department of Education (DOE) - The NH DOE administers core and non-core WIOA services, including Adult Basic Education (ABE) programs, Vocational Rehabilitation (VR), and Perkins Career and Technical Education (CTE) programs.

The Bureau of Adult Education provides funding for programs serving 7,000 adults annually who are improving their basic educational skills leading to a high school credential. The Bureau also administers the statewide HiSET (High School Equivalency Test) which results in approximately 1,800 adults each year receiving their certificate. ABE programs serve as the foundation and basic building blocks of all workforce development services, as the importance of individuals to have foundational skills in math and reading continue to grow. This holds true particularly when looking past entry-level jobs for job seeker customers and closing the gap with high-demand skills and occupations.

ABE staff participates in workforce agency partner meetings and NH Works counselors work with students on-site in ABE classes, called "What's Next", to introduce career inventories, career pathways, and promote resources available through NH Works. Adult students also work

with an Adult Career Pathways Coordinator, present in the classroom, who meets with students to discuss goals, challenges, and recalibrate employment expectations. This coordinator also builds bridges with local community colleges, CTE centers, and certificate programs to further facilitate adult students to continue into post-secondary education after completing ABE coursework. ABE staff also receives referrals from workforce partner agencies for customers who do not have a high school diploma or are basic skills deficient.

The Bureau also provides refugee service programs. With approximately 500 local employers in refugee resettlement areas, ABE staff work closely with employers and develops programs in partnership to provide employees with on-site English literacy training.

The Bureau of Vocational Rehabilitation (VR) provides assistance to eligible persons with disabilities throughout the state to gain and retain employment outcomes through the provision of direct vocational rehabilitation services, as funded under the Rehabilitation Act of 1973, as amended. VR is a joint State/Federal program that seeks to empower people to make informed choices, build viable careers, and live more independently in the community. To that end, VR supports the following programs and priorities:

- Disability Determination Services
- Independent Living
- Rehabilitation Services
- Services for the Blind and Visually Impaired
- Services for the Deaf and Hard of Hearing
- Transition

VR operates under the awareness that collaboration with other agencies, community groups, and employers is what makes their services most meaningful for their customers. There has been continued outreach to the business community on benefits of hiring individuals with disabilities. VR staff also work to ensure other public workforce system resources are fully accessible, and closely align the personal interests of clients with the current job market, using the labor market information that is available. Currently there are strong relationships with local employers, regional workforce coalitions, community organizations such as Goodwill, and co-enrollment for customers such as On-the-Job-Training programs. Students are able to gain real world work experience through the Extended Learning Opportunity (ELO) program. The NH Department of Education supports and encourages local school districts to adopt policies that encourage 'extended learning'. Extended learning refers to the primary acquisition of knowledge and skills through instruction or study outside of the traditional classroom methodology, including, but not limited, to:

- Apprenticeships
- Community service
- Independent study
- Online courses
- Internships
- Performing groups
- Private instruction

Several vendors provide direct services for those with disabilities throughout the state. A close collaboration between VR, the state legislature, families, the governor's commission, Developmental Disability Council, and other stakeholders resulted in the passing of State Bill 47 to eliminate subminimum wage for individuals with disabilities in New Hampshire – a great success in closing the unemployment gap for this demographic.

On the national level, there is a trend that individuals with disabilities become isolated after leaving the secondary education system and lose access to many of the resources that are available, resulting in high unemployment for this segment of the population. VR staff are committed to closing this gap for New Hampshire residents and leveraging many national resources in addition to the local and state level workforce services. A data system has been developed specifically for individuals with disabilities, called the Talent Acquisition Portal. Project Search, a national partnership for people with significant developmental disabilities, teaches work behavior, job skills, soft skills, communication, and other fundamental tools for success. Pepnet2 is a national partnership dedicated to increasing education and career choices for individuals who are deaf or hard of hearing.

The Bureau of Career Development supports Career and Technical Education (CTE), including career pathway development that lead to further education and employment opportunities for students. Activities include, but are not limited to:

- Providing direction for the system of 30 secondary regional career and technical centers and sub centers
- Supporting career clusters/pathways
- Supporting facility development and renovation at the secondary regional centers
- Managing the use of federal CTE funds for program improvement at secondary and postsecondary institutions and correctional facilities
- Working closely with the NH Department of Education's Division of Higher Education that regulates/licenses private, postsecondary (i.e., post high school) career (i.e., job related schools. These schools are non-degree granting.
- Connecting secondary and postsecondary institutions (Tech Prep/School to Work)
- Supporting introductory offerings beginning at the middle school level leading to career and technical education
- Services of the Office of Civil Rights Compliance and Equity
- Disbursement of state tuition and transportation funds for CTE students

CTE centers use the National Career Cluster framework and work-based-learning is not just promoted, but integral to students' education. School administration, instructors, and staff members support internships, job shadows, industry tours, apprenticeships, and other work experiences for students. Some CTE centers have staff dedicated solely to developing business connections in the community to enhance these opportunities for students. There is close collaboration with high school guidance counselors, providing college information and tours, soft skills training and National Career Readiness Certificate preparation, portfolio development, mock interview opportunities, and more for students. By integrating career exposure to academic education, students are more prepared for both college and the workforce.

CTE programs are grounded in relevant industries and business needs, with regional advisory boards and individual program-specific local boards led by business representatives driving the curriculum and learning outcomes for students. The state legislature is also working to have

career and college planning as required coursework in K-12 education, which would require students to create and annually update an individual plan.

In addition to the provision of programmatic content, skills, and knowledge CTE instructors integrate career and college readiness throughout their curriculum. CTE centers bring the real world of work into the classroom through Career & Technical Student Organizations (CTSOs), guest experts, simulated workplace experiences, and virtual job shadows. Additionally, partnerships between industry and CTE provide opportunities for students to gain real world experience through internships, job shadows, industry tours, cooperative programs, and/or part-time employment opportunities. These activities help facilitate the development of students soft skills as well as career specific requirements. The development of teacher externships provides CTE instructors with industry current skills due to participation as active learners within the facilities of their local industry partners. These skills then return to the CTE center and benefit students throughout the instructors programs. Articulation agreements (AA) and dual enrollment (DE) opportunities provide CTE students with opportunities to gain college credits while enrolled in CTE programs. The number of such agreements between CTE centers and postsecondary are continually increasing and covering a broader range of career areas. The early college access is offered at low and/or no cost and is a benefit that may greatly reduce the financial burden incurred by CTE students and their parents/ guardians as they pursue postsecondary education.

Apprenticeships

The New Hampshire Department of Education administers instruction for apprenticeships related to secondary programs. Apprenticeship program administration is done through the United States Department of Labor. Apprenticeship programs are primarily used on the demand-side, working with employers who have identified a need. Within the workforce system for jobseekers, there has been growing representation and promotion of this program as another opportunity for career training. With the awarding of the Department of Labor ApprenticeshipNH expansion grant in November of 2016, the Community College System has worked toward developing and extending apprenticeships across the state initially in three targeted sectors of Advanced Manufacturing, Health Care and Information Technology through instruction provided by their seven colleges. This work has been successful and resulted in the expansion of apprenticeships into two additional industries – Construction and Hospitality.

With the awarding of an American Association of Community Colleges grant in 2019, CCSNH has added Automotive Technology and Biotechnology sectors to the CCSNH ApprenticeshipNH program. Currently, there are about 375 apprenticeship programs combined overall, with approximately 3,500 active apprentices across New Hampshire.

Community College System of New Hampshire - The Community College System of New Hampshire is deeply integrated into the workforce system, working closely with the NH DOE Bureau of Career Development services and providing post-secondary training programs fulfilling WIOA, CTE Perkins, and employer-directed skill training needs. There are seven campuses across the state, plus satellite locations and programs offered for local employers. Programs are designed to prepare students for today's job market and/or successful transfer to higher-level degrees at four-year colleges.

The Community College System has invested in supporting programs that are driven by local industry needs. Recently there has been an increased focus on identifying employment trends in the most in-demand sectors and working directly with employers to build programs around specific skills that are seeing shortages. For example, there has been a strong regional focus on advanced manufacturing in direct response to employer needs. The focus has been on encouraging short-term training, on-line training, and customized training for companies while also eliminating duplication. In addition, CCSNH is working to further develop short term training apprenticeships and connections as mentioned above.

The Community College System of New Hampshire's WorkReadyNH is one initiative that was developed through both state funding from the UI Trust Fund and administered by New Hampshire Employment Security (NHES) and previous funding supported by a U.S. Department of Labor, Employment & Training Administration TAACCCT Grant. WorkReadyNH is an employability skills training program designed to meet the needs of New Hampshire businesses.

It is a joint endeavor by the Community College System of NH, Office of the Governor, BEA, Employment Security, and NH Works, and funded by the State of New Hampshire's Unemployment Insurance Fund and contracted with NHES. This program provides training, at no cost to the participant, on skills employers have identified as essential in the workplace. The program is delivered at the community colleges where participants engage in remedial skill building (i.e., math and reading). They are then exposed to over 60 hours of job seeking and soft skills curriculum that includes:

• Job interviews	• Problem-solving
• General expectations	• Meetings
• Workplace safety	• On-the-job training
• Communication skills	• Customer service
• Team-building & conflict resolution	• Performance review

In addition to these skills, participants have the ability to earn a nationally recognized credential

- National Career Readiness Certificate (NCRC). The NCRC gauges an individual's level in reading for information, locating information, and applied mathematics. This multi-agency program is another example of how New Hampshire is working with partners across the workforce system. Participants from TANF, WIOA, SNAP, ABE, and others are often co-enrolled to coordinate career services and resources. New Hampshire is dedicated to continuing this model of collaboration through the WorkReadyNH program.

Community College System staff also serve on workforce partner agency committees (e.g., SWIB, NH Works Consortium, Interagency Directors Group, etc.) and have established strong relationships at both the local and state level.

Department of Health and Human Services - As part of NH's workforce development system, the New Hampshire Department of Health and Human Services (NH DHHS) provides services to eligible families, such as the Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps), cash assistance, medical assistance, childcare, and medical savings. Once eligible, families or individuals may have access to Workforce Development (WFD) Services through the NH Employment Program (NHEP) and/or SNAP Employment & Training (E & T) Program.

Trained NHEP Career Coaches and SNAP E&T staff assist participants with the development of a comprehensive Employability Plan which outlines goals in the following workforce areas:

- High School Credential Attainment
- Career Exploration, including job readiness and job searching assistance
- Industry Sector Training & Credentialing Attainment
- Employability Skills, including the development of a comprehensive portfolio (Resume, Cover letter, References etc.
- Work Experience and Unpaid Internships to gain the necessary skills to become employed

- Career Ladder Employment, including direct placement, apprenticeships, and On-the Job-Training

Limited financial support services related to employment needs may be available, such as vehicle repair, mileage reimbursement, tuition & training fees, assistance to tools of the trade (computers, uniforms, work attire, etc.).

DHHS collaborates with all of the NH Workforce partners in order to provide and facilitate quality services and opportunities geared toward preparing NH citizens to enter into high wage, career ladder employment in high demand industries

The Financial Assistance to Needy Families Program (TANF) provides cash assistance to families with dependent children through the following programs of assistance which include, New Hampshire Employment Program (NHEP); Family Assistance Program (FAP); Interim Disabled Parent (IDP) program; or Families With Older Children (FWOC):

- The New Hampshire Employment Program (NHEP) is the mandatory work program that provides parents with job preparation, work and support services to enable them to permanently attach to gainful employment while providing financial assistance that allows children to be cared for in their own homes.
- The Families With Older Children (FWOC) program provides assistance to families that include a child who is over age 18, and under age 20, but still a full-time student in high school or the equivalent. These children meet the definition of a dependent child under State of New Hampshire law, but not under federal regulations. The FWOC program has a mandatory work requirement for the able-bodied parent.
- The Interim Disabled Parent (IDP) program provides assistance to families in which a parent is temporarily unable to participate in work programs due to their own medical condition. The IDP program has a mandatory work requirement only for the able-bodied adults in the household, and provides the same employment and training supports as the mandatory work program for able-bodied adult.
- The Family Assistance Program (FAP) provides financial assistance for families in which the children are deprived of the care of both parents due to continued absence or disability. The children may be cared for by the disabled parent (or parents) or by a caretaker relative. The relative is the designated guardian for a child/children deprived of the support of both parents. The relative caretaker may or may not be included in the case. There is no mandatory work requirement for the Family Assistance Program. In a relative caregiver case, if the relative chooses to be included in the assistance group for financial assistance, the relative would be mandatory for the work program, and case would be considered an NHEP case.

All TANF programs have the same cash eligibility requirements, and the same benefit limits. To qualify, the dependent children must lack parental support or care due to death, continued absence or because at least one parent in a two-parent home is disabled. TANF cash assistance is available for a maximum of 60 months. There is no limit on receipt of assistance for the children in families headed by a relative who does not receive TANF assistance for him/herself.

Parents of families eligible for TANF cash assistance are also eligible for Medicaid; children of TANF eligible families are eligible for Children's Medicaid (CM). Employment and Training Programs and Support Services assist adults receiving cash benefits through the TANF program. Employment and training services are provided by Bureau of Family Assistance (BFA) and other inter-agency staff located in your local District Office.

Child Care Assistance assists parents engaged in work, training or educational activities. Payments to child care providers are coordinated by BFA in cooperation with the Child

Development Bureau. Emergency Assistance assists families with dependent children who may qualify for TANF in obtaining and keeping safe and healthy permanent housing.

Supplemental Nutrition Assistance Program (SNAP) provides eligible individuals and households with benefits to buy food items at grocery stores, and other participating food retailers. It also gives recipients a chance to learn more about purchasing and preparing nutritious meals.

Eligibility and benefits is calculated based on household size, income, expenses and resources. Individuals may qualify even if they own their home, have no home or live with someone else. They can have a job and do not have to have children as long as their household meets eligibility guidelines.

New Hampshire's Food Stamp Employment & Training (FSET) program is designed to assist Food Stamp recipients in obtaining and maintaining employment.

New Hampshire operates a voluntary FSET program for all interested Food Stamp recipients. Failure to meet program requirements does not result in clients being sanctioned, or in any reduction or loss of Food Stamp benefits.

The State's strategy for assisting those in the FSET program is to provide participants with job search assistance which includes:

- Assessment, case management, resume review and referral to community agencies providing job search assistance such as the NH Works American Job Centers,
- The provision of mileage reimbursement for transportation expenses incurred while seeking employment,
- Referral to education and training programs such as the Workforce Innovation and Opportunity Act program, and
- Referral to job search training assistance programs, such as the WorkReadyNH program, offered within the NH Community College system.

Cross-agency Collaboration -To best address the education and skill needs of the workforce and employment needs of employers, close collaboration has been emphasized and focused across all partner agencies. By braiding funding and resources, the workforce system can better serve job seeker and business customers. In addition to the collaborative efforts stated above, core and non-core WIOA partners work together in the following ways.

- The Consortium and Commissioner-level meetings regularly occur to leverage opportunities and resources, as well as share best practices. This also enables policy alignment and operations-level decisions.
- Local NH Works partner meetings are held quarterly in six different regions across the state, which includes individuals from Employment Security, WIOA Adult, WIOA Youth contractors, TANF, Adult Education, Vocational Rehabilitation, resettlement agencies, contractors, and others involved with workforce services or wrap-around supportive services. With regular information sharing, communication among agencies has improved particularly around changes in services and new initiatives. These teams now include representatives from various youth serving agencies such as Job Corps, WIOA Youth program contractors, Juvenile Justice, local school districts, and homeless community outreach partners.
- Regional roundtable discussions with community partners, such as in the North Country and Keene area, are particularly effective at fostering collaboration and partnerships with local employers.

- All partners, including employers, education/training programs, agency programs and services are invited to job fairs or other events for job seekers.
- Within the one-stop system, collaboration is particularly effective when conducting business outreach. Partner agencies share case notes and information on business customers.
- The Community College System and CTE work closely together, offering dual credit opportunities for students, sharing funding streams, recruiting at education and job fairs, and promoting career pathways.
- Collaboration between the Community College System and ABE is very successful, particularly when programs are co-located. For example, at Great Bay Community College, an MOU between ABE and the college allows ABE to teach remedial English and math courses. This better serves students by reserving financial aid or loans for college-level coursework. There is also a referral process in place and ABE programs can assist students with admissions at community colleges, enrollment, preparing for the Accuplacer and sharing scores, determining eligibility for specific job training programs, and more.
- Collaboration between Adult Education and Vocational Rehabilitation, with VR counselors attending ABE programs on a monthly basis. This activity is primarily focused on the special education population.

The Granite State Jobs Act of 2019 passed to increase access to job-training programs that include structured, onsite lab or classroom training, basic skills, quality improvement, safety, management and supervision, and English as a second language. This bill authorized two economic and workforce development-related initiatives – WorkInvestNH and WorkNowNH. In addition, this bill strengthens partnerships with resources like WorkReadyNH that helps people with soft skills, and job readiness skills.

The WorkInvestNH Program is available to businesses located in New Hampshire and businesses intending to locate in the State, and who pay quarterly taxes into the NH Unemployment Trust Fund. This fund allows businesses an opportunity to upgrade their workers' skills. Workers who are either residents of New Hampshire, or who work at the entity or co-applicant that is located or intends to locate within the state, can receive training from the fund.

Training is provided by the vendor of the entities' choice. NHES will consult with College System of New Hampshire (CCSNH) on each application to ensure quality and cost effectiveness of training as they are a key partner to the WorkInvestNH Program. Each campus can customize training for the specific needs of a company.

WorkNowNH is funded through the Job Training Fund to provide intensive case management services to individuals receiving Granite Advantage (Expanded Medicaid) or traditional Medicaid. The WorkNowNH is a program developed to provide employers with needed employees by matching up participants with job opportunities.

NH Employment Security will work with eligible participants to connect those that are job ready with available job opportunities. For those that are not job ready, they will be offered the support they need to become job ready as quickly as possible. This is a great opportunity for a business to address workforce challenges now. For every WorkNowNH participant hired through this program, the Department will offer a reimbursement to the business during the training period of 50% of the employees' salary up to a maximum of $5,000.

To assist participants to become job ready, WorkNowNH provides intensive case management services and training for individuals not otherwise eligible for state of federal training funds,

including recipients of Expanded Medicaid and Traditional Medicaid. These services will include, but not be limited to,

- Intensive Case management
- Job search and job readiness assistance
- Referral services to education/training/apprenticeship programs, and
- Referral to community services for those who are not work ready.
- On-The-Job employment placement
- Direct job placement

Recipients will also be eligible for employment supports as follows to assist with job readiness:

- $5,000 in tuition payments including basic education costs
- $160 a month for mileage reimbursement up to 3 months; 1 additional month of reimbursement is available, if the participant is in approved training
- $100 for childcare registration fees
- Up to $5,000 reimbursement for a period not to exceed six months to entities hiring through an On-The-Job Training (OJT) opportunities contract

	Enrolled	Transportation	Tuition	Books, fees, supplies	Childcare Reg Fees
2020	322	36	206	152	2
2021	432	30	314	216	2

NH Employment Security developed a program that provides services to those currently in federal, state or county correctional facilities who are soon to be released. Prior to being released, participants that are within 6 -12 months of release will be eligible to receive employment services to include:

- Workshops on resume writing, interviewing, job search, and how to work a job fair
- One-on-one assistance with resumes and barrier resolution
- Mock interviews with employers
- Recruiting events
- Job Fairs
- Soft handoff to American Job Center (AJC) staff

Upon release the majority of the participants will be eligible for Expanded Medicaid or Traditional Medicaid, making them eligible for WorkNowNH services and supports.

Sector-Based Initiatives

In addition to the collaboration efforts stated previously, there is a growing focus in New Hampshire on targeting high-growth sectors that have the greatest workforce needs currently and into the future. The New Hampshire Sector Partnerships Initiative (SPI) was originally created with assistance from a federal National Emergency Grant, with the state's five major economic and employment sectors being coordinated with private industry employers, educational institutions, training providers and community-based organizations. The mission of

the sector partnerships is to develop new pipelines and employment and training opportunities that will assist both employers in need of a skilled and trained workforce, and job seekers aspiring to career pathways. The sectors include manufacturing, healthcare, hospitality, technology, and infrastructure (with an emphasis on construction). Elements of each sector include extensive research, development of sector champions and public/private partners, asset mapping of each sector, a sector launch to create public awareness and promote sector development programs, and ongoing sector meetings to design and implement sector initiatives.

Each sector continues to grow and experience success:

- Construction Sector successes include: creation of a sector advisory group, identified its goals and launched the sector in September 2018; materials outlining a pathway to career in construction; developing messaging that construction is not just a job but an opportunity for a well-paying career and one that can't be offshored; video highlighting construction careers greatly increased industry involvement in NH Construction Career Days; participation in and promoted construction in community and high school job fairs; and assisted and continued to support Manchester's Parkside's Construction Careers Program.

- Healthcare Sector successes include: five health care regional workforce groups working on common goals; industry engagement with hospitals, nursing homes, etc.; Community, State and Education engagement, and implementation of strategies through LNA Conference, LPN programs, Care for the Aging workforce website, reducing license barriers, health career camps, and development of the career pathway rack card.

- Hospitality Sector successes include: 2nd annual NH Hospitality Month hosted 500 students on 78 tours at 54 properties across the state; Granite State College provided coursework in leadership, communications, conflict resolution, human resources, and operations to 130 plus attendees over 2018-2019 with 100 receiving certificates of completion; and Explore NH Careers website was built and soft launched. This will be the host of the new Hospitality Hub.

- Manufacturing Sector successes include: Spaulding High School placed 27 students in six different manufacturing companies; Nashua North High School – revived the machining program; Rochester High School – in school composite program with Great Bay Community College; Manchester Millyard Roundtable had 110 attendees; advancing incumbent workers –120 workers from five companies; SPI specialized training for 51 unemployed workers; and 2,059 students from 55 high schools and middle schools visited with 65 manufactures in October and November for Manufacturing month.

- Technology Sector successes include: SPI hosted the state's first Technology month which engaged more than 2,200 students. Technology month events drew more than 2,000 event attendees and engaged more than two dozen employers in the state; SPI partnered with the Dover Adult Learning Center to host an eight-week Code Exploration course. The three class cohorts had more than 36 adult participants and more than a dozen industry co-teachers and panel participants; hosted five stakeholder meetings that attracted more than 200 participants; coordinated individuals tours (unrelated to tech month) for more than 50 students at NH tech companies; and coordinated CTE competency reviews with industry professionals.

Additional initiatives aimed at addressing workforce development include:

- 10,000 Mentors – promoting the personal connection between businesses and students

- Tech Alliance – the Tech Alliance creates a vibrant ecosystem for technology companies that want to launch, grow or relocate in New Hampshire. They are committed to

expanding the tech-driven economy by building partnerships, enhancing workforce skills and knowledge, and shaping public policy.

- 65 by 25 – goal for 65% of the population to have had a post high school educational experience by 2025
- Project SEARCH at the University of New Hampshire – an on-campus program designed to promote post-secondary education for high school students
- Regional Center for Advanced Manufacturing – a training facility focused on Advanced Manufacturing that also does outreach to promote careers in manufacturing. A program in Product Design and Safety Studies was developed specifically based on workforce needs
- New Hampshire Business Education Coalition – the New Hampshire Coalition for Business & Education (NHCBE) is a sounding board for good ideas to improve education in the Granite State and as an advocacy group for good ideas that show promise. The

Coalition will also look to support existing education initiatives in New Hampshire that are successful and making a difference

- Expanded Running Start programs – dual enrollment between state community college and university systems have been developed. A 2+2 program allows students to apply to both community college and the state university system at the same time. If a student maintains a certain GPA during 2 years at a community college, they have the opportunity for automatic admission into a state university for the remaining 2 years to finish an undergraduate degree.

B. The Strengths and Weaknesses of Workforce Development Activities. Provide an analysis of the strengths and weaknesses of the workforce development activities identified in (A), directly above.

Strengths

The New Hampshire workforce development system emphasizes cross-agency collaboration, which is the cornerstone strength of workforce activities in the state. This has resulted in the following strengths of the combined workforce activities outlined:

- Collaboration and partnership: With crucial workforce stakeholders at the table, individual partners and programs function as a team, sharing services, information, and funding. As a small state with a small budget for workforce development, this collaboration helps all partners stretch resources, blending and braiding funds where possible to maximize outcomes.
- State leadership vision: The workforce development system in New Hampshire is supported by the vision of the Governor, who has developed initiatives that significantly affect talent attraction, retention, and development. These include initiatives such as the Millennial Advisory Council, the Recovery Friendly Workplace, and the Infants in the Workplace Initiative.
- Availability of services: Substantial resources continue to be made available for residents who are unemployed or underemployed and engage in workforce programs and services to meet the current workforce needs of the state, such as the programs created by the Granite State Jobs Act.
- Alignment with Business needs: Employment and training activities continue to be aligned to employer needs with sector-based strategies and labor market intelligence informing the development of education and training initiatives.

- Sector partnerships initiatives: Sector partnerships are the driving force behind business and industry participation leading a demand driven system especially with the identification of specific skills, licensures and certifications that are critically needed by local employers.

Weaknesses

When there is rapid growth and advancement in the state, there exists the opportunity for the workforce system to become even better at meeting the needs of businesses and jobseekers. Challenges that the state continues to identify solutions for include:

- Economic and social uncertainty as a result of the COVID-19 pandemic.
    - Talent pool or population demographics: Stakeholders consistently cited the declining population and available talent pool as a critical workforce problem in the state. It is challenging to find enough talent, regardless of skill level, to meet the needs of businesses, causing struggles especially for small businesses to grow or even remain in business.
- Workforce Housing: Affordable housing is difficult to find in many areas across New Hampshire. While talent attraction strategies are needed, and in some places have seen success, it is difficult to welcome new residents and workers when there are limited places to live. Moreover, while affordable housing is not readily available, rentals are very sparse, in some cases even regardless of cost.
- Employment barriers affecting the workforce: Barriers to entering the workforce include transportation, childcare, substance abuse, soft skills, and language barriers. Partners across the system continue to look for innovative solutions to address these barriers; however, with limited resources creating new solutions can be difficult.
- Communication, information, and resource sharing: Cross-agency collaboration is a strength in New Hampshire, however, as this occurs, communication throughout all levels of each agency is a challenge. In order to continue collaborative efforts with partners, leadership continues to look for ways to systematize and institutionalize processes to ensure communication flows throughout organizations and beyond individual relationships.
- High cost of post-secondary education in the state: The cost of post-secondary education in the state can be higher than similar costs in other states, that coupled with low wages and the stigma or social perception that everyone has to go to a four-year institution continues to be a weakness. This can be mitigated with support towards alternate pathways to education.
- Outreach and awareness: Generating public awareness of the services available throughout the workforce development system is a challenge. Partners in the system can work to identify ways to better market services and outreach to potential business and individual customers.
- Board development: A focus on continuous improvement for board members and board operations. Further, a focus on reengaging board members and providing better board structure with bylaws.

C. State Workforce Development Capacity. Provide an analysis of the capacity of State entities to provide the workforce development activities identified in (A), above.

Under the guidance of a visionary Governor, strong leadership, and the support of the State Workforce Innovation Board, the state continues to demonstrate its capacity to sustain and maintain a system focused on customer-centric principles and innovation. Through the

development and continued implementation of the WIOA Combined State Plan, partners and stakeholders from numerous state agencies successfully deliver services in a cohesive manner that benefits jobseeker and business customers.

Due in part to the small size of the state, partner agencies have been able to form strong, collaborative relationships even when not able or required to be co-located. The mechanisms that have been put in place for coordination and collaboration have greatly allowed the State to expand its capacity through the use of networks as much as possible. Workforce development activities and funding streams are being aligned efficiently, leveraged where appropriate, and increasing support from local business partners and other community groups. The capability of the State will only improve as these strategies continue to grow and partners are able to utilize new resources and address new challenges.

[1] The Job Training Fund is a state-funded program in New Hampshire.

B. STATE STRATEGIC VISION AND GOALS

1. VISION

In order to prepare the New Hampshire workforce and meet the needs of employers within our state, the New Hampshire State Workforce Innovation Board has adopted and implemented a strategic vision for the workforce development system, a mission statement to define our work, and aggressive, yet realistic goals for the next four years. The State Workforce Innovation Board's Vision is: "Healthy and vibrant communities provide an innovative workforce to meet current and future industry needs and create a competitive economic advantage for New Hampshire."

The vision begins with "healthy and vibrant communities" as the Board understands that healthy communities is the foundation that leads to building healthy economies and a healthy workforce. It helps with attracting and retaining both companies and talent and signals an increased quality of life that supports every aspect of economic and workforce development. If the Board supports the communities throughout the state, this will build to be a competitive advantage at the State level.

Our mission is "To promote and advocate for talent development by partnering with businesses, agencies, educational institutions, and organizations to support a unified and innovative workforce development system that meets the needs of business and individual customers."

In addition to its vision and mission, the SWIB has identified a set of core values that will be exemplified in all of its work throughout the implementation of its strategic vision and goals. These are the values the SWIB hopes to promote throughout the workforce development system, to drive consistent and cohesive work.

- **Proactive Solutions**: anticipating the needs of industry, jobseekers, and the system to provide solutions in a timely manner.
- **Flexibility**: the ability to be adaptable and nimble as changes occur, whether they are in demographic trends, the economy, or the structure of government and/or the system.
- **Life-long Learning**: promoting education at all levels and ages and the importance of continuous training and learning.
- **Collaboration**: implementing solutions that incorporate multiple partners working together and combining resources for the optimal outcomes.
- **Social Mobility**: focusing on programs and initiatives that allow for New Hampshire residents to grow in their careers and ability to earn family-sustaining wages.

- **Demand-driven System**: ensuring the talent development system understands a true picture of the workforce needs of business and industry and implements solutions that provide talent to fill those needs.
- **Inclusion**: making decisions and implementing policies and programs that promote equity and access to all people.
- **Effective Technology**: both utilizing technology within the system to provide effective solutions to customers and promote collaboration; and to adapt to technological advances in the economy that affect businesses and the workforce.
- **Efficiency**: using resources wisely, eliminating duplication of effort, and allocating time and money in the best possible way to have the greatest impact.

2. Goals

Our workforce development system has identified the following five (5) goals in order to ensure our system A) prepares an educated and skilled workforce, including preparing youth and individuals with barriers to employment and other populations, and B) meets the skilled workforce needs of employers.

GOAL 1. Promote services available through the talent development system to support businesses and individuals.

Feedback regarding the quality of services from NHWorks and its partners is more often than not very positive, however, awareness of the services available is something that can always be improved. Increasing promotion and awareness will help to increase utilization of services across the system and result in better outcomes for both jobseekers and businesses. The more customers that are a part of the pool, the better matches that can be made for talent.

GOAL 2. Enhance the talent development system by focusing on system advocacy and partner collaboration and communication.

Many of the barriers or challenges affecting the workforce system and its customers in today's society are not directly related to education, training, or employment, but still have significant effects on businesses and jobseekers and their ability to be successful. These include transportation, housing, childcare, substance abuse, etc. The SWIB can address these issues by taking an advocacy role in understanding how they affect workforce development and communicating that on behalf of the system as a whole. The more the system works and communicates as a cohesive unit, the more coordinated services can be and the larger the system's voice. Further, collaboration between workforce partners and businesses can leverage a suite of services to assist those remove and overcome barriers to employment and training. Through dynamic programming, customer service, stakeholder engagement and collaboration the State of New Hampshire workforce system will work towards continuous improvement to meet the needs of jobseekers and employers. The State of New Hampshire is focusing on ensuring that the New Hampshire economy is vibrant, inclusive and prosperous. Lastly, ensuring that anyone who wants to participate the economy has the ability to do so.

GOAL 3. Support a demand-driven talent development system that bases strategies, services, and investments on a data-informed approach that anticipates the needs of businesses.

In the last four years under the WIOA Plan, New Hampshire's workforce development system focused on creating a demand-driven system that ensures programs and services are aligned with skills and occupations that are in demand by business and industry. There has been a greater focus on utilizing data to track outcomes and changes in the economy and labor market. Continuing to support this movement toward data and demand-driven decision making remains a priority of the SWIB, ensuring that the system can not only provide high quality services to businesses, but also anticipate needs and be proactive.

GOAL 4. Create a talent development system that leverages talent attraction, retention and development strategies.

As unemployment is low and the available talent pool is very small with COVID-19 exasperating the issue, it is critical to address all aspects of the talent pipeline, focusing on attraction, retention, and development. As there are not enough workers to fill the open positions available, attracting more workers either through expanding the talent pool with current residents or attracting new residents to the state must be a priority. Retention is also a top priority, both in making sure that jobseekers placed are the right fit and can be retained in their positions, as well as in the sense of retaining residents and workers in New Hampshire, and combating out-migration patterns that have existed in the past. Further, ensuring that historically marginalized populations have access to the workforce and workforce training opportunities.

Development continues to be a focus, as the system continues to promote skill development among those seeking work and upskilling of the current workforce to meet the ever-changing demand.

GOAL 5. Provide and improve access to work-and-learn opportunities that are aligned with business and industry needs including the development of career pathways.

Work-and-learn opportunities provide valuable training opportunities for individuals and offer businesses the opportunity to try out workers before committing to hiring and to help build the future pipeline of their industry. These opportunities are especially critical as the available labor pool gets smaller and there are fewer jobseekers available that already meet the exact needs of business. Work-and-learn is a key piece of career pathways and can play an important role in developing jobseekers or students to advance in their careers. As a workforce development system, it is important to continue working on expanding access to these opportunities, making sure that they are available to all types of learners and jobseekers, and that the process for engaging is easily navigable by both individuals and businesses. Ensuring good communication between employers, the NH workforce system and other partners is critical to addressing needs.

3. Performance Goals

The Performance Goals for Core Programs table can be found in Appendix 1.

4. Assessment

The State Workforce Innovation Board and its subcommittees will monitor the effectiveness of the strategic vision and goals that have been laid out in the plan in an ongoing fashion throughout implementation. At the strategy level, various state level collaborative committees and groups that are described throughout this plan will be involved with implementation to ensure that communication is kept among partners related to what is working, what is not, and how quality can be continuously improved. These groups also include business representatives, so they present an opportunity to understand effectiveness from the perspective of business and industry. To understand effectiveness, frequent updates will allow agency directors and board members to see how the plan is advancing and assess the progress each strategy is making toward the system's goals. In addition to these progress reports, the Workforce Innovation Board will monitor performance data and labor market trends to assess the larger and long-term impacts that are being made through this strategic work.

The SWIB has identified a set of metrics to be tracked at its meetings to monitor strategic plan implementation. Immediately upon implementation, the Consortium will develop process measures and quantitative metrics, to the extent available, to monitor the progress and success of the goals identified in this plan. As part of the strategic plan, the SWIB will also identify any

additional metrics that would be valuable to track if the data could be captured or integrated among partners moving forward.

[1] Individuals with barriers to employment include displaced homemakers; low-income individuals; Indians, Alaska Natives, and Native Hawaiians; individuals with disabilities, including youth who are individuals with disabilities; older individuals; ex-offenders; homeless individuals, or homeless children and youths; youth who are in or have aged out of the foster care system; individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers; eligible migrant and seasonal farmworkers (as defined at section 167(i) of WIOA and Training and Employment Guidance Letter No. 35-14, Change 1); individuals within 2 years of exhausting lifetime eligibility under the Temporary Assistance for Needy Families Program; single parents (including single pregnant women); and long-term unemployed individuals.

[2] Veterans, unemployed workers, and youth and any other populations identified by the State.

C. STATE STRATEGY

The SWIB has identified five goals and corresponding strategies to address the needs of New Hampshire's workforce. With a continuing emphasis on career exploration, sector strategies, work-based learning, outreach and talent attraction and retention strategies, the state plans to meet the needs of business and industry to develop a skilled workforce. These strategies have been specifically crafted to 1) include sector strategies and career pathways, as required by WIOA section 101(d)(3)(B),(D); and 2) align core programs included within this plan to achieve fully integrated customer services consistent with our strategic vision and goals described above and to strengthen workforce development activities in regard to gaps identified in the workforce analysis.

GOAL 1: Promote services available through the talent development system to support businesses and individuals.

- **STRATEGY 1.1** Employ proven strategies for marketing and outreach that target audiences (e.g. small and medium-sized businesses, sector-specific stakeholders, long-term unemployed individuals, underemployed individuals, youth, etc.)

New Hampshire has an effective workforce ecosystem, the challenge remains connecting the available resources to citizens while navigating the challenges created by the COVID-19 pandemic. There is a need to increase awareness and create access to the available services. With the unemployment rate being so low, much of the talent pool is made up of populations with barriers to employment or those that are often underserved. This presents an additional challenge and will require outreach efforts specifically targeted to these populations.

- **STRATEGY 1.2** Work with community-based organizations, libraries, schools, and partners' networks to promote services of NH Works and its partners to individuals and youth

The state will leverage the network and stakeholders in the workforce system to reach citizens and create awareness of workforce resources. As the partner network grows, the workforce system will have more opportunities to reach additional customers in places that they are already engaged.

GOAL 2: Enhance the talent development system by focusing on system advocacy and partner collaboration and communication.

STRATEGY 2.1 Identify and define workforce development policy priorities for which the State Innovation Workforce Board can advocate among State decisions makers (e.g. workforce housing, transportation, benefits cliff, etc.).

The SWIB plays a unique role as an advocate and system convener. There are many bigger issues that directly affect workforce availability and retention in the state. The SWIB will identify priorities and work with partners and stakeholders to find new and innovative ways to mitigate workforce barriers.

- **STRATEGY 2.2** Continue supporting and strengthening the talent development system partnerships though professional development, peer-to-peer contact, data sharing, and communication.

In New Hampshire, one of the greatest strengths is the existing collaboration, communication, and trust that exists among state-level partners., The Consortium for example, provides a regular opportunity to come together for joint planning, resource alignment, and brainstorming on how to overcome barriers. These relationships have led to many successes and an ongoing willingness to collaborate. Continued professional development opportunities for staff on topics such as cross-agency programs and services, innovative service delivery strategies, and trends in key sectors will allow them not only to increase their knowledge base but also generate a better understanding of how all services and programs can fit together to create a truly comprehensive system. The COVID-19 pandemic has limited professional development opportunities for staff due to the cancelation or postponement of trainings and increased workloads for staff.

GOAL 3: Support a demand-driven talent development system that bases strategies, services, and investments on a data-informed approach that anticipates the needs of businesses.

- **STRATEGY 3.1** Leverage current industry-driven sector partnerships throughout the state and support their expansion

With the assistance of an USDOL/ETA Sector Partnerships National Emergency Grant (SP NEG) grant, New Hampshire's SPI was created in December 2017. Extensive data of the state's economy helped determine which sectors to choose as a starting point for SPI. Five sectors have been– manufacturing; hospitality; healthcare; technology; and, construction. The five sectors meet regularly, as well as regional groups and a sector adviser who assists in finding and coordinating resources needed by the sector. Additional funds from the WIOA Governor's Discretionary Fund established the hiring of five Sector Advisers. Each of the five sectors has established goals and experienced measurable results, as described in Section II(A)(2)(a) of this plan. Funding for the SPI will be ending in February of 2022 and industry funds will continue this successful program.

The SWIB will continue to focus on these sector partnerships and leverage their successes to expand opportunities to other areas of the state and/or other industries.

- **STRATEGY 3.2** Continue the collaborative business services strategies by engaging additional partners and formalizing information sharing protocols

The Interagency Business Team (IBT) focuses on collaboration among business-facing staff across agencies and partners in New Hampshire. This Team has been operating successfully and will continue to expand opportunities for cohesive approaches. The IBT uses Neoserra, a customer relationship management tool, to allow partners across programs to share and update business information. Continued use of this tool will further prohibit duplication of services and create a more customer-focused system. The IBT can further expand the use of Neoserra and other tools to continue to promote collaboration.

- **STRATEGY 3.3** Engage locally with economic development to ensure the systems are aligned and operate from an up-to-date understanding of in-demand sectors and occupations with regular sector analysis at the state and local levels.

It is important to ensure that local partners are included in collaborative efforts to truly have an understanding of what each community across the state needs. There is an opportunity to ensure that information and data is shared locally so that all partners are operating with consistent information for decision making and are able to learn from peers in other areas of the state.

- **STRATEGY 3.4** Provide the talent development system with data analytics that provide in-depth analysis of national, state, and local labor market information.

The SWIB values up-to-date and real-time data to ensure that decisions are data-driven and are truly meeting the needs of business and resulting in desired outcomes. Partners and staff throughout the system can benefit from utilizing labor market information for decision making.

- **STRATEGY 3.5** Explore ways to collect data that would allow for tracking metrics that currently do not exist (e.g. non-degree credential attainment).

As mentioned, the SWIB values data to understand needs and the outcomes of its work. There are metrics that could measure key pieces of the board's strategic plan; however, in some cases data are not currently being collected to adequately report on those metrics. The board and staff should explore what some of these metrics are and the feasibility of adding data sharing or infrastructure that could help to better track outcomes.

GOAL 4: Create a talent development system that leverages talent attraction, retention and development strategies.

- **STRATEGY 4.1** Work with the network of the state's community colleges and other post-secondary education institutions to expand best practices related to flexible, business-driven training and education

Many employers need skill development assistance, but do not require a four- or even two-year degree. In addition, many jobseekers are unable to participate in traditional education and training opportunities due to schedules, cost, or other barriers. The SWIB has identified the need to focus on how to offer business-driven training options that are flexible to meet the needs of the current and future talent pool.

- **STRATEGY 4.2** Work with public and private K-12 education, career and technical education, adult education, post-secondary education, and business to promote career pathways for in-demand sectors and occupations to students in the talent pipeline

The State will continue to emphasize collaborative efforts with stakeholders from education to meet the needs of business and industry. Through the efforts of the Sector Partnerships Initiative and the Career and Technical Education Centers, activities surrounding career awareness and exploration continue to be prioritized. We are working to promote education and training that lead to gaining skills required to earn livable wages.

- **STRATEGY 4.3** Coordinate with other state agency and partners to support talent attraction and retention actions including advocacy, resource dedication, subject matter expertise, etc.

The State will continue to work with partner agencies to support the deployment of programs such as ChooseNH, an online resource that provides information such as wages, jobs, and the benefits of no income tax to attract incoming talent. In competition for talent, New Hampshire's combination of economic freedom and lifestyle is resonating and producing results.

- **STRATEGY 4.4** Develop an inclusive talent pipeline by creating targeted strategies for working with under-represented populations, such as seniors, veterans, immigrants, refugees, etc.

A robust pipeline is made up of a diverse talent pool, including a wide array of historically underrepresented populations that can contribute their skills to the workforce. The State will seek out specific strategies for targeting these groups and ensuring that they are provided entry pathways to engaging in employment.

GOAL 5: Provide and improve access to work-and-learn opportunities that are aligned with business and industry needs including the development of career pathways.

- **STRATEGY 5.1** Expand the infrastructure for businesses and individuals to pursue work-based learning opportunities along the full spectrum of options (internships, apprenticeship, work experiences, etc.)
    - **5.1.A** Map the existing resources and assets to support work-based learning in New Hampshire
    - **5.1.B** Continue to assess business interest in work-based learning and the ideal engagement strategies from the businesses' perspectives
    - **5.1.C** Determine the most appropriate way(s) to link resources from various programs and partners to offer full spectrum of work-based learning opportunities

The state continues to gather input to better understand the resources currently available and employers' feedback on ideal engagement strategies around work-based learning. The New Hampshire workforce development system is well positioned to link and leverage resources that will form the infrastructure to support these valuable strategies.

- **STRATEGY 5.2** Simplify process and procedures for businesses and individuals to navigate the workforce development system by simplifying language and avoiding acronyms and "system lingo" and streamlining access to work-and-learn opportunities and other system services

The workforce system can be complex, complicated, and thus difficult for businesses and individuals to access. In order to maximize the services provided, we need to move toward a system that more clearly and concisely aligns services to customer needs.

- **STRATEGY 5.3** Ensure career pathways include opportunities to develop foundational skills
    - **5.3.A** Maintain adult education as an entry-point to career pathways for individuals who have not previously earned their high school diploma or the equivalent
    - **5.3.B** Utilize WorkReadyNH and/or similar programs for individuals in need of soft skill/employability skill development
    - **5.3.C** Continue the expansion of sector-based industry specific training credentials.

Career pathways are a key tool to allowing current students, jobseekers, and workers the ability to visualize their futures within the industry in which they work. It is important that these career pathways include options for all levels skill and experience, including foundational skills. If workers are highly trained in technical skills, yet still are missing basic employability skills, they will not be successful in the workplace. The SWIB has identified opportunities to build strong soft skills as a priority for this strategic plan.

The SWIB's strategies to work toward its vision and goals are described above in Section II(C)(1).The SWIB has specifically identified one of its top priorities as System Communication and Collaboration, and one of its top values as Collaboration. These two principles should be

found permeated throughout the goals and strategies identified in the SWIB's strategic plan and will be present in implementing all activities.

There are several strategies in particular that are aimed at ensuring fully integrated customer services:

- Strategy 1.3: Work with community-based organizations, libraries, schools, and partners' networks to promote services of NH Works and its partners to individuals and youth
- Strategy 2.1: Identify and define workforce development policy priorities for which the State Innovation Workforce Board can advocate among State decisions makers (e.g. workforce housing, transportation, benefits cliff, etc.).
- Strategy 2.2: Continue supporting and strengthening the talent development system partnerships though professional development, peer-to-peer contact, data sharing, and communication.
- Strategy 3.2: Continue the collaborative business services strategies by engaging additional partners and formalizing information sharing protocols
- Strategy 3.3: Engage locally with economic development to ensure the systems are aligned and operate from an up-to-date understanding of in-demand sectors and occupations with regular sector analysis at the state and local levels
- Strategy 4.1: Work with the network of the state's community colleges and other post-secondary education institutions to expand best practices related to flexible, business-driven training and education
- Strategy 4.2: Work with K-12 education, career and technical education, adult education, post-secondary education, and business to promote career pathways for in-demand sectors and occupations to students in the talent pipeline
- Strategy 4.3: Coordinate with other state agency and partners to support talent attraction and retention actions including advocacy, resource dedication, subject matter expertise, etc.
- Strategy 5.2: Simplify process and procedures for businesses and individuals to navigate the workforce development system by simplifying language and avoiding acronyms and "system lingo" and streamlining access to work-and-learn opportunities and other system services

III. OPERATIONAL PLANNING ELEMENTS

A. STATE STRATEGY IMPLEMENTATION

1. STATE BOARD FUNCTIONS

The New Hampshire Office of Workforce Opportunity (OWO) serves as the state-level administrative entity for the Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth funds flowing to New Hampshire from the U.S. Department of Labor (USDOL). The Department of Business and Economic Affairs (BEA) is the state entity fiscal agent and is the official grant recipient of WIOA funds. USDOL, Region I Philadelphia/Boston provides federal oversight and technical assistance to OWO.

The Governor, in accordance with section 106(d) of WIOA, has designated New Hampshire as a "Single State Local Area." As a single service area, New Hampshire has developed a highly aligned governance and administrative structure that sets policy direction, performance goals, and provides oversight to hold the workforce development system fully accountable. The State

Workforce Innovation Board (SWIB) serves as the advisory body for the development, updating and evaluation of the planning process to ensure that workforce development programs remain fully responsive to New Hampshire's economic development and labor market needs. State agencies work in a coordinated manner to oversee the implementation of a host of specific workforce development programs. Local agencies or community-based administrative arms of state agencies are responsible for managing workforce programs and providing direct services to customers. The New Hampshire workforce development system, diagramed in the following pages, allows the SWIB, in conjunction with the New Hampshire Works Consortium (The Consortium), and the NH Works American Job Centers to execute the functions of a state workforce board pursuant to section 101(d) of WIOA. The functions of a state board according to WIOA are listed below, including notes of how the SWIB will carry out some of these functions due to New Hampshire's status as a Single State Local Area.

The development, implementation, and modification of the State plan;

The review of statewide policies, of statewide programs, and of recommendations on actions that should be taken by the State to align workforce development programs in the State in a manner that supports a comprehensive and streamlined workforce development system in the State, including the review and provision of comments on the State plans, if any, for programs and activities of one-stop partners that are not core programs;

The development and continuous improvement of the workforce development system in the State, including:

- The identification of barriers and means for removing barriers to better coordinate, align, and avoid duplication among the programs and activities carried out through the system;
- The development of strategies to support the use of career pathways for the purpose of providing individuals, including low-skilled adults, youth, and individuals with barriers to employment (including individuals with disabilities), with workforce investment activities, education, and supportive services to enter or retain employment;
- The development of strategies for providing effective outreach to and improved access for individuals and employers who could benefit from services provided through the workforce development system;
- The development and expansion of strategies for meeting the needs of employers, workers, and jobseekers, particularly through industry or sector partnerships related to in-demand industry sectors and occupations;
- The identification of regions, including planning regions, for the purposes of section 106(a), and the designation of local areas under section 106, after consultation with local boards and chief elected officials; (*Note: New Hampshire is a Single State Local Area)
- The development and continuous improvement of the one-stop delivery system in local areas, including providing assistance to local boards, one-stop operators, one-stop partners, and providers with planning and delivering services, including training services and supportive services, to support effective delivery of services to workers, jobseekers, and employers; (As New Hampshire does not have local boards, the SWIB will focus on technical assistance to the statewide one-stop delivery system) and
- The development of strategies to support staff training and awareness across programs supported under the workforce development system;

- The development and updating of comprehensive State performance accountability measures, including State adjusted levels of performance, to assess the effectiveness of the core programs in the State as required under section 116(b); (*Note: New Hampshire is a Single State Local Area)The identification and dissemination of information on best practices, including best practices for: The effective operation of one-stop centers, relating to the use of business outreach, partnerships, and service delivery strategies, including strategies for serving individuals with barriers to employment;
- The development of effective local boards, which may include information on factors that contribute to enabling local boards to exceed negotiated local levels of performance, sustain fiscal integrity, and achieve other measures of effectiveness (The SWIB will focus on the development of an effective state board and its subcommittees and contractors, enabling the state to exceed negotiated levels of performance); and
- Effective training programs that respond to real-time labor market analysis, that effectively use direct assessment and prior learning assessment to measure an individual's prior knowledge, skills, competencies, and experiences, and that evaluate such skills, and competencies for adaptability, to support efficient placement into employment or career pathways;
- The development and review of statewide policies affecting the coordinated provision of services through the State's one-stop delivery system described in section 121(e), including the development of:
- Objective criteria and procedures for use by local boards in assessing the effectiveness and continuous improvement of one-stop centers described in such section (The State will utilize criteria and procedures to assess effectiveness and continuous improvement of all one-stop centers);
- Guidance for the allocation of one-stop center infrastructure funds under section 121(h); and
- Policies relating to the appropriate roles and contributions of entities carrying out one-stop partner programs within the one-stop delivery system, including approaches to facilitating equitable and efficient cost allocation in such system;

The development of strategies for technological improvements to facilitate access to, and improve the quality of, services and activities provided through the one-stop delivery system, including such improvements to:

- Enhance digital literacy skills (as defined in section 202 of the Museum and Library Services Act (20 U.S.C. 9101); referred to in this Act as ''digital literacy skills'');
- Accelerate the acquisition of skills and recognized postsecondary credentials by participants;
- Strengthen the professional development of providers and workforce professionals; and
- Ensure such technology is accessible to individuals with disabilities and individuals residing in remote areas;

The development of strategies for aligning technology and data systems across one-stop partner programs to enhance service delivery and improve efficiencies in reporting on performance accountability measures, including the design and implementation of common intake, data collection, case management information, and performance accountability measurement and reporting processes and the incorporation of local input into such design and implementation, to improve coordination of services across one-stop partner programs;

The development of allocation formulas for the distribution of funds for employment and training activities for adults, and youth workforce investment activities, to local areas as permitted under sections 128(b)(3) and 133(b)(3);

The preparation of the annual reports described in paragraphs (1) and (2) of section 116(d);

The development of the statewide workforce and labor market information system described in section 15(e) of the Wagner-Peyser Act (29 U.S.C. 49l–2(e)); and

The development of such other policies as may promote statewide objectives for, and enhance the performance of, the workforce development system in the State.

The following describes the relationship between the board's operational structure, including sub-groups within the workforce development system, and the implementation of the state board functions described in points 1 through 12 above. The table below provides an outline of each group's function(s), but is not meant to be all inclusive as many groups overlap within the collaborative system. Several of the functions of a state board also take a different form in New Hampshire due to the state's status as a single state workforce area.

Group	Function
State Workforce Innovation Board	1-12
Executive Committee	1-12
Performance and Evaluation Committee	4, 8, 12
Sector Partnership Initiative Committee	3(d)
Strategic Planning Committee	1, 2
One-Stop Operators Consortium	3, 5, 6, 8, 12
Youth Interagency Directors Group	3,12
Interagency Business Team	3(b)(d)
Professional Development Team	3(g), 7
Sector Strategy Team	3(d)

State Workforce Innovation Board

The State Workforce Innovation Board (SWIB) is chaired by a businessperson and 51% of all members are business representatives. The Board is charged with implementing WIOA in New

Hampshire in a way that meets the demands for a 21st century workforce including the following priorities:

- Career Awareness and Exploration
- Providing Advocacy and Policy Guidance
- Talent Attraction and Retention
- System Communication and Collaboration
- Work-based Learning
- Soft Skill Development

The SWIB mission is to promote and advocate for talent development by partnering with businesses, agencies, educational institutions, and organizations to support a unified workforce development system that meets the needs of industry. The Board's vision is that healthy and vibrant communities provide a workforce to meet industry needs and create a competitive economic advantage for New Hampshire.

The SWIB and the workforce ecosystem stakeholders in New Hampshire have collaboratively identified the following goals to continue efforts that will give the state competitive advantage in workforce development:

- Promote services available through the talent development system to support businesses and individuals.
- Enhance the talent development system by focusing on system advocacy and partner collaboration and communication.
- Support a demand-driven talent development system that bases strategies, services, and investments on a data-informed approach that anticipates the needs of businesses.
- Create a talent development system that leverages talent attraction, retention and development strategies.
- Provide and improve access to work-and-learn opportunities that are aligned with business and industry needs including the development of career pathways.

Executive Committee

The Executive Committee is chaired by the Chairperson of the Board and is comprised of current SWIB members. The Executive Committee has the authority to exercise all powers of the Board. Each member of the Executive Committee serves a 1-year term, or until his or her successor is duly elected and takes office. Membership consists of the Chair, Vice Chair and the chairpersons of the three standing committees of the SWIB. The Chairperson has general charge and supervision over the OWO affairs, in conjunction with the State Board and Executive Committee, and works as a microcosm of the board. The Executive Committee allows the board to be flexible and proactive in the needs of workforce development system.

Performance and Evaluation Committee

The Performance and Evaluation sub-committee consists of representatives from business and core and non-core program agencies. The group provides leadership and direction for the development, implementation, and oversight of WIOA performance measures. The team is also tasked with establishing standards for the NH Works System to improve statewide uniformity for customer services and delivery. The group oversees the Eligible Training provider list system. By including business representation, the team ensures that these activities align with industry demands and assist in the overall customer-centric focus of the workforce development system.

Sector Partnership Initiative Committee

The Sector Partnership Initiative Committee advises Sector Partnerships, Key Industry Networks, and Business Services. The committee oversees development and improvement of industry sector strategies across the state of New Hampshire to ensure that the education and training system is delivering the skills needed by employers to address workforce needs and challenges.

Sector partnerships are employer-driven, sustained partnerships of business, workforce development, education, and other community stakeholders. They are facilitated by a convener or intermediary organization that is trusted by the industry. Sector partnerships work to

identify the highest priority workforce challenges and opportunities within a specific industry and develop solutions for multiple employers within a geographic region, driven by industry need. This committee is working to advance the New Hampshire Sector Partnership Initiative.

Strategic Planning Committee (ad hoc)

The Strategic Planning sub-committee consists of representatives from the Board leading the development, maintenance, and implementation of the SWIB strategic plan. The group provided input into the development of the Board's vision, mission, goals, and strategies, and is tasked with providing guidance and direction throughout the life of the strategic plan.

One-Stop Operator Consortium (NH Works Consortium)

The NH Works Consortium is a standing committee of the SWIB and serves as the One-Stop Operator in New Hampshire. Membership is assigned by the OWO on behalf of the Board, and is comprised of Commissioner, Deputy Commissioner, State Director and/or other executive level staff from the state agencies responsible for the 6 WIOA core programs and other workforce system partners (i.e., NH Employment Security (NHES), NH Department of Education (DOE), NH Community College System (CCSNH), NH Department of Business & Economic Affairs (BEA), NH Department of Health and Human Services (DHHS) and the WIOA Adult and Dislocated Worker Service provider (currently the Community Action Association). The Commissioner of NHES serves as the Chair of the Consortium. Decisions at the Consortium level are reached by a consensus, or in consultation with the SWIB and/or the Governor, as appropriate. The Consortium guides the work of the Interagency Business Team (IBT) and Professional Development Team (PDT), which in turn works with management staff within each partner agency, creating a flexible system that can respond to the needs of the State. The Consortium also oversees the implementation of system-wide workforce development strategies and goals at the service delivery level, consistent with the vision and goals set forth by the SWIB. The Consortium is the primary committee charged with designing and implementing continuous improvement tools and processes for the day-to-day operations at the NH Works Centers.

Interagency Business Team

The Interagency Business Team (IBT) is a system improvement team established by the SWIB in collaboration with the NH Works Consortium. Members are assigned by the OWO in consultation with the NH Works Consortium. Like the other groups, the IBT includes core and non-core partners of this plan, as well as additional agencies outside of the plan. IBT members must currently have a position within their agency that allows for them to have day-to-day contact with the business community and therefore have a working knowledge of their local NH Works service delivery system and the direct needs of the businesses in their respective areas.

The IBT functions as a collaborative mechanism to facilitate communication between partner agencies involved with current and ongoing employer services offered through the NH Works Centers. The IBT is a strategic alliance of the system partners, providing a streamlined employer service structure. This helps to eliminate duplicated services and promotes information sharing among agencies. The goal of the team is to identify strategies for better coordination of business services and provide a frontline voice to policy makers. Recommendations identified by the IBT for continuous improvement, and/or replication of best practices for working with employers at the local level, are submitted to the IDG for comment prior to being submitted to the NH Works Consortium for further discussion and/or final approval.

Professional Development Team

The Professional Development Team (PDT) is an interagency team established by the IDG in collaboration with the NH Works Consortium. The team serves as a state-level capacity building and planning team whose mission is to "Build the Capacity of NH Works Staff to Enhance Customer Service" within the workforce development system. The PDT's primary customers are

NH Works Center staff and WIOA Youth providers. Team members coordinate partner agency training opportunities to reduce duplication, leverage existing training resources (e.g., trainers, training funds, training rooms, etc.) from within the system and/or the region to affect system efficiencies, as well as plan, develop and implement staff training opportunities. The PDT approach fosters continuous improvement throughout the system by the sharing information and skill development among the partners. All decisions at the PDT level are submitted as recommendations to the IDG for further discussion. Training plans and/or other staff training recommendations are reviewed and approved by the IDG and submitted to the NH Works Consortium for final approval.

Sector Strategy Team

The Sector Strategy Team is a team developed to assist in creating a more demand-driven workforce system that is flexible to the needs of business and jobseekers. The team is focused on sector strategies that include regional, industry-focused approaches to workforce and economic development that improve access to good jobs and increase job quality in ways that strengthen a specified industry's workforce. The Sector Strategy Team utilizes a multi-entity team-based approach to align the needs of business with the services delivered in the workforce system. In addition the Sector Strategy Team is tasked with spearheading the system's career pathway agenda. The team works under the guidance of the Office of Workforce Opportunity and reports to the Sector Partnership subcommittee of the Board.

2. IMPLEMENTATION OF STATE STRATEGY

A. CORE PROGRAM ACTIVITIES TO IMPLEMENT THE STATE'S STRATEGY

The lead State agencies responsible for WIOA core programs and non-core programs included in the combined plan are the Department of Business and Economic Affairs (BEA), New Hampshire Employment Security (NHES), and New Hampshire Department of Education (DOE). Program responsibility is detailed in the table below.

State Agency Program Responsibility	Core Program	Non-Core Program
Business and Economic Affairs	Adult (Title I) Dislocated Worker (Title I) Youth (Title I)	Senior Community Service Employment Program (Title V Older Americans Act)
NH Employment Security	Wagner-Peyser (Wagner-Peyser Act, as amended by Title III)	Trade Adjustment Assistance for Worker Program (Chapter 2, Title II Tract Act)
		Jobs for Veterans State Grants (Title 38, Chapter 41)
		Unemployment Insurance
		Re-employment Services and Eligibility Assessment Program (RESEA)

State Agency Program Responsibility	Core Program	Non-Core Program
		Migrant and Seasonal Farmworker Program
		Granite State Jobs Act (WorkNowNH, WorkInvestNH, Reentry Program)
NH Department of Education	Adult Basic Education and Family Literacy (WIOA Title II)	
	Vocational Rehabilitation (Title I Rehabilitation, as amended by Title IV)	

The NH Department of Business and Economic Affairs, New Hampshire Employment Security (NHES), and New Hampshire Department of Education (DOE) will work in partnership to carry out the goals of the SWIB through the network of collaboration described in Section III(a)(1). The workforce development system core and non-core partners will execute the following goals and strategies.

Goal 1: Promote services available through the talent development system to support businesses and individuals.

Strategies	
1.1	Employ proven strategies for marketing and outreach that target audiences (e.g. small and medium-sized businesses, sector-specific stakeholders, long-term unemployed individuals, underemployed individuals, youth, etc.).
1.2	Work with community-based organizations, libraries, schools, and partners' networks to promote services of NH Works and its partners to individuals and youth

Goal 2: Enhance the talent development system by focusing on system advocacy and partner collaboration and communication.

Strategies	
2.1	Identify and define workforce development policy priorities for which the State Innovation Workforce Board can advocate among State decisions makers (e.g. workforce housing, transportation, benefits cliff, etc.).
2.2	Continue supporting and strengthening the talent development system partnerships though professional development, peer-to-peer contact, data sharing, and communication.

Goal 3: Support a demand-driven talent development system that bases strategies, services, and investments on a data-informed approach that anticipates the needs of businesses.

Strategies	
3.1	Leverage current industry-driven sector partnerships throughout the state and support their expansion.
3.2	Continue the collaborative business services strategies by engaging additional partners and formalizing information sharing protocols.
3.3	Engage locally with economic development to ensure the systems are aligned and operate from an up-to-date understanding of in-demand sectors and occupations with regular sector analysis at the state and local levels.
3.4	Provide the talent development system with data analytics that provide in-depth analysis of national, state, and local labor market information.
3.5	Explore ways to collect data that would allow for tracking metrics that currently do not exist (e.g. non-degree credential attainment).

Goal 4: Create a talent development system that leverages talent attraction, retention and development strategies.

Strategies	
4.1	Work with the network of the state's community colleges and other post-secondary education institutions to expand best practices related to flexible, business-driven training and education
4.2	Work with K-12 education, career and technical education, adult education, post- secondary education, and business to promote career pathways for in-demand sectors and occupations to students in the talent pipeline
4.3	Coordinate with other state agency and partners to support talent attraction and retention actions including advocacy, resource dedication, subject matter expertise, etc.
4.4	Develop an inclusive talent pipeline by creating targeted strategies for working with under-represented populations, such as seniors, veterans, immigrants, refugees, etc.

Goal 5: Provide and improve access to work-and-learn opportunities that are aligned with business and industry needs including the development of career pathways.

Strategies	

Strategies	
5.1	Expand the infrastructure for businesses and individuals to pursue work-based learning opportunities along the full spectrum of options (internships, apprenticeship, work experiences, etc.)
	1. Map the existing resources and assets to support work-based learning in New Hampshire
	2. Continue to assess business interest in work-based learning and the ideal engagement strategies from the businesses' perspectives
	3. Determine the most appropriate way(s) to link resources from various programs and partners to offer full spectrum of work-based learning opportunities
5.2	Simplify process and procedures for businesses and individuals to navigate the workforce development system by simplifying language and avoiding acronyms and "system lingo" and streamlining access to work-and-learn opportunities and other system services.
5.3	Ensure career pathways include opportunities to develop foundational skills,
	1. Maintain adult education as an entry-point to career pathways for individuals who have not previously earned their high school diploma or the equivalent
	2. Utilize WorkReadyNH and/or similar programs for individuals in need of soft skill/employability skill development
	3. Continue the expansion of sector-based industry specific training credentials.

B. ALIGNMENT WITH ACTIVITIES OUTSIDE THE PLAN

The lead State agencies responsible for WIOA core programs and non-core programs included in the combined plan are the Department of Business and Economic Affairs (BEA), New Hampshire Employment Security (NHES), and New Hampshire Department of Education (DOE). Program responsibility is detailed in the table below.

State Agency Program Responsibility	Core Program	Non-Core Program
Business and Economic Affairs	Adult (Title I)	Senior Community Service Employment Program (Title V Older Americans Act)

State Agency Program Responsibility	Core Program	Non-Core Program
	Dislocated Worker (Title I) Youth (Title I)	
NH Employment Security	Wagner-Peyser (Wagner-Peyser Act, as amended by Title III)	Trade Adjustment Assistance for Worker Program (Chapter 2, Title II Tract Act)
		Jobs for Veterans State Grants (Title 38, Chapter 41)
		Unemployment Insurance
		Re-employment Services and Eligibility Assessment Program (RESEA)
		Migrant and Seasonal Farmworker Program
		Granite State Jobs Act (WorkNowNH, WorkInvestNH, Reentry Program)
NH Department of Education	Adult Basic Education and Family Literacy (WIOA Title II)	
	Vocational Rehabilitation (Title I Rehabilitation, as amended by Title IV)	

[a] Core Program Activities to Implement the State's Strategy. Describe the activities the entities carrying out the respective core programs will fund to implement the State's strategies. Also, describe how such activities will be aligned across the core programs and Combined State Plan partner programs included in this plan and among the entities administering the programs, including using co-enrollment and other strategies, as appropriate.

The NH Department of Business and Economic Affairs, New Hampshire Employment Security (NHES), and New Hampshire Department of Education (DOE) will work in partnership to carry out the goals of the SWIB through the network of collaboration described in Section III(a)(1).The workforce development system core and non-core partners will execute the following goals and strategies.

Goal 1: Promote services available through the talent development system to support businesses and individuals.

Strategies	
1.1	Employ proven strategies for marketing and outreach that target audiences (e.g. small and medium-sized businesses, sector-specific stakeholders, long-term unemployed individuals,

Strategies	
	underemployed individuals, youth, etc.).
1.2	Work with community-based organizations, libraries, schools, and partners' networks to promote services of NH Works and its partners to individuals and youth

Goal 2: Enhance the talent development system by focusing on system advocacy and partner collaboration and communication.

Strategies	
2.1	Identify and define workforce development policy priorities for which the State Innovation Workforce Board can advocate among State decisions makers (e.g. workforce housing, transportation, benefits cliff, etc.).
2.2	Continue supporting and strengthening the talent development system partnerships though professional development, peer-to-peer contact, data sharing, and communication.

Goal 3: Support a demand-driven talent development system that bases strategies, services, and investments on a data-informed approach that anticipates the needs of businesses.

Strategies	
3.1	Leverage current industry-driven sector partnerships throughout the state and support their expansion.
3.2	Continue the collaborative business services strategies by engaging additional partners and formalizing information sharing protocols.
3.3	Engage locally with economic development to ensure the systems are aligned and operate from an up-to-date understanding of in-demand sectors and occupations with regular sector analysis at the state and local levels.
3.4	Provide the talent development system with data analytics that provide in-depth analysis of national, state, and local labor market information.
3.5	Explore ways to collect data that would allow for tracking metrics that currently do not exist (e.g. non-degree credential attainment).

Goal 4: Create a talent development system that leverages talent attraction, retention and development strategies.

Strategies	

Strategies	
4.1	Work with the network of the state's community colleges and other post-secondary education institutions to expand best practices related to flexible, business-driven training and education
4.2	Work with K-12 education, career and technical education, adult education, post- secondary education, and business to promote career pathways for in-demand sectors and occupations to students in the talent pipeline
4.3	Coordinate with other state agency and partners to support talent attraction and retention actions including advocacy, resource dedication, subject matter expertise, etc.
4.4	Develop an inclusive talent pipeline by creating targeted strategies for working with under-represented populations, such as seniors, veterans, immigrants, refugees, etc.

Goal 5: Provide and improve access to work-and-learn opportunities that are aligned with business and industry needs including the development of career pathways.

Strategies	
5.1	Expand the infrastructure for businesses and individuals to pursue work-based learning opportunities along the full spectrum of options (internships, apprenticeship, work experiences, etc.)
	1. Map the existing resources and assets to support work-based learning in New Hampshire
	2. Continue to assess business interest in work-based learning and the ideal engagement strategies from the businesses' perspectives
	3. Determine the most appropriate way(s) to link resources from various programs and partners to offer full spectrum of work-based learning opportunities
5.2	Simplify process and procedures for businesses and individuals to navigate the workforce development system by simplifying language and avoiding acronyms and "system lingo" and streamlining access to work-and-learn opportunities and other system services.
5.3	Ensure career pathways include opportunities to develop foundational skills,

Strategies	
	1. Maintain adult education as an entry-point to career pathways for individuals who have not previously earned their high school diploma or the equivalent
	2. Utilize WorkReadyNH and/or similar programs for individuals in need of soft skill/employability skill development
	3. Continue the expansion of sector-based industry specific training credentials.

[b] Alignment with Activities outside the Plan. Describe how the activities identified in [A]will be aligned with programs and activities provided by required one-stop partners and other optional one-stop partners and activities provided under employment, training (including Registered Apprenticeships), education (including career and technical education), human services and other programs not covered by the plan, as appropriate, assuring coordination of, and avoiding duplication among these activities.

New Hampshire understands that in order to implement a functional and effective workforce development system, partnerships outside of the non-core programs must be developed and maintained. These partnerships cover a wide array of programs and services to assist jobseekers in overcoming barriers and/or increasing their employability skills, and thereby creating a pipeline of talent that businesses need for success. These partners and programs include:

New Hampshire Department of Health and Human Services (DHHS)

- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance Program Employment and Training (SNAP)
- Division for Children, Youth and Families (Juvenile Justice and Child and Family Services)

New Hampshire Department of Business and Economic Affairs (BEA)

- Rapid Response Services
- Business Resource Center for Economic Development
- Collaborative Economic Development Regions (CEDRs)
- Talent Attraction and Tourism New Hampshire Employment Security
- Migrant and Seasonal Farm Workers

Community College System of New Hampshire (CCSNH)

- Post-Secondary Education Services
- Carl Perkins Funds
- Apprenticeship (DOL Grants) NH DOE
- K-12 Education US Department of Labor
- Job Corps

- Registered Apprenticeships

The rise of work-based learning opportunities and industry driven initiatives are a sign that stakeholders are working in collaboration with core partners and non-core partners identified in this plan. One of the SWIB's goals is to provide and improve access to work-and-learn opportunities that are aligned with business and industry needs including the development of career pathways. The apprenticeship program through the federal Office of Apprenticeships offers customized training for businesses through the development of career pathways. These work-based learning opportunities are a result of core partner staff working directly with the Office of Apprenticeship in identifying the needs of the business, recruiting, placing participants, and providing wraparound supportive services to the businesses and job seekers to ensure a successful and sustained outcome. In addition, the Community College System of NH operates multiple DOL grants for implementation and expansion of apprenticeship opportunities in NH. The partners will continue to promote apprenticeship opportunities to unemployed and underemployed jobseekers by working together throughout the state. WorkNowNH also has an on-the-job training program to assist targeted populations looking for work-based-learning opportunities to reenter the workforce. There is also a strong collaboration with the TANF program to provide on-the-job training dollars for customers who may not be seeking an apprenticeship, but would benefit from work-based learning experiences. SNAP Education & Training is collaborating with WIOA programs to increase referrals that result in credential building that will result in increased employment potential. In addition, community partners representing the various interests of target populations regularly attend the local Partners Meetings.

Understanding that transportation is often a barrier for serving some individuals, members of the state board and the Consortium are also engaged with the State Coordinating Council for Community Transportation. Agencies are discussing ways to coordinate the various transportation services to reduce duplication, increase availability, and maximize the scarce resources that are available. Workforce and human services agencies have been engaged to provide the voice of their customers. Staff have participated in providing input for the Governor's Advisory Commission on Intermodal Transportation's 10-year plan, which was recently submitted to the legislature for approval, another way to make sure the voice of the customer is heard.

As is seen in Section II(A)(2)(a), many of the workforce development activities throughout the state are implemented in coordination with partners that are outside of this Combined Plan, due largely in part to the close collaboration described in the plan.

C. COORDINATION, ALIGNMENT AND PROVISION OF SERVICES TO INDIVIDUALS

The NH Workforce Innovation Board in conjunction with its subcommittee, the NH Works Consortium oversees the operation of the twelve (12) NH Works American Job Centers as described previously. The NH Works one-stop centers are the frontline services for individuals within the workforce development system. The Office of Workforce Opportunity contracts its adult, dislocated worker and National Emergency Grant (when applicable) services to NH Employment Security who then contracts the adult program to the Community Action Association. The staff from the Community Action Association, NH Employment Security, and NH Department of Education - Vocational Rehabilitation are co-located to provide a seamless customer-centric service. For individual job seekers, there is a clear and effective process when entering a one-stop center, which is reflected on the front-end beginning with an intake process. Job seekers can access an array of services and activities including but not limited to:

NH Works Center Services	Determination of Eligibility
	Assessments

NH Works Center Services	Determination of Eligibility
	Labor Exchange Information
	Labor Market Information
	Unemployment Insurance Information
	FAFSA Assistance
	Development of Individual Employment Plan
	Group Counseling
	Individual Counseling
	Career Planning
	Internships
	Short-Term Per-Vocational Services (soft skills such as communication, punctuality, and personal maintenance skills)
	Workforce Preparation Activities (i.e., MS office, keyboarding, and Internet)
	Financial Literacy
	Follow-up Services
Training Services – WIOA 134(c)(3) and 122(a)(3)	Occupational Skills Training
	On-the-Job Training
	Registered Apprenticeships
	Adult Education and Literacy
	Customized Training – Employer-Driven
Supportive Services – WIOA 134 (d)(2)	To Support Career and Training Services

Co-enrollment in core programs and non-core programs is common, and staff use a universal referral form for interagency service delivery. When co-enrollment is applicable and beneficial to the individual, a multi-agency case management team meeting is conducted where a services strategy is agreed upon and a "lead" case manager is assigned to coordinate services to eliminate duplication of services. In addition to the WIOA services outlined above, individuals are able to access energy assistance, health, food and nutrition assistance, Hispanic/Latino community services, housing and homeless programs, and other various supportive and volunteer services through the NH Works centers. All activities conform to the statutory requirements of each program and are accessible to all individuals.

All program partner (core and non-core) agencies have access to the New Hampshire Job Matching System (JMS), which allows for collaboration among partners when providing any type of job search assistance. Memorandums of Understanding and Formal Data sharing agreements exist across the following partners (also described in Section II (a)(2)):

NH Department of Employment Security and the Department of Business and Economic Affairs, Office of Workforce Opportunity to apportion and coordinate administration of

the Unemployment Insurance Reemployment Service and Eligibility Assessment (RESEA) Grant with Title I of Workforce Innovation and Opportunity Act – This non-financial agreement between NHES and BEA was created in order to carry out the provisions of the RESEA program and the provisions of the Subchapters and to assure that services provided within the One-Stop Delivery System under these two programs do not overlap resulting in duplication of services.

NH Rapid Response (Non-Financial Memorandum of Understanding) – The purpose of the Rapid Response Memorandum of Understanding is to provide an understanding of the NH Rapid Response Process and to outline joint partner's roles in providing important NH Works Rapid Response Activities to affected dislocated workers. These procedures incorporate elements of flexibility and accountability into the New Hampshire Rapid Response Process so that an effective and timely early intervention response can be offered to affected workers, and responsibility for delivery of these services can be assigned.

NH Works One-Stop Operator Consortium for operation of the NH Works One-Stop Centers – The Workforce Innovation Board and the NH Department of Business and Economic Affairs (BEA), NH Department of Education (DOE), NH Health and Human Services, Division of Family Assistance (DHHS), NH Employment Security (NHES), Community College System of NH (CCSNH), Community Action Association of NH (CAP) have an MOU for the purpose of continuing the NH Works One Stop partnership as a "single service delivery system" or "One-Stop Delivery System" under WIOA, to engage in a joint planning process, and to establish the general terms and conditions under which the partnership will operate.

NH Employment Security and NH Dept. of Business and Economic Affairs, Office of Workforce Opportunity, to apportion and coordinate administration for the Trade Act of 1974 as amended by the Trade Adjustment Assistance Reform Act of 2002 – This agreement ensures the program do not overlap nor duplicate programs and activities and agrees on joint activities.

NH Works One-Stop Operator Consortium and Adams and Associates – Manchester Job Corps Center – This agreement constitutes a memorandum of understanding between the Adams and Associates - Manchester Job Corps Operator and the NH Works One-Stop Operator Consortium (NH Works Consortium), for implementation upon federal award by US Dept. of Labor. The NH Works Consortium is an established subcommittee of the State Workforce Innovation Board. New Hampshire is a single state service delivery area, and as such has one state level board responsible for the State's WIOA one-stop delivery system known as NH Works.

Services to Veterans – Memorandum of Understanding among NH Department of Business and Economic Affairs , NH Employment Security, Southern NH Services, NH Department of Education, NH Health and Human Services and Community College System of NH is to establish a non-financial agreement among the above mentioned NH Works partners concerning their respective roles and responsibilities to "ensure maximum effectiveness and efficiency are achieved in providing services and assistance to eligible veterans" in accordance with funding agencies' statutes and participation in Capstone activities and other outreach to transitioning service members.

Copies of these MOUs may be found on the NH Works website, nhworks.org. Formal data sharing agreements exist across the following partners:

- NH Employment Security and the Office of Workforce Opportunity (Adult, Dislocated Worker, and Youth Programs)
- NH Employment Security and Vocational Rehabilitation

Interagency partner referrals for clients are made using the Release of Information Form, both English and Spanish versions, which can be found in Appendix 2.

Information sharing is key to the collaboration, coordination and alignment of services to individuals in New Hampshire. As described above the SWIB, and the NH Works Consortium, lead the effort at the state level. On the local level NH Works partners hold quarterly meetings. These meetings are held in six (6) different regions across the state, which includes representatives from Employment Security, WIOA, Vocational Rehabilitation, TANF, resettlement agencies, contractors, and others involved with workforce services or wraparound supportive services. These quarterly meetings ensure open communication and system alignment.

Moving forward, New Hampshire will continue the collaboration outlined above. To better improve coordination of services and activities, there will be an increase in professional development. This will be accomplished through the recommendation of the PDT sub-group. Cross training agency staff will ensure the NH Works Centers remain a vibrant one-stop center where staff can provide direct linkages and meaningful information on partner services as outlined in WIOA 121(e). Challenges directly related to the COVID-19 pandemic have hindered professional training and as the State of New Hampshire recovers from the pandemic, professional development will increase.

D. COORDINATION, ALIGNMENT AND PROVISION OF SERVICES TO EMPLOYERS

The primary function of the Interagency Business Team (IBT) is to coordinate and align services to employers at a state and community level. The IBT functions as a collaborative mechanism to facilitate communication among partner agencies. This collaboration is specific to services to employers, both current and ongoing, offered through the NH Works Centers and both core and non-core partners. The IBT is a strategic alliance of the system partners to provide a streamlined employer service structure in an effort to eliminate duplicated services and promote information sharing among agencies. The IBT is made up of partners from core, non-core, and outside programs. The IBT focuses on sector strategies, demand-driven initiatives, and has spearheaded the rollout of Neoserra, a business intelligence tool which allows all core and non-core program partners to access and update business information. With this software frontline staff partners can read business case notes, enter services, and coordinate activities in terms of businesses services. This will further prohibit duplication of services and create a more customer-focused system.

These services and activities are delivered by a team of NH Works partner staff who are universally called Business Resource Specialists (BRS). Services that are available to businesses in the NH Works center include by are not limited to:

- Labor Exchange Information
- Customized Services
    - Screening and Referral of Jobseekers
    - Employer Application
    - Recruitment Events – Job Fairs
    - HR Consultation
        - Writing/Reviewing job descriptions
        - Developing performance appraisals
        - Creating orientations

        - Helping with interview skills
        - Analyzing employee turnover
        - Explaining labor laws
    - Labor Market Information
- Sector Strategies
- Career Pathways
- Rapid Response and Layoff Aversion

All activities and services conform to the statutory requirements of each program and are accessible to all employers.

A purpose of the IBT is also to ensure that employer services are also aligned with participants across all partner programs and that there is a feedback loop that allows for sharing of critical information among both employer-facing and participant-facing staff. Current efforts and goals for future collaboration include:

- Utilize career pathways to develop a talent pipeline in alignment with business need by incorporating information of in-demand pathways at all levels of education, including K-12, CTE, adult education, post-secondary education, etc.
- Ensure a presence by representatives of core partner programs, including adult education and vocational rehabilitation, at all Employer Services-organized job fairs
- Develop more opportunities for work-and-learn experiences with employers and increase referrals among youth and adult education programs
- Increased interaction between local Adult Education Directors and businesses to understand local needs

In order to coordinate these activities at the community level, regular BRS team meetings that include appropriate NH Works staff and partners are conducted. These meetings allow discussion on employer needs, which can then be matched to individual needs of NH Works and partner agency customers thereby creating a more customer-centric workforce system. Finally, through the PDT subgroup, continued professional development will be conducted for BRS staff across agencies to cross train, share information, and maximize resources.

E. PARTNER ENGAGEMENT WITH EDUCATIONAL INSTITUTIONS

One of the SWIB's goals is to provide and improve access to work-and-learn opportunities that are aligned with business and industry needs, including the development of career pathways. Strategies for partner engagement with educational institutions include working with the network of the state's community colleges and other post-secondary education institutions to expand best practices related to flexible, business-driven training and education.

Engagement with educational institutions is led by NH DOE – a core and non-core program partner. NH DOE represents the K-12 education system, Adult Education, Vocational Rehabilitation, and CTE and is formerly the contractor for WIOA Youth. Representatives participate on the SWIB, IDG, IBT, and the NH Works Consortium. In addition, the Community College System of NH (CCSNH) has a representative on each of these committees. Engagement begins through the council and sub-groups' function, but disseminates to service-level staff. This institutionalized partnership is how New Hampshire will prepare the future workforce through a pipeline of skilled workers to meet the demands of business. NH DOE, OWO, and NH Employment Security understand that engagement with education needs to exist at every level.

Only with engagement with education at every level will a true demand-driven education and training system exist.

F. PARTNER ENGAGEMENT WITH OTHER EDUCATION AND TRAINING PROVIDERS

As described above, New Hampshire understands that engagement with education and training providers at all levels is necessary in order for a truly demand-driven workforce system to exist. The state will work with K-12 education, career and technical education, adult education, post-secondary education, and business to promote career pathways for in-demand sectors and occupations to students in the talent pipeline. In addition, of the SWIB's strategies is to expand the infrastructure for employers and individuals to pursue work-based learning opportunities along the full spectrum of options (internships, apprenticeship, work experiences, etc.). The opportunities are critical to connecting education and training options across the board to New Hampshire's businesses.

The State will utilize the eligible training provider list (ETPL) to engage all training providers that offer opportunities leading to in-demand careers. In order to be included on the ETPL, training must be for occupations in industry sectors that are in-demand and result in completion of an industry-recognized credential, national or state certificate, or degree, including all industry appropriate competencies, licensing and/or certification requirements.

New Hampshire also values Registered Apprenticeship as an important strategy for including a wider range of training opportunities for jobseekers that are work-based and demand-driven. Apprenticeship programs registered under the National Apprenticeship Act (NAA) are exempt from initial eligibility procedures to be included on the ETPL. Registered Apprenticeship programs must verify the status of their program on an annual basis in order to remain on the ETPL.

As the state continues to develop and expand sector partnerships through the state, other education and training providers will be solicited to help develop, design and/or deliver occupation specific training. On-going engagement of other education and training providers is also necessary to develop robust community-based career pathways.

G. LEVERAGING RESOURCES TO INCREASE EDUCATIONAL ACCESS

In order to leverage resources to increase educational access, the workforce system will continue to map the existing resources and assets to support work-based learning and other programs in New Hampshire. In addition, emphasis will be placed on determining the most appropriate way(s) to link resources from various programs and partners to offer full spectrum of work-based learning opportunities that meet the needs of business and industry. By working to offer more short-term and flexible training options that line up with business needs, the system hopes to engage more students and jobseekers who have not been able to access training before. OWO, NH Employment Security and NH DOE will utilize the workforce development system partnerships as described above to ensure all resources are leveraged for education participants in attaining their educational goals. Core and non-core program staff will utilize WIOA, TAA, Vocational Rehabilitation, Granite State Jobs Act, Pell Grants, public and private grants, and other resources to assist participants in their education goals. Professional development, guided by the PDT, and accurate training program information, provided through the ETPL system, will ensure all program staff are up-to-date with the latest educational resources information.

H. IMPROVING ACCESS TO POSTSECONDARY CREDENTIALS

With support from initiatives such as 65 by 25 OWO, Employment Security, and NH DOE will improve access to postsecondary credentials beginning by focusing on high school diploma or equivalency attainment. This will be done by ensuring NH Works participants who lack a high school diploma are referred to Adult Basic Education (ABE) for services. A commitment to

work-readiness programs such as WorkReadyNH will enable many participants to be introduced or reconnected to the education system. These activities, along with the state strategy outlined under Goals 3 and 5 in the combined plan, will generate improved access to postsecondary credentials. New Hampshire will utilize a demand-driven system to identify which trainings leading to credentials are essential to business' needs. This information will inform corresponding career pathways from high school diploma through advanced degrees. Career pathways will create a pipeline of skilled and credentialed workers that New Hampshire businesses demand today and into the future.

New Hampshire has also focused significantly in recent years on increasing access to Registered Apprenticeship opportunities in order to promote credential attainment in a work-and-learn model. Partners across the system have been educated on these opportunities to ensure effective communication about these opportunities. Local one-stop staff maintains communication with Office of Apprenticeship representatives for the purposes of sharing information on apprenticeship opportunities. The Community College System of New Hampshire, a NHWorks Consortium member, through their Department of Labor State Apprenticeship Expansion grant, works to strengthen ties between key partners. Staff and partners will continue to receive training and information about apprenticeship opportunities being developed by CCSNH, and will collaborate around leveraging funds through WIOA for apprenticeship programs as well as working to build a pipeline to apprenticeship for dislocated & disadvantaged workers across the state.

I. COORDINATING WITH ECONOMIC DEVELOPMENT STRATEGIES

At the state level, the Office of Workforce Opportunity is a unit within the NH Department of Business and Economic Affairs (BEA). BEA was established by an act of the New Hampshire State Legislature in July 2017. The department is comprised of the Division of Economic Development, the Division of Travel and Tourism Development and the Division of Planning. In its authorizing legislation, RSA 12-O:24 required the Department, with input and assistance from the Council of Partner Agencies (CPA) established under RSA 12-O:7 and other public and private organizations with whom it chooses to work, to develop a rolling 10-year economic development strategy and operating plan. OWO and SWIB staff will work to ensure that the work of the Board is in alignment with the State's economic development priorities on a rolling basis as implementation occurs. Further, OWO assisted in the drafting of the Economic Recovery and Expansion Strategy (ERES). The ERES plan serves as a framework for the State of New Hampshire's long term economic recovery from the COVID-19 pandemic and an opportunity to improve the economic ecosystem within the state.

Through joint staff meetings with Economic Development as well as representation on IBT, the Consortium, and Workforce Innovation Board, ensures coordination with economic development strategies. Furthermore, OWO coordinates Rapid Response responsibilities with the Division of Economic Development (DED), and DED is actively involved in the state's sector development effort. One of the strategies outlined under Goal 3 of the combined plan is to ensure increased communication with local economic development agencies in addition to at the state level. This will increase collaboration by engaging more community economic development partners to identify the needs of businesses, allowing for further for consistent messaging and information. By coordinating at a state and community level, New Hampshire will establish an industry-driven system focused on the needs of both jobseekers and businesses.

B. STATE OPERATING SYSTEMS AND POLICIES

At the state level, the Office of Workforce Opportunity is a unit within the NH Department of Business and Economic Affairs (BEA). BEA was established by an act of the New Hampshire State Legislature in July 2017. The department is comprised of the Division of Economic Development, the Division of Travel and Tourism Development and the Division of Planning. In

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1. THE STATE OPERATING SYSTEMS THAT WILL SUPPORT THE IMPLEMENTATION OF THE STATE'S STRATEGIES. THIS MUST INCLUDE A DESCRIPTION OF–

Open lines of communication are established through Commissioner level agency representatives on the State Board and the Governor's direct relationship with the State Board Chair, through partner agency representation on the State Board subcommittees, and the staff that provide committee support. Meeting minutes and products are shared with stakeholders. Sub-committee Chairs present to the full board on committee work, activities, and recommendations at the quarterly board meetings. Local level communication is achieved through management teams and/or local one-stop partner meetings, which bring together co-located staff and other community partners to share workforce system information.

Information is shared in a variety of ways. The following is a list of some standard mechanisms for communication across the system, and with the public:

- State Board meeting announcements are posted on the NH Work's website; a yearly meeting calendar of the Board is discussed and voted upon publically, board meeting announcements are also made during public presentations and meetings with partner agencies.
- State Board minutes, meeting audio recordings and transcriptions of the audio are posted on the NH Work's website.
- Committee minutes are included in State Board packets at each meeting.
- Committee Chairs report committee activity updates at each meeting.
- Board and committee members are kept abreast of federal and state initiatives and directives are forwarded to board members and/or communicated at committee meetings, as appropriate.
- Written policies, procedures, and agreements are sent via internet to board members, committee members, management staff, program operators and local one-stop teams, as appropriate.

The interagency business team also utilizes a customer relationship management system, Neoserra, among multiple agencies with business-serving staff to share information. This customer relationship management system (CRM) was previously used by a more narrow audience, and it was determined that it could meet the needs of a wider group to coordinate business contacts; assist with business recruitment, retention, and expansion; and connect partners in the workforce development system. This information has promoted a coordinated response to business needs, allowing for consistency of information among partners and eliminating some duplication of effort. Neoserra and the ability to share information has helped to overcome some of the difficulty that comes with each agency having separate paper processes, which has made strides in making processes more friendly to businesses and participants.

The Economic Labor Market Information Bureau (ELMIB) is the State's lead agency for providing labor market information to all relevant agencies and partners. Over the years, New Hampshire's award winning ELMIB has produced numerous reports and publications tailored to the specific needs of NH Works Center staff, and have provided training to local staff, demystifying labor market information, making it a viable tool for employment counselors and customers alike. ELMIB staff maintains a presence on both the state and local level and is available to provide training, technical assistance, presentations, workshops, products, and other services to the State Board, partners, community agencies, employers and the local One-Stop Center staff, to provide a coordinated picture of the labor market and available data.

The New Hampshire Job Match System (JMS) is accessible via the Internet for all customers and partners or can be accessed at One-Stop Centers. All programs encourage customers to register in the JMS regardless of services received or the programs in which they are participating. Employer customers are also directed to the JMS and have access to information on all registered jobseekers across all programs.

Not all partner programs currently use a common case management system as each has invested significant resources and energy in developing a case management system that meets the legal requirements of their program. However, New Hampshire has successfully consolidated the WIOA Title I (Adult, Dislocated Worker and Youth) case management system with the Title III Wagner-Peyser tracking system. Other partner staff collaborate on individual cases when a customer is receiving or is eligible for services from more than one program. NH Works partners (VR, ABE, WIOA Title I, Community College System of NH and the TANF agency) use the Performance Accountability and Customer Information Agency (PACIA) unit at NH Employment Security to process the wage data necessary for calculating performance measures required under WIOA.

Effective September 2020, WIOA Title I Adult and Youth programs data collection and reporting will be through the case management system administered by Geographic Solutions through a contract managed by NH Employment Security. All entities that receive Title I WIOA funds will be required to use this system. The ELMIB has been designated the Performance Accountability and Customer Information Agency (PACIA) by the Governor of New Hampshire and as such performs the necessary performance analysis and reporting functions under WIOA under contract with the Office of Workforce Opportunity. ELMIB generates the performance related items that must be submitted to the U.S. Department of Labor (DOL) as part of the WIOA Quarterly Summaries and Annual Report. These performance related items require the integration of the Participant Individual Record Layout (PIRL) with UI wage records, and program cost data acquired from the NH Department of Education (DOE), NH Employment Security (NHES), the Community College System of NH (CCSNH), the Department of Business and Economic Affairs (BEA), and WIOA Eligible Training Providers. ELMIB also performs additional program evaluation tasks as requested by partners involving PIRL-like data (and UI Wage Record Data), and analyzes WIOA participant data based on a variety of characteristics to

help OWO define how differences in the population served over time or from local area to local area may affect performance.

System integration is encouraged through the use of a single client record for program participants being served under WIOA. The new Geographic Solutions case management system has the ability to record and report partner services. To streamline data collection for and tracking of customers, New Hampshire has implemented Workforce Connect. As of January 28, 2020, anyone who accesses the NH Job Match System or the Unemployment Insurance System will need to do a onetime Single Sign On (SSO) Registration and a onetime Integrated Registration.

This improves ease of use for customers as well, eliminating the need for multiple User IDs, Passwords, and Portals. The New Hampshire's Workforce Connect is a three-module software suite:

- **Single Sign On (SSO)** that eliminates the need for the user to have multiple user IDs and passwords, streamlining the login process,
- **Integrated Registration** that means the job seeker does not need to enter their personal information multiple times for different services and eliminates redundant activity and means real time data transfers between systems.
- **Dashboard** that will allow the users to see multiple widgets with information specific to their UI claim and ELMI information relative to their location and much more.

In an additional effort to further connect and integrate participant data, the Bureau of Adult Education has adopted a new system and has begun collecting social security numbers for data matching. This began on July 1, 2019, and implementation continues as a work in progress.

Performance is managed at multiple levels throughout the system: the State Workforce Innovation Board, the Performance and Evaluation Committee, the One-Stop Operator Consortium and the Interagency Directors Group. Financial performance management is a function of the Executive Committee of the State Board; reports and recommendations are shared at all levels of system management.

2. THE STATE POLICIES THAT WILL SUPPORT THE IMPLEMENTATION OF THE STATE'S STRATEGIES (E.G., CO-ENROLLMENT POLICIES AND UNIVERSAL INTAKE PROCESSES WHERE APPROPRIATE). IN ADDITION, PROVIDE THE STATE'S GUIDELINES FOR STATE-ADMINISTERED ONE-STOP PARTNER PROGRAMS' CONTRIBUTIONS TO A ONE-STOP DELIVERY SYSTEM

New Hampshire has developed a variety of policies to govern the workforce system, ensure high quality services, promote collaboration among system partners, and outline legislative, regulatory, and quality requirements for the workforce system.

The NH Works Memorandum of Understanding governs one-stop partner programs' contributions to the one-stop delivery system. Each partner/program that is physically located in the one-stop center(s) contributes to the NH Works One-Stop Center operations using a square footage allocation based on FTE.

In addition to the core programs, the following partner programs (not currently physically co-located) are required to provide access through the one-stops:

- Adult Education and Literacy Act (ABE)
- Job Corps
- Senior Community Service Employment Program (SCSEP)

- Temporary Assistance for Needy Families (TANF)

These partners/programs are linked virtually through online service access to a program staff member via American Job Center resource rooms and through cross-trained front desk staff and other, physically co- located, partner staff that can provide information and referrals.

The Adult Basic Education, as a required partner, must contribute to the cost of infrastructure and certain additional services. The TANF agency is strongly encouraged, but may opt out per the Governor, to contribute to the cost of infrastructure and certain additional services. In the spirit of collaboration and inclusion, the TANF agency is contributing its fair share. Even if not physically co-located within the Job Centers, a significant number of ABE, TANF and smaller number of SCSEP and Job Corps customers use the NH Works American Job Center network to access services such as:

- Individualized services,
- Using resource room computers to research information, complete assessments, conduct work searches, and communicate with off-site program staff,
- Using resource room staff assistance for the above services and for general information,
- Using other resource room equipment such as copiers, scanners, fax machines, or assistive technology for individuals with disabilities,
- Obtaining labor market information,
- Attending reemployment workshops,
- File grievances or appeals, etc.

These services are utilized in direct benefit of the additional partners and programs identified and in support thereof and will, therefore, be proportionately paid for.

The SWIB selected two different allocation bases – as outlined in the Allocation Bases per Cost Item section below – to determine overall Partner contributions. This was done in an effort:

- To remedy the imbalance of non-physically represented Partners, and
- To comply with the requirement of Partners' contributions having to be in proportion to the Partners' use of the one-stop center(s) and relative benefit received.

Partner financial contributions to the one-stop delivery system.

Partner Contribution Amount: By Allocation Base

Partner Program	Agency	FTE Cost	Customers Served	Total	Capped Total
Employment Services (ES)	**Employment Security**	**$1,195,187**	**7,524**	**$1,195,187**	**$1,195,187**
Reemployment Services (RESEA)	**Employment Security**	**$791,542**	**5,739**	**$791,542**	**$791,542**
Trade Adjustment Assistance (TAA)	**Employment Security**	**$153,086**	**100**	**$153,086**	**$153,086**
Local Veterans Employment	**Employment Security**	**$218,865**		**$218,865**	**$218,865**

Partner Program	Agency	FTE Cost	Customers Served	Total	Capped Total
Rep. (LVER)					
Disabled Veterans Outreach Prog. (DVOP)	**Employment Security**	**$376,934**	**100**	**$376,934**	**$376,934**
Unemployment Insurance (UI)	**Employment Security**	**$1,525,478**	**20,258**	**$1,525,478**	**$1,525,478**
Pathway to Work (PTW)	**Employment Security**	**$15,946**	**76**	**$15,946**	**$15,946**
Mature Worker (MW)	**Employment Security**	**$1,145**	**28**	**$1,145**	**$1,145**
WorkNowNH	**Employment Security**	**$638,098**	**600**	**$638,098**	**$638,098**
Vocational Rehabilitation (VR)	**Education**	**$313,414**	**1,177**	**$313,414**	**$119,328**
WIA Dislocated Worker (WIOA DW)	**NHES/BEA**	**$354,363**	**212**	**$354,363**	**$134,919**
WIA Disadvantaged Adult (WIOA DA)	**NHES/BEA**	**$284,015**	**253**	**$284,015**	**$108,135**
SCSEP State	NHES/BEA	$472	45	$472	$180
SCSEP National	Operation Able	$2,034	194	$2,034	$774
Adult Basic Education	Education/Second St	$42,862	4,088	$42,862	$16,319
TANF/SNAP	Health & Human Svcs	$15,727	1,500	$15,727	$5,988
Job Corps	NH Job Corps	$3,114	297	$3,114	$1,186
NFJP - NHMEP**	Education	$ -	125	$ -	$ -
NFJP - NEFWC	NEFWC	$ -	15	$ -	$ -
Career and Technical Education	Education	$99,836	9,522	$99,836	$38,011
Housing and Urban Development*	HUD	$ -	-	$ -	$ -
CDBG*	DHHS	$ -	-	$ -	$ -

Partner Program	Agency	FTE Cost	Customers Served	Total	Capped Total
WIOA Youth	Education	$1,929	310	$1,929	$735
WIOA Emergency Health Care	**BEA**	**$1,814**	**173**	**$1,814**	**$691**
WorkReadyNH	NHES/CCSNH	$3,429	327	$3,429	$1,305
Apprenticeship Grants	CCSNH	$692	66	$692	$263

Bolded programs are collocated partners contributing to the Operational Budget. Grants are time-limited programs and may not be available from year-to year

* Noncontributing programs (not operational in NH)

** Customers are minors not served by NHWORKS centers

By Cost Category

Partner Program	Agency	Infrastructure Cost	Shared Services	Career Services	Total	Capped Total
Employment Services (ES)	Employment Security	$306,475	$719,914	$168,799	$1,195,187	$1,195,187
Reemployment Services (RESEA)	Employment Security	$202,970	$476,781	$111,791	$791,542	$791,542
Trade Adjustment Assistance (TAA)	Employment Security	$39,255	$92,210	$21,621	$153,086	$153,086
LocalVeteransEmploymentRep.(LVER)	Employment Security	$56,122	$131,832	$30,911	$218,865	$218,865
Disabled Veterans Outreach Prog. (DVOP)	Employment Security	$96,655	$227,044	$53,235	$376,934	$376,934
Unemployment Insurance (UI)	Employment Security	$391,169	$918,863	$215,446	$1,525,478	$1,525,478
PathwayTo Work (PTW)	Employment Security	$4,089	$9,605	$2,252	$15,946	$15,946
Mature Worker (MW)	Employment Security	$294	$690	$162	$1,145	$1,145
WorkNowNH	Employment Security	$163,624	$384,354	$90,120	$638,098	$638,098
Vocational Rehabilitation (VR)	Education	$122,058	$124,129	$67,227	$313,414	$119,328
WIADislocatedWorker(WIOADW)	NHES/BEA	$138,006	$140,347	$76,010	$354,363	$134,919
WIADisadvantagedAdult	NHES/BEA	$110,609	$112,4	$60,92	$284,01	$108,13

Partner Program	Agency	Infrastructure Cost	Shared Services	Career Services	Total	Capped Total
(WIOADA)			85	1	5	5
SCSEP State	NHES/BEA	$472	-	-	$472	$180
SCSEP National	Operation Able	$2,034	-	-	$2,034	$774
Adult Basic Education	Education/Second St	$42,862	-	-	$42,862	$16,319
TANF/SNAP	Health& HumanSvcs	$15,727	-	-	$15,727	$5,988
JobCorps	NHJobCorps	$3,114	-	-	$3,114	$1,186
NFJP-NHMEP**	Education	-	-	-	-	-
NFJP-NEFWC*	NEFWC	-	-	-	-	-
Career and Technical Education	Education	$99,836	-	-	$99,836	$38,011
Housing and Urban Development*	HUD	-	-	-	-	-
CDBG*	DHHS	-	-	-	-	-
WIOA Youth	Education	$1,929	-	-	$1,929	$735
WIOA Emergency Health Care	BEA	$1,814	-	-	$1,814	$691
WorkReadyNH	NHES/CCSNH	$3,429	-	-	$3,429	$1,305
Apprenticeship Grants	CCSNH	$692	-	-	$692	$263

Required Partners per WIOA regulations, not contributing to the NH Works System infrastructure costs:

- The Migrant and Seasonal Farmworkers Program, administered through the National Farmworker's Council, the program is a nationally directed, locally administered program of services for migrant and seasonal farmworkers (MSFWs). NFWC offers Employment and Training grants. The NFJP program in NH does not serve sufficient numbers of individuals to leverage costs associated with benefit from the NH Works centers based on program participation. In New Hampshire, the farmworker population is dwindling each year. Last program year the program served 15 individuals. Funds leveraged would be miniscule and further reduced compared to the time and effort needed to affect pennies on the dollar.
- National Farm Workers Education program administered by the NH Department of Education (DOE) served approximately 125 students each year; however, the student are primarily young students not in the labor market.
- Housing Urban Development (HUD) Funds for Employment and Training Activities – HUD has reviewed NH's request for contributions to the IFA and determined that the programing in NH does not fit the criteria for participation. The NH Works Consortium and USDOL are in receipt of HUD's response that stipulates that no funds qualify and/or

are available to support NH's one-stop IFA costs. The NH Works Consortium will review HUD's funding status prior to the renewal of this MOU.

- The NH Department of Health and Human Services (DHHS) is the administrative entity for Community Development Block Grant funds. DHHS has verified that the CDBG annual report filed with the State does not show funds expended for employment and training purposes. The Community Action Association, as recipients of GDBG funds locally, further supports this assessment. The NH Works Consortium will review the use of CDBG funds in NH, prior to the next MOU update.
- NH does not currently operate a Youth Build grant.

For additions and updates, the NH Works Consortium will lead the development of state policies and their communication and implementation, including guidelines for state-administered one-stop programs' contributions to the one-stop delivery system. Policies and procedures will comply with all requirements outlined by WIOA and respective federal and state legislation.

They will be disseminated to all partner agencies and used to provide guidance to the workforce system and implement the State Plan. In addition to coordination among core partners, the NH Works Consortium will continue to encourage coordination with non-core partner agencies to strengthen the alignment between the Governor's vision and the goals and strategies that are outlined in this plan to meet that vision.

Copies of policies that support the implementation of the State's strategies may be found at https://www.nhworks.org/

3. STATE PROGRAM AND STATE BOARD OVERVIEW

A. STATE AGENCY ORGANIZATION

Governor

SWIB

State Agencies - DHHS - NHES - DBEA - NH DOE - CCSNH

NH Works One-Stop Operator Consortium

Interagency Directors Group

The Governor appoints Commissioners for each state agency. The Chancellor for the Community College System of New Hampshire is appointed by the CCSNH Board of Trustees. The Governor also appoints the Chair of the State Workforce Innovation Board and all other board members consistent with WIOA procedures. With the exception of DHHS—due to the size of the agency- the heads of each entity listed in the chart above are appointed members of the SWIB. In addition, the Governor holds monthly Commissioner meetings which allows for further cross-communication and information sharing specific to workforce development efforts related to the services and programs listed in the table below.

State Agency	Program
NH Department of Education	CTE Programs
	Vocational Rehabilitation
	Adult Basic Education
NH Department of Business and Economic Affairs	Office of Workforce Opportunity

State Agency	Program
	Administrative entity for WIOA Adult, Dislocated Worker & Youth
	Workforce board staff charged with leading the State's strategic planning for workforce issues and system policy making guidance
	Agreement with NHES to serve as primary operator for WIOA Dislocated Worker funds and WIOA Adult is contracted with Community Action Association.
	Administers the WIOA Youth program
	Administrative entity for State SCSEP program
	MSHA – State Mine Safety Training grants
NH Employment Security	Wagner-Peyser
	Migrant and Seasonal Farm Workers
	Unemployment Insurance
	Jobs for Veterans' Service Grant
	Performance Accountability and Customer Satisfaction (via contract with BEA)
	Foreign Labor Certification
	WOTC/WTW Tax Credits
	Labor Market Information Services
	Trade Assistance Program
	Re-employment Services and Eligibility Assessment Program
	Granite State Jobs Act (WorkNowNH, WorkInvestNH, Reentry program)
	WIOA Dislocated Worker and WIOA Adult (through a contract with Community Action Association)
NH Health & Human Services	TANF programs – NHEP work program
	Division for Children, Youth, and Families (Juvenile Justice and
	Family Services)
	Service Link/Agency on Aging
	SNAP programs
Community College System of New	Post-secondary education services (eligible

State Agency	Program
Hampshire	training provider for WIOA)
	Carl Perkins funds
	WorkReady NH (via contract with NHES)
	DOL Apprenticeship Grants
NH Department of Labor	WARN ACT (state and federal enforcement)
	Labor laws/enforcement
Sub-recipients - Primary Service Provider	**Program**
Community Action Programs	State SCSEP Service Delivery (CAPBMCI contractor via contact with BEA)
	WIOA Adult (via contract with NHES through agreement with BEA)
	NHEP - DHHS TANF Work Program (via a contract with DHHS)
Project Second Start	Adult Education program implementation – statewide /local level services – via contract with NH DOE

The Office of Workforce Opportunity (OWO) serves as the state level administrative entity for all WIOA Title I Adult, Dislocated Worker, and Youth funds flowing to New Hampshire from the US Department of Labor (USDOL). The Department of Business and Economic Affairs (BEA) is the state entity fiscal agent and is the official grant recipient of WIOA Title I funds. The USDOL, Region I Philadelphia/ Boston office provides federal oversight and technical assistance to the OWO.

As a single state service delivery area, New Hampshire has developed a highly aligned governance and administrative structure that sets policy direction and performance goals and provides oversight to hold the workforce development system fully accountable. The State Workforce Innovation Board serves as the advisory body for the development, update, and evaluation of the planning process to ensure that workforce development programs remain fully responsive to New Hampshire's economic development and labor market needs. State agencies work in a coordinated manner to oversee the implementation of a host of specific workforce development programs. Local agencies (or local administrative arms of state agencies) are responsible for managing programs and providing services to customers.

The chart above is intended to identify only the primary state level program operators. The workforce development system consists of many other programs and services that prepare people for employment and training. New Hampshire has established an infrastructure that supports planning, policymaking, and accountability across multiple workforce programs. Multiple committees of the State Workforce Innovation Board and other state-level interagency groups provide a vehicle for developing cohesive policies and strategies and managing performance across multiple programs. These committees include the One-Stop Operator Consortium (the Consortium), Interagency Directors Group, Interagency Business Team, Professional Development Team, Sector Strategy Team, Sector Partnership Initiative Committee, Strategic Planning Committee, and the Performance and Evaluation Committee of the SWIB. These groups were described previously in *Section III (a)(1) State Board Functions*.

B. STATE BOARD

A membership roster is found in Appendix 3. The Governor of NH is currently appointing new members to the board. A new membership roster will be updated when the appointments are complete. However, Christine Brenan is remaining on the Board. She is the Assistant Director of the NH Department of Education and satisfies the requirement for Vocational Rehabilitation and Title II as both of these entities fall under the Department of Education.

8/9/2022: The State of NH has been informed that an independent appointment for the Department of Vocational Rehabilitation must occur. The Governor of the State of NH will be notified as he will need to make an appointment for this seat as well as any other appointments to maintain the correct ratio of the board. This appointment process is lengthy and will take the state some time to complete. The Office of Workforce Opportunity will continue to work with the Governors office to fulfill this requirement.

Required SWIB Members	Who May Satisfy The Requirement	Member
The Governor (WIOA Section 101(b)(1)(A))	The Governor	Jonathan Melanson (Proxy)
Representatives of State Legislature (WIOA Section 101(b)(1)(B))	One member of each chamber of the State legislature (to the extent consistent with State law), appointed by the appropriate presiding officers of such chamber.	Senator Kahn Representative Hatch
	Board Chair –selected by the Governor	Michael Kane
Representatives of Business (WIOA Section 101(b)(1)(C)(i))	The majority (51%)of the board **must** consist of representatives of business who: • are owners of businesses, chief executives or operating officers of businesses, or other business executives or employers with optimum policy-making or hiring authority; • represent businesses (including at least one representative of small business), or organizations representing businesses and provide employment opportunities that, at a minimum, include high-quality, work-relevant training and development in in- demand industry sectors or occupations in the State; and	Brandon Wagner Dwight Davis Tim Sink Michael Somers Anya Burzynski David Cioffi Mike Alberts Jim Proulx John Hennessey Eric Proulx Gary Thomas Steve Norton

Required SWIB Members	Who May Satisfy The Requirement	Member
	• are appointed from among individuals nominated by State business organizations and business trade associations.	Julie Demers
Representatives of Workforce (WIOA Section 101(b)(1)(C)(ii))	Not less than 20 percent shall be representatives of the workforce within the State, who **must include:** • Two or more representatives of labor organizations, who have been nominated by State labor federations; • One or more representative, who must be a member of a labor organization or a training director, from a joint labor-management registered apprenticeship program, or if no such joint program exists in the State, such a representative of a registered apprenticeship program in the State; In addition to the representatives enumerated above, the Governor **may** appoint one or more representatives of the following organizations to contribute to the 20 percent requirement • representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive, integrated employment for individuals with disabilities;	Robert Martel Marc G. Beaudoin Eric Batchelor (Apprenticeship) Kelly Clark (AARP) Katherine Merrow Tamer Koheil (Job Corps)

Required SWIB Members	Who May Satisfy The Requirement	Member
	and training, or education needs of eligible youth, including representatives of organizations	
Representatives of Government ((WIOA Section101(b)(1)(C)(iii))	The balance of State Board membership **must include:** • the lead State officials with primary responsibility for the core programs; and • two or more chief elected officials (collectively representing both cities and counties, where appropriate). In addition to the representatives enumerated above, the Governor **may** appoint such other representatives such as: • State agency officials from agencies that are one-stop partners (including additional one-stop partners whose programs are covered by the State plan, if any); • State agency officials responsible for economic development or juvenile justice programs in the State; organization, as such terms are defined in section 166(b); and • State agency officials responsible for education programs in the State, including chief executive officers of community colleges and other institutions of higher education.	Christine Brennan (Educ.) Taylor Caswell (BEA) George Copadis (NHES) Anythony Giunta (Mayor) Charlene Lovett (Mayor) Beth Doiron (Educ.)

I. MEMBERSHIP ROSTER

A membership roster is found in Appendix 3.

II. BOARD ACTIVITIES

The Governor established and certified the Workforce Opportunity Council (Council) as the State's Workforce Board under WIA on September 22, 1999. The Council name was changed to

State Workforce Investment Board in 2009 with the creation of the Office of Workforce Opportunity (OWO) in the NH Department of Resources and Economic Development. In 2017 the Governor established the Department of Business and Economic Affairs (BEA); OWO is an office within BEA and was recently assigned as a stand alone office and no longer falling within the Division of Economic Development. The board's name changed to the State Workforce Innovation Board (SWIB) with the implementation of WIOA. The Board is chaired by a businessperson and has 29 members, half of whom are business representatives including a minimum of one small business representative. In addition, the board includes:

- The Governor (Section 101(b)(1)(A));
- Two representatives of the State Legislature (Section 101(b)(1)(B)):
- Lead officials from state agencies that oversee workforce development programs including chief elected officials (Section 101 (b)(1)(C)(iii)); and
- Representatives of the workforce including labor and community-based organizations (Section 101(b)(1)(C)(ii)).

Board members are generally selected according to the following criteria: geographic representation, industry sectors, company size, and workforce and economic development expertise. A strategic member selection process allows for the state board to have a diverse population, which represents the needs of the entire state. Members serve a two-year term and are appointed by the Governor with the expectation of the legislative appointees. Members may serve multiple terms at the discretion of the Governor.

The Office of Workforce Opportunity (OWO) serves as the state level administrative entity for all WIOA Title I Adult, Dislocated Worker and Youth funds flowing to New Hampshire from the US Department of Labor (USDOL). The Department of Business and Economic Affairs (BEA) is the state entity fiscal agent and is the official grant recipient of WIOA Title I funds. The USDOL, Region I Philadelphia/Boston office provides federal oversight and technical assistance to the OWO.

The Governor in accordance with section 106(d) of WIOA has designated New Hampshire as a "Single State Local Area." As single service area, New Hampshire has developed a highly aligned governance and administrative structure that sets policy direction and performance goals and provides oversight to hold the workforce development system fully accountable. The State Workforce Innovation Board (SWIB) serves as the advisory body for the development, update, and evaluation of the planning process to ensure that workforce development programs remain fully responsive to New Hampshire's economic development and labor market needs. State agencies working in a coordinated manner oversee the implementation of a host of specific workforce development programs. Local agencies (or local administrative arms of state agencies) are responsible for managing programs and providing services to customers. This workforce development system allows the SWIB in conjunction with the NH Works Consortium, the Interagency Directors Groups, and the New Hampshire Works American Job Centers to execute the functions of a state workforce board pursuant to section 101(d) of WIOA.

The full state board membership holds business meetings three to four times a year. Subcommittees meet monthly, bi-monthly, or quarterly depending on the need. Meeting announcements and minutes are posted on the NH Works website for public view. The functions of a state board are listed in *Section III (a)(1)* of this plan, outlining each function and the groups involved in assisting the state board in carrying out that function. Please refer to *Section III (a)(1)* for a description of the activities of the SWIB, its committees, and other interagency groups for carrying out the state board's functions.

4. ASSESSMENT AND EVALUATION OF PROGRAMS AND ONE-STOP PROGRAM PARTNERS

A. ASSESSMENT OF CORE PROGRAMS

New Hampshire, as a single workforce area, will assess its core programs through the oversight activities conducted by the interagency management teams described throughout this plan and on-going continuous improvement strategies including but not limited to the following:

- Program Monitoring of WIOA Title I and SCSEP programs.
- NH Works Customer Satisfaction Surveys – participants, employers, and staff.
- On-going assessment of performance conducted by the Performance and Evaluation Committee (e.g., recommend performance standards, review partner performance, and make recommendations for improvement).
- Vocational Rehabilitation Agency/State Rehabilitation Council (SRC) will conduct a Comprehensive Needs Forums Assessment.
- Annual state level third party program monitoring and audits.
- Third-party evaluations, as needed.
- Professional Development Team activities that focus on providing training to improve services.
- Comprehensive One-Stop Center Certification and ADA Compliance, no less than once every two years.

B. ASSESSMENT OF ONE-STOP PARTNER PROGRAMS

All partner programs included in the plan will be addressed as referenced in (4)(A) immediately above. Other one-stop partner programs may be assessed through similar strategies as those listed, or through the use of newly designed assessment tools/strategies applicable to specific program services as they are developed. All core NH Works partners will submit their performance reports annually to the SWIB for review.

C. PREVIOUS ASSESSMENT RESULTS

The Workforce Innovation Board has been consistent in effectively monitoring the performance of WIOA Title I programs quarterly. In addition, state board members sit on the NH Employment Security Unemployment Advisory Committee that reviews Wagner-Peyser Performance. In addition, to the continuation of oversight of performance outcomes and monitoring, the SWIB's Workforce Development Policy Committee focuses on NH Works partner and eligible training provider performance. Not only do they establish and monitor partner performance, they will also look at continuous improvement strategies related to credential, skills gains, and business performance and work with the Consortium to implement and manage improved processes.

Program Year 2020 WIOA monitoring activities included the following major activities.

- Program Monitoring, including federal reviews are an important component of system evaluation for compliance with WIOA regulations, as well as State policy and procedures for program and financial management. Program Year 2020 WIOA monitoring activitiesincluded the following major activities.
- OWO staff completed 51 individual program and fiscal desk reviews.
- Annual "virtual" on-site visits were conducted due to the COVID-19 pandemic. These remote reviews generated 21 program and fiscal reports. There were no major corrective action items or disallowed costs resulting from these monitoring activities.

- On-site “virtual” reviews with service providers included Equal Opportunity monitoring.
- Desk reviews and “virtual” on-site reports document the on-going concerns regarding the under-enrollment and under-expenditure of funds for the WIOA Dislocated Worker program, the Mature Worker Demonstration project, and the National Emergency Health Grant (Opioid Grant). All three programs faced challenges meeting performance throughout the program year.
- A federal review, began on November 15, 2021 with an examination of programmatic activities and case files. The federal review will continue into spring of 2022, where the there will be a fiscal review. The report from the programmatic federal review was not available prior to drafting revisions to the combined state plan.

Any corrective action items identified through the monitoring process at either the state or local level have been fully resolved. Monitoring reports are reviewed and approved by a member and the chair of the State Workforce Innovation Board annually.

Semi-annually customer satisfaction surveys are administered to NH Works customers Each NH Works Center provides new customers with a Customer Satisfaction Survey upon entering the

Center for the period of one month, twice a year. In PY20, 100% of the customers who completed a survey rated their local NH Works office very good to excellent overall.

Questions	Yes		No		Other	
Did we provide you with the information you were looking for?	35		0		0	
Did we explain our services and/or programs to your satisfaction?	35		0		0	
Is there anything else that we could have done for you that was not offered?	3		32		0	
Overall	Poor	Fair	Good	Very Good	Excellent	Blank
Scores	0	0		9	26	0

Adult Participant/Dislocated Worker Customer Satisfaction Results: The Customer Satisfaction Survey is sent to customers in two ways, via web link or a Survey Monkey email. When a customer obtains employment a Career Navigator will send the Customer Satisfaction Survey via web link once employment details are entered into our case management system. Customers will also receive an automated Survey Monkey email after their file exits the program. A Survey Monkey reminder email is sent to the customer weekly until the survey has been completed.

Survey results are tracked weekly using an excel spreadsheet. Data captured in the spreadsheet includes Exited Customers, number of surveys sent, and the number of surveys completed. The spreadsheet can be sorted to track completed surveys by office and by Career Navigator. Other data points tracked are customers who opted out and bounced emails. Opted out and bounced email addresses are not included in the overall completion rate.

Participants were asked to rate their experience in response to the following questions:

- Overall satisfaction with the WIOA services you received at the NH Works office.
- Considering all of the expectations you may have had about the services offered, to what extent did the services you received meet your expectations.
- Thinking back on the WIOA services you received at the NH Works office, how helpful would you say the services you received were in preparing you for finding employment?
- Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services?
- Please select the answer below that best describes your current employment status.
- How would you rate the quality of the help you received from your employment counselor?
- If you need employment and training services in the future, how likely is it that you would use the services offered at the NH Works office?

Fifty-two percent (52%) of participants exiting the program completed a survey. Of the surveys completed, 78% of the customers reported to be "very satisfied" with the level of service they received. Sixty-two percent (62%) of the customers reported that the services offered exceeded their expectations. And, when asked about the quality of help that they received from their Career Navigator, 86.5% of the customers answered "Helpful-Very Helpful". Results from these customer satisfaction results are review by local program management staff and used to identify areas where improvement may be needed.

Business Customer Satisfaction Results: Employer surveys were administered to companies participating in Employer Seminars. Two hundred and sixteen (216) companies participated and all found the Employer Seminars useful and all said they would participate in another employer seminar. Most participants were satisfied with the length the seminar (i.e., 212 good and 4 too long). Responses to the four open-ended questions are as follows:

Question: What did you find most useful?

Almost all company representatives shared what they liked about the seminar. Responses included:

- Learning about the many programs the state offers
- Job Match/Return to Work/Federal Bonding
- Various programs for high school students and vets
- New places to find employees
- Information about grants
- All of the different tax benefits
- EEOC
- Employer rights and questions to ask during an interview
- Hiring procedure documentation
- Juvenile laws and paychecks
- Review of safety

- Clarification on recordkeeping
- Workers compensation
- Understanding the appeal process

Question: Any questions or concerns that need more clarification? Most participants said no but a few offered these responses:

- I am going to find out more about sector partners
- Veterans and Vocational Rehabilitation resources
- Does Granite Workforce pertain to seasonal employment
- Workers Compensation Insurance
- Workplace violence clarification
- Laws regarding cell phones during worktime
- Does anything need to be done/filed when an employer goes over 50 employees
- Retro pay concerns
- Return to Work Program

Question: How can we make this program better?

Most respondents offered positive words of support and felt the seminars were well done. Suggestions for improvement included:

- Box lunches
- Get the audience more involved
- Business Cards, info for all speakers
- More written resources to take away
- Tips on obtaining employees not just resources; examples of attractive ads or job fairs
- A mid meeting break; more air flow
- Find a more comfortable training location and perhaps a local educational facility would offer space.

Question: What other issues or topics would you like to see addressed in future seminars?

Responses included "Worker's Compensation, Attitudes and Behaviors, Hiring Incentives, Legal Questions, Payroll Tax, Positive Thinking, Labor Laws, Worker's Compensation, Independent Contractor vs. Employee, Layoffs, Sexual Harassment, Respect in the Workforce, Constructive Confrontation, Foreign Labor, Economic Expansion, and Beyond the Obvious.

Feedback on Job Fairs:

Thirty one (31) job fairs occurred throughout the State virtually in PY21 with 149 companies providing a survey response. Fifty two percent (52%) provided an overall rating of good-to-excellent. Most comments were very positive but areas for improvement included: More training for job seekers on the platform, some technical challenges, more job seekers to attend.

****Thirty three (33) job fairs occurred throughout the State virtually in PY22 with 149 companies providing a survey response. Fifty two percent (52%) provided an overall rating of

good-to-excellent. Most comments were very positive but areas for improvement included: More industry specific job fairs, more targeted assistance to job seekers to help with their job search, busy at the start then slows down.

NH SWIB, along with the respective NH Works partner teams, will continue to monitor the quarterly and annually established performance outcomes of the core NH Works partners. Failure to meet the performance standard(s), as negotiated with their respective federal partner will result in continuous improvement plan(s), which may include technical assistance, to ensure that each partner meets the negotiated standard for each standard and that the NH Works system, as a whole, exceeds the federal standard for each performance measure.

For those performance indicators where baseline data is being tracked, we will continue to use a "phased in" approach to be used in negotiation for establishing a future performance standard.

In addition, the NH Department of Education, Bureau of Adult Education conducted reviews of all local program providers that included local program report cards, which compare local enrollment, measurable skill gain and outcomes to statewide results; desk reviews to identify areas of strength and areas needing improvement; and a self-assessment checklist to guide local directors through a thorough examination of their performance data and creation of an action plan to improve. Technical assistance was provided to individual programs as needed. Under AEFLA state leadership activities as a part of the high-quality professional development system, an evaluation of each professional development activity was conducted at completion of the training and again at 60 and 90-day intervals to assess the application of new skills in the classroom. The Bureau of Adult Education does not currently conduct a statewide customer satisfaction survey of students.

NH DOE, Bureau of Vocational Rehabilitation (NHVR) monitoring activities included the following activities:

- A federal review, conducted by the US Department of Education, Rehabilitation Services Administration (RSA) in 2019 which included onsite component in May 2019. In reviewing the program there was one (1) area of finding and two (2) recommendations. There were no disallowed costs identified. NHVR has been working to address the area of finding and anticipates being able to satisfy the required corrective action.
- In addition, assessment activities which included focus groups and key informant interviews identified some areas where NHVR can explore further to enhance performance and services to participants, including strategies to address smooth transition when there is turnover of counselors and community rehabilitation program staff; updated and ongoing training and cross training with partner agencies; and need for continued interagency communication, and outreach.
- Survey of Agency staff identified areas where staff identified performance could be improved with additional training in the areas of career pathways, including credential attainment and measurable skill gain and providing services to students.
- As noted above, NH SWIB, along with the respective NH Works partner teams, will continue to monitor the quarterly and annually established performance outcomes of the core NH Works partners, which includes NHVR.

Copies of prior partner performance measures are on file with their respective federal partner or by request.

D. EVALUATION

System evaluation, woven into the operational practices of partners, is ongoing to ensure we continue to offer quality services that comply with state and federal requirements. System partners meet regularly to assess program effectiveness through the review of new and current

programs to promote efficiencies, coordinate and reduce duplication of services, discuss key monitoring findings, review best practices internal and from other states, review performance outcomes for core WIOA programs, and share formal and informal customer satisfaction results in an effort to inform system change.

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

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

- WIOA Workforce Services (Title I) – NH Department of Business and Economic Affairs
- Adult Education (Title II) NH Department of Education
- Wagner-Peyser (Title III) NH Employment Security
- Vocational Rehabilitation (Title IV) NH Department of Education

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

In an effort to see what effect the pandemic had on our system, the New Hampshire Employment Security (NHES), Economic and Labor Market Information Bureau conducted one specific system evaluation for both PY2019 and PY2020. The report provided us with an Estimated Economic Impact of Workforce Innovation and Opportunity Act (WIOA) Expenditures in New Hampshire for both 2019 and 2020. The NHES Economic and Labor Market Information Bureau (ELMI) used an Input/Output Model to estimate the impact of WIOA expenditures on New Hampshire. ELMI used the REMI PI+ model developed by Regional Economic Models, Inc. The updated version of the Policy Insight model generates estimates of the total regional effects of any specific policy initiative. The model is calibrated to New Hampshire for policy analysis and forecasting.

We compared the information and found that there were two areas of biggest impact. The first was the amount of expenditures. In looking at expenditures, we compared 2018-2019, 2019-2020, 2020-2021 as this would provide us with a normal year, a ¼ COVID year, and a full COVID year. Of greatest interest is the change from 2018-2019 to 2020-2021. WIOA Adult, Dislocated Worker and Youth programs had a -22% change in expenditures while Wagner-Peyser had a -79% change in expenditures. However, also of note is the change in expenditures from 2019-2020, a ¼ COVID year to 2020-2021. WIOA Adult, DW, and Youth programs saw a -19% change in expenditures while Wagner-Peyser saw a -76% change in expenditures. Please see Appendix A for the full report.

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

Additional evaluations included:

- Program Monitoring, including federal reviews are an important component of system evaluation for compliance with WIOA regulations, as well as State policy and procedures for program and financial management. Program Year 2020 WIOA monitoring activitiesincluded the following major activities.
- OWO staff completed 51 individual program and fiscal desk reviews.
- Annual "virtual" on-site visits were conducted due to the COVID-19 pandemic. These remote reviews generated 21 program and fiscal reports. There were no major corrective action items or disallowed costs resulting from these monitoring activities.
- On-site "virtual" reviews with service providers included Equal Opportunity monitoring.
- Desk reviews and "virtual" on-site reports document the on-going concerns regarding the under-enrollment and under-expenditure of funds for the WIOA Dislocated Worker program, the Mature Worker Demonstration project, and the National Emergency Health Grant (Opioid Grant). All three programs faced challenges meeting performance throughout the program year.

NHES, as a part of the grant process, is required to conduct an RESEA Evaluation Project. New Hampshire will monitor and evaluate the re-employment of RESEA claimants using the following criteria: occupations / career paths / industries that claimants are entering upon re-employment; wages for claimants upon re-employment; returning to the same occupation or entering into a position in another industry; Demand occupations v. non-demand; Higher level positions. We will use Labor Market Information including but not limited to the Job Locator, Average Wage, OES, and a High Demand Occupations (HDO) report developed based on Office of Workforce Opportunity (WIOA) thresholds. The HDO report is also linked to Work Keys. This project will determine to what level we are also meeting employers' needs. Working with our Labor Market Information

Bureau, with their knowledge of the state of New Hampshire and the supporting data, we will determine how best to meet the needs of the employers as well as the job seekers to build the workforce for New Hampshire. This evaluation will also support the state Sector Partnerships data and work.

The Interagency Work Groups (Consortium and IBT) will work with Board and other partners to integrate evaluation and research projects that impact the workforce system in New Hampshire.

5. DISTRIBUTION OF FUNDS FOR CORE PROGRAMS

A. FOR TITLE I PROGRAMS

I. YOUTH ACTIVITIES IN ACCORDANCE WITH WIOA SECTION 128(B)(2) OR (B)(3)

New Hampshire's WIOA Allotment policy can be found at www.nhworks.org. New Hampshire as a single workforce area that receives minimum state funds employs a basic methodology consistent with the federal requirements for distribution of funds by funding source. There is one statewide contractor for WIOA Adult and Dislocated Worker state formula funds and two statewide contractors for Youth funding. Contractors are required to ensure an equitable distribution of funds and services statewide

For youth programs, a minimum of 75% of all funds must be expended for Out-ofSchool Youth; and a minimum of 20% of youth subrecipient funds for work-based learning.

Subrecipients are required to offer summer youth employment opportunities that link academic and occupational learning as part of the menu of services required by WIOA. The summer youth

employment activity is not a stand-alone program. WIOA Youth subrecipients must integrate a youth's participation in summer employment into a comprehensive strategy for adding the youth's employment and training needs. Youth participating in any WIOA funded element must be provided with a minimum of twelve months of follow-up.

When a youth is enrolled as an out-of-school youth, he/she maintains that designation regardless of any new enrollment in education, until the youth is exited from the WIOA participation.

In addition, state and local contractors are required to develop annual enrollment plans, line-item budgets, staffing plans, and required WIOA policy and procedures maintained as an operations manual. All documents are submitted to the OWO for final approval to ensure locally distributed funds are being expended in accordance with WIOA and Board parameters.

II. ADULT AND TRAINING ACTIVITIES IN ACCORDANCE WITH WIOA SECTION 133(B)(2) OR (B)(3)

As stated in the previous section New Hampshire's WIOA Allotment policy can be found at https://www.nhworks.org/. New Hampshire as a single workforce area that receives minimum state funds employs a basic methodology consistent with the federal requirements for distribution of funds by funding source. There is one statewide contractor for WIOA Adult and Dislocated Worker state formula funds and two statewide contractors for Youth funding. Contractors are required to ensure an equitable distribution of funds and services statewide. In determining distribution of local area allocations for WIOA Adult and Dislocated Worker programs, contractors use the same three equally weighted formula factors that are used to determine the state allocations.

These factors are:

- Relative number of unemployed individuals in areas of substantial unemployment
- Relative excess number of unemployed individuals
- Relative number of economically disadvantaged

When fully funded, WIOA Dislocated Worker grant funds are distributed as follows:

- 60% to local workforce areas (no less)
- 25% for Rapid Response activities (up to)
- 15% for statewide activities

In addition, state and local contractors are required to develop annual enrollment plans, line-item budgets, staffing plans, and required WIOA policy and procedures maintained as an operations manual. All documents are submitted to the OWO for final approval to ensure locally distributed funds are being expended in accordance with WIOA and Board parameters.

III. DISLOCATED WORKER EMPLOYMENT AND TRAINING ACTIVITIES IN ACCORDANCE WITH WIOA SECTION 133(B)(2) AND BASED ON DATA AND WEIGHTS ASSIGNED

See previous section

B. FOR TITLE II

I. DESCRIBE HOW THE ELIGIBLE AGENCY WILL AWARD MULTI-YEAR GRANTS OR CONTRACTS ON A COMPETITIVE BASIS TO ELIGIBLE PROVIDERS IN THE STATE, INCLUDING HOW ELIGIBLE AGENCIES WILL ESTABLISH THAT ELIGIBLE PROVIDERS ARE ORGANIZATIONS OF DEMONSTRATED EFFECTIVENESS

The New Hampshire Department of Education awards multiyear grants or contracts on a competitive basis to eligible providers within the state to enable the eligible providers to develop, implement, and improve adult education and literacy activities in New Hampshire. The State utilizes a competitive process for awarding grants and contracts unless a sole source process is warranted consistent with OMB guidelines. The competitive processes are handled through a Request for Proposals (RFP) from eligible applicants. The Workforce Innovation and Opportunity Act (WIOA) promotes coordination between the State Workforce Innovation Board (SWIB) and the programs funded under the Adult Education and Family Literacy Act (AEFLA), collectively known as Adult Education programs. To ensure alignment with the State's workforce plan, per Section 107(d)(11)(B)(i), the Board is required to review the applications submitted by providers who are interested in operating an Adult Education program. The Board is responsible for evaluating the extent to which the eligible applicant's grant activities are aligned with the education and training activities identified in the State Plan, as well as the applicant's ability to demonstrate organizational effectiveness supporting successful outcomes. To this end, applicants are required to address how they will assess the quality of their programs, including the process of reviewing and analyzing data for the purposes of informing program decisions and improving program performance.

II. DESCRIBE HOW THE ELIGIBLE AGENCY WILL ENSURE DIRECT AND EQUITABLE ACCESS TO ALL ELIGIBLE PROVIDERS TO APPLY AND COMPETE FOR FUNDS AND HOW THE ELIGIBLE AGENCY WILL ENSURE THAT IT IS USING THE SAME GRANT OR CONTRACT ANNOUNCEMENT AND APPLICATION PROCEDURE FOR ALL ELIGIBLE PROVIDERS

New Hampshire Department of Education ensures that all eligible providers have 1) direct and equitable access to apply and compete for grants or contracts and 2) the same grant or contract announcement process and application process is used for all eligible providers. Adult programs are awarded in response to an RFP , which is solicited once every-four years. RFP announcements are posted on the State Procurement Website and shared with all party agencies to post on their websites as well.

C. VOCATIONAL REHABILITATION PROGRAM

New Hampshire designates one state agency to administer all Vocational Rehabilitation services, including those for individuals who are blind, thus does not need to split the distribution of funds.

6. PROGRAM DATA

A. DATA ALIGNMENT AND INTEGRATION

Currently, all partner programs except Adult Education use the NH Employment Security Unemployment Insurance Data for calculation of performance measures related to employment, retention, and wage gain through a data exchange. Furthermore, Wagner-Peyser and WIOA Title I funded programs transmit their reporting data for calculation of performance measures for all of its funds. Financial agreements exist between the NH Employment Security and the respective partner for these services. It is certainly our vision to continue these relationships and provision of management information data sharing systems for determining various partner performances.

The NH Works Partners continue to explore methods for integration of data systems beyond performance reporting. NHES and WIOA Title I share the same case management system effective September , 2020 and the new Workforce Connect system will help to coordinate upfront services for shared customers. Many of the partners receive no state funds and as a minimum- funded state for federal funds , limited resources exist. As explained earlier, recent efforts to streamline the process between WIOA Title I and Wagner-Peyser services will significantly improve the integration of data for those programs other partners have a computerized case management system that meets their funding stream's specific requirements

with several million dollars invested in each system. To integrate partner case management system for a streamlined intake and service delivery system will require additional funding targeted for this purpose.

New Hampshire's Board recognizes the value of aligning partner's technology and data systems for common intake, data collection, eliminating duplication of services and more effective management of the system. However, with limited resources, the Board will continue to explore new methodologies and funding sources to help us achieve these goals. To address this issue, utilizing grant funds from the US Department of Labor received by NH Employment Security, the Workforce Connect system, which provides a common entry portal and registration for NH Work customers, was launched on January 28, 2020.

Using existing methodologies for reporting and performance accountability system in collaboration with PACIA at NHES, we are prepared to update our case management system and related computer scripts to gather needed information for reporting. The IDG will take the lead in working with partner agencies to develop appropriate process and formats for required reports. Furthermore, Adult Education is working to develop an agreement with NH Employment Security to gather and share related information to the extent allowable under the law.

B. ASSESSMENT OF PARTICIPANTS' POST-PROGRAM SUCCESS

New Hampshire Workforce partners will utilize WIOA performance standards for determining effectiveness for individuals served within these programs, both within the program as well as post-program outcomes. WIOA Title I will provide a year of post training follow-up services. In addition, customer satisfaction surveys are administered semi-annually to NH Works customers. The Performance and Evaluation Committee will monitor the quarterly outcomes of the programs using the federal standards. As time and need permits, additional state standards may be established.

C. USE OF UNEMPLOYMENT INSURANCE (UI) WAGE RECORD DATA

With the exception of Adult Education, New Hampshire Workforce Partners have existing contracts and relationships with NH Employment Security to utilize quarterly UI wage records for performance accountability, evaluation, and a source for workforce and labor market information consistent with Federal and State Law. NH Employment Security will be working with Adult Education to expand their services to include Adult Education to the extent allowable in the law.

D. PRIVACY SAFEGUARDS

All partners maintain participant confidentiality at all times.

- Confidentiality requirements include any information regarding project applications or participants and their immediate families that make be obtained through application forms, interviews, test, reports from public agencies or counselors, or any other source.
- Reasonable steps are taken to ensure the physical security of all data gathered and inform each of its employees, contractors and subrecipients having any involvement with personal data or other confidential information of the laws and regulations related to confidentiality.

7. PRIORITY OF SERVICE FOR VETERANS

In the local NH Works One-Stop Career Centers, veterans receive priority of service from all partner staff. WIOA policy provides the guidance and establishes the procedures regarding the priority of service requirement for veterans and their eligible spouses for U.S. Department of

Labor (DOL) funded programs and services. This policy applies to all recipients and subrecipients of *Workforce Innovation and Opportunity Act* (WIOA) Title I and Title III funding.

Program operators are required to provide priority of service to veterans and other eligible for all WIOA and Wagner-Peyser funded activities, including technology–assisted activities.

Priority of service means that covered persons are entitled to take precedence over non-covered persons in obtaining employment, training, and placement services as required by VPL 07-09, TEGL 10-09 and TEN 15-10. More specifically, veterans and other eligible either receive access to a service earlier in time than a non-covered person or, if the resource is limited, veterans and other eligible receive access to the service instead of or before the non-covered person. The term "covered person" means any of the following individuals: (A) A Veteran, (B) The spouse of any of the following individuals (i) Any veteran who died of a service-connected disability, (ii) Any member of the Armed Forces serving on active duty who, at the time of application for assistance under this section, is listed, pursuant to section 556 of title 37 and regulations issued thereunder, by the Secretary concerned in one or more of the following categories and has been so listed for a total of more than 90 days: (I) missing in action, (II) captured in line of duty by a hostile force, or (III) forcibly detained or interned in line of duty by a foreign government or power, (iii) Any veteran who has a total disability resulting from a service-connected disability, (iv) Any veteran who died while a disability so evaluated was in existence.

In implementing priority of service, program operators must ensure veterans and other eligible receive basic career services and individualized career services before other non- covered individuals. Additionally, they must ensure veterans and other eligible receive first priority on waiting lists for training slots, and are enrolled in training prior to non-covered persons. However, once a non- covered participant is enrolled in a workshop or training class, priority of service is not intended to allow veterans and other eligible to bump the non-covered participant from that class or service.

Program operators must ensure that priority of service is applied by all subrecipients of DOL funds. Pertinent language is included in contracts, sub grants, solicitations for proposals, memorandums of understanding, and other service provision agreements.

The application of priority of service varies depending on the eligibility requirements of the particular program. There are four basic categories of DOL-funded programs: universal access programs, programs that require participants to meet specified eligibility criteria, programs with statutory priorities, and programs with discretionary priorities. The following describes how priority of service applies to these basic types of programs.

Universal Access Programs; for workforce programs that operate or deliver services to the public as a whole without targeting specific groups (e.g., WIOA basic career services), veterans and eligible spouses receive priority of service over all other program participants.

Programs with Eligibility Criteria. Eligibility criteria identify basic conditions that each participant in a specific program is required to meet. For example, for the WIOA Adult, Dislocated Worker, and Youth programs, every participant is required to meet program eligibility requirements (e.g., age, selective service registration, etc.). A veteran or eligible spouse must first meet all of the eligibility criteria in order to be considered eligible for participation in the program. Once determined eligible for participation, the veteran or eligible spouse receives priority for participation in the program and receipt of services.

Programs with Statutory Priorities. In addition to the eligibility criteria that all participants are required to meet, some programs have priorities that target certain populations and establish a rank order for enrolling or serving participants (e.g., the WIOA priority for Adult funds to serve recipients of public assistance, other low- income individuals, and individuals who are basic skills deficient). While veterans' priority is required under federal law and cannot be waived, it

is not intended to displace existing eligibility requirements and statutory priorities. Therefore, in these instances, veterans and eligible spouses must first meet both the program's eligibility and statutory priority criteria to receive priority for participation in the program and receipt of services. Program operators must determine the status of each individual veteran or eligible spouse and apply priority of service in the following order:

- Veterans and other eligible who meet the program's statutory priority requirement (e.g., veterans and other eligible who are also recipients of public assistance, other low income individuals, or individuals who are basic skills deficient).
- Non-covered persons who meet the program's statutory priority requirement (e.g., non-covered persons who are recipients of public assistance, other low income individuals, or individuals who are basic skills deficient).
- Veterans and other eligible who do not meet the program's statutory priority requirement.
- Priority populations established by the Governor and/or Local Workforce Development Board.
- Non-covered persons outside the program's statutory priority requirement.

Programs with Discretionary Priorities. Programs with discretionary priorities may make an effort to provide a certain level of service to a particular group. However, the law does not mandate that the target group be served before other eligible individuals. With respect to priority of service, the only feature that distinguishes discretionary targeting programs from universal access programs is the additional application of the discretionary targeting criterion to non-covered persons. Therefore, program operators must apply priority of service in the order below:

- Veterans and other eligible
- Non-covered persons within the discretionary targeting group.
- Non-covered persons outside the discretionary targeting group.

Income Eligibility Requirements. When determining eligibility for programs that have a statutory requirement to serve low-income individuals, many types of military service-related income are exempt. Specifically, the following pay, financial allowances, and financial benefits must be disregarded for veterans, transitioning service members, or any other individuals for whom these amounts would normally be applied in making an eligibility determination.

- Military pay or allowances paid while on active duty.
- Military pay or allowances paid by the VA for vocational rehabilitation, disability payments, or related VA-funded programs (including the VA work study allowance), and including any financial benefits received under the following chapters of Title 38 U.S.C.:
- Chapter 11 - Compensation for service-connected disability or death.
- Chapter 13 - Dependency and indemnity compensation for service-connected deaths.
- Chapter 30 - All-volunteer force educational assistance program.
- Chapter 31 - Training and rehabilitation for veterans with service- connected disabilities.
- Chapter 33 – Post-9/11 educational assistance.
- Chapter 35 - Survivors' and dependents' educational assistance.

- Chapter 36 - Administration of educational benefits.
    - Any benefits received under Title 10 U.S.C. Chapter 106 - Educational assistance for members of the selected reserve.

In contrast, the following types of military-related income are included in low- income calculations:

- Pension payments authorized by Title 10 U.S.C., such as those received by military retirees, whether or not their retirement was based on disability.
- Pension benefits paid under Title 38 U.S.C. Chapter 15 – Pensions for low-income, wartime veterans who are disabled for reasons not connected or related to their military service.

It is also important to note that VA benefits for education and training services do not constitute "other grant assistance" under WIOA's eligibility requirements.

Therefore, veterans and other eligible who are eligible for the GI Bill or other forms of VA-funded education or training are not required to coordinate their entitlement to those benefits with their eligibility for WIOA-funded training, as stipulated under 20 CFR Section 680.230. Specifically, program operators may not require veterans and other eligible to exhaust their entitlement to VA-funded training prior to enrolling them in WIOA-funded training.

Identifying Veterans and Other Eligible -Program operators must put processes into place to ensure that veterans and other eligible are identified at the point of entry and given an opportunity to take full advantage of priority of service. The point of entry includes physical locations such as NH Works Centers, as well as websites such as NHES Job Match System, and other virtual service delivery resources. These processes should ensure that veterans and other eligible are aware of their entitlement to priority of service, the full array of employment, training, and placement services available under priority of service, any applicable eligibility requirements for those programs and services, and in cases of online points of entry, how to access assistance via the nearest NH Works Office. Priority of service is provided starting with the receptionist in the AJC, who is the initial point of contact. A series of questions are asked to efficiently identify veterans or an eligible spouse of a veteran. Veterans and eligible persons are identified at this point and provided priority of service.

Documenting Eligibility for Priority of Service -It is not necessary for staff to verify the status of a veterans and other eligible until the individual undergoes eligibility determination and is enrolled in a WIOA individualized career service or training service. Until the point at which the participant receives an individualized career service or training service, an individual who states they meet the veterans' priority eligibility criteria must be accorded veterans' priority of service on the basis of self-attestation. In those instances in which eligibility determination and enrollment in a WIOA individualized career service occur at the point of entry, a covered person must be enrolled, provided immediate priority, and permitted to follow-up subsequently with any required verification of his or her status as a covered person.

Local Policy and Procedures -Program Operators must establish policy and procedures for implementing priority of service for veterans and other eligible within existing service delivery strategies. Local policies must ensure that veterans and other eligible are identified at the point of entry and given an opportunity to take full advantage of priority of service. These policies must ensure that veterans and other eligible are aware of their entitlement to priority of service, the full array of employment, training, and placement services available under priority of service, and any applicable eligibility requirements for those programs and/or services. Additionally, program operators must ensure that written copies of local priority of service policies are maintained at all service delivery points and, to the extent practicable, posted in a way that makes it possible for members of the general public to easily access them. The

definitions listed below are for the purposes of implementing priority of service only. The definitions of "veteran" and "eligible spouse" applicable to the priority of service requirement are different from, and broader than, than the definitions of "veteran" and "other eligible persons" applicable to services provided by the Disabled Veterans' Outreach Program Specialist and Local Veterans' Employment Representative staff. Priority of service is provided right away, starting at the reception desk in all of the NH Works offices, which is the initial point of contact. A series of questions are asked to identify potential covered persons, who are then provided an intake form to complete, and efficiently direct customers to the appropriate services. Veterans and others eligible are notified of their entitlement to priority of service at this time by AJC staff. Information on priority of service is also displayed on signage in the NH Works offices as well as on our website and is also represented in our labor exchange system.

Covered Person – a veteran or eligible spouse.

Eligible Spouse – the spouse (including the same-sex spouse) of any of the following:

1. Any veteran who died of a service-connected disability.
2. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days: i. Missing in action.
    a. Captured in the line of duty by a hostile force.
    b. Forcibly detained or interned in the line of duty by a foreign government or power.
3. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the U.S. Department of Veterans Affairs (VA).
4. Any veteran who died while a disability, as indicated in category c. of this definition, was in existence.

A spouse whose eligibility is derived from a living veteran or service member (i.e., categories b. or c. above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g., if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level), or upon divorce from the veteran or service member.

Note: A surviving spouse who is a widow or widower AND remarries on or after December 16, 2003, AND on or after attaining age 57, is entitled to continue to receive Dependency and Indemnity Compensation.

Non-covered Person – any individual who neither meets the definition of veteran nor the definition of eligible spouse.

Point of Entry – the point at which a veteran or eligible spouse expresses an interest in receiving employment, training, and placement services. It may be in-person or online, and can include physical locations such as reception areas, resource areas, and self- services in a NH Works Center, as well as websites such as NHES Job Match System, and other virtual service delivery resources.

Priority of Service – with respect to any qualified job training program, a covered person shall be given priority over a non-covered person for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of the law. Such priority includes giving access to such services to a covered person before a non-covered person or, if resources are limited, giving access to such services to a covered person instead on a non-covered person.

Program Operator – a recipient or subrecipient of DOL funds for a qualified job training program.

Qualified Job Training Program – any program or service for workforce preparation, development, or delivery that is directly funded, in whole or in part by the DOL.

Recipient – an entity that is awarded federal financial assistance, in whole or in part, directly from the DOL or through a sub award for any qualified job training program.

Subrecipient – an entity that is awarded federal financial assistance through a subaward funded by the DOL IB) for any qualified job training program.

Veteran – a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. Active service includes full- time duty in the National Guard or a Reserve component, other than full-time duty for training purposes. Active service does not include full-time active duty performed by National Guard personnel who are mobilized by state rather than federal authorities.

The term "veteran" is defined in WIOA Section 3(63).

The term "eligible spouse" is defined in Section 101 of title 38, United States Code. The term "priority of service" is defined in WIOA Section 133(b) and 134(c)(3)(E).

The State Veteran Services plan defines the veteran priority of service for Wagner-Peyser pursuant to the Jobs for Veterans Act. Priority is given to veterans for all new job listings posted on the NHWorks Job Match System by placing new job orders on a twenty-four hour veteran hold during which time the job order is only viewable by staff for the referral of veterans, and on-line the job order can only be viewed by registrants that are identified as veterans.

NH Works monitors priority of service through review of the States Performance Outcome Data, quarterly Manager's Report on Service to Veterans and observation. In addition, the WIOA adult program tracks veteran enrollments quarterly, monitoring access and outcomes to ensure veterans receive priority services. Local sub-recipient policy and process manuals outline the veteran priority process to be followed. For program year 2020, veterans represented 4.6% of total participants in the adult and dislocated worker WIOA funded program.

8. ADDRESSING THE ACCESSIBILITY OF THE ONE-STOP DELIVERY SYSTEM FOR INDIVIDUALS WITH DISABILITIES

The collaborative partnerships that exist with collocation of partner agency staff from Employment Security (Wagner-Peyser, WIOA services for dislocated workers, Veterans Services, Farm Workers, Trade Act, Re- employment Services and Eligibility Assessment, Granite State Jobs Act – WorkNowNH, WorkInvestNH, Reentry program); Vocational Rehabilitation (people with disabilities, adult basic education); Community Action Agency (WIOA services , displaced homemakers, low-income individuals and connects to CAP services such as Head Start, Fuel Assistance, and other support programs); Older Worker Program (employment and support programs); and Granite State Independent Living (benefit specialists for the disabled) ensures that the full range of employment and training programs are accessible in one location to meet the needs of specific target populations. In addition, although no longer co-located, a close relationship and co-enrollment exists with the NH Employment Program (TANF recipients).

Collectively, these partner agencies form a network of internal and external resources and services accessible to individuals in need of specific and/or specialized assistance in overcoming barriers to employment. In addition, One-Stop Career Centers are fully accessible and offer a variety of specialized equipment and resources to address the needs of people with disabilities, and through the "language line" and access to interpreter services, people with limited English-speaking proficiency are able to access information and services.

The State will continue to support enhanced services to those with significant barriers to employment through a variety of new and ongoing strategies. Accessibility and quality of service provision will continue to be evaluated affecting greater access to employment opportunities for people with disabilities and will continue to be addressed through the collaborative partnership established through the Governor's Task Force on People with Disabilities, which is directly linked to One-Stop center activities, and continuous improvement strategies that include staff development and adopting new approaches to service delivery will be planned for and implemented to achieve improved services and outcomes.

As referenced earlier, all partners provide employment and training services in response to the needs of individuals with disabilities. One of the NH Works Partners, NH Department of Education, Bureau of Vocational Rehabilitation (VR) focuses on individuals with significant disabilities. They are co-located at each of the twelve NH Works offices. VR has productive relationships with all of the NH Works partners. Together they assist those mutual customers with disabilities in obtaining necessary services to improve their ability to obtain and maintain employment. The long-term strategy to improve services to and employment outcomes of individuals with disabilities includes plans for promotion and development of employment opportunities, job counseling and job placement. This is achieved through individual and partner resources, as appropriate. Joint services to employers have included those listed below and similar events are anticipated for the future:

- Yearly employment leadership awards to highlight employers with inclusive hiring practices for people with disabilities.
- Business to business expos
- Business summits
- Chamber of Commerce events
- Partnering for staff capacity at large job fairs (i.e. Merrimack Premium Outlets, etc.) VR personnel also provided partner placement staff with the Association of Community

Rehabilitation Educators (ACRE) model. This training program improved the job placement and coaching skills of youth staff assisting people with disabilities in obtaining and maintaining employment. Furthermore, NH Vocational Rehabilitation was recognized in 2012 as the Business Assistance Organization of the Year by the Business NH Magazine and the NH Association of Chamber of Commerce Executives.

The Professional Development Team has included programs pertaining to serving individuals with disabilities. In the spring is the annual NH Works Training Conference where traditionally a workshop regarding this training need occurs. In addition, on-going trainings pertaining to serving individuals with disabilities will occur as the need is determined by the Professional Development Team.

The State's one-stop certification process for its comprehensive center includes a review of the Center using the American's with Disabilities Act Checklist for Readily Achievable Barrier Removal. Furthermore, all of the partner programs require accessibility in both rented and state-owned properties.

9. ADDRESSING THE ACCESSIBILITY OF THE ONE-STOP DELIVERY SYSTEM FOR INDIVIDUALS WHO ARE ENGLISH LANGUAGE LEARNERS

New Hampshire's One Stop Career Centers are each equipped with tools and staff to support the needs of individuals with limited English proficiency. Computer labs at One-Stop Career Centers offer extensive computer-based learning tools, and are the state's main effort to provide basic skills, literacy, and English as Second Language training to WIOA customers on a drop-in, open-access basis. If a customer is determined in need of these services, they are referred directly to

WIOA Title II Adult Education services for remedial basic skills, English as a Second/Other Language and related services.

IV. COORDINATION WITH STATE PLAN PROGRAMS

Partners in the New Hampshire workforce system have a solid foundation for collaboration that eased the combined planning process. Joint planning and coordination of the core programs and the other programs and activities covered by New Hampshire's Combined State plan are guided by several mechanisms, as described previously, that the state has established for oversight, planning, and alignment. With strategic direction from the State Workforce Innovation Board, the New Hampshire One Stop Consortium oversees the integration of service delivery strategies carried out in the NH Works centers. With executive representation from the state agencies responsible for the six WIOA core programs and all other partners included in this plan, the One Stop Consortium sets the direction for coordination among program partners. With this direction, the Interagency Directors Group (IDG) is responsible for directing staff, policy alignment, and overall implementation of strategies.

Throughout the planning process for this Combined State Plan, the Interagency Directors Group, in addition to the State Workforce Innovation Board, were actively involved in identifying goals and strategies for the next four years. The methods utilized to develop this plan included:

- Labor market and economic analysis
- Stakeholder Engagement
- Preliminary meetings with OWO, Interagency Directors Group, and Interagency Business Team
- Four Regional input sessions with over thirty participants
- Interviews with agency directors, community college and university leadership, key business owners, Sector Partnership Conveners and other important stakeholders
- Surveys of workforce agency partners, education and training institutions, economic development organizations, businesses, and individuals
    - Planning meetings and input sessions with the State Workforce Innovation Board, the Interagency Directors Group, and the Interagency Business Team
    - Visioning Session with the State Workforce Innovation Board's Strategic Planning Committee

Joint planning and coordination will maintain this data-informed, inclusive approach to ensure sound decision-making whenever update and/or plan modifications are required. Joint planning discussions to finalize this four-year plan will continue with a formal public hearing on March 6, 2020, to inform and solicit feedback for inclusion in the State Plan, as appropriate.

V. COMMON ASSURANCES (FOR ALL CORE PROGRAMS)

The State Plan must include	Include
1. The State has established a policy identifying circumstances that may present a conflict of interest for a State Board or local board member, or the entity or class of officials that the member represents, and procedures to resolve such conflicts;	Yes

The State Plan must include	Include
2. The State has established a policy to provide to the public (including individuals with disabilities) access to meetings of State Boards and local boards, and information regarding activities of State Boards and local boards, such as data on board membership and minutes;	Yes
3. The lead State agencies with optimal policy-making authority and responsibility for the administration of core programs reviewed and commented on the appropriate operational planning elements of the Unified or Combined State Plan, and approved the elements as serving the needs of the populations served by such programs;	Yes
4. (a) The State obtained input into the development of the Unified or Combined State Plan and provided an opportunity for comment on the plan by representatives of local boards and chief elected officials, businesses, labor organizations, institutions of higher education, the entities responsible for planning or administrating the core programs, required one-stop partners and the other Combined Plan programs (if included in the State Plan), other primary stakeholders, including other organizations that provide services to individuals with barriers to employment, and the general public, and that the Unified or Combined State Plan is available and accessible to the general public; (b) The State provided an opportunity for review and comment on the plan by the State Board, including State agency official(s) for the Unemployment Insurance Agency if such official(s) is a member of the State Board;	Yes
5. The State has established, in accordance with WIOA section 116(i), fiscal control and fund accounting procedures that may be necessary to ensure the proper disbursement of, and accounting for, funds paid to the State through allotments made for the core programs to carry out workforce development activities;	Yes
6. The State has taken appropriate action to secure compliance with uniform administrative requirements in this Act, including that the State will annually monitor local areas to ensure compliance and otherwise take appropriate action to secure compliance with the uniform administrative requirements under WIOA section	Yes

The State Plan must include	Include
184(a)(3);	
7. The State has taken the appropriate action to be in compliance with WIOA section 188, Nondiscrimination, as applicable;	Yes
8. The Federal funds received to carry out a core program will not be expended for any purpose other than for activities authorized with respect to such funds under that core program;	Yes
9. The State will pay an appropriate share (as defined by the State board) of the costs of carrying out section 116, from funds made available through each of the core programs;	Yes
10. The State has a one-stop certification policy that ensures the physical and programmatic accessibility of all one-stop centers with the Americans with Disabilities Act of 1990 (ADA);	Yes
11. Service providers have a referral process in place for directing Veterans with Significant Barriers to Employment (SBE) to DVOP services, when appropriate; and	Yes
12. Priority of service for veterans and eligible spouses is provided in accordance with 38 USC 4215 in all workforce preparation, development or delivery of programs or services funded directly, in whole or in part, by the Department of Labor.	Yes

VI. PROGRAM-SPECIFIC REQUIREMENTS FOR CORE PROGRAMS

PROGRAM-SPECIFIC REQUIREMENTS FOR ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES UNDER TITLE I-B

A. GENERAL REQUIREMENTS

1. REGIONS AND LOCAL WORKFORCE DEVELOPMENT AREAS

New Hampshire is a single workforce area, and therefore does not designate regions or local workforce development areas. Infrastructure funding is negotiated at the state level with individual partner entities through the One-Stop Operator MOU process, appeals are handled through NH Employment Security, and ultimately the Governor if necessary.

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New Hampshire is a single workforce area, and therefore does not designate regions or local workforce development areas. Infrastructure funding is negotiated at the state level with individual partner entities through the One-Stop Operator MOU process, appeals are handled through NH Employment Security, and ultimately the Governor if necessary. The dispute resolution process is for use by the Partners when one or more parties to this agreement are unable to reach agreement necessary to execute the MOU. A disagreement reaches the level of dispute resolution when an issue arises out of the development and negotiation of an MOU that is not easily coming to a point of resolution. It is the responsibility of the SWIB Chair (or designee) to coordinate the MOU dispute resolution to ensure that issues are being resolved appropriately. Any party to the MOU may seek resolution under this process. All Parties shall actively participate in negotiations in a good faith effort to reach agreement. Disputes should be resolved informally to the extent possible. Should informal resolution efforts fail, the dispute resolution process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to the SWIB Chair (or designee) and all Parties to the MOU regarding the conflict. The SWIB Chair (or designee) shall place the dispute on the agenda of a special meeting of the SWIB's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved by a 2/3 majority consent of the Executive Committee members present. The decision of the Executive Committee shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the Partner agencies. The right of appeal no longer exists when a decision is final. Additionally, final decisions will not be precedent setting or binding on future conflict resolutions unless they are officially stated in this procedure. The Executive Committee must provide a written response and dated summary of the proposed resolution to all Parties to the MOU. The SWIB Chair (or designee) will contact the petitioner and the appropriate Parties to verify that all are in agreement with the proposed resolution.

2. STATEWIDE ACTIVITIES

Policies and MOUs governing the workforce development system may be found at the NH Works website: www.nhworks.org.

All of the State partner agencies are following NH State Laws and Accounting principles which can be found at NH Manual of Procedures. In addition, the Department of Education Bureau of Federal Compliance has information available related to federal fund related fiscal requirements. This information can be found here: Bureau of Federal Compliance | Department of Education (nh.gov)

As a single workforce area, funds are distributed as outlined in the federal statue. The State does not currently provide the Office of Workforce Opportunity with any state funds to assist with Adult, Dislocated Worker, or Youth funding.

The Governor's Set aside funding may be used for system costs including operation of the One-Stop delivery system, disseminating the state list of eligible training providers, conducting evaluation of programs or activities, technical assistance, capacity development, and activities for hard to serve populations. In the past, the Governor released the use of discretionary funds to support state sector development efforts and the Recovery Friendly Workplace Initiative, as recommended and approved by the Board. Discussions are currently in process for determining the best use for discretionary funds.

Rapid Response is a complex, challenging, and invaluable service. The extensive collaboration between multiple, separate state and federal agencies, private entities, and community supports has proven invaluable to NH companies and their workers. Rapid Response customers have benefited immensely from the partnerships with economic development activities, apprenticeships and incumbent worker programs, Trade Act programs, and numerous reemployment programs. Partner assistance has also provided vocational, health, financial, and educational resources and supports to workers and their families. The experience and

dedication of the Rapid Response Partners, State and Local Teams, and Federal supports has consistently allowed for the highest level of quality and service delivery to participants throughout NH.

In addition to the on-site services provided through response for layoff and closure events, Rapid Response provides an ongoing, comprehensive approach to identifying, planning for, and responding to layoffs, and preventing or minimizing their impacts wherever possible. To ensure high quality and maximum effectiveness, successful rapid Response strategies include at least the following:

- Informational and direct reemployment services for workers;
- Solutions for businesses in transition (growth and decline);
- Convening, facilitating, and brokering connections, networks, and partners; and,
- Strategic planning, data gathering and analysis designed to anticipate, prepare for, and manage economic transition.
- Aligning sector strategies to support layoff aversion activities

Rapid Response activities are defined as those activities that include initial contact with the affected company including all state and federal Worker Adjustment and Retraining Notification Act (WARN) activities, company fact-finding activities, lay-off aversion activities, and contact with and coordination of the local Rapid Response Team for the purpose of planning and implementing Rapid Response information sessions.

Employee Retention Activities:

Employee Retention activities are generally defined as those which include contact with a company when the company is faced with issues that could impact their workforce. Causal issues and possible solutions are assessed, alternatives to layoffs are discussed and guidance is offered regarding working and communication with the workforce during difficult times.

Employee Retention is an integral element of Rapid Response activities. Also, included are sector partner activities that address preventative measures designed to mitigate and/or avert layoffs in industry sectors based on labor market indicators of potential economic downturns and/or business/industry input.

State Dislocated Worker Unit Administrator (DWUA)

The State Dislocated Worker Unit Administrator (DWUA) within BEA oversees the operations of Rapid Response activities. The DWUA works directly with the Division of Economic Development (DED) Regional Business Resource Specialists to compile timely and relevant reports to the Commissioner of BEA; is responsible for the design and production of reports, Dislocated Worker packets, and other public and internal documents and reports; and notification to employers regarding state and federal WARN Act laws and related information.

Division of Economic Development (DED) Regional Business Resource Specialist(s)

The DED Regional Business Resource Specialist(s) is the primary liaison with affected employers experiencing a layoff(s) during the initial development and deployment of rapid response informational sessions. The DED Regional Business Resource Specialists, working with the DWUA, are responsible for making the initial contact with any company facing a major layoff, plant closing or other similar mass job dislocation for the purposes of:

- Soliciting employer buy-in and timely commitment to helping affected dislocated workers,

- Working with a local Rapid Response team from NH Works partners to arrange a meeting(s) of affected employees for the purpose of describing available services,
- Facilitating the Rapid Response meeting and introducing partner presenters,
- Collecting/updating the information needed to complete a "Fact Finding Report" and RR follow-up report.

When applicable, this should be done at an on-site meeting with company officials. The Regional Business Resource Specialists are also responsible for ensuring that results of the fact finding research will be sent via email to members of local Rapid Response Team, the Office of Workforce Opportunity State Director, the NHES Operations Director and others as deemed appropriate.

Any layoff, plant closing, or mass job dislocation due to natural or other disasters shall be reported by staff from all participating agencies to the DWUA as soon as possible. The quickness and conciseness of information is paramount in providing initial Rapid Response Services to displaced workers.

Local Rapid Response Team (Local Dislocated Worker Unit)

Local Rapid Response teams are comprised of partner agency personnel in the affected NH Works Center as well as other agencies and organizations as necessary. Required partners include:

- The DED Regional Business Resource Specialist
- Local NHES Manager
- WIOA Workforce Development Coordinator

When appropriate, other partners such as those listed below, may be included:

- Department of Education: Bureau of Vocational Rehabilitation, Bureau of Adult Education
- NHES Trade Act staff
- Labor union representative (if a collective bargaining unit is affected)
- Managers or designated representatives of other partner agencies (e.g., Health and Human Services)
- Affected company representative
- Local officials
- NH or US Department of Labor
- NHES LMI staff (economic data input)
- Community College representation

The responsibilities of the Local Rapid Response Team(s) include the delivery of services at the local level. Among the activities they will undertake are:

- Participate in the presentation of information and distribution of Dislocated Worker Packets AND Rapid Response Worker Surveys to affected dislocated workers (both Rapid Response meeting attendees and non-attendees).

- Plan and coordinate any allowable initial services necessary to assist affected dislocated workers.

State Rapid Response Team (State Dislocated Worker Unit)

In the event of major layoffs and/or closures impacting a community or region's economy and workforce, the Dislocated Worker Unit Administrator will convene a partners meeting comprised of policy level decision makers, including but not limited to:

- The Governor's Office
- Chair, Statewide Workforce Board
- Department of Business & Economic Affairs
- NH Employment Security
- NH Department of Labor
- NH Department of Health & Human Services
- NH Department of Education: Bureau of Vocational Rehabilitation, Bureau of Adult Education
- Area elected officials
- Labor-Management Committee (if applicable)

The responsibility of the State Rapid Response Team is to develop strategy and identify resources to determine needed services and the most efficient delivery of services.

The Statewide Rapid Response lead is the Dislocated Worker Unit Administrator (DWUA). The DWUA oversees the operations and implementation of the initial NH Works Rapid Response services and activities described in the Non-Financial Memorandum of Understanding (MOU).

Working with local NH Works partners as well as appropriate federal, state and local officials and agencies, the DWUA will supervise development of prospective strategies for addressing dislocation events and ensuring rapid access to the best range of allowable assistance.

Rapid Response Procedures

A minimum of twenty-five (25) displaced workers must be affected for full services (i.e. formal rapid response information sessions) to be implemented under the Rapid Response procedure, with consideration given to available resources in the local NH Works center. When the numbers of layoff are less than twenty-five (25), the affected dislocated workers will be provided with an information packet and will be referred to NH Works offices for assistance.

Worker participation is critical to the success of the readjustment process and is ensured when employer cooperation is an early and collaborative part of the process. To achieve the highest level of worker participation, the DED Regional Business Resource Specialist will contact company officials to confirm the information regarding layoff or closure activity, describe NH Rapid Response services and request a list of dislocated workers with contact, occupational, and profile information, as available. In the event of a twenty-five-person or more layoff/closure, the DED Regional Business Resource Specialist will request input from the company to complete a Rapid Response Fact Finding Report and cooperation with arranging a Rapid Response Information Session. Smaller groups of affected workers will be provided with Rapid Response Packets.

Receipt of a state or federal WARN Act by any personnel shall immediately be forwarded to the NH Commissioner of Labor, with copies to the Commissioner of BEA; the DWUA; and the

Commissioner of Employment Security. The NH Department of Labor shall maintain a list of all state and federal WARN Act notices received.

A Rapid Response Information Session will be offered to the dislocated workers in a timely manner, preferably on site at the company. The main purpose of the Rapid Response Informational Session with affected workers is to inform them of the availability of re-employment services. The meeting also helps workers cope with the emotional, financial and job-hunting stresses that accompany unemployment. A Rapid Response informational meeting is facilitated by the DED Regional Business Resource Specialist.

In the event of a Natural Disaster, the Dislocated Worker Unit (DWU) shall convene partners immediately to coordinate a comprehensive response specific to the emergency situation. The work of the DWU shall include activities necessary to plan and deliver services to enable dislocated workers to transition to new employment as quickly as possible, following a natural or other disaster resulting in a mass job dislocation. Appropriate to the level and/or nature of a dislocation, the Dislocated Worker Unit Administrator will convene a partners meeting comprised of policy-level decision makers from core partners and others as needed. This meeting may include, but not be limited to:

- The Governor's Office staff
- Chair, Statewide Workforce Board
- Department of Resources & Economic Development
- NH Employment Security
- NH Dept. of Labor
- NH Dept. of Health & Human Services
- NH Department of Education: Bureau of Vocational Rehabilitation, Bureau of Adult Education
- Area elected officials
- Labor-Management Committee (if applicable)

The responsibility of the State Rapid Response Team is to develop strategy and identify resources to determine needed services and the most efficient delivery of services. This may include the inclusion of FEMA, if appropriate and necessary for the situation.

As appropriate, the DWU will follow guidance provided in the NHES Unemployment Insurance (UI) Information Technology (IT) Continuity of Operations Plan, which details procedures for preparing alternate sites and associated activity-specific plans and procedures to help ensure the safety of personnel and to allow essential staff to continue mission critical operations in the event of an emergency; and/or follow the guidance provided in the State Disaster Preparedness Plan as needed.

Once a company has been certified for Trade Adjustment Assistance (TAA), NHES contacts the certified company in order to request a layoff list with addresses, separation date, etc. Upon receipt of the layoff list, the information is loaded into NHES' database and a letter advising them of a certification is immediately sent. Benefits Information Sessions are scheduled and all adversely affected workers are invited to attend through a direct mailing. A comprehensive overview of the benefits and services is given and NHES staff schedule one-on-one assessment interviews with the workers at that time. A WIOA staff person is invited to attend the sessions to describe the benefits of co-enrolling in their programs. Rapid Response services are utilized for every worker group that files a TAA provision through the NH Works/American Job Centers

staff. Rapid Response services are utilized for every worker group that files a TAA provision through the NH Works/American Job Centers staff.

The Rapid Response specialist will pull together a team of experts to provide information about and access to services, such as the following, in a centralized and convenient location before the layoff or closure occurs:

- Unemployment Insurance;
- Health and pension benefits;
- Job search activities;
- Education services;
- Training Program;
- Trade Adjustment Assistance (TAA) and NAFTA/TAA programs;
- Social Services programs;
- Community and economic development activities;
- Emergency assistance; and.
- Crisis counseling.

In addition to the on-site services provided through response for layoff and closure events, Rapid Response provides an ongoing, comprehensive approach to identifying, planning for and responding to layoffs, and preventing or minimizing their impacts whenever possible. To ensure high quality and maximum effectiveness, successful Rapid Response strategies include at least the following:

- Informational and direct reemployment services for workers;
- Solutions for businesses in transition (growth and decline);
- Convening, facilitating, and brokering connections, networks, and partners; and
- Strategic planning, data gathering and analysis designed to anticipate, prepare for, and manage is faced with issues economic transition.

As the company is being processed as a Trade Act Company, the client may receive dislocated worker services including eligibility certification, assessment, training, and/or placement services. Once the company is certified eligible for Trade Act, the individual will be dually enrolled.

B. ADULT AND DISLOCATED WORKERS PROGRAM REQUIREMENTS

1. WORK-BASED TRAINING MODELS

The Return to Work program is one part of the Governor's NH Working Initiative. The Return to Work program is an opportunity for a trainee to get their foot in the door and learn new skills and an opportunity for a New Hampshire employer to train without the accompanying costs for full-time or part-time job openings that they have. The training must be authorized through the Department of Employment Security prior to the beginning of the training. The training program may be up to six weeks, and a maximum of 24 hours per week per benefit year. Claimants are required to submit paper weekly claims for benefits timely and meet all other unemployment compensation eligibility requirements. Claimants will continue to receive their weekly unemployment compensation benefits during the training program. A Return to Work claimant trainee must be able and available to seek and accept work during this period. A non-

claimant trainee is required to complete a weekly status form to NHES. The trainee is covered under a state provided Workers Compensation program.

In addition, adult, dislocated worker, NEG, and youth may be enrolled in On-the-Job Training programs. The term "On-the-Job Training" (OJT) means training by an employer that is provided to a participant paid while engaged in productive work in a job that –

1. Provides knowledge or skills essential to the full and adequate performance of the job;
2. Provides reimbursement to the employer of up to 50% of the participant wage rate for the cost of providing the training and additional supervision related to the training; and
3. Is limited in duration as appropriate to the occupation for which the participant is being trained, not exceeding 6 months, and taking into account the content of the training, the prior work experience of the participant, the skills gap between the participant's education and experience level and the skills required for the job, and the service strategy of the participant, as appropriate.

The State of New Hampshire supports on-the-job training (OJT) as an important training service for WIOA clients to receive the skills necessary to transition into meaningful employment. Prior to the establishment of an OJT contract, employers are screened to ensure the job provides a wage that meets the participant's needs and to ensure the employer meets all regulatory aspects to be eligible for OJT funds. The length of OJT training is determined through research of the O*Net system to identify the complexity of the specific job in conjunction with the participant's current level of skill in that occupation.

The State of New Hampshire uses work-based training models including on-the-job training, internships, and registered apprenticeships. Each of these work-based training models provides participants with the opportunity to quickly develop occupational skills and expertise in their area of training. Additionally, while they are acquiring new skills and/or improving their existing skills, they may be earning a wage as well. Job Developers reach out to employers to connect interested participants with appropriate opportunities. WIOA career navigators monitor work-based learning to ensure the participant is progressing and meeting their goals as well as the needs of the employer.

Work-based learning programs allow employers to have an active role in the development of the participants training plan. In close collaboration with the job developer and career navigator, employers tailor the training plan to meet both their business needs and the participant's occupational and professional development interests. Additionally, if an employer participates in an on-the-job-training or a Youth internship opportunity, they are eligible to receive wage reimbursements while the participants are in training.

WorkInvestNH, , which is funded with state unemployment insurance trust fund, and requires a dollar-for-dollar match, is managed on the state level and provides training assistance for incumbent workers to employers. Businesses may apply for assistance by completing an application at www.nhjobtrainingfund.org. On the local level (statewide), Adult and/or Dislocated funds (20% maximum expenditures) support incumbent worker training in sector industries to assist with expenses associated with new or upgraded skills training for permanent company workers. Training is focused in occupational skills training such as industry or company specific work skills, technical computer skills, new manufacturing technologies and/or equipment operation training. Eligibility guidelines and application details are available at www.snhs.org. Although no customized training programs currently exist, we may pursue this training strategy if circumstances warrant.

2. REGISTERED APPRENTICESHIP

Local one-stop staff maintains communication with Office of Apprenticeship representatives for the purposes of sharing information on apprenticeship opportunities. Direct access to Apprenticeship information for Region I can be found on the NH Works website. USDOL apprenticeship staff is available to answer any questions that staff may have about apprenticeship in general, or a particular training program. In addition, the Community College System of New Hampshire, a NHWorks Consortium member, through their Department of Labor State Apprenticeship Expansion grant, will work to strengthen ties between key partners. Staff and partners will continue to receive training and information about apprenticeship opportunities being developed by CCSNH, and will collaborate around leveraging funds through WIOA for apprenticeship programs as well as working to build a pipeline to apprenticeship for dislocated & disadvantaged workers across the state.

3. TRAINING PROVIDER ELIGIBILITY PROCEDURE

ELIGIBLE TRAINING PROVIDER POLICY AND PROCEDURES

1.

This policy and procedures govern the operation of the statewide Eligible Training Provider List (ETPL) in New Hampshire. They address the activities of the Governor, State Workforce Innovation Board (SWIB) and their NH Works locations, and those training providers who wish to offer services to individuals whose training is funded by the Workforce Innovation and Opportunity Act (WIOA). This directive supersedes the Workforce Investment Act (WIA) and establishes the minimum performance standards for initial and subsequent eligibility for training providers who list training programs on the ETPL. New Hampshire is a single state entity, with the State serving as the state and local board, with a single ETPL system.

2.

- Establish procedures for determining the initial and subsequent eligibility of public and/or private training providers to be included in the statewide ETPL.
- Establish procedures for Registered Apprenticeship Programs to be included in the statewide ETPL.
- Emphasize informed customer choice, performance accountability, and continuous improvement.
- Develop and operate the ETPL in partnership with the SWIB. The ETPL is designed to gather and display useful information on training providers, their services and the quality of their programs.
- The Office of Workforce Opportunity (OWO) receives applications from training providers for listing. In partnership with NH Employment Security (NHES), OWO staff determines if the applicant meets State criteria for listing.
- The OWO will accept and verify certain information forwarded by training providers, compile them into a comprehensive state list (the ETPL), and disseminate the ETPL with cost and performance information to the AJC (American Job Center) system. The ETPL is available online at www.nscite.org.
- WIOA Counselors may issue an Individual Training Account (ITA) to an adult, youth or dislocated worker (eligible participant) to fund training services after the customer's needs have been determined. The training provider must be selected from those listed on the ETPL (exceptions are listed in Section III). The eligible individual will then compare the offerings on the ETPL, and, with the assistance of WIOA staff, select the most appropriate training program.

3.

Pursuant to Section 122(a)(3) of WIOA, apprenticeship programs registered with the U.S. Department of Labor, Apprenticeship and Training Division are automatically eligible to be included on the ETPL. USDOL and the State of New Hampshire are committed to developing apprenticeship opportunities for the citizens of New Hampshire. A Registered Apprenticeship Program (RAP) is a proven model of apprenticeship that has been validated by the U.S. Department of Labor or a State Apprenticeship Agency. RAPs enable and energize more employers to participate and provide them access to larger talent pools that have been trained for entry-level to management positions, thereby meeting industry demands and reducing unemployment rates across the country.

This rigorous vetting process on the national level allows the registered apprenticeship program to bypass the initial or continued eligibility applications under these procedures. Although registered apprenticeship programs are automatically eligible, the program will not be included on the ETPL unless the program sponsor notifies the OWO. However, TEGL 8-19 states that all sponsors need to be notified of their right to be included on the list and sponsors need to consent to be on the list. The US Department of Labor's Office of Apprenticeship in NH will provide contact information to staff at OWO of all new apprenticeship programs on a quarterly basis. OWO staff will email (or mail) all new registered apprenticeships within 30 days of receiving the list. An informational letter about the ETPL and the benefits of being include on the list, as well as the instructions and information required to register the apprenticeship will be included or attached to the email.

As stated earlier, Registered Apprenticeship sponsors interested in being on the ETPL will not be subject to the same application and performance information requirements as other providers. All Registered Apprenticeship occupations for which registered apprenticeship programs are accepting applications or actively conducting apprenticeship training are considered an in-demand occupation for the purposes of ETPL eligibility. Once an apprenticeship program is registered on the ETPL, the program will remain on the ETPL until the program is no longer registered with the US Department of Labor's Office of Apprenticeship in NH or until the provider notifies OWO, in writing, of their intention to be removed from the list. Additionally, OWO in coordination with the Office of Apprenticeship will verify the status of RAPs at least every two years to ensure that they remain registered by DOLETA and remove any apprenticeship program from the ETPL that is no longer registered with DOLETA.

Unlike registered apprenticeship programs, pre-apprenticeship programs do not have automatic eligibility for the ETPL. Pre-apprenticeship programs are subject to the same eligibility process and performance requirements as are all other eligible training providers.

apprenticeship programs that request to be on the ETPL are required to provide the following information to OWO:

1. Occupations included within the registered apprenticeship program;
2. The name and address of the registered apprenticeship program sponsor;
3. The name and address of the Related Technical Instruction provider, and the location of instruction if different from the program sponsor's address;
4. The method and length of instruction; and,
5. The number of active apprentices.

Registered Apprenticeship programs are not subject to performance reporting or review by the state to be approved for the ETPL, as provided in 20 CFR 680.470. Registered apprenticeship

programs are required to comply with all laws and rules regarding apprenticeship programs including but not limited to CFR29, Part 29 and Part 30 and applicable labor laws in the State of New Hampshire.

Definition of a Program of Training Services

A program of training services, as referred to in the WIOA regulations, section 680.410(a), is one or more courses or classes, or a structured regimen that leads to one of the following:

1. A recognized post-secondary credential, secondary school diploma or its equivalent;

2. Employment; or

3. Measurable skill gains toward such a credential or employment.

Providers are entities eligible to receive WIOA funds for adult and dislocated worker participants who enroll in training. Potential providers include:

1. Institutions of higher education that provide a program which leads to a recognized post-secondary credential;
2. Entities that carry out programs registered under the National Apprenticeship Act;
3. Other public or private providers of a program of training services, which may include joint labor-management organizations and eligible providers of adult education and literacy activities under title II if such activities are provided in combination with occupational skills training; and
4. Local Boards, if they meet the conditions of WIOA. **NOTE**: NH does not have a Local Board.

In order for a provider of training services to receive WIOA funds, its program(s) must be listed on the ETPL. These programs may provide training services, such as:

1. Occupational skills training, including training for non-traditional employment;

2. Programs that combine workplace training with related instruction, which may include cooperative education programs;

3. Training programs operated by the private sector;

4. Skill upgrading and retraining;

5. Registered Apprenticeship programs.

6. Entrepreneurial training; and

7. Job readiness skills, adult education and literacy activities provided in combination with any other training service outlined above.

Under WIOA section 134(c)(3)(G), limited exceptions allow local areas to provide training through a contract for services rather than Individual Training Accounts (ITAs) in order to maintain consumer choice. These programs are not included on the ETPL. These exceptions include:

1. On the Job Training

2. Customized training
3. Incumbent worker training
4. Transitional employment
5. Instances where the Board determines there are insufficient numbers of eligible providers of training services in the local area
6. Where the Board determines an exception is necessary to meet the needs of individuals with barriers to employment (including assisting individuals with disabilities or adults in need of adult education and literacy services)
7. Where the Board determines that it would be most appropriate to award a contract to an institution of higher education or other eligible provider to facilitate the training of multiple individuals in in-demand industry sectors or occupations (where the contract does not limit customer choice)
8. Pay-for-performance contracts

1. The OWO will use the NH Works Source for Consumer Information on Training and Education (NSCITE) ETPL Module for accepting applications from providers to be listed on the ETPL. The OWO will make determinations for initial and subsequent eligibility of providers.
2. The OWO will establish policies requiring performance above the state minimum standards for providers to be included on the ETPL.
3. The OWO will ensure that the data supplied by providers for ETPL eligibility is complete, accurate and current. This includes approval to operate by NH Higher Education Commission[6], or another agency that verifies accreditation and issues licenses to training providers, such as NH Department of Safety.
4. The OWO will also ensure that providers meet the state's minimum performance standards. Providers must supply evidence of their reported outcomes. Aggregate performance reports will be pulled annually around January/February for OWO to review training providers' performance and ensure providers meet the state's minimum performance standards. The OWO will post them in a way that makes them easily available for public access. This section does not apply to Registered Apprenticeships.
5. The OWO will have agreements with approved training providers that include provisions requiring providers to maintain sufficient records and to make these records available for monitoring or audit by the state.
6. The OWO will work with local and regional employers and education providers to ensure that training programs provide credentials, certificates and/or skills that are valued by employers within priority industry sectors identified in the State plan. Training must result in the awarding of an industry-recognized credential, national or state certificate or degree, including all industry appropriate competencies, licensing and/or certification requirements.
7. The OWO will ensure that ITAs being provided are for training programs that support a career pathway for the client in a growing, in-demand and/or priority industry sector as identified in the State plan. ITAs will be provided in instances where it can be demonstrated that there is a demand for workers in the field of employment being

sought by the client, and that training will result in increased earnings and career pathway opportunities.

1. All new and current ETPL providers will be required to register in NSCITE and submit their request to the OWO for approval to have programs listed on the ETPL.
2. Once approved by the OWO, the provider shall enter all the program information, completing all the required fields, including performance data in NH Works Source for Consumer Information on Training and Education (NSCITE). Eligibility is determined on a program-by-program basis for each provider. Instructions and definitions are provided to assist with this process.
3. The OWO will use the NH Works Source for Consumer Information on Training and Education (NSCITE) ETPL Module for accepting applications from providers to be listed on the ETPL. The OWO will make determinations for initial and subsequent eligibility of providers.
4. The OWO will establish policies requiring performance above the state minimum standards for providers to be included on the ETPL.
5. The OWO will ensure that the data supplied by providers for ETPL eligibility is complete, accurate and current. This includes approval to operate by NH Higher Education Commission, or another agency that verifies accreditation and issues licenses to training providers, such as NH Department of Safety.
6. The OWO will also ensure that providers meet the state's minimum performance standards. Providers must supply evidence of their reported outcomes. Aggregate performance reports will be pulled annually around January/February for OWO to review training providers' performance and ensure providers meet the state's minimum performance standards. The OWO will post them in a way that makes them easily available for public access. This section does not apply to Registered Apprenticeships.
7. The OWO will have agreements with approved training providers that include provisions requiring providers to maintain sufficient records and to make these records available for monitoring or audit by the state.
8. The OWO will work with local and regional employers and education providers to ensure that training programs provide credentials, certificates and/or skills that are valued by employers within priority industry sectors identified in the State plan. Training must result in the awarding of an industry-recognized credential, national or state certificate or degree, including all industry appropriate competencies, licensing and/or certification requirements.
9. The OWO will ensure that ITAs being provided are for training programs that support a career pathway for the client in a growing, in-demand and/or priority industry sector as identified in the State plan. All training programs must ensure equitable access to diverse customers including those with disabilities. When training funding is limited, those individuals who are identified as being a priority of service participants shall receive funding based on their priority of service. In addition, ITAs will be provided in instances where it can be demonstrated that there is a demand for workers in the field of employment being sought by the client, and that training will result in increased earnings and career pathway opportunities.
10. All providers are required to enter performance data for each program listed on the ETPL and provide evidence to the OWO that they have met the minimum performance

criteria. Programs that do not include performance data will not be approved for listing on the ETPL.

11. Providers should be prepared to provide a copy of their accreditation and license to operate as a training provider.

12. Out of State Training Providers - New Hampshire has reciprocal agreements with Massachusetts, Vermont, and Maine that allow qualifying WIOA participants in New Hampshire to use ITAs to enroll in a program of training identified on those states' ETPL, and for WIOA participants in those states to use ITAs to enroll in training programs on New Hampshire's ETPL. Final approval for using a New Hampshire - funded ITA at a Massachusetts, Vermont, or Maine training provider rests with New Hampshire WIOA service providers.

13. Other out-of-state training institutions that are not operating within New Hampshire and with which New Hampshire does not have a reciprocal agreement must apply to be on New Hampshire's ETPL. In general, training providers should have a permanent location in NH in order to be included on the ETPL. NH will consider a program as ETP-eligible if it is on the ETPL in the state in which it is located. To find ETP Lists in other states, go to servicelocator.org. In sum, out-of-state providers (aside from those in NH's bordering states) must meet the following criteria for consideration of inclusion on NH's ETPL:

a. Meet the eligibility requirements established in this policy

b. Meet the licensing requirements of its home state, and

c. Be listed on its home state's Eligible Training Provider List.

14. Distance Learning - Training programs in which the majority of training is delivered via distance or online learning must meet the following requirements:

1. Training providers must have a mechanism for student interaction with an instructor or instructors.

2. Providers Headquartered Outside of New Hampshire: Training providers must have a process in place that ensures periodic assessment of each student.

3. Training providers' policy must describe the responsibilities of each party (training provider, participant) to the distance or online learning experience.

Procedures apply to all training providers, with the exception of Registered Apprenticeship, in light of the detailed application and vetting procedures under which apprenticeship programs become registered. Initial eligibility is based on the following:

1. Meeting State minimum performance criteria, as approved by the State Board.

2. Training must be for occupations in industry sectors that are in-demand[7]. Training must result in completion of an industry-recognized credential, national or state certificate, or degree, including all industry appropriate competencies, licensing and/or certification requirements.

3.

Providers must provide evidence of accreditation and/or licensure with the appropriate state or other governing entity to have their programs listed on the ETPL. Potential entities include:

1.

    a. NH Department of Education
    b. NH Higher Education Commission
    c. University System of NH Board of Trustees
    d. NH Department of Safety
    e. NH Board of Nursing
    f. NH Division of Fire Standards
    g. NH Division of Public Health Services
    h. NH Board of Barbering, Cosmetology and Esthetics
    i. Postsecondary institutions eligible under Title IV of the Higher Education Act (HEA) and offering programs leading toward an associate degree, baccalaureate degree, or certificate

Additionally, Eligible Training Providers must provide the following for Initial Eligibility:

1. Evidence that programs result in the awarding of an industry-recognized credential, national or state certificate, or degree, including all industry appropriate competencies, licensing and/or certification requirements.
2. Student grievance policy and procedure.
3. Refund policy and procedure.
4. Cost information, including tuition and fees.
5. Describe whether the provider is in partnership with a business or multiple businesses.
6. Information that addresses alignment of the training services with in-demand industry sectors and occupations, to the extent possible.
7. Information related to the indicators of performance, which include: For all students (includes every student enrolled in a WIOA-approved training program)
    a. Unsubsidized Employment During the Second Quarter after Exit
    b. Unsubsidized Employment During the Fourth Quarter after Exit
    c. Median Earnings at the Second Quarter After Exit
    d. Credential Attainment Rate

All providers must meet the minimum established performance criteria, as approved by the State Board.

Providers that are licensed by the Department of Safety, the Division of Public Health Services or the Board of Barbering, Cosmetology and Esthetics must provide additional documentation, including:

1.

    a. documentation of liability insurance

b. documentation of surety bond insurance in the amount of 10% of last year's annual gross income or a minimum of $10,000

c. most recent audit or audited financial statement

2.

Providers that are licensed by the Department of Education (DOE) must follow the rules and regulations of DOE and provide the documentation as set forth in the NH Code of Administrative Rules 300 (Appendix D) and NH Statute RSA 188-G (Appendix E).

Providers receive initial eligibility for only one fiscal year for a particular program.

After the initial eligibility expires, these initially eligible providers are subject to the application procedures for continued eligibility (Section VII).

In order to assist participants in choosing employment and training activities, the OWO will disseminate the list of eligible training providers and accompanying performance and cost information to the Board and to members of the public online including through websites and searchable databases, including the NH Works, one-stop delivery system and its program partners throughout NH.

The OWO will update the list regularly and provider eligibility will be reviewed according to the procedures determined herein.

The ETPL will be accompanied by appropriate information to assist participants in choosing employment and training activities. Such information will include:

1. Recognized post-secondary credential(s) offered
2. Performance information
3. Cost information, including tuition and fees

Training providers are responsible for providing updated information through NSCITE. The OWO will accept any changes to data displayed for providers and programs listed on the ETPL and will update the list as necessary.

Training Providers will apply for biennial renewal for an eligibility period to span the respective following two fiscal years (July 1-June 30) by December 1. Providers must provide the following information during reapplication:

1. Up to date provider information
2. Up to date information on each program, including cost (tuition and fees).
3. Student data for calculation of performance information8, which includes:
    a. Unsubsidized Employment During the Second Quarter after Exit
    b. Unsubsidized Employment During the Fourth Quarter after Exit
    c. Median Earnings at the Second Quarter after Exit
    d. Credential Attainment Rate
    e. Program Completion Rate for WIOA participants

Upon receipt of completed information and student data, OWO will make a determination of continuing eligibility. OWO's determination of continued eligibility will be based upon the information supplied by the provider, as well as consideration of the provider's continued ability to offer high quality programs resulting in industry-recognized certificates and recognized post-secondary credentials in in-demand industry sectors and occupations. OWO will also give consideration to the timeliness and accuracy of submitted performance reports as well as to ensuring approved trainings are physically and programmatically accessible for individuals who are employed and individuals with barriers to employment, including individuals with disabilities.

The ETPL and performance/cost data for each training program will be published for the State Board, NH Works Centers and general public consumption.

The period of eligibility will last for the following two fiscal years (July 1-June 30).

A training provider and/or its program may be denied inclusion in or removed from the state ETPL for the following reasons:

1. The initial and/or renewal application was not completed, was not completed by established due date, or was missing required information.
2. Performance data was not submitted or was not submitted by established due date.
3. The training provider intentionally supplied inaccurate information.
4. The training provider substantially violated any requirement under WIOA, state or local laws and policy.
5. The training provider loses its license or accreditation of its accrediting body.
6. Upon setting minimum levels of performance, a provider or program that fails to meet such levels will be removed.

If OWO denies eligibility for listing a provider's program on the ETPL, the provider will be notified in writing within 30 days of this decision, with the reason(s) for denial and information on the appeal process. If a training provider chooses to appeal, the training program that is subject to removal shall remain on the ETPL until the appeal has concluded and a final determination is made. If WIOA students are currently enrolled in a program that is subject to removal or has been removed, those students will be allowed to complete the program.

A provider choosing to appeal a decision must submit a written appeal to the Director of OWO within 30 calendar days of the issuance of the denial notice. The written appeal must include:

- a statement of the desire to appeal;
- specification of the program in question; and
- Specifically and in detail, the grounds and the reasons upon which it claims that the denial is invalid.

OWO will not consider any factual or legal grounds for relief that are not set forth in the appeal. OWO will determine whether a hearing for the purpose of fact-finding is necessary and will issue a decision not later than 30 calendar days from either the date a hearing is held, or the date the appeal request is received by OWO.

Providers and Programs that have been removed from or denied listing on the ETPL may be reinstated after two years by applying through the initial application process. A provider who

has been removed from the list for noncompliance is liable to repay all adult and dislocated worker-training funds received during the period of noncompliance.

Unsubsidized Employment during the Second Quarter after Exit

The employment rate is represented by the following formula: Numerator = Total number exiting the program (both completers and non-completers) during the 12-month reporting period with wages reported in the 2nd quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date); Denominator = Total number exiting the program (both completers and non-completers) during the 12-month reporting period.

Unsubsidized Employment during the Fourth Quarter after Exit

The employment rate is represented by the following formula: Numerator = Total number exiting the program (both completers and non-completers) during the 12-month reporting period with wages reported in the 4th quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date); Denominator = Total number exiting the program (both completers and non-completers) during the 12-month reporting period.

Median Earnings at the Second Quarter after Exit

This measure calculates the median quarterly wage at the second quarter after exit of individuals exiting the training program (both completers and non-completers) during the reporting period with wages in the 2nd quarter subsequent to the exit quarter (the calendar quarter containing the exit or completion date).

The calculated median quarterly wage is then divided by 520 hours (the standard amount of hours considered full time employment in a calendar quarter) to arrive at an hourly rate for comparison to the Federal Minimum Wage.

Credential Attainment Rate

The credential attainment rate for participants reflects the following formula: Numerator = Total number of Participants who obtain a recognized post-secondary credential, or a secondary school diploma or its recognized equivalent during participation or 1 year after exit; Denominator = Total number of Participants exiting the program (both completers and non-completers) during the 12-month reporting period.

Program Completion Rate

The program completion rate for WIOA Participant populations reflects the following formula: Numerator = Total number completing program during the 12-month reporting period. Denominator = Total number exiting the program (both completers and non-completers) during the 12-month reporting period.

The denominator (total number WIOA Participants exiting the program) is defined as the total number of new program enrollments and number of active (continuing) students during the 12-month reporting period minus the total number still enrolled in the program at the conclusion of the reporting period.

Completers: Any student who successfully attained the desired outcome of the program they were enrolled in leading to a nationally or state recognized certificate, credential, degree, or diploma.

Completion Rate: Total number of students completing the applicable program divided by the total number of individuals exiting the program (both completers and non-completers) within the 12-month reporting period.

Employment Rate: Total number of students exiting (both completers and non-completers) from the applicable program that obtained unsubsidized employment in the 2nd and 4th quarters subsequent to the exit quarter (the calendar quarter containing the exit or completion date), divided by the total number of students exiting the program.

Exiters: All participants in the program who left during the reporting period, no matter what the reason and regardless of their start date. Defined as the total number of new program enrollments and number of active (continuing) students during the 12-month reporting period minus the total number still enrolled in the program at the conclusion of the reporting period.

Exit Quarter: The calendar quarter containing the exit or completion date of a student.

Median Earnings: Median wage expressed as an hourly rate for all students exiting the applicable program and obtaining unsubsidized employment.

Reporting Period: The 12-month period that corresponds with the most recent WIOA Program year, running from July 1 through June 30 of the subsequent year.

Unsubsidized Employment: Any employment where the employee's wages are not directly paid in whole or in part by federal funds. Employment in the military is considered unsubsidized employment.

WIOA Program Year: The WIOA Program Year begins July 1 and ends on June 30 of the subsequent year.

Providers of training programs will be required to submit student data annually. The following circumstances will be considered in order to avoid excluding programs from the ETPL who serve a small population of students or have no WIOA clients.

No WIOA Participants: If a program serves no WIOA clients during the reporting period, the program is considered to have met any possible future State Performance measures for the WIOA measures (Program Completion Rate).

No Students: If a program did not have any enrollments during the reporting period, it will not be held to performance requirements. Training providers will indicate this by indicating an enrollment number of zero during renewal application periods.

Small Populations: If a program serves fewer than ten students (or if fewer than 10 students can be located in UI Wage Records), it will not be held to performance requirements for that Program Year. Instead, the program will group students over two consecutive years to calculate performance.

Example 1: If the WIOA Participant population of a program is five and the All Student population is 25, the program will be exempted from the WIOA measure (Program Completion Rate) but the program will need to meet the All Student measures. For the subsequent year, the WIOA Participant population of the previous (exempted) year will be included in the WIOA performance measures.

Example 2: If the WIOA Participant population of a program is 12, but only 7 of those individuals have employment records, the program will be exempt from the Median Wage measure for WIOA participants that year (as only 7 records will be available to calculate measure). For the subsequent year, the WIOA Participant population of the previous (exempted) year will be included in this WIOA performance measures.

4. DESCRIBE HOW THE STATE WILL IMPLEMENT AND MONITOR THE PRIORITY FOR PUBLIC ASSISTANCE RECIPIENTS, OTHER LOW-INCOME INDIVIDUALS, AND INDIVIDUALS WHO ARE BASIC SKILLS DEFICIENT IN ACCORDANCE WITH THE REQUIREMENTS OF WIOA SEC. 134(C)(3)(E), WHICH APPLIES TO INDIVIDUALIZED CAREER SERVICES AND TRAINING SERVICES FUNDED BY THE ADULT FORMULA PROGRAM

Priority of Service is managed through policy and procedure established to ensure services and funds are focused on addressing the employment needs of target populations. Monitoring the priority for public assistance recipients, other low-income individuals, or individuals who are basic skills deficient in accordance with the requirements of WIOA sec. 134(c)(3)(E) within each of the state's NH Works Centers is managed by tracking plan versus actual enrollment plans developed for target populations annually and monitored monthly. In addition, a review of quarterly federal performance reports, which track participant, exit and performance outcomes by target population, is used to assess compliance.

New Hampshire's Priority of Service Policy can be found at

www.nhworks.org: https://www.nhworks.org/wp-content/uploads/2020/04/Priority-of-Service-Policy.pdf

5. DESCRIBE THE STATE'S CRITERIA REGARDING LOCAL AREA TRANSFER OF FUNDS BETWEEN THE ADULT AND DISLOCATED WORKER PROGRAMS

New Hampshire is a single area state and therefore transfer decisions are made on the state level. The process for transferring funds is initiated after careful consideration of current and potential impact to priority target populations, impact on the local economy and/or in response to state strategies implemented to address labor market needs for additional service and/or training needs. Requests are initiated by NH BEA/OWO via a formal request to the SWIB. Upon SWIB approval, the Chair will submit a formal request to the Governor for final approval.

C. WITH RESPECT TO YOUTH WORKFORCE INVESTMENT ACTIVITIES AUTHORIZED IN SECTION 129 OF WIOA—

1. IDENTIFY THE STATE-DEVELOPED CRITERIA TO BE USED BY LOCAL BOARDS IN AWARDING GRANTS OR CONTRACTS FOR YOUTH WORKFORCE INVESTMENT ACTIVITIES AND DESCRIBE HOW THE LOCAL BOARDS WILL TAKE INTO CONSIDERATION THE ABILITY OF THE PROVIDERS TO MEET PERFORMANCE ACCOUNTABILITY MEASURES BASED ON PRIMARY INDICATORS OF PERFORMANCE FOR THE YOUTH PROGRAM AS DESCRIBED IN SECTION 116(B)(2)(A)(II) OF WIOA IN AWARDING SUCH GRANTS OR CONTRACTS.[11]

1. Competitive and Non-Competitive Grant and Contract Award Process

The State utilizes a competitive process for awarding grants and contracts unless a sole source process is warranted consistent with OMB guidelines. The competitive process, including those for youth services are handled through a Request for Proposal (RFP) process. The State Workforce Board, through the Office of Workforce Opportunity oversees the RFP process. The State maintains a RFP mailing list, and public announcements are posted on the OWO's website, in newspapers and with other media, as appropriate.

2. Criteria Used in Awarding Youth Grants

Grants for youth activities are awarded at the State level through the New Hampshire State Workforce Innovation Board (SWIB) in response to successful application for grant funds solicited through a formal Request for Proposal (RFP) process.

The RFP stipulates that the following guidance and conditions will apply in awarding grants to providers of youth services:

- Proposal submissions will be reviewed to ensure that all the required documentation, signatures, and assurances are included.
- The cost of the proposal will not be the sole determinate factor for selection.
- The proposal contents will be reviewed and scored using a rating criteria and point system.
- A minimum of 75% of the funds are allocated to programs that serve out-of-school youth and up to 25% of the funds will be allocated to youth currently enrolled in educational activities.
- Respondents may choose to apply to serve in-school youth only, out-of-school youth only, or both.
- The goal is to distribute funds throughout the geographic regions of the state based on the receipt of satisfactory applications.
- State Workforce Innovation Board/Office of Workforce Opportunity reserves the right to allocate funds as appropriate based on the quality of proposals, past performance, and the statewide minimum of 75% out-of-school funding.
- The State Workforce Innovation Board in conjunction with the Office of Workforce Opportunity establishes a review panel and conducts a comprehensive, fair and impartial evaluation of all proposals received that meet the Request for Proposals minimum requirements.
- Proposals that do not meet minimum criteria will not be funded.
- Applications will be ranked based on the score assigned by the panel after careful evaluation by panel members.
- Final decisions will be based on the application score, the regional and minimum funding requirements, high performing contractors, the judgment of the review team and the State Workforce Innovation Board in conjunction with the Office of Workforce Opportunity, and where applicable, the Governor and NH Executive Council approval process.

All proposals received in response to the WIOA Youth RFP process are evaluated in accordance with the criteria and rating system specified in the RFP application packet. A typical RFP evaluation process would include criteria such as the following:

Rating Factor 1: Program Management and Organizational Capacity

Rating Factor 2: Past Outcomes

Rating Factor 3: Program Design

Rating Factor 4: Program Components

Rating Factor 5: Collaboration with Youth Serving Agencies

Rating Factor 6: Budget

Rating Factor 7: Leveraged Resources and Sustainability

Rating Factor 8: Employer/College Connections Bonus

Criteria for Determining Effective Youth Providers

To guide the youth funding award process, and help interested providers better understand the vision, goals and priorities established by the State Workforce Innovation Board, the State Workforce Innovation Board has identified seven areas for consideration in determining effective providers of youth services. They are as follows:

1. Meeting Needs: Programs should meet the needs of at-risk youth populations and underserved communities while providing a broad range of services that meet the academic, employment, and youth development needs of young people. Programs should be aimed at ensuring that economically disadvantaged youth in school and out of school have the opportunities and support needed to become productive members of the workforce and achieve economic self-sufficiency.

2. Youth Development: Effective programs are built on a well-conceived and implemented approach to youth development. A commitment to youth development is exemplified by a conscious and professional reliance on youth development principles, including high expectations, caring relationships, holistic service strategies that build responsibility and identity, and a view towards youth as resources. Key strategies the State Workforce Innovation Board is looking for in this area are providing adult mentors for every possible youth participant, integrating social and support services into programming, addressing transportation barriers to youth access, accommodating a variety of learning styles, and providing follow-up services for young people when they exit in order to ensure their continued success.

3. Skill Development: Effective programs clearly emphasize the development of skills, knowledge, and competencies that lead to jobs and careers. Programs should strongly link work and learning and academic and occupational learning. All Dropout Recovery (out-of-school youth) programs are required to provide occupational skills training concurrently with work readiness and academic training. Key strategies the State Workforce Innovation Board is looking for in this area are linkages to apprenticeships, community colleges and employers, transition services, and how participants will gain academic credit and skill credentials.

4. Involvement of Employers and Links to Local Labor Markets: Programs should have the strong involvement of local employers and should be linked to local labor market needs and growing economic sectors as determined by the occupations in-demand list for New Hampshire. Programs should provide effective connections to intermediaries with strong links to the job market and local and regional employers.

5. Collaboration and Leveraging Partnerships: Programs are sought that demonstrate how partnerships and the involvement of the community will be used to meet the program goals. Involving the local community means developing real partnerships among educational institutions, employers, community-based organizations, private sector employers, and/or other organizations and members of the community interested in youth. Respondents are encouraged to access resources from these partnerships and use them in the program to provide quality youth opportunities.

6. Producing Results: Programs should ensure that young people are gaining the skills to complete high school or its equivalent and transition to postsecondary education, advanced training or skilled employment. Programs should track these results and strive to continuously improve their programs and their outcomes for youth based on information and data.

7. Academic Gains for In-School Youth: Alternative Education programs (either dropout prevention or dropout recovery models) will provide quality education that adheres to the state standards.

2. DESCRIBE THE STRATEGIES THE STATE WILL USE TO ACHIEVE IMPROVED OUTCOMES FOR OUT-OF-SCHOOL YOUTH AS DESCRIBED IN 129(A)(1)(B), INCLUDING HOW IT WILL LEVERAGE AND ALIGN THE CORE PROGRAMS, ANY COMBINED STATE PLAN PARTNER PROGRAMS INCLUDED IN THIS PLAN, REQUIRED AND OPTIONAL ONE-STOP PARTNER PROGRAMS, AND ANY OTHER RESOURCES AVAILABLE.

The NH State Workforce Innovation Board is committed to coordinating existing resources and identifying new resources specific to achieving improved outcomes for out-of-school youth.

Working with the NH Department of Education (e.g., ABE, CTE, VR and In-school Programs) to strengthen the connections for students who drop out of or leave school without the skills necessary to obtain suitable and sustainable employment, the State Workforce Innovation Board will play a lead role in coordinating and leveraging resources. The work of the State Workforce Innovation Board will be further supported by the NH Works system of partner agencies, which include Job Corps, Youth Build (when an active grant is in place) and the various community-based organizations focused on services to youth.

Strategies to achieve improved outcomes will include some or all of the following:

- Develop and identify clear and concise pathways to achieving individual education/employment goals.
- Connect out-of-school youth with state developed sector training and/or job opportunities.
- Encourage credential-granting training options.
- Expand work-based learning and training opportunities that allow youth to explore employment options – e.g., Return to Work, OJT, Apprenticeship, Internship, Work experience (paid or unpaid), etc.
- Increase co-enrollments in/across core programs to maximize available resources for the provision of comprehensive work and training supports i.e., full complement of wrap around services to support success.
- Streamline referral processes to minimize “drop outs”
- The Granite Workforce initiative served low income parents who are at or below 138% of the Federal Poverty Guideline. This program was offered as a pilot program led by the NH Department of Health and Human Services in coordination with the NH Employment Security. Other named partners include NH Department of Business and Economic Affairs, NH Community College System, NH Department of Education and other education and training agencies. In addition, community based organizations could respond to a request for services for the provision of additional barrier resolution and/or support services as necessary and appropriate. The success of this pilot program has led to the adoption and continuation moving forward as WorkNowNH.

3. DESCRIBE HOW THE STATE WILL ENSURE THAT ALL 14 PROGRAM ELEMENTS DESCRIBED IN WIOA SECTION 129(C)(2) ARE MADE AVAILABLE AND EFFECTIVELY IMPLEMENTED, INCLUDING QUALITY PRE-APPRENTICESHIP PROGRAMS UNDER THE WORK EXPERIENCE PROGRAM ELEMENT. [12]

As outlined in WIOA, the New Hampshire Youth Programs will promote the following program elements to support the attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and career readiness for participants:

1. Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school

diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential;

2. Alternative secondary school services, or dropout recovery services, as appropriate;
3. Paid and unpaid work experiences that have as a component academic and occupational education, which may include—
    a. Summer employment opportunities and other employment opportunities available throughout the school year;
    b. Internships and job shadowing; and
    c. On-the-job training opportunities;
4. Summer employment opportunities and other employment opportunities available throughout the school year;
5. Internships and job shadowing; and
6. On-the-job training opportunities;
7. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
8. Leadership development opportunities, which may include community service and peer centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate;
9. Supportive services;
10. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months;
11. Follow-up services for not less than 12 months after the completion of participation, as appropriate;
12. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate;
13. Financial literacy education;
14. Entrepreneurial skills training;
15. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
16. Activities that help youth prepare for and transition to postsecondary education and training.
17. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupational cluster.

These program elements were included in the RFP for youth service providers for PY21/24. Any provider receiving funds from the State will be required to provide these elements to its participants either through its program or program partners. Through annual on-site monitoring and file review, OWO staff will ensure that programs are providing the participant's needed essential elements.

4. PROVIDE THE LANGUAGE CONTAINED IN THE STATE POLICY FOR "REQUIRING ADDITIONAL ASSISTANCE TO ENTER OR COMPLETE AN EDUCATIONAL PROGRAM, OR TO SECURE AND HOLD EMPLOYMENT" CRITERION FOR OUT-OF-SCHOOL YOUTH SPECIFIED IN WIOA SECTION 129(A)(1)(B)(III)(VIII) AND FOR "REQUIRING ADDITIONAL ASSISTANCE TO COMPLETE AN EDUCATION PROGRAM, OR TO SECURE AND HOLD EMPLOYMENT" CRITERION FOR IN-SCHOOL YOUTH SPECIFIED IN WIOA SECTION 129(A)(1)(C)(IV)(VII). IF THE STATE DOES NOT HAVE A POLICY, DESCRIBE HOW THE STATE WILL ENSURE THAT LOCAL AREAS WILL HAVE A POLICY FOR THESE CRITERIA.

New Hampshire's State Workforce Innovation Board in collaboration with the Office of Workforce Opportunity, the grant recipient for WIOA Youth funds, has identified the criterion as follows:

Out-of-School Youth: "requires additional assistance to enter or complete an educational program, or to secure and hold employment" is defined as having been unemployed for six months out of the last two years.

In-School Youth: A youth determined to be at risk of dropping out of school as defined by the Jobs for America's Graduates program model definitions:

- One or more years behind modal grade for one's age group, with particular emphasis on those two or more years behind modal grade.
- Below average academic test scores relative to students in his/her class with particular emphasis on those in the bottom 25% of the test score distribution.
- Above average number of absences during the past school year in comparison to other students in the school.
- Placed on probation, suspended from school or expelled from school one or more times during the past two years.
- Member of an economically disadvantaged family. Criteria for determining one's economic status is that used in local WIOA programs.
- Lives with only one or neither of his/her natural parents.
- Mother has not graduated from high school.
- Closest friends have limited educational expectations, i.e. they do not expect to graduate from high school or have already dropped out of school.
- Substance abuse.

5. INCLUDE THE STATE DEFINITION, AS DEFINED IN LAW, FOR NOT ATTENDING SCHOOL AND ATTENDING SCHOOL AS SPECIFIED IN WIOA SECTION 129(A)(1)(B)(I) AND SECTION 129(A)(1)(C)(I). IF STATE LAW DOES NOT DEFINE "NOT ATTENDING SCHOOL" OR "ATTENDING SCHOOL," INDICATE THAT IS THE CASE AND PROVIDE THE STATE POLICY FOR DETERMINING WHETHER A YOUTH IS ATTENDING OR NOT ATTENDING SCHOOL.

New Hampshire State Law does not currently define "not attending school" or "attending school".

6. IF USING THE BASIC SKILLS DEFICIENT DEFINITION CONTAINED IN WIOA SECTION 3(5)(B), INCLUDE THE STATE DEFINITION WHICH MUST FURTHER DEFINE HOW TO DETERMINE IF AN INDIVIDUAL IS UNABLE TO COMPUTE OR SOLVE PROBLEMS, OR READ, WRITE, OR SPEAK ENGLISH, AT A LEVEL NECESSARY TO FUNCTION ON THE JOB, IN THE INDIVIDUAL'S FAMILY, OR IN SOCIETY. IF NOT USING THE PORTION OF THE DEFINITION CONTAINED IN WIOA SECTION 3(5)(B), INDICATE THAT IS THE CASE.

In New Hampshire, “basic skills deficient” is defined as “Deficient in basic literacy skills is defined as an individual who computes or solves problems, reads, writes or speaks English at or below grade level 8.9; or is unable to compute or solve problems, read, write or speak English at a level necessary to function on the job, in the individual's family or in society.”

D. SINGLE-AREA STATE REQUIREMENTS

1. ANY COMMENTS FROM THE PUBLIC COMMENT PERIOD THAT REPRESENT DISAGREEMENT WITH THE PLAN. (WIOA SECTION 108(D)(3).)

2. THE ENTITY RESPONSIBLE FOR THE DISBURSAL OF GRANT FUNDS, AS DETERMINED BY THE GOVERNOR, IF DIFFERENT FROM THAT FOR THE STATE. (WIOA SECTION 108(B)(15).)

3. A DESCRIPTION OF THE TYPE AND AVAILABILITY OF WIOA TITLE I YOUTH ACTIVITIES AND SUCCESSFUL MODELS, INCLUDING FOR YOUTH WITH DISABILITIES. (WIOA SECTION 108(B)(9).)

This Combined State Plan reflects the planning requirements for both the WIOA State and Local Plans. Below is a reference guide for where each local planning element may be found.

Planning Elements	Location
1. Strategic Elements	See II. Strategic Planning Elements (a)-(c)
• Analysis of regional economic conditions	
• Analysis of the knowledge and skills needed to meet the needs of employers	
• Analysis of the workforce	
• Analysis of workforce development activities	
• Description of strategic vision and goals	
• (F) Strategy to align resources	
2. Description of the workforce development system	See III. Operational Planning Elements (a)(1)
3. Description of how the board will expand access to services	See II. Strategic Planning Elements (a)(2), New Hampshire Works One-Stop System, Cross-Agency Collaboration; III. Operational Planning Elements (a)(1), One-Stop Operator Consortium; (a)(2)(B)-(C)
4. Description of strategies to engage employers and meet the needs of business	See III. Operational Planning Elements (a)(1), Interagency Business Team; (a)(2)(D); New Hampshire Works One-Stop System; New Hampshire Employment Security
5. Description of the coordination with economic development	See III. Operational Planning Elements (a)(2)(H)
6. Description of the one-stop delivery system	See II. Strategic Planning Elements (a)(2), New Hampshire Works One-Stop System
7. Description and assessment of adult and	See VI. Program Specific Requirements, Title

Planning Elements	Location
dislocated worker activities	I-B, (b)
8. Description of how the board will carry out rapid response activities	See VI. Program Specific Requirements, Title I-B, (a)(2)(B)-(D)
9. Description and assessment of youth activities	See VI. Program Specific Requirements, Title I-B, (c); (d)(3)
10. Description of the coordination with secondary and post-secondary education	See III. Operational Planning Elements (a)(2)(E)-(F)
11. Description of coordination with transportation	See III. Operational Planning Elements (a)(2)(B)
12. Description of coordination of services under Wagner Peyser	See III. Operational Planning Elements (a)(2)(A); VI. Program Specific Requirements, Wagner Peyser Act
13. Description of the coordination with Adult Education	See III. Operational Planning Elements (a)(2)(A); VI. Program Specific Requirements, Adult Education and Literacy
14. Description of the coordination with Vocational Rehabilitation and services to individuals with disabilities	See III. Operational Planning Elements (a)(2)(A); VI. Program Specific Requirements, Vocational Rehabilitation
15. Identification of the entity responsible for the disbursal of grant funds	See VI. Program Specific Requirements, Title I-B, (c); (d)(2)
16. Description of the competitive process to award subgrants and contracts	See VI. Program Specific Requirements for an explanation by each program
17. Description of the local levels of performance negotiated	N/A
18. Description of the actions by local boards to become high-performing boards	N/A
19. Description of how training services will be provided	See VI. Program Specific Requirements, Title I-B, (b)(3)
20. Description of the process used by the board provide an opportunity for public comment	To be added upon completion of public comment period.
21. Description of implementation of integrated intake and case management information systems	See III. Operational Planning Elements (a)(2)(C); (b)(1)
22. Such other information as the Governor may require	N/A

1) Any comments from the public comment period that represent disagreement with the Plan. (WIOA section 108 (d)(3).)

The State Plan was posted at www.nhworks.org for public review and written comments. Public hearings were held to gather comments on the plan. The public hearings were held on the following dates: October 26, 2021 in Concord, NH; October 26, 2021 in Keene, NH; October 28,

2021 in Rochester, NH; November 5, 2021 in Littleton, NH. To date no comments have been received. Comments received in the future will be posted Appendix 4.

2. The entity responsible for the disbursal of grant funds, as determined by the governor, if different from that for the State. (WIOA section 108(b)(15).)

The State entity known as the NH Department of Business and Economic Affairs (Office of Workforce Opportunity) is responsible for the disbursal of WIOA grant funds in the State of New Hampshire in accordance the funding allocation approved by the SWIB.

3. A description of the type and availability of WIOA title I Youth activities and successful models, including for youth with disabilities. (WIOA section 108(b)(9).)

New Hampshire accepts proposals from any applicant that feels that they can meet the Request for Proposal and Contractual requirements. The Office of Workforce Opportunity at the NH Department of Business and Economic Affairs (BEA) solicits through a Request for Proposal (RFP) on behalf of the SWIB. The purpose of the RFP is to identify appropriate service provider(s) to provide employment and training services throughout the state. Currently, there are two Youth providers in New Hampshire – My Turn and Jobs for America's Graduates New Hampshire. The majority of the WIOA Youth programs serve out-of-school youth, in addition to two in-school programs. The youth providers are successful in expanding the reach of the program through partnerships, particularly with Adult Education, Vocational Rehabilitation, and TANF.

Youth with disabilities are able to access all WIOA Title I Youth Services (i.e. assessment, 14 essential elements, training, and/or placement services.)

The NH Works partner agencies refer to policy 38.14, that requires accommodations and reasonable modifications for individuals with disabilities and leverage referrals with Vocational Rehabilitation when providing services for youth with disabilities. For the purposes of this policy, reasonable accommodation means any change or adjustment to a training or work environment that permits qualified applicants, employees, or participants with disabilities (including youth with disabilities) to participate in the application process, to perform the essential functions of the job, or to enjoy the benefits or privileges of employment equal to those enjoyed by others unless it can be shown that such accommodations would impose an undue hardship on program operations.

Examples of accommodation for youth with disabilities include, but are not limited to:

- Acquiring or modifying devices
- Job restructuring
- Part time or modified work schedules
- Providing readers or qualified interpreters
- Making the workplace or program facility accessible to and usable by individuals with disabilities

Decisions regarding reasonable accommodation for individuals (youth) with disabilities will be determined on a case-by-case basis. Individuals who are not satisfied with accommodations provided may file a grievance

4. A DESCRIPTION OF THE ROLES AND RESOURCE CONTRIBUTIONS OF THE ONE-STOP PARTNERS.

The one stop partners are:

Required Partners

Department of Business & Economic Affairs (OWO) Adult (Title I)

Dislocated Worker (Title I) Youth (Title I)

Senior Community Service Employment Program (Title V Older Americans Act)

New Hampshire Employment Security

Wagner-Peyser (Wagner-Peyser Act, as amended by Title III)

Trade Adjustment Assistance for Worker Program (Chapter 2, Title II Trade Act) Jobs for Veterans State Grants (Title 38, Chapter 41)

Unemployment Insurance

Department of Education

Adult Basic Education and Family Literacy (WIOA Title II)

Vocational Rehabilitation (Title I Rehabilitation, as amended by Title IV)

Resource contributions include:

Department of Business and Economic Affairs - OWO

Currently, OWO has an agreement with NHES for the direct delivery of services for WIOA Dislocated Worker. NHES contracts with Southern NH Services, Inc. representing the Community Action Programs Association of five Community Action Programs (CAPS) covering different areas, as the primary service provider for WIOA Adult employment and training services). This includes training and education programs and access to energy assistance, health, food, and nutrition assistance, Hispanic/Latino community services, housing and homeless programs, TANF work programs, and other various supportive and volunteer services available through the CAPS. A Request for Proposals for the solicitation of a statewide service provider for WIOA Adult funds was conducted in August 2020 and subsequently awarded in December 2020.

WIOA employment and training services to economically disadvantaged youth that possess barriers to employment are provided by NH Jobs for America's Graduates (NH JAG) and MY TURN. This includes both in- school and out-of-school youth. Services focus on workforce development and target the training areas needed such as: career awareness, work-ready skills, and increased academic skills that result in academic and/or employment credentials/outcomes. Within the NH Works system, referrals and release forms allow agencies to share information and best serve the youth population based on each individual's unique needs and barriers.

New Hampshire Department of Education (DOE) - The NH DOE administers core and non-core WIOA services, including Adult Basic Education (ABE) programs, Vocational Rehabilitation, and Perkins Career and Technical Education (CTE) programs.

The Bureau of Adult Education provides funding for programs serving 7,000 adults yearly who are improving their basic educational skills leading to a high school credential. The Bureau also administers the statewide HiSET (High School Equivalency Test) which results in approximately 1,800 adults each year receiving their certificate. ABE programs serve as the foundation and basic building blocks of all workforce development services, as the importance of individuals to have foundational skills in math and reading continue to grow. This holds true particularly when looking past entry-level jobs for job seeker customers and closing the gap with high-demand skills and occupations.

ABE staff participates in workforce agency partner meetings and NH Works counselors work with students on-site in ABE classes, called "What's Next", to introduce career inventories, career pathways, and promote resources available through NH Works. Adult students also work with an Adult Career Pathways Coordinator, present in the classroom, who meets with students to discuss goals, challenges, and recalibrate employment expectations. This coordinator also builds bridges with local community colleges, CTE centers, and certificate programs to further facilitate adult students to continue into post-secondary education after completing ABE coursework. ABE staff also receives referrals from workforce partner agencies for customers who do not have a high school diploma or are basic skills deficient.

The Bureau also provides refugee service programs. With approximately 500 local employers in refugee resettlement areas, ABE staff work closely with employers and develops programs in partnership to provide employees with on-site English literacy training.

The Bureau of Vocational Rehabilitation (VR) provides assistance to eligible persons with disabilities throughout the state to gain and retain employment outcomes through the provision of direct vocational rehabilitation services, as funded under the Rehabilitation Act of 1973, as amended. VR is a joint State/Federal program that seeks to empower people to make informed choices, build viable careers, and live more independently in the community. To that end, VR supports the following programs and priorities:

- Disability Determination Services
- Independent Living
- Rehabilitation Services
- Services for the Blind and Visually Impaired
- Services for the Deaf and Hard of Hearing
- Transition

VR operates under the awareness that collaboration with other agencies, community groups, and employers is what makes their services most meaningful for their customers. There has been continued outreach to the business community on benefits of hiring individuals with disabilities. VR staff also work to ensure other public workforce system resources are fully accessible, and closely align the personal interests of clients with the current job market, using the labor market information that is available. Currently there are strong relationships with local employers, regional workforce coalitions, community organizations such as Goodwill, and co-enrollment for customers such as On-the-Job-Training programs. Students are able to gain real world work experience through the Extended Learning Opportunity (ELO) program. The NH Department of Education supports and encourages local school districts to adopt policies that encourage 'extended learning'. Extended learning refers to the primary acquisition of knowledge and skills through instruction or study outside of the traditional classroom methodology, including, but not limited, to:

- Apprenticeships
- Community service
- Independent study
- Online courses
- Internships
- Performing groups

- Private instruction

Several vendors provide direct services for those with disabilities throughout the state. A close collaboration between VR, the state legislature, families, the governor's commission, Developmental Disability Council, and other stakeholders resulted in the passing of State Bill 47 to eliminate subminimum wage for individuals with disabilities in New Hampshire – a great success in closing the unemployment gap for this demographic.

On the national level, there is a trend that individuals with disabilities become isolated after leaving the secondary education system and lose access to many of the resources that are available, resulting in high unemployment for this segment of the population. VR staff are committed to closing this gap for New Hampshire residents and leverage many national resources in addition to the local and state level workforce services. A data system has been developed specifically for individuals with disabilities, called the Talent Acquisition Portal. Project Search, a national partnership for people with significant developmental disabilities, teaches work behavior, job skills, soft skills, communication, and other fundamental tools for success. Pepnet2 is a national partnership dedicated to increasing education and career choices for individuals who are deaf or hard of hearing.

The Bureau of Career Development supports Career and Technical Education (CTE), including career pathway development that lead to further education and employment opportunities for students. Activities include, but are not limited to:

- Providing direction for the system of 30 secondary regional career and technical centers and sub centers
- Supporting career clusters/pathways
- Supporting facility development and renovation at the secondary regional centers
- Managing the use of federal CTE funds for program improvement at secondary and postsecondary institutions and correctional facilities
- Works closely with the NH Department of Education's Division of Higher Education that regulates/licenses private, postsecondary (i.e., post high school) career (i.e., job related schools. These schools are non-degree granting.
- Connecting secondary and postsecondary institutions (Tech Prep/School to Work)
- Supporting introductory offerings beginning at the middle school level leading to career and technical education
- Services of the Office of Civil Rights Compliance and Equity
- Disbursement of state tuition and transportation funds for CTE students

CTE centers use the National Career Cluster framework and work-based-learning is not just promoted, but integral to students' education. School administration, instructors, and staff members support internships, job shadows, industry tours, apprenticeships, and other work experiences for students. Some CTE centers have staff dedicated solely to developing business connections in the community to enhance these opportunities for students. There is close collaboration with high school guidance counselors, providing college information and tours, soft skills training and National Career Readiness Certificate preparation, portfolio development, mock interview opportunities, and more for students. By integrating career exposure to academic education, students are more prepared for both college and the workforce.

CTE programs are grounded in relevant industries and business needs, with regional advisory boards and individual program-specific local boards led by business representatives driving the curriculum and learning outcomes for students. The state legislature is also working to have career and college planning as required coursework in K-12 education, which would require students to create and annually update an individual plan.

In addition to the provision of programmatic content, skills, and knowledge CTE instructors integrate career and college readiness throughout their curriculum. CTE centers bring the real world of work into the classroom through Career & Technical Student Organizations (CTSOs), guest experts, simulated workplace experiences, and virtual job shadows. Additionally, partnerships between industry and CTE provide opportunities for students to gain real world experience through internships, job shadows, industry tours, cooperative programs, and/or part-time employment opportunities. These activities help facilitate the development of students soft skills as well as career specific requirements. The development of teacher externships provides CTE instructors with industry current skills due to participation as active learners within the facilities of their local industry partners. These skills then return to the CTE center and benefit students throughout the instructors programs. Articulation agreements (AA) and dual enrollment (DE) opportunities provide CTE students with opportunities to gain college credits while enrolled in CTE programs. The number of such agreements between CTE centers and postsecondary are continually increasing and covering a broader range of career areas. The early college access is offered at low and/or no cost and is a benefit that may greatly reduce the financial burden incurred by CTE students and their parents/ guardians as they pursue postsecondary education.

Apprenticeships

Instruction for apprenticeships related to secondary programs is administered by the NH Department of Education. Apprenticeship program administration is done through the United States Department of Labor. Apprenticeship programs are primarily used on the demand-side, working with employers who have identified a need. Currently, about 300 employers offer

apprenticeships across the state. Within the workforce system for job-seekers, there has been growing representation and promotion of this program as another opportunity for career training. With the awarding of the Department of Labor Apprenticeship NH expansion grant in November of 2016, the Community College System has been working towards developing and extending apprenticeships across the state in three targeted sectors of Advanced Manufacturing, Health Care and Information Technology through instruction provided by their seven colleges.

Community College System of New Hampshire - The Community College System of New Hampshire is deeply integrated into the workforce system, working closely with the NH DOE Bureau of Career Development services and providing post-secondary training programs fulfilling WIOA, CTE Perkins, and employer-directed skill training needs. There are seven campuses across the state, plus satellite locations and programs offered for local employers. Programs are designed to prepare students for today's job market and/or successful transfer to higher-level degrees at four-year colleges.

The Community College System has invested in supporting programs that are driven by local industry needs. Recently there has been an increased focus on identifying employment trends in the most in-demand sectors and working directly with employers to build programs around specific skills that are seeing shortages. For example, there has been a strong regional focus on advanced manufacturing in direct response to employer needs. The focus has been on encouraging short-term training, on-line training, and customized training for companies while also eliminating duplication. In addition, CCSNH is working to further develop short term training apprenticeships and connections as mentioned above.

The Community College System of New Hampshire's WorkReadyNH is one initiative that was developed through both state funding from the UI Trust Fund and administered by NHES and previous funding supported by a U.S. Department of Labor, Employment & Training Administration TAACCCT Grant. The WorkReadyNH program is offered at every community college location across the state. The WorkReadyNH program was initially developed as a partnership between the Community College System of NH, the Office of the Governor, the NH BEA, NH Employment Security, and NH Works. Employers have identified essential skills for workplace success, instruction is provided to job seekers and career builders at no-cost and results in a nationally recognized credential.

Community College System staff also serve on workforce partner agency committees (e.g., SWIB, NH Works Consortium, Interagency Directors Group, etc.) and have established strong relationships at both the local and state level.

Department of Health and Human Services -The New Hampshire Department of Health and Human Services (NH DHHS) administers a variety of programs many of which, though not partners in this plan the agency as a whole is a required one-stop partner, and as such are an integral part of the workforce system and the collaboration that takes place between agencies.

The Financial Assistance to Needy Families Program (TANF) provides cash assistance to families with dependent children through the following programs of assistance which include, New Hampshire Employment Program (NHEP); Family Assistance Program (FAP); Interim Disabled Parent (IDP) program; or Families With Older Children (FWOC):

- The New Hampshire Employment Program (NHEP) is the mandatory work program that provides parents with job preparation, work and support services to enable them to permanently attach to gainful employment while providing financial assistance that allows children to be cared for in their own homes.
- The Families With Older Children (FWOC) program provides assistance to families that include a child who is over age 18, and under age 20, but still a full-time student in high school or the equivalent. These children meet the definition of a dependent child under State of New Hampshire law, but not under federal regulations. The FWOC program has a mandatory work requirement for the able-bodied parent.
- The Interim Disabled Parent (IDP) program provides assistance to families in which a parent is temporarily unable to participate in work programs due to their own medical condition. The IDP program has a mandatory work requirement only for the able-bodied adults in the household, and provides the same employment and training supports as the mandatory work program for able-bodied adult.
- The Family Assistance Program (FAP) provides financial assistance for families in which the children are deprived of the care of both parents due to continued absence or disability. The children may be cared for by the disabled parent (or parents) or by a caretaker relative. The relative is the designated guardian for a child/children deprived of the support of both parents. The relative caretaker may or may not be included in the case. There is no mandatory work requirement for the Family Assistance Program. In a relative caregiver case, if the relative chooses to be included in the assistance group for financial assistance, the relative would be mandatory for the work program, and case would be considered an NHEP case.

All TANF programs have the same cash eligibility requirements, and the same benefit limits. To qualify, the dependent children must lack parental support or care due to death, continued absence or because at least one parent in a two-parent home is disabled. TANF cash assistance is available for a maximum of 60 months. There is no limit on receipt of assistance for the children in families headed by a relative who does not receive TANF assistance for him/herself.

Parents of families eligible for TANF cash assistance are also eligible for Medicaid; children of TANF eligible families are eligible for Children's Medicaid (CM). Employment and Training Programs and Support Services assist adults receiving cash benefits through the TANF program. Employment and training services are provided by DFA and other inter-agency staff located in your local District Office.

Child Care Assistance assists parents engaged in work, training or educational activities. Payments to child care providers are coordinated by DFA in cooperation with the Child Development Bureau. Emergency Assistance assists families with dependent children who may qualify for TANF in obtaining and keeping safe and healthy permanent housing.

Supplemental Nutrition Assistance Program (SNAP) provides eligible individuals and households with benefits to buy food items at grocery stores, and other participating food retailers. It also gives recipients a chance to learn more about purchasing and preparing nutritious meals.

Eligibility and benefits is calculated based on household size, income, expenses and resources. Individuals may qualify even if they own their home, have no home or live with someone else. They can have a job and do not have to have children as long as their household meets eligibility guidelines.

New Hampshire's Food Stamp Employment & Training (FSET) program is designed to assist Food Stamp recipients in obtaining and maintaining employment.

New Hampshire operates a voluntary FSET program for all interested Food Stamp recipients. Failure to meet program requirements does not result in clients being sanctioned, or in any reduction or loss of Food Stamp benefits.

The State's strategy for assisting those in the FSET program is to provide participants with job search assistance which includes:

- Assessment, case management, resume review and referral to community agencies providing job search assistance such as the NH Works American Job Centers,
- The provision of mileage reimbursement for transportation expenses incurred while seeking employment,
- Referral to education and training programs such as the Workforce Innovation and Opportunity Act program, and
- Referral to job search training assistance programs, such as the WorkReadyNH program, offered within the NH Community College system.

5. THE COMPETITIVE PROCESS USED TO AWARD THE SUBGRANTS AND CONTRACTS FOR TITLE I ACTIVITIES.

The State utilizes a competitive process for awarding grants and contracts unless a sole source process is warranted consistent with OMB guidelines. The competitive process for adult, dislocated worker, youth, and SCSEP are handled through a Request for Proposal (RFP) process. The State Workforce Board, through the Office of Workforce Opportunity oversees the RFP process. The State maintains an RFP mailing list, and public announcements are posted on the OWO's website, legal notices in newspapers and with other media, as appropriate. The RFP utilized for the SCSEP program is included as an example in Appendix 5.

6. HOW TRAINING SERVICES OUTLINED IN SECTION 134 WILL BE PROVIDED THROUGH INDIVIDUAL TRAINING ACCOUNTS AND/OR THROUGH CONTRACTS, AND HOW SUCH TRAINING APPROACHES WILL BE COORDINATED. DESCRIBE HOW THE STATE WILL MEET INFORMED CUSTOMER CHOICE REQUIREMENTS REGARDLESS OF TRAINING APPROACH.

Customers will learn of the demand occupations or skills for which an Individual Training Account (ITA) may be issued from the *Demand Occupations List of Training Vendors*at www.nscite.org and can access this website from their own computer or at the NH Works Center. This site makes it possible for customers to make an informed choice about the training programs available for them to compare. Participants may be able to use their ITA to acquire services from any eligible training provider on the Eligible Training Provider List (ETPL). Upon identification of appropriate training vendors the participant will visit provider(s) for the purpose of obtaining first-hand knowledge about school environment, program specific details, cost of tuition, books, fees, start/end date of program and any other needs required for a successful training experience If the geographic area in which the customer is looking for a training vendor does not have multiple vendors, only one vendor may be investigated.

7. HOW THE STATE BOARD, IN FULFILLING LOCAL BOARD FUNCTIONS, WILL COORDINATE TITLE I ACTIVITIES WITH THOSE ACTIVITIES UNDER TITLE II. DESCRIBE HOW THE STATE BOARD WILL CARRY OUT THE REVIEW OF LOCAL APPLICATIONS SUBMITTED UNDER TITLE II CONSISTENT WITH WIOA SECS. 107(D)(11)(A) AND (B)(I) AND WIOA SEC. 232.

The Workforce Innovation and Opportunity Act (WIOA) promotes coordination between the State Workforce Innovation Board (SWIB) and the programs funded under the Adult Education and Family Literacy Act (AEFLA), collectively known as Adult Education programs. Adult Education programs provide critical services / activities to support adult learners to improve access to education and training opportunities, as well as to employment.

To ensure alignment with the State's workforce plan, per Section 107(d)(11)(B)(i), the Board is required to review the applications submitted by providers who are interested in operating an Adult Education program. The Board is responsible for evaluating the extent to which the eligible applicant's grant activities are aligned with the education and training activities identified in the State Plan. The Board is not scoring or approving the applications but rather reviewing the applications to determine whether the application is consistent with the WIOA State Combined Workforce Plan.

To assist the Board in carrying out this function an assessment of alignment is built into the applicant review process. Reviewers score each applicant for effectiveness, including alignment with the plan, using the rating system outlined below. Through this process the board is able to review local adult education applications to ensure services are aligned.

Program Specific Alignment with NH Combined State Workforce Plan (Max 75 points) For each program, the organization was required to address the following questions:

1. Which Adult Education and Literacy Activities will be offered?
2. Is the curriculum aligned with College & Career Readiness Standards for Adult Education and how are instructors trained in curricula development?
3. How will the applicant meet the requirement of providing instruction delivered by well-trained instructors?
4. How will the applicant assess the quality of its program including the process of reviewing and analyzing data for the purposes of informing program decisions and improving program performance?
5. How will the applicant contribute to meeting the goals and strategies of the State Workforce Plan?

8. COPIES OF EXECUTED COOPERATIVE AGREEMENTS WHICH DEFINE HOW ALL LOCAL SERVICE PROVIDERS WILL CARRY OUT THE REQUIREMENTS FOR INTEGRATION OF AND ACCESS TO THE ENTIRE SET OF SERVICES AVAILABLE IN THE ONE-STOP DELIVERY SYSTEM,

INCLUDING COOPERATIVE AGREEMENTS WITH ENTITIES ADMINISTERING REHABILITATION ACT PROGRAMS AND SERVICES.

The following Memoranda of Understanding documents are posted on the NHWorks Website:

MOU	Term or Date of First Signature	Expiration Date
Job Corps MOU	April 1, 2020	April 1, 2023
NH Works Consortium MOU - Program	July 1, 2021	June 30, 2025
NH Works Consortium MOU - Shared Costs	July 1, 2020	June 30, 2023
RESEA MOU	September 25, 2021	September 25, 2024
Trade Act MOU	September 25, 2021	September 25, 2024
NH Works Comprehensive Certification	February 3, 2021	June 30, 2023
Veterans MOU	October 1, 2021	October 1, 2024
Rapid Response MOU	July 1, 2019	June 30, 2023

E. WAIVER REQUESTS (OPTIONAL)

The US Department of Labor identifies the Secretary of Labor's waiver authority under the Workforce Innovation and Opportunity Act (WIOA) as a tool to promote workforce system innovation and focus on outcomes. That is, states may request exemption from certain funding and/or programmatic requirements if it is determined that such requirements might impede the State's ability to achieve success, or conversely improve the State's ability to succeed. NH did seek and receive conditional approval for one waiver for PY 21.

Waiver 1: Waiver of Requirement that States Expend all Funds in a Three-year Period

In December 2021, the State of New Hampshire requested a waiver of 20 CFR 683.110 (b) (1) to expend funds in a three year period. The waiver requested that NH be extended a waiver of the requirements to expend all WIOA Dislocated Worker and Governor's Discretionary funds for PY19/FY20 which are not expended in the required three year period. NH later informed US DOL that all PY19 Dislocated Worker funds had been expended and the waiver was requested for Governor's Discretionary funds. As of the submittal of the Combined State Plan, NH has received a conditional response from US DOL regarding this waiver. More information will be submitted by the state to address the issues.

TITLE I-B ASSURANCES

The State Plan must include	Include
1. The State has implemented a policy to ensure Adult program funds provide a priority in the delivery of training services and individualized career services to individuals who are low income, public assistance recipients and basic skills deficient;	Yes
2. The State has implemented a policy to ensure local areas have a process in place for referring	Yes

The State Plan must include	Include
veterans with significant barriers to employment to career services provided by the JVSG program's Disabled Veterans' Outreach Program (DVOP) specialist;	
3. The State established a written policy and procedure that set forth criteria to be used by chief elected officials for the appointment of local workforce investment board members;	Yes
4. The State established written policy and procedures to ensure local workforce investment boards are certified by the governor every two years in accordance with WIOA section 107(c)(2);	Yes
5. Where an alternative entity takes the place of a State Board, the State has written policy and procedures to ensure the alternative entity meets the definition under WIOA section 101(e) and the legal requirements for membership;	Yes
6. The State established a written policy and procedure for how the individuals and entities represented on the State Workforce Development Board help to determine the methods and factors of distribution, and how the State consults with chief elected officials in local areas throughout the State in determining the distributions;	Yes
7. The State will not use funds received under WIOA Title I to assist, promote, or deter union organizing in accordance with WIOA section 181(b)(7);	Yes
8. The State distributes adult and youth funds received under WIOA equitably throughout the State, and no local area suffers significant shifts in funding from year-to-year during the period covered by this plan;	Yes
9. If a State Workforce Development Board, department, or agency administers State laws for vocational rehabilitation of persons with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser services, Adult and Dislocated Worker programs and Youth Programs under Title I;	Yes
10. The State agrees to report on the impact and outcomes of its approved waivers in its WIOA Annual Report.	Yes

The State Plan must include	Include
11. The State has taken appropriate action to secure compliance with the Uniform Guidance at 2 CFR 200 and 2 CFR 2900, including that the State will annually monitor local areas to ensure compliance and otherwise take appropriate action to secure compliance with the Uniform Guidance under section WIOA 184(a)(3);	Yes

ADULT PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	77.5%	77.5%	78.0%	78.0%
Employment (Fourth Quarter After Exit)	72.0%	72.0%	73.0%	73.0%
Median Earnings (Second Quarter After Exit)	$6,800.00	$6,800.00	$6,900.00	$6,900.00
Credential Attainment Rate	62.0%	68.0%	62.5%	68.5%
Measurable Skill Gains	66.0%	66.0%	66.5%	66.5%
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

"Effectiveness in Serving Employers" is still being developed and this data will not be entered in the 2022 State Plan modifications.

DISLOCATED PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	83.5%	83.0%	84.0%	84.0%
Employment (Fourth Quarter After Exit)	81.0%	81.0%	81.5%	81.5%
Median Earnings (Second Quarter After Exit)	$9,000.00	$9,000.00	$9,100.00	$9,100.00

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Credential Attainment Rate	69.0%	69.0%	69.5%	69.5%
Measurable Skill Gains	76.0%	76.0%	76.5%	76.5%
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

"Effectiveness in Serving Employers" is still being developed and this data will not be entered in the 2022 State Plan modifications.

YOUTH PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	70.0%	70.0%	71.0%	71.0%
Employment (Fourth Quarter After Exit)	66.0%	70.0%	66.5%	70.5%
Median Earnings (Second Quarter After Exit)	$4,550.00	$4,550.00	$4,600.00	$4,600.00
Credential Attainment Rate	63.0%	70.0%	63.5%	70.5%
Measurable Skill Gains	62.0%	63.0%	62.5%	64.0%
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

"Effectiveness in Serving Employers" is still being developed and this data will not be entered in the 2022 State Plan modifications.

PROGRAM-SPECIFIC REQUIREMENTS FOR WAGNER-PEYSER PROGRAM (EMPLOYMENT SERVICES)

A. EMPLOYMENT SERVICE STAFF

1. DESCRIBE HOW THE STATE WILL STAFF THE PROVISION OF LABOR EXCHANGE SERVICES UNDER THE WAGNER-PEYSER ACT, SUCH AS THROUGH STATE EMPLOYEES, INCLUDING BUT NOT LIMITED TO STATE MERIT STAFF EMPLOYEES, STAFF OF A SUBRECIPIENT, OR SOME COMBINATION THEREOF.

NH provides, with state merit staff, ongoing training on both soft skills and hard skills for both the Unemployment Insurance (UI) program (NHUIS) and the Employment Security (ES)

programs – Job Match System (JMS), federally mandated and grant programs – that work in parallel. Training is provided through informational sessions to educate staff on a variety of topics to include but not limited to Assessments, Skill Building, Interviewing Techniques, Job Search, Resume Writing, Customer Service, Organizational Skills and Interpreting our UI and ES rules and laws.

2. DESCRIBE HOW THE STATE WILL UTILIZE PROFESSIONAL DEVELOPMENT ACTIVITIES FOR EMPLOYMENT SERVICE STAFF TO ENSURE STAFF IS ABLE TO PROVIDE HIGH QUALITY SERVICES TO BOTH JOBSEEKERS AND EMPLOYERS

NH provides ongoing training on both soft skills and hard skills for both the Unemployment Insurance (UI) program (NHUIS) and the Employment Security (ES) programs – Job Match System (JMS), federally mandated and grant programs – that work in parallel. Training is provided through informational sessions to educate staff on a variety of topics to include but not limited to Assessments, Skill Building, Interviewing Techniques, Job Search, Resume Writing, Customer Service, Organizational Skills and Interpreting our UI and ES rules and laws.

NH Professional Development is provided through a variety of methods. Depending on the audience that needs to be reached, the timeframe needed to provide service and the level of instruction needed, NH uses a variety of ways to get the information to the staff through Video Conferencing, Group Workshops, and One-on-One sessions both in-person and virtually.

3. DESCRIBE STRATEGIES DEVELOPED TO SUPPORT TRAINING AND AWARENESS ACROSS CORE PROGRAMS AND THE UNEMPLOYMENT INSURANCE (UI) PROGRAM AND THE TRAINING PROVIDED FOR EMPLOYMENT SERVICES AND WIOA STAFF ON IDENTIFICATION OF UI ELIGIBILITY ISSUES AND REFERRAL TO UI STAFF FOR ADJUDICATION

The ES and UI trainers work in collaboration to make sure ES and UI staff have the level of knowledge needed to impart the information on core programs. Strategies include Video Conferences and virtual training sessions on overviews or refreshers by both trainers. They also include each other in group training and inform each other when a one-on-one training with staff has been done.

Additional WIOA staff is also invited to the Video Conferences, virtual traininngsand group trainings to keep them abreast of the programs.

The ES trainer also provides specific training on JMS and O*Net to the WIOA partner staff.

B. EXPLAIN HOW THE STATE WILL PROVIDE INFORMATION AND MEANINGFUL ASSISTANCE TO INDIVIDUALS REQUESTING ASSISTANCE IN FILING A CLAIM FOR UNEMPLOYMENT COMPENSATION THROUGH ONE-STOP CENTERS, AS REQUIRED BY WIOA AS A CAREER SERVICE

Staff-assisted services are available at all AJCs. Customers who cannot use self-service or who face barriers to employment will receive one-on-one assistance. This more intensive level of service is generally limited to targeted groups, Unemployment Insurance claimants, claimants selected for the Re-Employment Services and Eligibility Assessment (RESEA) program, veterans, migrant and seasonal farm workers, and individuals with disabilities. All UI claimants receive reemployment services during the Eligibility Review Interview (ERI) process. Any claimants that request additional assistance or for whom further services would be appropriate, may receive assistance in filing an unemployment compensation claim and will have access to staff help and/or be referred to an employment representative for assessment, counseling, testing, etc.

C. DESCRIBE THE STATE'S STRATEGY FOR PROVIDING REEMPLOYMENT ASSISTANCE TO UI CLAIMANTS AND OTHER UNEMPLOYED INDIVIDUALS

Re-Employment Services and Eligibility Assessment (RESEA) Program

The focus of the RESEA Program in New Hampshire is two-fold – to assess the UI beneficiary's current eligibility for UI and to ensure that the individual is aware of and taking advantage of the core and intensive re-employment services available in the American Job Center. The RESEA Program is exclusively administered by the American Job Centers, either in-person or virtually. UI beneficiaries selected for the RESEA Program are required to meet with an RESEA Staff person at the American Job Center nearest them or virtually utilizing virtual platforms. All selected RESEA claimants are required to attend an orientation and to meet with an RESEA staff person for one initial RESEA visit and two subsequent RESEA visits for the duration of a selected RESEA claimant's benefit year. As with all ETA Programs that are administered through the local American Job Centers, referrals to training and supportive services are made seamlessly at the American Job Center.

The profiling model is used to identify those claimants who do not have a return to work date and who are not customarily hired through the union hall. The process selects claimants with higher profiling scores to participate in the RESEA Program. These individuals have a higher likelihood of exhausting their UI benefits and being long-term unemployed. Currently, due to the low unemployment rate, New Hampshire is selecting all UI claimants that are in pay status and are required to search for work. The functionality of selecting those with higher profiling scores is still available for when the unemployment rate increases.

New Hampshire makes extensive use of the Worker Profiling and Reemployment Service (WPRS) model for early identification of claimants who are likely to face long-term unemployment. NHES administers a statistical model, to identify qualified UI claimants who will enter the UI Profile Pool. Answers to certain questions during the initial claim process and their resulting score are used to identify potential claimants. On a weekly basis, Employment Service staff in the NH Works Centers specify a number of claimants to be randomly extracted from the pool in their respective service area. A weekly report is produced listing the claimants ranked by their profiling score and who received a first payment in the previous week. Claimants with the highest score in the pool are selected to attend an orientation and receive one-on-one assessment and reemployment services. A letter is sent to each claimant selected for RESEA services notifying them of their selection, program requirements and services, and a date to report to an orientation at the One-Stop Center. Any claimants not selected by the fifth week of their claim series are automatically dropped from the list of possible RESEA selections. At the RESEA Orientation, claimants are advised that, they must self-schedule for RESEA 1-on-1 meetings online. A notice also appears on the claims home page.

The RESEA staff person can maintain a case management level of 72 participants for a full time RESEA staff person and a percentage of that number for a part time RESEA staff person based on the number of hours they work.

The group orientation session is held at a AJC or is conducted virtually and averages about one hour. The orientation consists of a Power Point presentation explaining the level of work search efforts required each week while filing for UI, and the quality of work search documentation that must be provided as proof of these efforts. An overview of the reemployment services, (self-service, core, and intensive), available in the one stop is provided at the orientation session. In addition to the RESEA Interviewer, the WIOA Counselor and the Veteran's Representative participate in the RESEA orientation session to ensure details of the WIOA and Veteran's Programs are fully explained to participants. A review of the labor market information available at the local level and on the web (via Nhetwork) is provided. A portion of the UI initial claims process is the gathering and transferring of information to create a work registration in our Job Match System. At the orientation session, confirmation that the individual has a complete registration, including the demographic information, a resume, and the activation of the virtual recruiter, in the Job Matching System occurs. If the RESEA claimant has yet to

complete these items in a more professional manner, the individual is directed to do so in the self service center or from home prior to their first RESEA one-on-one meeting.

At the RESEA Orientation, the RESEA claimant is advised to self-schedule for an in-person visit or virtual appointment with the RESEA staff person on an average every three weeks. Since a first payment is required for selection, the first meeting occurs after the claimant has filed for three to four weeks of benefits. Each full-time Interviewer schedules between 5-8 appointments each day. If a selected claimant has not self-scheduled for one-on-one interviews, the RESEA Interviewer will contact the claimant and send the appropriate letter scheduling the claimant(s) selected for the one-on- one interview.

At the first meeting, the RESEA staff person and the claimant develop an Employment Plan that identifies the reemployment goals and the action items that must be completed by the claimant and/or the RESEA staff person to meet these goals. At the meeting, the claimant's work search efforts for the prior weeks claimed are reviewed and critiqued. The RESEA person is required to document in NHUIS any advice or instructions they provided to the claimant relative to number of work search contacts to be made weekly, specific improvements the individual must make in their work search efforts for the next three weeks. A review of available job openings, and if appropriate, training needs are reviewed at the first meeting. A referral to the Employment Counselor Specialists or Career Navigators are made at the first (or subsequent) meetings when appropriate. This first one-on-one meeting with the claimant is scheduled for eighty (80) minutes including time needed for pre-meeting preparation.

All RESEA participants are required to self-schedule to return in three or four weeks. In addition to a review of the work search for the previous three weeks, the RESEA staff person reviews labor market information and the individual service plan. The RESEA staff person performs assessment, reemployment services and the group orientation.

Any claimant that has failed to improve his/her work search efforts, after being so advised, is referred to an adjudicator to assess the claimant's continued eligibility for benefits. If disqualified for failure to conduct a reasonable work search, the claimant will re-qualify for benefits once they have resumed and provided documentation of a reasonable work search.

RESEA Staff have direct access to the NHUIS to enter eligibility issues. Issues they typically enter are associated with poor work search efforts and failure to attend RESEA meetings. The ES Staff enters issues related to refusals of suitable work or job referrals. Once the issue is entered into the NHUIS, it is assigned to the respective adjudication center handling that labor market area. Once designated to a business unit, the issue is assigned to an adjudicator for review and resolution.

Claimants self-schedule the initial and both subsequent RESEA one-on-one meeting through NHUIS. Staff have the ability to schedule claimants having difficulty with the self-schedule.

Failure to report to the scheduled appointment results in the creation of an eligibility issue for an UI adjudicator to review. UI adjudicators determine whether good cause existed for the missed appointment. If good cause existed, the UI adjudicator will work with the RESEA Staff Person to schedule a new appointment in NHUIS. If good cause did not exist for missing the scheduled appointment, the UI adjudicator will deny benefits until the claimant has met with the RESEA Staff Person. Ability and availability for work are also reviewed by the adjudicator. The UI adjudicator will work with the RESEA Staff Person to schedule a new appointment in NHUIS. All missed appointments will be rescheduled at the earliest available opening and normally within the next week.

The RESEA claimant self-schedules for both subsequent meeting, in-person or virtual, with the RESEA Staff Person within three weeks. In addition to a review of the work search for the previous three weeks, the RESEA Staff Person reviews labor market information, the Individual

Reemployment Plan and provides reemployment services identified in the Individual Reemployment Plan.

Granite State Jobs Act of 2019

In September 2019, the Granite State Jobs Act of 2019 was introduced through legislation. This Act continues the Job Training fund, now known as WorkInvestNH, for training incumbent workers and the WorkReady Program providing WorkKeys and soft skills training. The Act also provided funding to establish and operate the WorkNowNH Program and a Reentry Program.

The WorkInvestNH Program allows businesses that are located in NH or intending to locate in the State and pay quarterly taxes into the NH Unemployment Trust Fund, an opportunity to upgrade their workers' skills. Employers can provide training to their incumbent staff located in NH. Funds may be used for structured training, onsite, classroom or training at a vendor's facility, or online training in basic skills, technical skills, quality improvement, safety, management and supervision, English as a second language or other training that enhances the state's workforce development.

Training funds are distributed on a cost-reimbursement basis after each training course is approved, completed and paid for. The employer submits a copy of the invoice, proof of payment for the training and an evaluation of their training. Upon receipt of all documents, the employer is reimbursed fifty percent of the cost of the training.

	Number of approved contracts	Total Amount of Contracts	Total Amount Reimbursed to Date
July 2019 – June 2020	34	$498,199.00	$177,616.85
July 2020 – June 2021	33	$588,636.37	$224,557.18
July 2021 – June 2022	26	$454,241.22	$47,334.00

The WorkNowNH Program provides intensive case management services to individuals receiving either Expanded Medicaid or Traditional Medicaid. The program was developed to assist participants to obtain the skills, remove barriers to employment and either enter the workforce or obtain better employment, while providing employers with needed employees to fill job openings.

Participants will receive intensive case management services in the AJC or these services will be provided virtually. Services will be determined based on assessments conducted at the time of enrollment in the program. Case management will include job search and job readiness assistance, referrals to training, education and apprenticeship programs, and referrals to services necessary to be job ready. Those that are job ready, will be referred to job openings or on-the-job training opportunities. Those not job ready, will be referred to local community providers for barrier mitigation. They will continue to be case managed by WorkNowNH staff and when determined the participant is job ready, referred to job openings and on-the-job opportunities.

Several support services are available to assist participants including training / tuition payments, assistance with payment of books, fees and supplies, travel reimbursement, and childcare registration fees. Also available are reimbursement payments to employers hiring through an on-the-job training opportunity.

The Reentry Program, developed in coordination with the Department of Corrections, provides services behind the wall to participants that are soon-to-be released from state, county and

federal facilities. Services will include workshops on AJC partners and services, resume assistance, interviewing skills and job search skills. With support of local employers, mock interviews will be conducted as well as recruiting events and small job fairs within the correctional facility. These events will allow participants to practice what they have learned in the workshops and ensure they are job ready upon release. These services are also being provided virtually when applicable.

Services will continue after release, as most will be eligible for expanded Medicaid and therefore eligible for the WorkNowNH Program. Participants will be referred to the nearest AJC and if necessary personally introduced to the staff person that will be their contact in that AJC, either in person or through a virtual platform.

These programs are interwoven with several existing programs, including The Return to Work Program, the Work Opportunity Tax Credit and the Federal Bonding Program, including The Federal Bonding Demonstration Grant. These programs provide supports and incentives for employers to hire from these underserved populations.

D. DESCRIBE HOW THE STATE WILL USE W-P FUNDS TO SUPPORT UI CLAIMANTS, AND THE COMMUNICATION BETWEEN W-P AND UI, AS APPROPRIATE INCLUDING THE FOLLOWING:

As described above in the Re-Employment Services and Eligibility Assessment (RESEA) Program description, all UI claimants are selected for the program and are required to meet with a RESEA staff person and attend an orientation and three follow up meetings to be introduced to and assisted with the services available at the American Job Center. One of these services is the labor exchange program offered in NH.

The initial claims process for UI claimants gathers the necessary information and transfers it to create a registered profile in the New Hampshire Job Match System. Staff confirm this registration with claimants and ensure that all information is correct, and the profile is completely filled out to make it as effective as possible.

All UI claimants are registered within the State's Job Match System during the process of applying for claims and attending Benefits Rights and Eligibility Review Interviews.

Four weeks after a UI claimant's initial orientation, he or she must attend the first in a series of workshops related to job search, applications, interviewing, identifying skills, and other resources that are available for job finding. These workshops are described further above under the *BRI/ERI Workshop Program*. Claimants not attending these mandatory workshops are reported to UI staff for potential issues. Those in need of one-on-one assistance may have these workshops/interviews individually to make sure they are meeting the requirements of the law for receiving benefits and are receiving the assistance needed for their job search.

In reviewing with claimants their interests, skills, and opportunities, staff members can assess whether or not training may be needed for reemployment. Those claimants for whom training services would be beneficial are referred to a Employment Counselor Specialist for possible WIOA funded training as RESEA staff are made aware. Through consistent communication channels, these referrals are made seamlessly at the American Job Centers.

<u>BRI/ERI Workshop Program</u>

NHES has developed a series of four mandatory one-hour workshops for individuals filing for unemployment benefits. The first workshop, entitled Benefits Rights Interview (BRI), is scheduled for the week following the filing of an initial claim for benefits. All UI claimants are scheduled for this group workshop which is designed to provide an overview of the Rights and Obligations under the NH Unemployment Law for a claimant and the reemployment services available through the NH Works Center. Claimants not attending the workshop are reported to the UI staff for potential UI issues.

The three remaining workshops are Eligibility Review Interview (ERI) workshops designed to assist claimants in their efforts to become reemployed. The first workshop, ERI1 entitled Search, Resumes, Job Application Dos and Don'ts is attended four weeks after attending the BRI. The focus of this workshop is how to search for work and properly complete application requirements. The second workshop, ERI2 entitled Interviewing Workshop, is attended four weeks later. This workshop focuses on interviewing tips. The last workshop, ERI3 is entitled Re-Energizing Your Job Search and is scheduled four weeks later. This workshop focuses on a review of ERI1 and ERI2, transferable skills and other sources of assistance. Claimants not attending any of these workshops are reported to the UI staff for potential UI issues.

During these workshops, claimants in need of one-on-one assistance are also scheduled for individual ERIs. The focus of these interviews is to ensure that claimants continue to meet the requirements of the law and to assist with their reemployment efforts. The frequency of these reviews for a claimant is dependent upon the job attachment, job classification, training needs, labor market availability, or any other criteria that is pertinent for that individual. When these interviews are conducted by staff, all the appropriate core reemployment service activities are discussed and explored, whether it is job search assistance, counseling, testing, job development or workshops. Any claimant for whom intensive services would be appropriate is referred to an employment counselor for assessment, counseling, testing, etc. In this process, profiled and non-profiled UI claimants are among those customers eligible for intensive services as time and funding allows. Claimants who would benefit from supportive services are referred to the appropriate entity. Claimants not attending any of these one-on-one sessions are reported to the UI staff for potential UI issues.

Claimants may use the resources in the resource center in each NH Works office in conjunction with these one-on-one services. Each claimant is informed of all resources available at each encounter with an ES staff person.

All staff assigned to the BRI/ERI program have received training on potential UI issues and have access to the automated UI system to enter potentially disqualifying issues. UI staff members then act on these issues.

E. AGRICULTURAL OUTREACH PLAN (AOP). EACH STATE AGENCY MUST DEVELOP AN AOP EVERY FOUR YEARS AS PART OF THE UNIFIED OR COMBINED STATE PLAN REQUIRED UNDER SECTIONS 102 OR 103 OF WIOA. THE AOP MUST INCLUDE AN ASSESSMENT OF NEED. AN ASSESSMENT NEED DESCRIBES THE UNIQUE NEEDS OF FARMWORKERS IN THE AREA BASED ON PAST AND PROJECTED AGRICULTURAL AND FARMWORKER ACTIVITY IN THE STATE. SUCH NEEDS MAY INCLUDE BUT ARE NOT LIMITED TO: EMPLOYMENT, TRAINING, AND HOUSING.

1. ASSESSMENT OF NEED. PROVIDE AN ASSESSMENT OF THE UNIQUE NEEDS OF FARMWORKERS IN THE AREA BASED ON PAST AND PROJECTED AGRICULTURAL AND FARMWORKER ACTIVITY IN THE STATE. SUCH NEEDS MAY INCLUDE BUT ARE NOT LIMITED TO: EMPLOYMENT, TRAINING, AND HOUSING.

Surveys are conducted on a yearly basis that assist in determining the needs of farmworkers. There is a shortage of MSFWs in the state, so some employers utilize the H-2A program.

Employers will typically provide workers with 1-2 days of training with 2 days to reach production standards, and often require workers to have at least 1 month of prior experience. Housing for workers is typically only offered at the farms that employ H-2A workers. The major needs of farmworkers include, but are not limited to, language barriers (many do not speak English), education, housing, transportation, and access to resources.

2. AN ASSESSMENT OF THE AGRICULTURAL ACTIVITY IN THE STATE MEANS: 1) IDENTIFYING THE TOP FIVE LABOR-INTENSIVE CROPS, THE MONTHS OF HEAVY ACTIVITY, AND THE GEOGRAPHIC AREA OF PRIME ACTIVITY; 2) SUMMARIZE THE AGRICULTURAL EMPLOYERS'

NEEDS IN THE STATE (I.E. ARE THEY PREDOMINANTLY HIRING LOCAL OR FOREIGN WORKERS, ARE THEY EXPRESSING THAT THERE IS A SCARCITY IN THE AGRICULTURAL WORKFORCE); AND 3) IDENTIFYING ANY ECONOMIC, NATURAL, OR OTHER FACTORS THAT ARE AFFECTING AGRICULTURE IN THE STATE OR ANY PROJECTED FACTORS THAT WILL AFFECT AGRICULTURE IN THE STATE

There is no single, reliable source of information on migrant and seasonal farm workers. The State Monitor Advocate, The NH Migrant Education Program and the National Farmworker Jobs Program 167 Grantee, and the New England Farm Workers' Council, base estimates on past outreach efforts.

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Top Five Labor-Intensive Crops:

- Apple Orchards: 30 workers
- Strawberry Harvest 25 workers
- Low Bush Blueberry 20 to 30 workers
- All Other Fruits and Vegetables: 50 workers
- Christmas Tree: 25 workers

The primary growing season for the state is May through November. It begins in May with plantings of various vegetables, followed by strawberry harvest the end of June into July, followed by the blueberry harvest.

Several large tracts of land, utilized by Cherryfield of Maine to cultivate a low–bush blueberry crop, brings in the 20 to 30 migrant workers annually to harvest approximately 750,000 pounds of blueberries during the end of July into early August. These migrant workers are not being requested through the U.S. Department of Labor Agricultural Recruitment System. Cherryfield recruits the workers as part of their hiring for blueberry harvesting in Maine. Other fruit and vegetable harvests begin the end of June and into early fall. Apple harvest begins in September and typically finishes by the end of October or very early November. Large apple growers, for the most part, continue to rely heavily on H2–A workers (approximately 300 workers a year) though most have at least 3 or 4 seasonal workers (quite often students) for packing and miscellaneous duties. There are a few of the larger orchards that do not utilize the H2–A program. By December the winter season has begun. Horticulture planting continues in the greenhouses almost year-round depending on the flowers and shrubs needed for a specific season, i.e., spring bulbs, Poinsettia, summer floral, etc. New Hampshire agriculture has changed over the years. Today's industry is quite diverse, encompassing many crop, livestock and specialty products. The value of New Hampshire's agricultural industry is nearly $850 million.

This includes $479 million in direct sales of agricultural and other horticultural products and services and $372 million in direct spending by agriculture related tourists (fairs, scenic travel, etc.). Farming activity provides the fields, pastures and meadows that buffer New Hampshire's residential and commercial development and affords the views of the hills, valleys and mountains. Without land kept open by farming, there would be no greenbelts around our towns and cities and without farming, there would be no barns, silos, or sugar houses that give our state its special character. Some 4,200 individual operations qualify as commercial farms in New Hampshire, managing 470,000 acres including crop, pasture, maple and Christmas tree

production, conservation and other agricultural uses. The state's farms produce a wide variety of conventional bulk commodity crops, with milk and apples being the most significant. New Hampshire farms produce many specialty and horticultural crops for markets both within and beyond the state. Food manufacturing in New Hampshire, including dairy products, bakery products, confectionery, beverages and seafood products, is valued at $4.4 billion per year.

Internationally, New Hampshire exports over $22 million annually in food and agricultural products. Specialty and processed food products include ice cream, yogurt and other dairy products, jams, jellies, condiments and other value–added food products at $125 million. Ornamental Horticulture is still one of the fastest growing segments of New Hampshire agriculture including greenhouse and nursery production, flowers, turf, landscape materials and services, etc. at $381 million. Over 30 million gallons of milk are produced each year on 100 New Hampshire dairy farms. In addition, New Hampshire purebred cattle are sold all over the world. This industry's value to NH is $53 million. Pleasure horses are important to many aspects of New Hampshire recreation. Standardbreds and thoroughbreds raised and trained in New Hampshire are vital to racing. Horse farms are major consumers of local hay crops with a total industry value to NH of $50 million. Beef, sheep, swine and poultry are among the types of livestock raised for home food supplies and commercial markets. Specialty livestock such as angora goats and rabbits, llamas and sheep are grown for wool and specialty fiber markets.

Farm raised fish and game including deer; bison and elk are gaining markets in restaurants and other outlets. New Hampshire egg and turkey products are favorites among local consumers looking for fresh, native foods. New Hampshire research farms have developed poultry strains that have influenced flocks worldwide. Livestock's value to NH is $27 million. Hay, corn silage and other forage crops are produced annually on thousands of New Hampshire acres. These are grown for on–farm consumption by livestock and for cash crops as well and valued at $16 million. Through direct–to–consumer outlets such as farm stands and markets, as well as regional supermarkets, New Hampshire growers provide a large variety of fresh, quality vegetables to local consumers at a value of $18 million. New Hampshire orchards produce about one million bushels of apples annually that are sold throughout the Eastern U.S. and Europe. In addition, apple cider has become a major product line for many orchard operations with an industry valued at $9 million. New Hampshire grown Christmas trees, including Balsam, Fraser Fir and other species of pine and spruce, are harvested from across the state and sold throughout the region for fragrant holiday celebrations. Other evergreen products such as wreaths and roping are made at numerous farm operations and widely sold at a total industry value of $3 million. By the quart, bushel, or by the pound, strawberries, raspberries, blueberries, peaches and other fruit, are enjoyed by New Hampshire consumers each year. Wild, low–bush New Hampshire blueberries are a baker's favorite. All together these fruits provide NH agriculture with $3.6 million. An average of 90,000 gallons of maple syrup is produced each year in New Hampshire from over 400 maple operations. Finally, Beekeepers raise bees for honey and to provide important crop pollination services for other farmers. These two areas bring NH an additional $3 million.

3. AN ASSESSMENT OF THE UNIQUE NEEDS OF FARMWORKERS MEANS SUMMARIZING MIGRANT AND SEASONAL FARM WORKER (MSFW) CHARACTERISTICS (INCLUDING IF THEY ARE PREDOMINANTLY FROM CERTAIN COUNTRIES, WHAT LANGUAGE(S) THEY SPEAK, THE APPROXIMATE NUMBER OF MSFWS IN THE STATE DURING PEAK SEASON AND DURING LOW SEASON, AND WHETHER THEY TEND TO BE MIGRANT, SEASONAL, OR YEAR-ROUND FARMWORKERS). THIS INFORMATION MUST TAKE INTO ACCOUNT DATA SUPPLIED BY WIOA SECTION 167 NATIONAL FARMWORKER JOBS PROGRAM (NFJP) GRANTEES, OTHER MSFW ORGANIZATIONS, EMPLOYER ORGANIZATIONS, AND STATE AND/OR FEDERAL AGENCY DATA SOURCES SUCH AS THE U.S. DEPARTMENT OF AGRICULTURE AND THE U.S. DEPARTMENT OF LABOR (DOL) EMPLOYMENT AND TRAINING ADMINISTRATION

An estimate of the number of MSFWs working in the state during peak growing season is as follows: Migrant Workers • Low Bush Blueberry: 20 to 30 workers • Apple Harvest: 40 to 50 workers • Seasonal Farm Workers • Strawberry Harvest: 25 to 35 workers • Horticulture: 55 workers • Apple Orchards: 40 to 50 workers • All Other Fruits and Vegetables: 50 workers • Maple Syrup: 20 workers • Christmas Tree: 20 to 30. MSFW's tend to come from Jamaica, Mexico, and Thailand. Most MSFW's in NH tend to be either seasonal or migrant workers.

4. OUTREACH ACTIVITIES

The local offices outreach activities must be designed to meet the needs of MSFWs in the State and to locate and contact MSFWs who are not being reached through normal intake activities. Describe the State agency's proposed strategies for:

Federal regulations require an outreach program to locate and make contact with MSFWs. NHES utilizes a collaborative effort involving NH WORKS Centers, the New England Farm Workers' Council, the NH Migrant Education Program and Pine Tree Legal Assistance of Bangor Maine.

Outreach needs are strongest during the peak season of July through September. Our continuing goal of improving outreach to MSFWs, by involving the twelve NH WORKS Centers, has been codified in the Outreach Directive and Outreach Manual that equips local office staff with the basic tools needed to make contact with MSFWs. Outreach staff provide information concerning employment services, availability of local services, as well as offering referrals to partner agencies. Outreach requires visits to locations where agricultural workers congregate, to their workplaces and labor camps, providing available services information to local churches, businesses and services the workers may utilize, and through family, friends and acquaintances. NH WORKS Centers will continue to be promoted as the primary access point to an integrated network of local services and support. The New England Farm Workers' Council (NEFWC) continues to be a primary partner in providing employment and training services to MSFWs.

This partner has statewide responsibility with its office located in Manchester, NH. The NEFWC assists with job search and direct placements, retraining, High School Equivalency Tests (HiSET), English as a Second Language Program, Apprenticeships, and On–the–Job Training opportunities. NEFWC averages approximately 30 referrals per year, training approximately 5 to 10 workers, and providing supportive services such as ESL, HiSET, Driver ED, etc. for the remainder. A Memorandum of Understanding has been developed by the State Monitor Advocate between NHES and NEFWC. Continued close cooperation is considered an integral part of the State's five-year plan. Another major partner in the State Monitor Advocate's outreach is the New Hampshire Department of Education's "New Hampshire Migrant Education Program" (NHMEP). Using different qualifying criteria, NHMEP works with children of migrant farm workers, mostly through local schools. About 10 % of their clients are children of dairy workers or blueberry pickers. Nearly all others have been children of employees of meat and poultry processing plants. A Memorandum of Understanding has been developed by the State Monitor Advocate between NHES and NHMEP. The NH WORKS Center Job Match System applicant registration screen continues to help NHES better track services provided. The self–registration screen provides NHES an additional opportunity to capture possible MSFWs not coming into the local offices. Local office procedures for reviewing MSFW self–registration have been implemented so that verification of status can be made and services and/or referrals can be offered. There is a regulatory requirement, as well as a need, to reach out to MSFWs to help them find agricultural or other work to improve their economic condition, and to refer MSFWs to supportive services as may be needed. An array of federal programs that channel monies to states is available for MSFWs. These include educational and health programs through agencies such as the New Hampshire Migrant Education Program; the Health and Human Services Minority Health Program; the New Hampshire Farm Workers' Council in Manchester; the Manchester Community Resource Center and Pine Tree Legal Assistance. The objective remains to strengthen the non–profit service network referral system to better serve the migrant and seasonal farm worker and their family.

As stated earlier, a Memorandum of Understanding has been developed by the State Monitor Advocate between NHES and NHMEP. The NH WORKS Center Job Match System applicant registration screen continues to help NHES better track services provided. The self–registration screen provides NHES an additional opportunity to capture possible MSFWs not coming into the local offices. Local office procedures for reviewing MSFW self–registration have been implemented so that verification of status can be made and services and/or referrals can be offered. There is a regulatory requirement, as well as a need, to reach out to MSFWs to help them find agricultural or other work to improve their economic condition, and to refer MSFWs to supportive services as may be needed. An array of federal programs that channel monies to states is available for MSFWs. These include educational and health programs through agencies such as the New Hampshire Migrant Education Program; the Health and Human Services Minority Health Program; the New Hampshire Farm Workers' Council in Manchester; the Manchester Community Resource Center and Pine Tree Legal Assistance. The objective remains to strengthen the non–profit service network referral system to better serve the migrant and seasonal farm worker and their family.

Technical assistance is provided directly to One-stop outreach staff through group and one-on-one training sessions defined by the SMA. Training sessions are conducted through power point presentations and one on one verbal training refreshers during local office reviews concurrent with the ERLCS complaint system reviews. The SMA will accompany outreach workers on MSFW outreach visits on an ad hoc basis. The SMA provides all outreach staff with an MSFW Outreach guide, which contains extensive information and methods for conducting MSFW outreach visits. Additional resources are provided to MSFWs' through collaboration with NFJP grantees. Outreach staff receive continuous training on topics such as: speaking to workers of their rights, services available to them through the One-stop system, and agricultural employment information relevant to their community. Outreach staff are strongly encouraged to regularly collaborate with the NFJP grantees to improve outreach contacts, as well as to avoid duplication of services offered. SMA also provides technical support for One-stop management and staff on the process for referring MSFWs to NHWorks partners and external partners, whether that is for training, employment services, job service complaint system, supportive services, and specific career opportunities. This is done through a combination of on-site and virtual trainings by the SMA.

Since conducting outreach is only a portion of their job, outreach staff are required to have a general knowledge and awareness across all core programs, including the Unemployment Insurance (UI) program. Outreach workers are regularly trained on any new, or updated policies and procedures involving the services provided through the One–Stop offices.

NH provides ongoing training on both soft skills and hard skills for both the Unemployment Insurance (UI) program (NHUIS) and the Employment Security (ES) programs – Job Match System (JMS), the JS complaint system, federally mandated and grant programs – that work in parallel. Training is provided through informational sessions to educate staff on a variety of topics to include but not limited to Assessments, Skill Building, Interviewing Techniques, Job Search, Resume Writing, Customer Service, Organizational Skills and Interpreting our UI and ES rules and laws. Professional Development is provided to outreach workers throughout the year through video conferencing, group training sessions, one–on–one sessions, and outreach training visits, both in person and virtually.

NHES utilizes a collaborative effort involving NH WORKS Centers, the New England Farm Workers' Council, the NH Migrant Education Program and Pine Tree Legal Assistance of Bangor Maine to provide services to MSFWs. NH WORKS Center outreach staff are encouraged to coordinate specifically with the New England Farmworkers' Council (NEFWC) to avoid duplication of services, and to better serve the needs of employers and MSFWs. NHES has previously established MOUs with the New England Farmworkers' Council (NEFWC) and the NH

Department of Education with responsibilities of cooperation to assist with outreach and services to farm workers.

5. SERVICES PROVIDED TO FARMWORKERS AND AGRICULTURAL EMPLOYERS THROUGH THE ONE-STOP DELIVERY SYSTEM

Funding for agricultural services comes from WP and Foreign Labor Certification (FLC) funds granted to the states annually. WP funds are given based on a formula basis. The FLC funds are provided by DOL ETA to process foreign labor application requests, conduct housing inspections, conduct agricultural wage and prevailing practice surveys, and collect agricultural crop and labor information. Services to MSFWs include: • Registration for WP and other American Job Center Network services • Explanation and use of NHWorks Job Match job searches • Referrals to agricultural and non–agricultural employment • Referrals to supportive services, WIOA and NFJP information • Job development services • Farm worker rights to include Federal and State Law and employment related protections • Information on the JS complaint system, filing and processing complaints. • How to contact other organizations servicing MSFWs • Counseling • Job seeking skills • Testing • Assessment • Information on education and training activities in area • Labor market information • Tax Credit Programs • Limited language access • Federal Bonding program assistance NH WORKS Outreach workers shall explain to MSFWs, by means of written and oral presentations either spontaneous or recorded, in a language readily understood by them, the items described above in Section (3)(B). Self–Registration, Self–service registration are available electronically via the NHWorks Job Match System and tends to be the primary method of registration. The Job Match System allows outreach staff to provide staff managed intake and case management capabilities.

Individual applications may be taken during outreach when necessary or appropriate. Where necessary, an explanation of the purpose and completion of the process shall be given preceding the actual registration. Applicants with internet access or who visit the American Job Center Network Centers for services can register and self–refer themselves to job opportunities. The Outreach staff may also assist MSFWs who are unable to complete the process. Assessment of MSFW Needs Outreach

Workers will regularly review the NHWorks Job Match System for MSFW self–registrants to assess need and provide necessary services. When applicable, Outreach Staff will make appropriate referrals to community based organizations or other supportive services agencies. Outreach Records Each NH WORKS local office will keep a log of MSFW outreach activities.

Instructions for completing the log are on the reverse side of the form. Copies of the outreach log are sent to the Operations Unit on a monthly basis. During months when MSFW outreach activities are conducted, NH WORKS outreach workers shall maintain complete records of their contacts with MSFWs and the services they perform in accordance with a format developed by ETA. These records shall include a daily log, a copy of which shall be sent monthly to the State Monitor Advocate. These records shall include the number of contacts and names of contacts (where applicable), the services provided (e.g., whether a complaint was received, whether an application was taken, and whether a referral was made). NH WORKS Outreach workers also shall maintain records of each possible violation or complaint of which they have knowledge, and their actions in ascertaining the facts and referring the matters as provided herein. These records shall include a description of the circumstances and names of any employers who have refused outreach workers access to MSFWs. Monitor Advocate Services A part–time State Monitor Advocate is assigned to perform the following duties: • Conduct agency–wide and on–going review of state–wide delivery of services and protections afforded to MSFWs. • Provide quarterly training sessions to outreach staff to assist in improving outreach to employers and MSFWs. • Coordinate efforts to assure that local offices are reviewed at least once a year. • Consult with local offices to ensure accurate reporting of MSFW related information. • Review proposed American Job Center Network directives and manuals relating to MSFWs. • Participate in Federal monitoring reviews. • Review, on at least a quarterly basis, all statistical and other

MSFW related data reported. • Prepare an annual summary report of statewide services to MSFWs. • Oversee the operation and performance of the JS complaint system. • Review the state agency's MSFW AOP and reports of outreach workers. • Serve as an advocate to improve services to MSFWs within the American Job Center Network.

The State Monitor Advocate will visit the working and living areas of each MSFW placed through the Interstate Agricultural Clearance System and is responsible for all MSFW program reporting to the Region as required or requested. The Monitor Advocate works with the Department of Labor related to the need to revise program regulations to more effectively relate to service delivery for MSFWs and to keep pace with developing technologies. The Monitor Advocate will also provide cross training for partner agency staff on the National Monitor Advocate System, MSFW Outreach and overall provision of services to MSFWs and the Employment Service and Employment-Related Law Complaint System. The Monitor Advocate is also assigned the duties of the FLC Program Manager, which ensures coordination and policy alignment in state and federal regulations regarding American Job Center Network services to MSFWs. The Monitor Advocate also attends and participates in meetings as expected of the State Monitor Advocate.

Agricultural employers receive all services provided to non–agricultural employers. Additionally, agricultural employers have access, but not limited to, the following WP Act Services or resources:

- Agricultural Recruitment System (Intrastate and Interstate Clearance Orders)
- Temporary FLC Programs
- Explanation of, and assistance with, the NHWorks Job Match System
- Provide labor market information with such data as supply and demand, salaries, training requirements and industry growth
- Perform recruitment activities to find and refer qualified farm workers in order to fill the labor needs of agricultural employers
- Assistance with preoccupancy housing inspections for employers requesting approval for participation in interstate recruitment through the Agricultural Recruitment System, and/or H2A and H-2B foreign labor certification
- Assistance with informal and timely resolution of complaints and apparent violations
- Assistance with information on employment and training programs and tax incentives
- Assistance with referrals to potential training of agricultural employer staff

NH always provides special services to employers on an individual, as needed basis. Employer contacts are also made through personal onsite visits. Identification of employers takes place through unemployment Insurance records, local office employer records, lists obtained through the NH Department of Agriculture, website listings, farm services organizations and community contacts. Additional resources are utilized as found. Follow-up contacts will ensure the needs of employers and workers have been met and to assess if other support services are needed.

NH WORKS outreach staff are all informed of the complaint system processes and the other groups that are available to connect with farmworkers. This information is shared with each contact to promote awareness. All outreach contacts will include the following information: presentation and offer of services, referrals to agricultural and non–agricultural employment, all range of services available from the American Job Center Network, complaint system, information about federal and state laws and protections available. We will also provide brochures and information on the New England Farmworkers' Council (WIA 167 NFJP), NH Migrant Education Program Pine Tree Legal Assistance.

Outreach workers will make every effort to promote and encourage agricultural employers to utilize the Agricultural Recruitment System (ARS). By explaining the benefits of using the ARS to the employers, and offering assistance with using the ARS, it is the intent that agricultural employers will be able to improve their recruitment of qualified workers

6. OTHER REQUIREMENTS

A. COLLABORATION

NHES has previously established MOUs with the NH Department of Education, the New England Farmworkers Council (NEFWC), and NH Works (which includes all partners), with responsibilities of cooperation to assist with outreach and services to farm workers. Due to the limited number of MSFW's in the state, there are also a limited number of available programs in which MOU's can be established. As future programs become available, NHES will make every effort to establish MOU's with those organizations.

Efforts would include hosting a forum of MSFW service providers at which attendees could provide information on services they have available, along with sharing of ideas and "best practices" to improve future cooperative outreach to MSFWs. All NH WORKS Center outreach staff would be encouraged to attend.

B. REVIEW AND PUBLIC COMMENT

Drafts of this plan and Migrant Seasonal Farm Worker policies and procedures have been shared via email with our partners serving farmworkers, including NH Department of Education, the New England Farmworkers Council (NEFWC), NH Department of Health and Human Services, Southern New Hampshire Services, and Community College System of New Hampshire. Comments about the plan were solicited from the partners, but none have been received

C. DATA ASSESSMENT

A review of program performance for New Hampshire's indicators of compliance show that staff of the NH WORKS American Job Center Network continue to make every effort in identifying potential MSFWs in NH, and to provide MSFW's quantitatively proportionate services to non–MSFW's. The NHES Job Match System continues to be a resource used regularly to capture self–registrants indicating previous employment in farm work, though there is no single, reliable source of information on migrant and seasonal farm workers in our state. Seasonal farm workers in NH generally return to the same farms year after year. The numbers of migrant farm workers coming to NH are minimal, but every effort is made to identify their locations and offer services as appropriate.

Through increased collaboration with NFJP grantees, and increased outreach, the state intends to meet its goals of providing quantitatively proportionate services as compared to non-MSFWs.

D. ASSESSMENT OF PROGRESS

The plan must include an explanation of what was achieved based on the previous AOP, what was not achieved and an explanation as to why the State believes the goals were not achieved, and how the State intends to remedy the gaps of achievement in the coming year.

During PY 2019, outreach workers were able to make 54 initial contacts with agricultural employers 257 MSFWs. This was an increase from PY 2018, where only 50 initial contacts were made to employers and 214 MSFWs. These employers were made aware of the variety of services available to them, as well as to MSFW's. As stated previously, it is an NHES goal to contact a sufficient number of MSFWs with the maximum utilization of resources available.

While this was above the minimum goal for the year, outreach workers continue to make every effort to reach more MSFW's throughout the State. The numbers of migrant farm workers

coming to NH are minimal, and agricultural employers aren't always receptive to outreach workers' attempts to reach their employees, but every effort is made to identify their locations and offer services as appropriate. The numerical outreach goal for PY 2022 is to increase initial contacts with MSFWs. We have set two qualitative outreach goals for the NHES MSFW Program during PY 2022. The first goal is to improve outreach to agricultural employers to increase agricultural employers' awareness and use of the Labor Exchange services. The second goal is to increase outreach contacts to seasonal workers, above our goals, while encouraging these workers to take advantage of the services that NHES and its partners provide.

E. STATE MONITOR ADVOCATE

The plan must contain a statement confirming the State Monitor Advocate has reviewed and approved the AOP.

The State Monitor Advocate participated in creating the AOP and has been afforded the opportunity to review and approve this AOP.

WAGNER-PEYSER ASSURANCES

The State Plan must include	Include
1. The Wagner-Peyser Act Employment Service is co-located with one-stop centers or a plan and timeline has been developed to comply with this requirement within a reasonable amount of time (sec 121(e)(3));	Yes
2. If the State has significant MSFW one-stop centers, the State agency is complying with the requirements under 20 CFR 653.111, State Workforce Agency staffing requirements;	Yes
3. If a State Workforce Development Board, department, or agency administers State laws for vocational rehabilitation of persons with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser Act services, Adult and Dislocated Worker programs and Youth Programs under Title I; and	Yes
4. SWA officials: 1) Initiate the discontinuation of services; 2) Make the determination that services need to be discontinued; 3) Make the determination to reinstate services after the services have been discontinued; 4) Approve corrective action plans; 5) Approve the removal of an employer's clearance orders from interstate or intrastate clearance if the employer was granted conditional access to ARS and did not come into compliance within 5 calendar days; 6) Enter into agreements with State and Federal enforcement agencies for enforcement-agency staff to conduct field checks on the SWAs' behalf (if the SWA so chooses); and	Yes

The State Plan must include	Include
7) Decide whether to consent to the withdrawal of complaints if a party who requested a hearing wishes to withdraw its request for hearing in writing before the hearing.	

WAGNER PEYSER PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	65.5%	65.5%	66.0%	66.0%
Employment (Fourth Quarter After Exit)	64.0%	64.0%	65.0%	65.0%
Median Earnings (Second Quarter After Exit)	$6,800.00	$7,000.00	$6,850.00	$7,100.00
Credential Attainment Rate	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Measurable Skill Gains	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

"Effectiveness in Serving Employers" is still being developed and this data will not be entered in the 2022 State Plan modifications.

PROGRAM-SPECIFIC REQUIREMENTS FOR ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAMS

A. ALIGNING OF CONTENT STANDARDS

As of July 1, 2020, all local adult education programs have aligned content standards with the College and Career Readiness (CCR) Standards for Adult Education. In 2016-2017, more than three hundred adult educators were trained on CCR, based on instructional modules provided by the Office of Career, Technical and Adult Education. In 2017-2018, training was provided on additional modules in each region of the state. In 2018-2019, two full day sessions were provided to train instructors on designing aligned lesson plans. Additionally, State Leadership funds have been used for the development of standards-aligned curricula.

The Bureau of Adult Education will continue to support instructors with alignment of content standards for adult education by providing in-depth professional development and technical assistance through the Mentor team and participation in the Standards in Action 2.0 Curriculum Review Trainings.

B. LOCAL ACTIVITIES

ADULT EDUCATION AND LITERACY ACTIVITIES (SECTION 203 OF WIOA)

In 2020, the Bureau of Adult Education issued a Requests for Proposals (RFP) for three-year contracts. The state is divided into twelve (12) regions, aligned with the catchment areas established by the NH Works offices and the local Department of Health & Human Services office. All WIOA Adult Education programs were required to include one or more of the following activities, funded by a combination of federal WIOA Title II and state funds:

- Adult Education & Literacy Activities
- Awarded to twenty (20) programs
- Based in ten (10) school districts, eight (8) non-profit organizations[1] and one (1) correctional institutions
- All programs are required to offer comprehensive adult education services including Adult Basic Education, English as a Second Language, high school equivalency preparation, postsecondary transition, and outreach services through volunteer tutors for participants unable to attend classes at center sites.
- A minimum of one center in each region is required[2].
- Integrated Education and Training
- Awarded to two (2) school districts
- Integrated English Literacy and Civics Education
- Awarded to two (2) school districts, three (3) non-profit organizations

All applicants were required to demonstrate effectiveness in providing adult education and literacy activities in order to be determined an eligible provider. As outlined in the Request for Proposals (RFP), under Section 4.1 Minimum Requirements for Applicants, an eligible provider must demonstrate past effectiveness by providing performance data on its record of improving the skills of eligible individuals, particularly eligible individuals who have low levels of literacy, in the content domains of reading, writing, mathematics and English language acquisition, and other subject areas relevant to the services contained in the RFP. An eligible provider must also provide information regarding its outcomes for participants related to employment, attainment of a secondary school diploma or its recognized equivalent, and transition to postsecondary education and training. Applicants were provided two options for demonstrating effectiveness:

1. An eligible provider that has been funded under TItle II of WIOA must provide performance data required under Section 116 to demonstrate past effectiveness.

2. An eligible provide that has not previously been funded under Title II of WIOA must provide performance data to demonstrate its past effectiveness in serving basic skills deficient eligible individuals, including evidence of its success in achieving outcomes in employment, secondary school credential attainment and transition to postsecondary education and training.

Additionally, all applicants were required to address the thirteen considerations under Title II Section 231 (e) in their applications including the requirements to integrate workforce preparation activities at all levels of instruction; align curricula to the College & Career Readiness Standards; incorporate the essential components of reading; use contextualized instruction and provide options for distance learning.

The RFP also included the requirement for the State Workforce Board Review detailed in Section 6 - Evaluation of Proposals. In addition to a review by the Evaluation Team, all proposals were submitted to the State Workforce Board for review for consistency with the State Workforce Plan and for an opportunity to make recommendations to the Bureau of Adult Education to promote alignment with the plan as described in WIOA 463.21. The Bureau

considered the results of the review in determining the extent to which the proposal addressed the requirements of the RFP.

There is at least one comprehensive adult education center in each of the twelve regions in New Hampshire. Regions with high populations, have multiple centers. Depending on the size of the center and enrollment, multi-level classes are offered during the day and at night. All programs are required to provide distance learning opportunities for participants to extend their skill building activities as well as counseling services to assist participants with the transition into postsecondary education/training and/or employment. For participants who are unable to attend classes, regional Coordinators of Volunteers facilitate matches with local volunteer tutors to provide instruction that meets the participants' needs.

The Bureau of Adult Education also issued Requests for Proposals for the Adult Diploma Program, funded by state funds. Adult Diploma Programs allow adults to complete a high school curriculum that leads to an Adult High School Diploma issued by a local school board. All of these programs provide classes during the afternoons or evenings.

This adult education system provides instruction to adults ranging from basic literacy services through high school completion and the transition into careers and college.

The Bureau of Adult Education will conduct its next competition in the Spring of 2023 for the next three- year cycle.

C. CORRECTIONS EDUCATION AND OTHER EDUCATION OF INSTITUTIONALIZED INDIVIDUALS

Through the competitive bidding process in 2020, the Bureau of Adult Education awarded one contract for educational services to persons in corrections or other institutions that meet the funding requirements under Section 225. The application process used the same Request for Proposals as described in detail under Adult Education & Literacy Activities with some additional questions, which included a requirement that the applicant to identify how priority will be given to individuals who are likely to leave the correctional institution within five (5) years. All applicants were required to submit data demonstrating effectiveness in order to be determined an eligible provider and for the application to be considered. All eligible applicant proposals were also reviewed by the State Workforce Board as described in the previous section.

Funding for Correctional Education and other Education of Institutionalized Individuals programs is a combination of federal WIOA Title II funds and state funds. Corrections will be included as an optional program under the next Request for Proposal process.

Additionally, there are several school districts that provide adult education and literacy activities at local county correctional facilities. These are funded with Title II and state funds under Section 231. This was an optional section on the 2020 Request for Proposals.

D. INTEGRATED ENGLISH LITERACY AND CIVICS EDUCATION PROGRAM

Funds for the Integrated English Literacy and Civics Education Program were awarded through a competitive bidding process using the same Request for Proposals described in detail under Adult Education & Literacy Activities with some additional questions which included how the applicant will combine adult education & literacy activities, civics education and integrated education and training. All applicants were required to submit data demonstrating effectiveness to be determined an eligible provider and for the application to be considered. All eligible applicant proposals were also reviewed by the State Workforce Board as describe in the previous section.

New Hampshire state staff and local providers participated in the IET Design Camp in the fall of 2021. Skills and resources gained from this training will be integrated into targeted technical assistance to continue the growth and strengthening of the IELCE and Integrated Education and

Training programs as an integral part of the NH adult education system. Previously, New Hampshire participated in the Building Opportunities Project and state staff served on the Work Group for the IELCE Self-Assessment.

Funds for this program are used for the adult education and literacy activities, the workforce preparation activities, and the civics education component. Multiple sources of funding are used for the occupational skills training component. These include WIOA Title I funds, Vocational Rehabilitation funds, private and local funds.

Local employers, sector-partnership liaisons, business groups, the community college system and core WIOA partners were involved in the program design to ensure the integration with the local workforce development system.

Projects funded under this title focus on the following goals:

- Educational services for English Language Learners, including professionals with degrees and credentials in their native countries, that enables them to achieve competency in the English language and acquire the basic and more advanced skills needed to function effectively as parents, workers and citizens in the United States. These services shall include instruction in literacy and English acquisition and instruction on the rights and responsibilities of citizenship and civic participation.
- Workforce training that will enable students to begin or continue careers in their chosen fields, including preparation for post-secondary education. A high priority will be to provide English skills so that individuals with degrees and credentials in their native countries will qualify for employment in the fields for which they have been trained. The desired outcome from the workforce training under this title will be unsubsidized employment in in-demand industries and occupations that lead to economic self-sufficiency, as identified in the State Plan.
- All students in the Integrated English Literacy and Civics Education Programs, as well as students from all other Title II funded programs may be (1) co-enrolled in other workforce development system programs or (2) receive services concurrently from several partners.

Over the next four years, New Hampshire will increase capacity for integrated education and training through targeted technical assistance from the IET Design Camp; employer engagement through the Interagency Business Team; collaborations with the New Hampshire Employment Program (TANF), the Bureau of Career Development and the Community College System of New Hampshire.

E. STATE LEADERSHIP

1. DESCRIBE HOW THE STATE WILL USE THE FUNDS TO CARRY OUT THE REQUIRED STATE LEADERSHIP ACTIVITIES UNDER SECTION 223 OF WIOA

Required Activities:

WIOA Title II State Leadership funds are used to support state office staff and activities. Additionally, state funds are used to provide a Statewide Professional Development Contract to meet required and permissible activities under Section 223.

The Bureau of Adult Education aligns adult education and literacy activities with other core programs and one-stop partners through active participation in state leadership, professional development and local provider collaborations in order to implement the strategies identified in the NH Unified State Plan. This includes active participation and representation on the NH Works Consortium, the Interagency Business Team, the Professional Development Team and at

regional quarterly WIOA Partner meetings. Cross training, jointly developed resources and collaborative programming are examples of this.

The Bureau will continue to participate with other core WIOA partners in building a career pathway model that includes the services offered by each partner and identifies specific entry points for adult education students. Collaborations with the Bureau of Career Development and the Community College System of New Hampshire will increase access to adult education students to a wider variety of employment and training services.

Professional development (PD) is provided predominantly with state funds through a Statewide Professional Development contract. Primary responsibility for all professional development activities is a collaboration between the Bureau administrator and the contractor. The PD system will use a variety of high quality efforts which have been developed over the years in New Hampshire including a train the trainer model; multiple delivery and communication modes; projects that require practice and application and the dissemination of information about models and promising practices related to such programs; the maintenance of a strong Mentor Team of experienced educators in specific content areas; the continuation of the Disabilities Committee to ensure that local programs are successful in working with individuals with disabilities; and the Coordinators of Volunteers to guide the recruitment and training of a corps of volunteer tutors to provide services for those unable to attend structured classes due to work schedules or other barriers such as transportation. In the next four years, the Bureau plans to increase capacity of trainers for the STAR reading program, Teaching Skills that Matter, and CCR alignment.

Technical assistance for instructional practices and assistance in the use of technology is provided through the Statewide PD contract. All local programs are required to have distance learning policy, orientation and are required to have a designated, trained staff person to facilitate distance learning for extended learning; to assist individuals who need to stop-out temporarily; individuals waiting to start; and those in rural locations. The Bureau Administrator provides technical assistance related designated staff groups on program administration; the role of eligible providers as a one-stop partner; quality data entry and validation; intake and assessment practices; outreach and recruitment strategies; and counseling to increase persistence.

The Bureau staff is responsible for monitoring and evaluation of the quality of, and the improvement in, adult education and literacy activities through quarterly data reports, semi-annual individual desk audits and analysis of measurable skill gain and performance indicators. Programs that do not meet the state targets or have other areas needing improvement as determined through monitoring activities, are provided with focused technical assistance.

2. DESCRIBE HOW THE STATE WILL USE THE FUNDS TO CARRY OUT PERMISSIBLE STATE LEADERSHIP ACTIVITIES UNDER SECTION 223 OF WIOA, IF APPLICABLE

The Bureau of Adult Education will continue active participation with the New England Literacy Resource Center, located at World Education, Boston, MA. Local New Hampshire adult educators participate, along with adult educators from other New England states, in a variety of professional development efforts.

The Bureau of Adult Education will continue to support the development and dissemination of curricula, particularly in the areas of mathematics and language arts, as well competency based courses for use in adult high school classes. In 2020, a statewide Canvas instance was created for all adult education centers and the State Director, along with the Professional Development contractor, have started the process of transitioning previously instructor -created curricula resources to the Canvas Commons.

The PD Contractor and Mentor team incorporated the Adult Education Teacher Competencies and the Teacher Effectiveness resources into the on-boarding process for new instructors. This

will be continued and local administrators will be encouraged to integrate these skills into staff evaluation systems.

F. ASSESSING QUALITY

Under Required State Leadership Activities above, the Bureau of Adult Education will utilize the results of local programs on the core performance levels required for WIOA partners and the additional measurable skill gain performance established by the Office of Career Technical and Adult Education to assess the quality of local program performance.

Professional development activities include training on data collection and validation and using data to improve program quality. The Bureau staff and the PD Contractor identify common areas needing improvement and provide targeted training across the state on an annual basis. For example, NH expanded training capacity for the STAR reading program by adding two additional certified trainers. Over the next four years, the state will look to increase capacity for content provided through Teaching the Skills that Matter, Standards in Action 2.0 and English Language Proficiency standards. The restructured volunteer literacy program allows for greater flexibility to coordinators to recruit, train and facilitate the use of volunteers in the classroom and as one-on-one tutors.

Local programs that do not meet the criteria for performance established by the two sets of core performance levels above with receive focused technical assistance from the Bureau of Adult Education. Programs that do not improve their performance will be at a disadvantage for future funding from the Bureau of Adult Education. (Sec. 231(e)(3)) “past effectiveness of the eligible provider in improving the literacy of eligible individuals”.

ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAM CERTIFICATIONS

The State Plan must include	Include
1. The plan is submitted by the State agency that is eligible to submit the plan;	Yes
2. The State agency has authority under State law to perform the functions of the State under the program;	Yes
3. The State legally may carry out each provision of the plan;	Yes
4. All provisions of the plan are consistent with State law;	Yes
5. A State officer, specified by title in the certification, has authority under State law to receive, hold, and disburse Federal funds made available under the plan;	Yes
6. The State officer who is submitting the plan, specified by the title in the certification, has authority to submit the plan;	Yes
7. The agency that is submitting the plan has adopted or otherwise formally approved the plan; and	Yes
8. The plan is the basis for State operation and administration of the program;	Yes

ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAM ASSURANCES

The State Plan must include	Include
1. The eligible agency will expend funds appropriated to carry out title II of the Workforce Innovation and Opportunity Act (WIOA) only in a manner consistent with fiscal requirements under section 241(a) of WIOA (regarding the supplement-not-supplant requirement);	Yes
2. The eligible agency will ensure that there is at least one eligible provider serving each local area, as defined in section 3(32) of WIOA;	Yes
3. The eligible agency will not use any funds made available under title II of WIOA for the purpose of supporting or providing programs, services, or activities for individuals who are not "eligible individuals" within the meaning of section 203(4) of WIOA, unless it is providing programs, services or activities related to family literacy activities, as defined in section 203(9) of WIOA;	Yes
4. Using funds made available under title II of WIOA to carry out a program for criminal offenders within a correctional institution, the eligible agency will give priority to serving individuals who are likely to leave the correctional institution within five years of participation in the program.	Yes
5. The eligible agency agrees that in expending funds made available under Title II of WIOA, the eligible agency will comply with sections 8301 through 8303 of the Buy American Act (41 U.S.C. 8301-8303).	Yes

AUTHORIZING OR CERTIFYING REPRESENTATIVE

APPLICANT'S ORGANIZATION	**Enter information in this column**
Applicant's Organization	NH Department of Education, Bureau of Adult Education
PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE	**Enter information in this column**
First Name	Sarah
Last Name	Wheeler
Title	Administrator
Email	Sarah.L.Wheeler@doe.nh.gov

SECTION 427 OF THE GENERAL EDUCATION PROVISIONS ACT (GEPA)

At the State level, the majority of State Leadership funds are used to support state office staff. If State Leadership funds are used to provide professional development activities, the Bureau of Adult Education will continue to ensure equitable access to meetings, trainings and resources through multiple ways including, but not limited to: physical accessibility; availability of formats and times; different delivery methods including online, in-person and recordings with transcripts.

All applicants for funding from the Bureau of Adult Education are required to submit a GEPA attestation as an attachment to their response to the state competition for WIOA Adult Education funding.

Additionally, each applicant is required to address how it will recruit and engage individuals with barriers to equitable participation in multiple sections of the application. All contracts with local providers incorporate the original proposal as well as program assurances that require compliance with the GEPA. The Bureau of Adult Education, in coordination with the NH Department of Education, Bureau of Federal Compliance, will monitor the implementation of GEPA as an integral part of the monitoring process.

ADULT EDUCATION AND LITERACY PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	18.0%	22.1%	19.0%	23.0%
Employment (Fourth Quarter After Exit)	20.0%	20.0%	21.0%	21.0%
Median Earnings (Second Quarter After Exit)	$6,200.00	$6,200.00	$6,500.00	$6,500.00
Credential Attainment Rate	14.0%	15.8%	15.0%	16.0%
Measurable Skill Gains	33.0%	29.5%	34.0%	30.0%
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

"Effectiveness in Serving Employers" is still being developed and this data will not be entered in the 2022 State Plan modifications.

PROGRAM-SPECIFIC REQUIREMENTS FOR VOCATIONAL REHABILITATION (COMBINED OR GENERAL)

A. INPUT OF STATE REHABILITATION COUNCIL

1. INPUT PROVIDED BY THE STATE REHABILITATION COUNCIL, INCLUDING INPUT AND RECOMMENDATIONS ON THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN, RECOMMENDATIONS FROM THE COUNCIL'S REPORT, THE REVIEW AND ANALYSIS OF CONSUMER SATISFACTION, AND OTHER COUNCIL REPORTS THAT MAY HAVE BEEN DEVELOPED AS PART OF THE COUNCIL'S FUNCTIONS;

1. **Comment**: One State Rehabilitation Council (SRC) member commented relative to the status of the order of selection noting that they thought the Agency was out of order of selection

2. **Comment:** One SRC member commented that the wording in H. Interagency Cooperation was confusing and it was not clear whether the agreement was being worked on or had been finalized. They also asked as to who the entity is involved with that agreement.

3. **Comment:** One SRC memberasked what changes were made to the state plan in response to public comment received.

Response: The Agency continues to be in an order of selection as described in attachment M. of the state plan. While the order of selection remains in place, the bureau has all categories open and there is no wait list at this time.

Response: Wording in attachment H was updated to clarify the expressed concern.

Response: The Agency reviewed and considered the information and recommendations provided during public comment. The following are updates within the plan that were included that address public input received:

In order to better organize and delineate the Agency's state goals, strategies and priorities the following changes were made: Targets (objectives) for each of the priority areas were moved from O. State Strategies and included in L. State Goals and Priorities and the additional language regarding method and strategies were added to section O. State Strategies.

An editing error was updated attachment D.2.C. Roles and Responsibilities, including financial responsibilities of each agency. Information from the agreement relative to roles is included in the mid-plan update

Work on agreements with the Bureaus of Developmental Services and Behavioral Health continue to be worked on. There have been issues with staffing resources at the Department of Health and Human Services that have interfered with finalizing these agreements. The Agency continues to maintain focus and communication with these entities to complete this task as soon as is possible.

While not included in this state plan update, the Agency is including the thoughts and recommendations that were presented regarding transition, transition planning and pre-employment transition services in current work assessing services provided to students and youth with disabilities.

While no specific update was made within the mid-plan update, the Agency is working in 2022 to increase and improve outreach activities.

The Agency reviewed the recommendation to include the role of the Client Assistance Program (CAP) in the state plan and at this time decided not to add any additional information in the state plan update relative to CAP. The role CAP plays is important and valuable to providing advocacy and support to bureau participants. The Agency maintains policy and practices to ensure that participants are informed of the availability of services from CAP. In addition, CAP has been included in the development of the state plan revision work.

2. THE DESIGNATED STATE UNIT'S RESPONSE TO THE COUNCIL'S INPUT AND RECOMMENDATIONS; AND

Response: The Agency continues to be in an order of selection as described in attachment M. of the state plan. While the order of selection remains in place, the bureau has all categories open and there is no wait list at this time.

Response: Wording in attachment H was updated to clarify the expressed concern.

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3. THE DESIGNATED STATE UNIT'S EXPLANATIONS FOR REJECTING ANY OF THE COUNCIL'S INPUT OR RECOMMENDATIONS.

No input or recommendations received by the NH SRC were rejected.

B. REQUEST FOR WAIVER OF STATEWIDENESS

1. A LOCAL PUBLIC AGENCY WILL PROVIDE THE NON-FEDERAL SHARE OF COSTS ASSOCIATED WITH THE SERVICES TO BE PROVIDED IN ACCORDANCE WITH THE WAIVER REQUEST;

The agency has not requested a waiver of statewideness.

2. THE DESIGNATED STATE UNIT WILL APPROVE EACH PROPOSED SERVICE BEFORE IT IS PUT INTO EFFECT; AND

Not applicable.

3. REQUIREMENTS OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN WILL APPLY TO THE SERVICES APPROVED UNDER THE WAIVER.

The agency has not requested a waiver of statewideness.

C. COOPERATIVE AGREEMENTS WITH AGENCIES NOT CARRYING OUT ACTIVITIES UNDER THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM

1. FEDERAL, STATE, AND LOCAL AGENCIES AND PROGRAMS;

The Agency continually seeks to build and maintain relationships with other agencies and organizations that would impact on the employment outcomes of individuals with disabilities. In addition, since the passage of WIOA, the agency seeks new and innovative strategies for engaging with other programs to address our business partners' workforce needs.

Strategies/Agreements for Individuals with Disabilities:

Since the Medicaid Infrastructure Grant (MIG) ended in early 2012 the agency and community partners working together on the MIG have continued a relatively close relationship. As a result of the grant and these continuing partnerships:

New Hampshire (NH) has five Project SEARCH sites that have continued across the state since 2009 when the first was established. Locations include Nashua, Concord, Keene, Lebanon, and Portsmouth. The Lebanon Project Search site is shared with the Vermont VR program.

The Regional Workforce Coalitions built by the MIG and VR funding continue to be successful with all the partners collaborating and working to meet the intent of the infrastructure and assist our mutual customers in achieving employment success.

The Earn and Learn program with Granite State Independent Living continues with new students each semester and the local school district pays two-thirds the cost of the program. Students earn Extended Learning Opportunity Credits (ELO), high school credits) and have a work experience in addition to learning about all five of the Pre- Employment Transition Services while engaged in the Earn and Learn program.

The IMPACCT program (Inspiring the Mastery of Post-Secondary Achievement in College, Careers and Training) has served 713 students since the fall of 2016. The program has three cohorts per year (fall, spring and summer) and provides all five Pre- ETS in a comprehensive 14-week program (5 weeks in the summer). Students have a work experience and earn high school credits. The program is growing this year with a new site being added in the Seacoast region of the state.

The Agency continues to partner with the Bureau of Mental Health Services and the Bureau of Developmental Services, within Health and Human Services HHS to ensure that employment needs are met with the relative populations. In this past year the agency has three staff (VR Director and two Program Specialists) that attend the Employment Leadership Committee. This committee has members of both HHS bureaus attending and focuses on the employment of individuals in both populations.

The Agency continues to support (one trainer) its partners to develop consistent standards and training for job developers through ACRE training and APSE certification. To date 15 ACRE classes have been held with approximately 300 individuals completing the training. NHVR collaborates with Northeast Deaf and Hard of Hearing Services (NDHHS) and other partners in the deaf community so that there is a team approach when job placement of a customer is made. We have an interpreter referral contract with NDHHS to ensure the proper coordination of interpreters for customers and staff of the agency. There is also a very individualized approach to providing Pre- Employment Transition Services to the deaf and hard of hearing population.

NHVR collaborates with "Future in Sight," the program that assists individuals who are blind or visually impaired reach their vocational goals. Several areas of collaboration are currently occurring: transition services, older independent blind, and evaluation services for assistive

technology. We developed Silver Retreats in the past two years to introduce and train older individuals on how to utilize technology to the fullest to maintain independence.

NHVR is working with the national technical assistance center in several areas: career pathways, and transition services.

NHVR will be seeking assistance in the quality management area in the next two years from the national Vocational Rehabilitation Technical Assistance Center For Quality Management

NHVR collaborates with the Brain Injury Association of NH (BIANH). This past year we have worked on a special initiative to impact on the discharge planning for students who acquire a brain injury so their return to school support and outcome is successful. This work will continue in 2022 as a rollout of school guidance documents will assist schools in ensuring appropriate supports and services for students with traumatic brain injuries.

Strategies/Agreements for Business Partners

The agency collaborates with the Department of Business and Economic Affairs (BEA). This agency provides staff that assist with rapid response/layoffs, new business entering the state of NH, and overall workforce development strategies.

NHVR staff attend all job fairs set up by the state of NH and attend large business expos when they occur. COVID has drastically changed the business expo landscape and business staff have attended virtual job fairs this last two years and will continue to attend them as they occur.

The VR agency and other partners have held the "Employment Leadership Awards" the last twelve years and have recognized over 65 employers that hire, train, and retain individuals with disabilities in their workforce and go above and beyond.

BEA has held an additional award, the "Commissioners Champion Award," for the most

Outstanding business each year that has won an Employment Leadership Award.

Staff have attended the Windmills training that will bring updated disability etiquette modules to our business partners in NH.

The agency has begun to develop stronger relationships with the Business and Industry Association in NH as well as local Chambers of Commerce.

The agency is currently participating in the Progressive Employment Community of Practice with the Institute of Community Inclusion.

2. STATE PROGRAMS CARRIED OUT UNDER SECTION 4 OF THE ASSISTIVE TECHNOLOGY ACT OF 1998;

The Institute on Disability is the lead agency for New Hampshire's statewide Assistive Technology Act Program: Assistive Technology in New Hampshire, or ATinNH. The program has two major activity areas:

Training, Education, and Outreach: AT Trainings, Classes, and Workshops and AT Policy and

Assistive Technology Services: Equipment Demonstrations, Loans and Refurbishing/Reuse. These services are offered through agreements with many partners including: Governor's Commission on Disability, Crotched Mountain Refurbished Equipment Marketplace, COA - Chapin Senior Center, Grafton County Senior Citizens Council Inc., Future in Sight, Joan Marcoux, Hearing, Speech, & Vision Specialist at the Office of Health Equity, Northeast Deaf and Hard of Hearing Services, Northeast Passage and ServiceLink - Aging and Disability Resource Centers located across the state with all offices having devices for demonstration purposes.

3. PROGRAMS CARRIED OUT BY THE UNDER SECRETARY FOR RURAL DEVELOPMENT OF THE DEPARTMENT OF AGRICULTURE;

The USDA Rural Development office in New Hampshire does not administer any workforce development or economic development programs that would assist individuals with employment or small business startup assistance.

4. NON-EDUCATIONAL AGENCIES SERVING OUT-OF-SCHOOL YOUTH; AND

NHVR has many relationships with Community Rehabilitation Programs that coordinate and collaborate to provide transition services to out-of-school youth. Connections to programs like Project SEARCH, apprenticeship and OJT are examples of these connected services for youth with disabilities. NHVR staff are also a part of national Community of Practice surrounding students and youth with disabilities.

5. STATE USE CONTRACTING PROGRAMS.

N/A New Hampshire does not have a state use contracting program.

D. COORDINATION WITH EDUCATION OFFICIALS

1. THE DESIGNATED STATE UNIT'S PLANS, POLICIES, AND PROCEDURES FOR COORDINATION WITH EDUCATION OFFICIALS TO FACILITATE THE TRANSITION OF STUDENTS WITH DISABILITIES FROM SCHOOL TO THE RECEIPT OF VR SERVICES, INCLUDING PRE-EMPLOYMENT TRANSITION SERVICES, AS WELL AS PROCEDURES FOR THE TIMELY DEVELOPMENT AND APPROVAL OF INDIVIDUALIZED PLANS FOR EMPLOYMENT FOR THE STUDENTS

Organized within the New Hampshire Department of Education, NHVR participates in the State's transition initiatives. NHVR counselors across the state are involved in the local and regional partnerships which were developed to implement the activities of grants available. Counselors advocate for the inclusion of students with disabilities and special education staff in the systemic changes occurring in the schools.

NHVR understands the need for services to be identified and in place prior to a student leaving the school setting in order to assist the student with a smooth transition to post-school activities which may include postsecondary education, training, employment, and related vocational rehabilitation services which will lead to competitive integrated employment. To assure this planning, the Agency provides for the development and approval of an individualized plan for employment while the student is in school and within 90 days of eligibility determination.

The Agency continues to participate in an interagency agreement with the state educational agency with respect to transition planning. The updated agreement completed in December 2021 (tentative) includes information regarding roles and responsibilities, including financial responsibilities, of each agency, provisions for determining state lead agencies, and qualified personnel responsible for transition services; and procedures for outreach to and identification of students with disabilities who need transition services. In addition, the agreement outlines the provision of coordinated training opportunities between agencies to field staff, in order to enhance knowledge and understanding of how transition services are provided to students with disabilities through the vocational rehabilitation and special education processes. Additional outcomes of the coordinated trainings are intended to build and strengthen relationships between schools and vocational rehabilitation counselors.

Pre-Employment Transition Services (Pre-ETS) have re-shaped transition and the collaboration with schools. The agency provides Pre-ETS in three main methods:

1) Workshops provided by NHVR Student Transition Specialists (STS),

2) IMPACCT Academies, and

3) Pre-ETS services provided to individual students by VR Counselors or by a Community Rehabilitation Program.

Since the implementation of Pre-ETS, NHVR notes the following program improvements:

- stronger partnership between Pre-ETS (IMPACCT and Community Rehabilitation Provider) program staff and vocational rehabilitation counselors
- enhanced efforts to engage potentially eligible students in individualized vocational rehabilitation services
- educating schools on how the STS workshops can be written into a student's transition plan within their Individualized Education Program and meet requirements for Indicator 13
- exploration of certain STS workshops being offered to students for course credit through an Extended Learning Opportunity (ELO)
- Increased options for service provision utilizing Community Rehabilitation Programs to ensure delivery of 5 Pre-ETS services.

Within the Department's Dropout Plan, NHVR works with its partners via the Earn and Learn Opportunities Program to help identify and assist youth with disabilities who may be at high risk of or who have already dropped out of school to remain in or return to school and continue with the transition process. This transition process might lead them to a post-secondary training institution or other training opportunity.

NHVR continues to be an active leader in the state Community of Practice on Transition (CoP). Using its strategy, it is intended to promote and to influence transition practice and policy on multiple levels, using more of a grassroots type of approach. The CoP sponsors an annual Transition Summit, and is currently focusing its efforts on , continuing to promote the use of successful transition practices and resources from a state and national perspective. As a result, the CoP now offers a six month professional development series aimed at educating professionals, educators and families on a variety of services, programs and practices that can enhance and support stronger transition outcomes for students with disabilities.

The Agency continues to be involved in the provision of sector-based employment opportunities through Project SEARCH. This program focuses on the healthcare industry; however, to date (2009 - 2021), NHVR has supported over 400 students through Project SEARCH in the effort to reach their employment goal.

NHVR continues to employ a full-time Transition coordinator and has five full-time Student Transition Specialists to work statewide to improve services to students and youth with disabilities. In addition, the agency's 27 VR Counselors work with students in their regions. The Coordinator strives to ensure that changes implemented by WIOA are achieved. The activities these positions cover include:

- working with NHVR counselors to improve access and services provided to students and
- youth with disabilities;
- working with NHVR counselors to develop best practices and examples of best practices to students and youth with disabilities;
- providing training on activities occurring across the state as a result of implementation of WIOA

- coordinating efforts with NHVR counselors, school district staff, school- to-work staff, and other constituents, to ensure the inclusion of students and youth with disabilities in the systemic changes occurring in the schools as a result of the IDEA 2008 and the Rehabilitation Act;
- providing advocacy for students and youth with disabilities to a variety of constituents;
- improving connections between NHVR and other transition service agencies;
- providing information and guidance regarding Labor Laws as they relate to job shadow, internships, and work experience for students and youth with disabilities;
- marketing to school staff, students and families, adult service agencies, etc. in a variety of areas, e.g., employment issues as a result of disability, transition of students with disabilities, availability of adult services, best practices in transition of youth with disabilities, accessing adult services, employer perspectives;
- developing relationships with other agencies providing services to students and youth with disabilities to maximize services offered;
- providing technical assistance on grants as they are developed with multiple agencies and programs to ensure the inclusion of all students and youth with disabilities; and
- providing continued support of transition programs for students and youth such as the Earn and Learn Opportunities program, IMPACCT, Bridges/UNH4U, MY TURN, and Project SEARCH.

NHVR staff actively facilitates meetings with school staff, NHVR counselors, and school-to-work staff to plan the inclusion of students with disabilities in the systemic changes occurring within the state. The Agency will continue to expand and solidify its interagency approach to ensuring a successful transition from school to employment or post-secondary training opportunities for students with disabilities throughout the State. On both the statewide and local level, VR Agency staff continues to participate in planning, program development, and funding of transition from school to work or post-secondary education initiatives with other agencies and school districts. The Agency continues to work closely with local school districts to develop, implement and expand programs designed to facilitate the transition process, such as provision of Pre-Employment Transition Services to those who are eligible and those who are potentially eligible for vocational rehabilitation services. As an Agency, we have allowed latitude from region to region in regards to how transition caseloads are covered. In some regional offices all counselors have mixed caseloads (i.e. adults and transition-age students), while others have only a certain number of counselors assigned to carry a full caseload of transition. This allows regional offices and the Agency overall to better respond to the needs of students with disabilities who are transitioning to the workforce or postsecondary education, work on strengthening existing school district relationships, and develop new school district relationships.

In an effort to develop, strengthen and foster relationships with schools, the agency is implementing an online professional development series aimed at educating schools, families and community partners regarding the services, successes and benefits of the vocational rehabilitation program for individuals with disabilities. These opportunities will offer professional development hours for participants and will be offered throughout the school year.

Students served by the Agency represent all disability groups and not just those in special education programs. Counselors are frequently present in schools receiving referrals from teachers, guidance counselors, and administrators. Serving this population will remain a focus activity of the Agency. The Agency plans to include statewide training and technical assistance intervention for schools and families for developing natural supports, which is a school and

work-based learning model including job training, monitoring, and general workplace competencies in its continued innovation and expansion activities.

The Agency continues to collaborate with the Bureau of Developmental Services to support area agencies in the provision of the sector-based training fund. The State Rule governs how individuals with developmental disabilities will achieve long-term support funding. The rule will ensure that if someone is in an employment setting they will have the long-term supports to maintain that job. It also supports that students still in high school can achieve long-term supports while still in school and prior to graduation. The rule also helps families understand that employment should be the first option when looking at goals after high school graduation.

2. INFORMATION ON THE FORMAL INTERAGENCY AGREEMENT WITH THE STATE EDUCATIONAL AGENCY WITH RESPECT TO:

A. CONSULTATION AND TECHNICAL ASSISTANCE TO ASSIST EDUCATIONAL AGENCIES IN PLANNING FOR THE TRANSITION OF STUDENTS WITH DISABILITIES FROM SCHOOL TO POST-SCHOOL ACTIVITIES, INCLUDING VR SERVICES;

The Agency continues to participate in an interagency agreement with the state educational agency with respect to transition planning. The current agreement includes information regarding roles and responsibilities, including financial responsibilities, of each agency, provisions for determining state lead agencies and qualified personnel responsible for transition services; and procedures for outreach to and identification of students with disabilities who need transition services. Section 9 of our MOU addresses Section 511 of WIOA. Significant technical assistance and training will be planned as NHVR and our Special Education Bureau work with the NTACT: C technical assistance center on how to bring the state level agreement to the local level. We are very hopeful this will allow us to expand our TA opportunities to educational agencies, influencing the outcomes for students in transition.

B. TRANSITION PLANNING BY PERSONNEL OF THE DESIGNATED STATE AGENCY AND EDUCATIONAL AGENCY THAT FACILITATES THE DEVELOPMENT AND IMPLEMENTATION OF THEIR INDIVIDUALIZED EDUCATION PROGRAMS;

NHVR participates in the State's transition initiatives in a variety of ways. NHVR counselors across the state are involved in the local and regional partnerships which were developed to implement the activities of grants available as well as through regional Community of Practice groups. Counselors advocate for the inclusion of students with disabilities and special education staff in the systemic changes occurring in the schools. NHVR understands the need for services to be identified and in place prior to a student leaving the school setting in order to assist the student with a smooth transition to post-school activities which may include postsecondary education, training, employment, and related vocational rehabilitation services which will lead to competitive integrated employment. To assure this planning, the Agency provides for the development and approval of an individualized plan for employment while the student is in school and within 90 days of eligibility determination.

Local relationships of the VR Counselors and Special Education staff provide opportunities for VR staff to attend the IEP team meetings and provide input toward and implementation where appropriate, transition goals and activities in the overall transition plan to allow the student to successfully transition to post-secondary education or employment. VR Counselors participate in transition planning activities and IEP meetings to assist in the development of the IPE. Pre-ETS and individual services are provided to assist the student in learning the pre-employment skills needed upon graduation.

At present, the education agency is updating their monitoring process for schools for Indicator 13. It is anticipated that NHVR will participate in a portion of the trainings to assist schools to better understand the provision of vocational rehabilitation services, including Pre-ETS and

how these services can support the development of transition goals and activities within the IEP.

C. ROLES AND RESPONSIBILITIES, INCLUDING FINANCIAL RESPONSIBILITIES, OF EACH AGENCY, INCLUDING PROVISIONS FOR DETERMINING STATE LEAD AGENCIES AND QUALIFIED PERSONNEL RESPONSIBLE FOR TRANSITION SERVICES;

Within the agreement, section four outlines each parties roles and responsibilities as noted below:

A. The New Hampshire Bureau of Vocational Rehabilitation (NHVR) agrees to:

l. Assume the role of lead agency in facilitating intra-agency planning with LEAs and implementation of educational programs and transition services for students with disabilities from high school to post-high school services.

2. Support LEAs in their efforts to write IEPs using an outcome oriented focus and to coordinate transition activities for each IEP eligible student, beginning no later than the IEP before the student turns age 16 years old (earlier if appropriate), and to address future student need s in the areas of post-secondary education, vocational training, employment and adult living and communication participation, including assistive technology.

3. Provide information regarding NHVR services, including their role as an IEP team member, to school district personnel, students, and their families.

4. Provide NHVR counselors, as appropriate, and with prior consent from adult students or parents or legal guardians to participate as members of IEP teams for students who have been referred to NHVR for rehabilitation services, or earlier if appropriate.

5. Work with NHSS to identify a process for NHVR counselors to identify a process for providing input and participating in the development of a student's IEP, including pre-employment transition services, when appropriate.

6. Identify appropriate school personnel who, with prior consent from adult students or parents or legal guardians, as appropriate, will initiate the referral process to YR of students receiving special education services, and students who have a 504 Plan (Rehabilitation Act of 1973),or students with disabilities (e.g., physical , medical, or visual, etc.) who are not eligible for special education services, to NHVR for pre- employment transition services and/or vocational rehabilitation services.

B. The New Hampshire Bureau of Vocational Rehabilitation (NHVR) further agrees to:

1. Encourage staff to work closely with LEAs to ensure coordination between education services, pre-employment transition service s, and vocational rehabilitation services.

2. To provide, as necessary, NHVR counselors capable of conducting training and providing information to school district personnel, students and families on pre- employment transition and vocational rehabilitation services, including their role as IEP team members.

3. To provide, as necessary, NHVR counselors for consultation with educators concerning pre-employment transition and vocational rehabilitation services for students to assist them toward employment.

4. To ensure that NHVR counselors are prepared to collabo rate with the LEAs in their service area to identify a process for the counselors to provide input and participate in the development of the transition services included in IEPs.

5. To ensure that NHVR counselors are aware that they may, at their discretion, or by direction from a supervisor, attend IEP team meetings, either in person or via video or tele phone, for each referred student upon timely invitation by school personnel and the student and/or student's parent or legal guardian.

6. To ensure that NHVR counselors provide written recommendations, if requested, for use in developing IEPs when unable to attend.

7. Ensure that NHVR counselors consult with educators concerning referral of students to NHVR for rehabilitation services, including pre-employment transition services. Students with blindness or visual impairments should also be referred to NHVR. Students with multiple disabilities may have dual cases with both NHVR and Services for Blind and Visually Impaired (SBVI) to provide rehabilitation services.

8. Ensure NHVR counselors will accept referrals for pre-employment transition or vocational rehabilitation services, when appropriate, and will work collaboratively with input from the student's IEP team, for service provision and/or to develop an IPE within 90 days of eligibility determination or release from agency waitlist (if applicable). The vocational rehabilitation counselor, student, student's parent or legal guardian, and members of the student's IEP team will collaborate to identify required vocational rehabilitation services that will move the student towards their employment goal.

9. All Vocational Rehabilitation State Plan requirements, including Order of Selection, will apply to all services provision under this cooperative agreement.

Agency Financial Responsibilities within the agreement:

1. The IEP team, including NHVR counselor, will utilize the IEP process to determine services necessary for the student to reach his or her identified post-school outcome and outcome for employment as written in the IEP and IPE and will negotiate and identify, if any, programmatic and financial responsibility of IEP team members.

Specific criteria are used to determine which agency (NHVR or LEA) has primary responsibility for providing and paying for transition related services for students with disabilities. These criteria are:

i. Purpose of the service. Determine if the service is associated with an employment outcome or educational attainment.

ii. Customary service. Which agency “customarily” provides the service to students?

iii. Eligibility for services. How is the student with a disability eligible to receive services?

2. The parties anticipate that LEAs will purchase any assistive technology/equipment determined through the IEP process to be necessary for the education program of individual students who are enrolled in the district.

3. If a student with a disability, including potentially eligible students, require an auxiliary aid or service, e.g., interpreter, reader services, or accessible informational materials, to access or participate in pre- employment transition services, VR may pay for the service, if not customarily provided by another entity, including local educational agencies. Auxiliary aides and services are those services necessary to ensure equal access to pre-employment transition services, as required by the Americans with Disabilities Act of 1990 (ADA), as revised by the ADA Amendments Act of 2008, and Section 504 of the Rehabilitation Act.

4. If a student with a disability requires additional VR services (e.g., clothing, transportation, or assistive technology, etc.) to participate in Pre-ETS activities he or she will need to apply for VR services and be determined eligible and have an approved IPE.

D. PROCEDURES FOR OUTREACH TO AND IDENTIFICATION OF STUDENTS WITH DISABILITIES WHO NEED TRANSITION SERVICES.

NHVR receives referrals for students through various channels. VR counselors in NH are all assigned to represent each of the high schools in their area. Referrals typically come via parents, case managers, special education staff, and other agencies and organizations including the Parent Information Center. Counselors also collaborate with schools, guidance counselors, and other educational officials to identify students who could benefit from our services as well as participating in outreach efforts and involvement in Transition Fairs and workshops.

E. COOPERATIVE AGREEMENTS WITH PRIVATE NONPROFIT ORGANIZATIONS

NHVR has signed agreements with Community Rehabilitation Programs CRPs) to provide specific vocational rehabilitation services.

Only CRPs who meet the qualification standards and have a signed agreement with NHVR are eligible to provide these services The NHVR CRP Program Specialist is responsible for approving the agreements. Changes in key personnel and fees are reported to and negotiated with NHVR.

NH Vocational Rehabilitation works with Community Rehabilitation Program providers (CRPs) to provide pre-employment activities, job search, placement, and job analysis services. In addition, since the implementation of WIOA they have assisted us in providing both generalized and individualized Pre-Employment Transition Services to students with disabilities. The agency has completed guidance letters to staff on how to utilize these services with each vendor agency.

The current menu of services and fee-for-service payment structure does not differentiate between profit and nonprofit agencies and is standard for all CRPs. The agency has completed systemic changes for the type and provision of services, training/competency, and outcomes that are related to Community Rehabilitation Program providers. NHVR has collaborated with other partners to achieve a statewide accepted competency model that utilizes shared resources and will create consistency in how multiple systems utilize vendors that may provide services to participants in a variety of settings and in 2022 implementation of the “progressive employment model”

The process to determine the need for new, improved or expanded programs will be accomplished through:

1) identified need in the Comprehensive Statewide Needs Assessment;

2) meetings of Vocational Rehabilitation administrators and consultants; and

3) consultation with of the State Rehabilitation Council

Through continuing statewide studies on the rehabilitation needs of individuals with disabilities, including individuals with significant disabilities, the Agency gathers data and utilizes this to identify ways in which the overall effectiveness of community rehabilitation program services might be improved. The Agency is working on an effective tracking system that will allow us to analyze and make recommendations on services and efficiencies in the system.

The Agency will continue to seek ways to identify and meet the needs of individuals with disabilities in New Hampshire including, where appropriate, provision of services to groups of individuals with disabilities through the establishment, development, and improvement of collaboration with private vocational rehabilitation service providers including community rehabilitation programs.

In an effort to standardize services in the field, all CRP's will be advised to attend ACRE training or similar training, prior to receiving referrals from NHVR, in order to meet the minimum requirements to work with people with disabilities. Additional professional development available to CRP's is the Certified Employment Support Professional (CESP) credential, which would demonstrate a sufficient level of knowledge and skill to provide integrated employment supports to a variety of people with disabilities. In addition, the CRP Program Specialist will review their resume, experience, and qualifications to ensure they have the knowledge, skills, and abilities to work with our participants. Once a CRP is approved by the CRP Program Specialist, the CRP will be scheduled to attend mandatory training on NHVR's CRP Program and referral process.

Additional training will be offered by VR counselors and Rehabilitation Technicians to ensure the CRP understands NHVR's referral and invoice process.

NHVR's case management system, AWARE, has the capacity to evaluate vendor success rate and information that documents the number of referrals for individual services, referrals for job placement, wages, and successful placement outcomes.

F. ARRANGEMENTS AND COOPERATIVE AGREEMENTS FOR THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES

The Agency has developed relationships with both the Bureau of Developmental Services and the Bureau of Mental Health Services within the Department of Health and Human Services in the State of NH. These relationships are designed to enhance the collaboration of rehabilitation, case management, and vocational service provider personnel with eligible individuals and their families regarding the implementation and continuation of individualized supported employment.

We expect a finalized MOU with all the Medicaid agencies in early 2022. Our focus of the MOU has five main criteria:

1) simplifying the VR process and flow of services for participants and partners,

2) sharing aggregate priority data elements,

3) strengthening transition plans for securing long-term Medicaid waiver services,

4) sharing of resources, and

5) streamlining paperwork and improving efficiencies.

Workgroups from the BDS Employment Leadership Committee have been integral in working on these areas to assist in a transparent MOU process.

Individuals with the most significant disabilities to be served under this partnership will likely have developmental disabilities, acquired brain disorders, and/or mental health diagnoses, since these are the groups for which funding is available for long-term support after Vocational Rehabilitation services are completed. In addition, the Agency will seek additional avenues to expand the availability of supported employment services, including long term support services provided through natural community-based supports by families, employers, life insurance carriers, and community organizations, for individuals with acquired brain injuries, significant physical disabilities, and other disabling conditions.

The Agency will continue to collaborate with the two bureaus regarding any necessary system changes that will encourage and facilitate natural supports. This last year the bureau added to major contracts with the ten area agency centers and the ten mental health centers to provide funding for them to bring on an individual to become a certified work incentive counselor. This will inform and educate customers and families on the impact of work on their benefits and will move more individuals to employment leading to increased self-sufficiency.

G. COORDINATION WITH EMPLOYERS

1. VR SERVICES; AND

New Hampshire Vocational Rehabilitation has had a long history of serving dual customers: individuals with disabilities and business partners. In the last ten years the agency has enhanced this principle and has worked on various levels in the organization to accomplish success for both customers.

Community Rehabilitation Program:

In October of 2018 the agency created a Community Rehabilitation Program (CRP) committee to revamp the menu of services, fee structure, and process. The new Community Rehabilitation Program Menu of Services launched in February of 2019. The CRP Committee will continue to meet in 2020/2021 to evaluate the CRP Program process and expand services to match the needs of business and participants.

The CRP Committee has continued to work on expanding CRP services and will be releasing a new referral service in late 2021 for short term paid work experiences.

Employment Leadership Awards:

The Agency has been coordinating, along with partners, the Employment Leadership Awards in NH for thirteen years. This event began with Medicaid Infrastructure Grant funding and has evolved over the last thirteen years to examine and recognize business partners that hire, train, and retain talent with disabilities in their organizations. In October of 2022 we will hold our 14th Annual Employment Leadership Awards. The hiring of individuals with disabilities into these companies has been shown to enrich work culture and assist business partners in lowering turnover rates and improving organizational success.

National Technical Assistance Partnerships:

In 2021 NHVR applied for and was chosen to work on a two-year project with the Institute of Community Inclusion out of the University of Massachusetts-Boston to create and implement the employment strategy of "Progressive Employment". This will make New Hampshire one of only eight states nationally providing this service for participants and businesses. The Agency has a strong relationship with the Institute on Community Inclusion out of the University of Massachusetts-Boston. In this relationship they provided us with intensive technical assistance to enhance internal agency capacity for business engagement strategies. This service will include utilizing our Community Rehabilitation (CRP) relationships, creating new services and fee structures and will be piloted in 2022.

Beginning in 2015 the agency took part in a two-year intensive technical assistance project: The Job Driven Vocational Rehabilitation Technical Assistance Center (JD-VRTAC). The JD-VRTAC team assisted with strategic planning and support in creating successful NHVR Business Engagement. The changes we made included transitioning one Employment Specialist position into a Business Relations Consultant to exclusively provide services to businesses and one into Program Specialist to manage the Community Rehabilitation Program.

Services to Business:

The Business Engagement Unit currently has a menu of business services and is working to create plans to increase business engagement in each regional office.

In December of 2019 the Program Specialist and the Business Relations Consultant attended the Windmills Train the Trainer program. The Windmills disability awareness training program equips business leaders with the knowledge, skills and tools to create an inclusive workplace where all employees have the opportunity to thrive. This program added 12 new employer-focused modules/trainings on disability views to the NHVR menu of services for business

partners to choose. This training has been made available virtually in 2021 and New Hampshire has a total of four certified Windmills trainers to provide this business service. Business Engagement staff also provide training to businesses on Disability Etiquette and the ADA (Americans with Disabilities Act) and assist businesses with recruitment of individuals with disabilities in the Vocational Rehabilitation program.

In 2021 the agency's Business Engagement staff cultivated a relationship with CVS health and successfully piloted three internship programs. In 2022, we are working to replicate this model of work based learning to other businesses in NH and expand our offerings with CVS including the Pharmacy Technician training program.

In October of 2021 the agency hired one part-time Employment Specialist to cover the Claremont and Lebanon area for job development and business service needs. The agency is actively recruiting for five additional positions currently.

State Agency Partnership:

The agency works closely with our national and state partners to utilize data systems and employment and labor market information (ELMI) strategies to ensure we are meeting business needs and assisting our participants in achieving their personal vocational goals. In November 2017 NHVR joined other State agencies in using the database NEOSERRA to collect business engagement data. The Business Relations consultant enters all NHVR business data into the NEOSERRA system in order to assist in the collective State of New Hampshire initiative.

Workforce Coalitions:
NHVR Business Engagement staff have a strong partnership within the statewide workforce coalitions. These coalitions meet on a monthly basis with members which include representation from CRP providers, area agencies, mental health, community colleges, nonprofits, apprenticeship, housing, etc. These coalitions provide training, resources, and support for those in the field of workforce development. NH business are often invited to attend to learn about resources for the workforce and utilize the members to assist with recruitment.

There are currently 6 workforce coalitions in New Hampshire: Manchester, Concord, Keene, Lakes Region, Conway, and Nashua. NHVR business engagement staff facilitate 5 of these groups.

ACRE Training:

The Association of Community Rehabilitation Educators - ACRE-approved training is offered by educators who are current ACRE organizational members. Their curriculum has gone through a rigorous curriculum review process. ACRE training is available in several formats: Face-to-face, online, and hybrid (combination of in person & online). NHVR participates in this program by providing one trainer to ensure our Community Rehabilitation Program providers are educated and trained on business engagement strategies that align with the NHVR dual customer approach.

In October of 2021 the NH ACRE curriculum was approved as an online training and the next training is scheduled for January of 2022.

The National Employment Team:

NHVR is a part of the National Employment Team. This program is employed by the Council of State Administrators of Vocational Rehabilitation. The NHVR Business Relations Consultant is the New Hampshire NET contact. The NET gives NHVR the ability to assist New Hampshire businesses on a national level.

2. TRANSITION SERVICES, INCLUDING PRE-EMPLOYMENT TRANSITION SERVICES, FOR STUDENTS AND YOUTH WITH DISABILITIES.

Business Relations staff works with students and adults with disabilities. The NHVR Transition staff and the Business Engagement team work closely together to implement individualized pre-employment transition services (only for students with disabilities), including creating programs with multiple partner agencies to provide Work Based Learning opportunities for students. The Agency has been working with employers and CRPs to develop opportunities for career exploration and work-based learning for students and youth with disabilities. The Agency has focused on developing a menu of services and supports to assure that pre-employment transition services are widely available in the state. In the CRP program revamp (2019) a new service package for Pre-Employment activities was added to assist youth and adults with more intensive career exploration.

In 2021 the Business Engagement Unit partnered with transition counselors and Student Transition Services Counselors to provide pre-internship soft skills training to the CVS Health Administrative Assistant summer interns. Additionally, the BEU and STS partnered for the transition summer in store program with CVS.

Business Relations staff will also be working closely with the Project SEARCH program to implement the new CRP program into the job development process for Project SEARCH, which was trained and implemented in January 2020.

H. INTERAGENCY COOPERATION

1. THE STATE MEDICAID PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT;

The agency plans to finalize and enact a Memorandum of Understanding with the NH Department of Health and Human Services during the calendar year 2022 including partners (mental health, developmental services, adult and elderly services) that can assist in providing services for mutual customers.

2. THE STATE AGENCY RESPONSIBLE FOR PROVIDING SERVICES FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES; AND

The State agency responsible for providing services for individuals with developmental disabilities; and New Hampshire Vocational Rehabilitation has, in the past, developed and engaged in discussions to complete a Memorandum of Understanding with both the Bureau of Developmental Services and the Bureau of Mental Health Services. It is our goal to have a finalized MOU with Health and Human Services in 2022

3. THE STATE AGENCY RESPONSIBLE FOR PROVIDING MENTAL HEALTH SERVICES.

As identified above, the Agency has been working with the Bureau of Mental Health Services toward developing a Memorandum of Understanding. The target is to finalize this work in 2022. That Department has experienced significant reorganization and staffing changes over the last two years which has slowed the progress on this agreement. The completed MOU will help to identify referral and service provision agreements as well as supported employment strategies and services to increase the successful competitive, integrated employment outcomes for the mutual customers of each system.

I. COMPREHENSIVE SYSTEM OF PERSONNEL DEVELOPMENT; DATA SYSTEM ON PERSONNEL AND PERSONNEL DEVELOPMENT

1. SYSTEM ON PERSONNEL AND PERSONNEL DEVELOPMENT

A. QUALIFIED PERSONNEL NEEDS

I. THE NUMBER OF PERSONNEL WHO ARE EMPLOYED BY THE STATE AGENCY IN THE PROVISION OF VR SERVICES IN RELATION TO THE NUMBER OF INDIVIDUALS SERVED, BROKEN DOWN BY PERSONNEL CATEGORY;

At this time the Agency-wide caseload is 2,455 customers. The Agency currently has 27 caseload carrying counselor positions. The ratio of Rehabilitation Counselor to customers served is 90 customers to each Counselor. This information is reviewed quarterly by the Agency and the Policy committee of the State Rehabilitation Council. The Agency regularly reviews staffing patterns and caseload size to determine coverage needs. The Agency believes that, at this time, the current staffing levels are adequate to meet the needs of the Agency's customers, however, staff turnover has interfered with stable staffing and coverage over the past year. In addition, the Agency seeks to provide outreach and services to an existing population of students with disabilities transitioning from school to post-secondary activities. These trends will be monitored to see if any staffing changes are required to meet these needs. In addition, the Agency has five non-caseload carrying Counselor positions that provide pre-employment transition services to eligible and potentially eligible students with disabilities.

II. THE NUMBER OF PERSONNEL CURRENTLY NEEDED BY THE STATE AGENCY TO PROVIDE VR SERVICES, BROKEN DOWN BY PERSONNEL CATEGORY; AND

	Total Positions	Current Vacancies
Administrative Staff	18 (2 part-time included)	4
Counselor Staff	40 (29 VRC, 5 STS, 6 Emp. Spec.)	8 (3VRC, 5 Emp. Spec)
Supervisory Staff	6	0
Support Staff	17 (2 part-time included)	5
Other Staff	3	0
Total	**84**	**17**

III. PROJECTIONS OF THE NUMBER OF PERSONNEL, BROKEN DOWN BY PERSONNEL CATEGORY, WHO WILL BE NEEDED BY THE STATE AGENCY TO PROVIDE VR SERVICES IN 5 YEARS BASED ON PROJECTIONS OF THE NUMBER OF INDIVIDUALS TO BE SERVED, INCLUDING INDIVIDUALS WITH SIGNIFICANT DISABILITIES, THE NUMBER OF PERSONNEL EXPECTED TO RETIRE OR LEAVE THE FIELD, AND OTHER RELEVANT FACTORS.

Staff projections for the next two years: Evaluating the past and current numbers of individuals served by the Agency reveals a reduction in caseload sizes over the past few years. One of the factors that has been attributed to this is the low unemployment rate in the state. It is also noted that since the Agency entered an order of selection, referrals have continued to be low. As categories opened, there does appear to be an increase in referrals to the Agency. This trend will be monitored to assure that the Agency has adequate staff and resources to service customers. Another factor the Agency has identified is the COVID pandemic has impacted referrals and participant activity within caseloads.

The Agency is targeting outreach activities to attempt to increase individuals involved in services. It is predicted that with these increased efforts the caseloads will grow over the next two years. Based on the numbers of individuals served by the program, the current staffing pattern is projected to be adequate in serving the individuals who apply for vocational rehabilitation services in NH over the next two-year period.

In May 2018 NHVR experienced a restructuring process including staff layoffs. Due to this process, including the current vacancies within the bureau, as a result the staffing changed, most notably in Rehabilitation Counselor positions. Counselor positions were reduced from 41 positions to 27.

NH had traditionally seen a fairly low turnover of counseling staff 5% that had risen over the last couple of years (primarily due to aging staff retiring) to the 9%. However, at the onset of this plan the Agency reported that during past twenty months (May 2018 – December 2019) the Agency has experienced a variety of changes. NHVR entered an Order of Selection on May 8, 2018. As part of the financial 'right sizing' we reduced counseling positions in the agency. Prior to this we had 41 rehabilitation counseling positions; with layoffs and transfers we now have 27 rehabilitation counseling staff. Last federal program year (July 1, 2018 – June 30, 2019) we had 6 counseling staff leave the agency due to retirement or resignation which represents a 21% turnover in counseling staff. It is unclear what this means for future staffing, but it is anticipated that staffing will 'normalize' to a more stable pattern now that the majority of changes have been completed.

While the Agency has anticipated a more stable staffing trend, this did not occur during PY 2020.

In program year 2020 staffing changes included:

- Administrative:
    - Field Service Administrator retired
    - Promoted a Supervisor to Field Services Administrator position.
    - Hired Program Specialist to manage our Ticket to Work/EN activities;
    - A Program Specialist from Central Office resigned
- Counselors:
    - 12 counselors hired, including two STS.
    - Two counselors transferred to another office within the Bureau.
    - Two Counselors were promoted to RCIII.
    - Two counselors resigned and one retired.
- Supervisory:
    - One of our supervisors resigned and we hired a replacement.
    - We promoted two RCIII to become supervisors.
- Support Staff:
    - One support staff resigned and we hired a replacement.
    - One support staff retired.

As identified earlier, at the initiation of this plan, the Agency expected the current staffing pattern to be stable, however due to a number of factors, turnover during the first year of the plan was higher than anticipated. While staffing appears to be consistent with appropriately serving individuals applying to and being found eligible for services at the current referral rates, it is unknown in the current environment impact on staff movement, and this will continue to be monitored. The end of program year 2017 (May-June 2018) was an unprecedented time for the Agency as an Order of Selection was implemented for the first time. The decisions at that time impacted staffing in a way that the Agency does not foresee as a continuing trend. Over program year 2018, the Agency was able to stabilize staffing through rehiring previously laid off staff and moving staff through reassignment and promotion.

In addition, calendar year 2020 brought a new set of challenges to the state and the workplace through the introduction to the nation of the COVID-19 virus and New Hampshire's COVID-19 response that impacted the work activity of the agency.

The Agency will continue to monitor and review staffing to assure that we are able to serve eligible individuals in the program effectively with adequate resources including staff. Current and projected through next five years: Administrative staff: Total Positions: 19; Counselor staff: Total Positions: 34 (29 counselors, 5 STS); 6 Employment Specialists; Supervisory staff: Total Positions: 6; Support staff: Total Positions: 17; and Other staff: Total Positions: 5.

B. PERSONNEL DEVELOPMENT

I. A LIST OF THE INSTITUTIONS OF HIGHER EDUCATION IN THE STATE THAT ARE PREPARING VR PROFESSIONALS, BY TYPE OF PROGRAM;

There are no educational institutions in NH that offer graduate studies in rehabilitation counseling.

II. THE NUMBER OF STUDENTS ENROLLED AT EACH OF THOSE INSTITUTIONS, BROKEN DOWN BY TYPE OF PROGRAM; AND

While there are no educational institutions in New Hampshire that offer graduate studies in rehabilitation counseling, there are several colleges and universities in the region that offer a Master's degree in rehabilitation counseling, including:

Assumption College: Assumption College offers a fully online program that is designed for the working professional to complete in 3 years (8 semesters). They note that "Our CRC pass rates have consistently been significantly higher than the national averages and as a CACREP accredited program that has been 60 credits for 5+ years, we have a strong curriculum and sequenced learning approach to prepare students for the rest of their careers."

1. the number of students enrolled in graduate level training for rehabilitation counseling: 65 (actively taking courses). There are ~ 10 on leave for various FMLA-related issues
2. the number of recent graduates (May 2019): 24 and anticipated graduates (May 2020): 14
3. the number of students, if any, receiving RSA funding to support tuition/school costs: 15 this semester but ~20 currently in the program who have received support during their time in the program.

Total Tuition Support Awarded_$671,856.00	84%	
Total # Students Who Received Support	66	
Average Amount of Support	$10,179.64	
Total Support of Student and Faculty Training	$70,289.28	
Total $$ for Tuition and Student/Faculty Training	$742,145.28	93%

Springfield College's program is fully accredited by the Council of the Accreditation of Counseling & Related Educational Programs (CACREP) and graduates are eligible to sit for the Certified Rehabilitation Counselor (CRC) exam. With a few additional courses, appropriate practicum, internship, and post-master's supervision requirements fulfilled, rehabilitation

counseling graduates may also be eligible to become licensed mental health counselors (LMHC) and licensed professional counselors (LPC) in many states.

Springfield College reports the following statistics:

During the 2020-2021 academic year:

- 9 students graduated from the program.
- The average program completion rate is 79%.
- The pass rate for the certified rehabilitation counselor exam was approximately 50%, within the range of the national pass rates for this past year.
- The job placement rate for our graduates is 100%.
- The average time necessary to complete the program is two years full time. The estimated cost of program attendance is $66,300 for the 60-credit program.

1. the number of students enrolled in graduate level training for rehabilitation counseling: 12 students currently enrolled in the Rehabilitation Counseling graduate program
2. the number of recent graduates (May 2020): 4 and anticipated graduates (May 2021): 3the number of students, if any, receiving RSA funding to support tuition/school costs

Springfield was awarded a 5-year grant in October of 2019 and have since funded 16 students. Currently 10 students are being supported by the RSA grant with a goal of enrolling 10 new students each academic year.

Further an important change coming to the program: Springfield College has been approved by the college for an online program and plan to seek CACREP accreditation for an online program in addition to our main campus face to face program.

Central Connecticut State University: The Clinical Professional Counseling program is a 60/63 credit graduate program designed to prepare students for work in a variety of rehabilitation, mental health, addictions, and community agencies assisting individuals with emotional, mental, social, and physical challenges, and disabilities.

Enrollment and Graduation Rates

Enrollment Data										
	Spring 2017	Fall 2017	Spring 2018	Fall 2018	Spring 2019	Fall 2019	Spring 2020	Fall 2020	Spring 2021	Fall 2021
Full-Time Students	35	53	40	44	40	43	36	42	34	31
Part-Time Students	26	26	31	33	33	29	36	28	34	34
Total	**61**	**79**	**71**	**77**	**73**	**72**	**72**	**70**	**68**	**65**

Graduation Data				

Graduation Data				
2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
9	17	19	23	19

Salve Regina University reported the following outcomes

M.A. in Rehabilitation Counseling Program Outcomes

Number of graduates in the past year	4 (40-plus in 2013-2018)
Completion rate of students	100 percent (2013-2018)
Licensure/certification exam pass rate	89 percent (national average is 72 percent)
Job placement rate of students/graduates	98 percent (2013-2018)

In addition to regional programs, Agency staff has been able to take advantage of distance learning opportunities from institutions in other states to attain their Master's degrees. The Agency currently has staff who are working toward Master's degrees from George Washington University, University of Southern Maine, University of Utah, University of Kentucky, and the University of Massachusetts -Boston.

All rehabilitation counseling graduates from the colleges listed will be eligible for Certification as a Rehabilitation Counselor through the Commission on Rehabilitation Counselor Certification (CRCC). Although not a requirement for a VR Counselor in NH, twelve counseling staff currently are certified rehabilitation counselors (CRC).

III. THE NUMBER OF STUDENTS WHO GRADUATED DURING THE PRIOR YEAR FROM EACH OF THOSE INSTITUTIONS WITH CERTIFICATION OR LICENSURE, OR WITH THE CREDENTIALS FOR CERTIFICATION OR LICENSURE, BROKEN DOWN BY THE PERSONNEL CATEGORY FOR WHICH THEY HAVE RECEIVED, OR HAVE THE CREDENTIALS TO RECEIVE, CERTIFICATION OR LICENSURE.

Please see previous section

2. PLAN FOR RECRUITMENT, PREPARATION AND RETENTION OF QUALIFIED PERSONNEL

Data received through the annual assessment of training needs is used for the development and implementation of the Agency's in-service training plan and staff development activities. The results are also shared with supervisors and administrators and utilized in the updating and implementation of professional growth plans. The identified training needs are utilized in the planning and development of training.

Staff also are encouraged to participate in professional development training. New Regional Office Supervisors and other staff have taken the opportunity to participate in the State's Certified Public Supervisor (CPS) and Public Manager Programs (CPM). At the initiation of this plan, two NHVR staff members had recently completed the state level Public Supervisor training; and one of these individuals was enrolled in the CPM program. Two staff recently participated in and completed the national rehabilitation leadership training program. During PY 2020, the staff member enrolled in the CPM program was able to successfully complete the program. Another staff member is currently enrolled in the national rehabilitation leadership training program.

Further activities toward recruitment and retention of qualified personnel, including personnel from minority backgrounds and personnel who are individuals with disabilities, are identified within the Personnel Standards and Staff Development sections below.

In addition to the communication and recruitment efforts with the colleges and universities in the region, NHVR uses the Recruitment Center for State Vocational Rehabilitation Counselors Rehabilitation Counseling Professionals group in Facebook in recruitment efforts.

3. PERSONNEL STANDARDS

A. STANDARDS THAT ARE CONSISTENT WITH ANY NATIONAL OR STATE-APPROVED OR - RECOGNIZED CERTIFICATION, LICENSING, REGISTRATION, OR OTHER COMPARABLE REQUIREMENTS THAT APPLY TO THE PROFESSION OR DISCIPLINE IN WHICH SUCH PERSONNEL ARE PROVIDING VR SERVICES; AND

NHVR recognizes that the requirements of the CSPD provide an opportunity to increase the knowledge, skills, and abilities of rehabilitation counselors, thereby enhancing the provision of services and the quality of employment outcomes. In accordance with 34 CFR 361.18 (c)(2)(i), NHVR has established the following personnel standard:

1. Master's in Rehabilitation Counseling; or
2. Master's in Counseling* and 4 core courses
    a. One course on Assessment
    b. One course on Occupational Information or Job Placement
    c. One course on Medical or Psychosocial and Cultural Aspects of Disabilities
    d. One course on Community Resources or Delivery of Rehabilitation Services

- The Master’s degree must be in the field of counseling. Examples of degrees that may be considered as a Master’s in counseling or as counseling-related may include, but are not necessarily limited to, degrees in rehabilitation, special education, social work, and psychology. If your degree is in a counseling discipline other than rehabilitation counseling, a course on the Theories and Techniques of Counseling, as defined by CRCC, must be part of the degree requirements. Other required courses may be taken as part of or in addition to the original Master's degree.

Or

- iii. Master's, Specialist or Doctoral degree in one of 13 qualifying majors (listed below) granted by a college or university accredited by CHEA - PLUS a post-graduate advanced certificate or degree that includes a minimum of 18 semester hours or 27 quarter hours granted by a college or university that also offers a CORE-accredited Master's degree in Rehabilitation Counseling.
- Six graduate courses (one each on Theories and Techniques of Counseling; Foundations of Rehabilitation Counseling; Assessment; Occupational Information or Job Placement; Medical or Psychosocial and Cultural Aspects of Disabilities; and Community Resources or Delivery of Rehabilitation Services.)
- Acceptable Master's, Specialist, or Doctoral Degree Majors:
- Behavioral Health
- Psychology
- Behavioral Science
- Psychometrics
- Disability Studies

- Rehabilitation
- Human Relations
- Social Work
- Human Services
- Special Education
- Marriage and Family Therapy
- Vocational Assessment/Evaluation
- Occupational Therapy

Priority will be given to a Master's degree in Rehabilitation Counseling both in new hires and in support of training to assist staff to achieve the standard.

Outreach efforts will be targeted toward individuals who meet the personnel standards and who are from minority backgrounds or are individuals with disabilities. Recruitment efforts will be coordinated with disability groups and associations serving minority populations, through contacts and sharing of job opportunities available within the Agency.

While it is the intent of NHVR to hire and retain employees who meet the standard, in some instances we are unable to hire professional staff who meet these standards. Factors which impact on the hiring of staff in NH who meet the personnel standard include a limited pool of qualified candidates and geographical considerations that result from the rural nature of the state. NHVR has worked to address this issue in a number of ways including working with the NH Division of Personnel to develop the capacity to hire staff at a bachelor degree level who are immediately placed in a training plan to achieve the requirements of the standard. This plan provides for the training necessary to obtain their Master's degree in Rehabilitation Counseling or a Counseling Master's that meets the criteria of the standard and outlines the support the Agency will provide to achieve this. In addition, the Agency continues to seek programs and coursework, including those that utilize long distance technology that will assist Counselors to achieve the standard.

To ameliorate the impact of these factors, NHVR conducts outreach activities to reach potential candidates. NHVR has identified colleges and universities in New England that provide Master's level training in rehabilitation counseling and will continue to work with these institutions toward the recruitment of qualified candidates. NHVR has worked with the University of Hartford and Assumption College to identify and provide needed coursework for staff. The Training Officer continues to seek alternative educational opportunities for staff through emerging long distance learning opportunities, including RSA-funded training opportunities.

NHVR supports retraining of new and existing employees through the following plan and policies: All staff will be encouraged to continue to update and maintain their skills by completing 100 hours of in-service training every five years. The Training Officer will maintain current records of the training offered and credit hours earned.

The Training Officer maintains records that track progress in meeting the personnel standard for all rehabilitation counseling staff. These records will include education level, completion of core courses, continuing education credits obtained, and individual growth plans that outline how individual employees will meet the personnel standard within seven years. Records will be updated regularly and analyzed yearly to assess progress.

NHVR maintains records that identify the degree to which new hires meet the personnel standard. These records will be analyzed on a yearly basis to assess the success of the Agency in

obtaining qualified personnel and to identify factors that impede the hiring of staff who meet the standard.

At this time, 9 Rehabilitation Counseling staff meet the personnel standard while 22 do not meet the personnel standard and are either in a plan to achieve that standard, or have been newly hired and are developing a plan to achieve the standard. There is currently three Rehabilitation Counselor vacancies.

B. THE ESTABLISHMENT AND MAINTENANCE OF EDUCATION AND EXPERIENCE REQUIREMENTS, IN ACCORDANCE WITH SECTION 101(A)(7)(B)(II) OF THE REHABILITATION ACT, TO ENSURE THAT THE PERSONNEL HAVE A 21ST CENTURY UNDERSTANDING OF THE EVOLVING LABOR FORCE AND THE NEEDS OF INDIVIDUALS WITH DISABILITIES.

While it is the intent of NHVR to hire and retain employees who meet the standard, in some instances we are unable to hire professional staff who meet these standards. Factors which impact on the hiring of staff in NH who meet the personnel standard include a limited pool of qualified candidates and geographical considerations that result from the rural nature of the state. NHVR has worked to address this issue in a number of ways including working with the NH Division of Personnel to develop the capacity to hire staff at a bachelor degree level who are immediately placed in a training plan to achieve the requirements of the standard. This plan provides for the training necessary to obtain their Master's degree in Rehabilitation Counseling or a Counseling Master's that meets the criteria of the standard and outlines the support the Agency will provide to achieve this. In addition, the Agency continues to seek programs and coursework, including those that utilize long distance technology that will assist Counselors to achieve the standard

To ameliorate the impact of these factors, NHVR conducts outreach activities to reach potential candidates. NHVR has identified colleges and universities in New England that provide Master's level training in rehabilitation counseling and will continue to work with these institutions toward the recruitment of qualified candidates. NHVR has worked with the University of Hartford and Assumption College to identify and provide needed coursework for staff. The Training Officer continues to seek alternative educational opportunities for staff through emerging long distance learning opportunities, including RSA-funded training opportunities such as the Southern University program in Louisiana.

VR Counselor having a 21st century understanding of the evolving labor force is learned in many ways: 1) through IHE VR Master's programs, through our utilization of the Yes LMS (Learning Management System), through quarterly reports from our Employment Labor Market Information bureau with NH Employment Security and 4) local ELMI trainings.

NHVR supports retraining of new and existing employees through the following plan and policies: All staff will be encouraged to continue to update and maintain their skills by completing 100 hours of in-service training every five years.

The Training Officer maintains records that track progress in meeting the personnel standard for all rehabilitation counseling staff. These records will include education level, completion of core courses, continuing education credits obtained, and individual growth plans that outline how individual employees will meet the personnel standard within seven years. Records will be updated regularly and analyzed yearly to assess progress.

NHVR maintains records that identify the degree to which new hires meet the personnel standard. These records will be analyzed on a yearly basis to assess the success of the Agency in obtaining qualified personnel and to identify factors that impede the hiring of staff who meet the standard.

4. STAFF DEVELOPMENT

A. A SYSTEM OF STAFF DEVELOPMENT FOR PROFESSIONALS AND PARAPROFESSIONALS WITHIN THE DESIGNATED STATE UNIT, PARTICULARLY WITH RESPECT TO ASSESSMENT, VOCATIONAL COUNSELING, JOB PLACEMENT, AND REHABILITATION TECHNOLOGY, INCLUDING TRAINING IMPLEMENTED IN COORDINATION WITH ENTITIES CARRYING OUT STATE PROGRAMS UNDER SECTION 4 OF THE ASSISTIVE TECHNOLOGY ACT OF 1998; AND

System of staff development

The Agency continues to provide staff with appropriate and adequate training. The Agency recognizes the importance of having qualified, professional vocational rehabilitation staff to assist persons with disabilities to locate, train for, engage in, and maintain employment. In-service training is designed to assure that Agency staff have the knowledge, skills, and resources to assist persons with significant disabilities to achieve their employment goals.

Agency training includes a comprehensive orientation for new staff, ongoing training opportunities for existing staff at all levels of the organization, and a system to evaluate effectiveness of the training efforts. Training needs will be met through attending classes, workshops, and seminars in the state. Support staff, as well as counselors and management staff, are encouraged to attend training.

In-service training addresses retention of qualified staff, development of new skills for new staff, leadership development, and capacity building and includes basic and ongoing training. It is based on the Agency assisting staff to meet the identified counselor competencies: staff needs assessment; state plan forums public feedback; and ongoing monitoring. Fiscal year 2016 marked the first year that the Agency did not have targeted grant money for in-service training. Over the past years the Agency has seen a reduced number of Agency-sponsored training opportunities as a result of the loss of this dedicated funding. The Agency remains committed to training for all levels of staff and continues to work with other workforce partners to bring relevant training to staff as well as topics relevant to vocational rehabilitation and placement of persons with disability including trainings that address these subjects such as: developing job opportunities; utilizing assistive technology and modification; maximizing comprehensive assessment; counseling skills; utilization of community resources; working effectively with community rehabilitation programs; disability topics; and case practice.

The Agency seeks to gather and use information obtained through research and collaboration with other agencies to enhance and further develop the skills and capacities of rehabilitation staff.

Job-related workshops and seminars will be sponsored in cooperation with other state agencies with whom the Agency has cooperative working agreements, and by state, regional, and national trainers. These activities will coincide with the ongoing development and upgrading of professional growth plans.

B. PROCEDURES FOR THE ACQUISITION AND DISSEMINATION OF SIGNIFICANT KNOWLEDGE FROM RESEARCH AND OTHER SOURCES TO DESIGNATED STATE UNIT PROFESSIONALS AND PARAPROFESSIONALS.

The Agency regularly reviews and shares with staff the research and training opportunities and materials from a variety of sources including, but not limited to: Explore VR; NTACT; and the NCTRM. This information is disseminated via email, workshops, and other staff training to all NHVR staff.

5. PERSONNEL TO ADDRESS INDIVIDUAL COMMUNICATION NEEDS

The Agency has developed strategies to meet (through Agency staff and/or by obtaining the services of others) the individual communication needs of applicants and recipients of services through appropriate modes of communication or in native languages.

The Agency has taken actions to establish and maintain minimum standards to ensure the availability of personnel within the designated state unit who, to the maximum extent feasible, are trained to communicate in the native language or mode of communication of the participant.

The Agency utilizes interpreters to communicate in the native language of applicants and eligible individuals and is developing procedures to assist counselors to obtain qualified interpreters, including the identification of resources within the state for interpreters, cultural information, and translation services.

The Agency includes on its staff, or arranges to have available to staff, those individuals able to communicate with applicants and eligible individuals who utilize manual communication, and/or tactile, oral, and non-verbal communication devices. The Agency maintains a list of state/national certified interpreters for persons who are deaf or hard of hearing. The Agency has the ability to, and will provide large print documents, recorded information, computer disk formats, and assistive listening devices, as appropriate, to the individual.

6. COORDINATION OF PERSONNEL DEVELOPMENT UNDER THE INDIVIDUALS WITH DISABILITIES EDUCATION ACT

As part of the intra-agency agreement and work with the Bureau of Special Education Support

- the agency is offering professional development opportunities to special educators and related service professionals regarding the benefits and positive impacts that vocational rehabilitation services can have on individuals with disabilities. Intended outcomes of these events include providing local level special educators and service providers with a greater understanding of vocational rehabilitation services, increased referrals to the agency and further opportunities to enhance communication between the agency, schools and service providers in an effort to strengthen transition outcomes for students with disabilities
- agency staff will participate in training provided by the Bureau of Special Education Support of school staff as it relates to Indicator 13 to demonstrate how vocational rehabilitation services can help to support the transition goals and services within a student's transition plan of their IEP

J. STATEWIDE ASSESSMENT

1. PROVIDE AN ASSESSMENT OF THE REHABILITATION NEEDS OF INDIVIDUALS WITH DISABILITIES RESIDING WITHIN THE STATE, PARTICULARLY THE VR SERVICES NEEDS OF THOSE:

A. WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING THEIR NEED FOR SUPPORTED EMPLOYMENT SERVICES;

The Comprehensive statewide needs assessment was completed in 2019 by HSRI, an outside Agency. A new triennial assessment period is currently underway with the goal of completion in September of 2022.

During 2019 NHVR offered public meetings throughout the state to provide input into VR services as well as to identify the barriers and rehabilitation needs experienced by individuals with disabilities, particularly most significant disabilities in the state.

The findings continue to support previously identified rehabilitation needs for persons with disability in NH in the following areas of:

- Awareness
- Education

- Outreach
- Access
- Collaboration
- Transition
- Transportation
- Placement
- Information and Referral/Resources
- Staff Development
- Training

B. There was strong support in the CSNA and forum results to support the services the agency provides to individuals with the most significant disabilities that require on-the-job and other supports to maintain employment through the supplemental Supported Employment Services program. Through informed choice and partnership with the NHVR program, individuals with disabilities are able to maximize their potential and reach their goals of employment within their local communities. Results also demonstrated the need to continue to support and provide services to individuals who experienced the most significant disabilities, including the need for supported employment services. Examples of responses received include the continued need for services in the areas of: transportation, benefits counseling assistance, agency should improve counselors' knowledge and awareness in the areas of accommodations including rehabilitation technology, continuing education for counselors on disability areas and the continuing research and developments in rehabilitation, better relations with businesses and employers, expanded options for customized and creative solutions for employment, Ticket to Work and expanded options for individuals, and continue to build relationships with Mental Health Centers and Area Agencies.

B. WHO ARE MINORITIES;

In planning and executing assessment activities within state, the Agency works to include underserved populations, including individuals who are from minorities. The assessment results identified that while diversity within the state is growing, it is modest and concentrated in a few areas of the state; there is a growing population of minority children. The minority population is concentrated in just a few areas of the state particularly in the Concord-Manchester-Nashua urban corridor, as well as the Hanover-Lebanon region, and a few areas of the Seacoast.

The Comprehensive Statewide Needs Assessment indicated that qualitative analysis results do not indicate specific needs related to vocational rehabilitation supports for minority populations with disabilities. However, the need for clearer, more accessible communication from the statewide service system discussed is most relevant to populations whose cultural background and language present additional challenges to accessing and interpreting informational materials from the service system. This subgroup needs information about available rehabilitation services in the state and the process of accessing those services, in plain language without technical terminology or acronyms.

C. WHO HAVE BEEN UNSERVED OR UNDERSERVED BY THE VR PROGRAM;

In planning and executing assessment activities within state, the Agency works to include underserved populations, including individuals who are from minorities. The assessment results identified that while diversity within the state is growing, it is modest and concentrated in a few areas of the state; there is a growing population of minority children. The minority

population is concentrated in just a few areas of the state particularly in the Concord-Manchester-Nashua urban corridor, as well as the Hanover-Lebanon region, and a few areas of the Seacoast.

The Comprehensive Statewide Needs assessment indicated the following:

Qualitative analysis of Key Informant Interviews (KII) and Focus Group (FG) transcripts identified several common themes regarding population groups that may not be receiving all the services they need, in response to our probes about the service needs of specific populations.

Rural Residents-KIIs and FG participants noted that there is a need for additional attention from the state's rehabilitation system to the specific circumstances of potential service recipients living in rural areas and the Northern region of the state. The rural areas and the Northern counties have fewer opportunities for success within the rehabilitation service system, as there are fewer resources such as CRPs to choose from, fewer transportation options and fewer potential employers. In addition, it was noted that Internet access and cell-phone services are less consistent in these regions, so people with disabilities living in those areas may have more limited access to information and communications. These factors also limit the capabilities of regional staff to connect people with resources or to stay in touch with participants.

Individuals who are Deaf and/or Hard of Hearing-KIIs noted that there is a need to enhance services available to participants who are deaf or hard of hearing. They stressed the need for easier access to American Sign Language (ASL) interpreters across all regions of the state and more counselor and CRPs trained in ASL.

Individuals who are Blind and/or have Low Vision-A similar need for service enhancement was noted in reference to vocational rehabilitation services for blind or visually impaired people, though there is a dedicated NHVR division called Services for The Blind and Visually Impaired (SBVI). Additional services are needed within SBVI for adults and older adults who become blind later in life and consequently need additional assistance adapting to the loss of sight.

Individuals with substance use disorders-Similar skills needs were noted in reference to interactions between rehabilitation service providers and participants with substance use disorders. Upon discharge from a detoxification or recovery facility, these participants may need rapid-response employment services. More targeted rehabilitation approaches to work with this population may be beneficial.

Individuals on the Autism Spectrum-KIIs and FGs also noted a need for more knowledge within the rehabilitation system on how to work with people with Autism Spectrum Disorder (ASD). People with ASD may have unique needs within the statewide service system. They may need additional assistance in socialization and office comportment. They may also need additional help finding a job that meets their specific needs, and employers may need additional information about employing a person with autism (KTER Center, 2017). The need for staff stability discussed earlier is especially relevant to this population. Multiple family members of individuals with disabilities and co-occurring ASD mentioned negative experiences when a service provider with whom their child had bonded left the organization and a new staff member took their place.

Individuals experiencing homelessness-KIIs and FGs noted that people without permanent homes may have additional needs in accessing and utilizing rehabilitation services. Not having a permanent home can impose additional stress that can cause a person to miss appointments, be unable to complete paperwork, be unable to receive mail or email, or have difficulty concentrating on issues beyond their immediate stressors. This population may need special outreach efforts and help in navigating the service system. Homeless youth was mentioned as especially vulnerable to service shortfalls.

Foster Care Youth-An informant indicated that students with disabilities in foster care may benefit from a more targeted, population-specific transition planning process and vocational rehabilitation services to access employment after high school. Studies have also shown that youth who are transitioning out of foster care and those who are homeless face disadvantages (U.S. Department of Education, 2016; National Center for Homeless Education, 2018) in attaining employment post high school, and increased attention and targeted rehabilitation supports may be a cost-effective method to help these students successfully navigate transition to employment.

D. WHO HAVE BEEN SERVED THROUGH OTHER COMPONENTS OF THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM; AND

In planning and executing assessment activities within state, the Agency works with state workforce partners to include the needs of individuals served by our partners. NH workforce partners were included in assessment activities to gather input into the needs of individuals with disabilities who were served both individually in their agencies and those who are joint participants with vocational rehabilitation.

The Comprehensive Statewide Needs Assessment indicated that transportation assistance and an expanded network of CRP's in northern and more rural areas was discussed.

E. WHO ARE YOUTH WITH DISABILITIES AND STUDENTS WITH DISABILITIES, INCLUDING, AS APPROPRIATE, THEIR NEED FOR PRE-EMPLOYMENT TRANSITION SERVICES OR OTHER TRANSITION SERVICES.

Assessment of students and youth with disabilities is a core component of the comprehensive statewide needs assessment. Areas identified include the need for Pre-Employment Transition Services as well as other Transition services including: expanding capacity for assistive technology, increased resources to help with decision making skills, navigate and advocate, step-by-step transition, true transition to adult services, adequate transportation/ transportation training, explore mentor programming, create school work- related internships and other support & partnership for learning, more vendors to create opportunity for learning jobs, NHES partnership w/employers & NHVR, Statewide list of apprenticeships available to students eligible for VR services, CRP's more tuned in to needs of students, internships, Information, and advocacy for families, area agency involvement, schools need more education about pre-employment services, and setting standards - vetting vendors - training them.

2. IDENTIFY THE NEED TO ESTABLISH, DEVELOP, OR IMPROVE COMMUNITY REHABILITATION PROGRAMS WITHIN THE STATE; AND

NHVR has very close relationships with the majority of our CRPs in the state. Over the past two years there was need to update and realign CRP provided services. In 2019 a new component price set of services was rolled out. Work continues to identify specific programs and resources outside of the Agency to provide pre-employment transition services. Work has focused on working with CRPs to develop and implement such programs. The Agency is now in a position to review current programs to assure that the services align with identified needs and revamping services as appropriate. In addition, as recommendations are made for changes, the Agency anticipates including the CRPs through listening and workgroup sessions.

NHVR will be establishing a new regional office in the Nashua, NH area in the next six to twelve months (December 2022-June 2023 based on Governor and Council approval). This is the southernmost city in NH that has been without a regional office since the agency entered the order of selection in 2018. Staff have been working at local partner offices when available, at the one-stop office in Nashua, and remotely to serve the customers in this area. It will also be available for assessments and CRP's to utilize to meet with customers and businesses. We approximate that 350-400 customers per year with disabilities will utilize the office for VR

services. This new office will fill the need that is also documented in the current, modified, comprehensive statewide needs assessment.

3. INCLUDE AN ASSESSMENT OF THE NEEDS OF INDIVIDUALS WITH DISABILITIES FOR TRANSITION CAREER SERVICES AND PRE-EMPLOYMENT TRANSITION SERVICES, AND THE EXTENT TO WHICH SUCH SERVICES ARE COORDINATED WITH TRANSITION SERVICES PROVIDED UNDER THE INDIVIDUALS WITH DISABILITIES EDUCATION ACT

There was strong support for transition and pre-employment transition services identified within the assessment. Two areas that were specifically identified include: career exploration and self-advocacy.

The Agency actively works with schools to coordinate the provision of these services. VR staff engage teachers and staff at schools in identifying needed pre-employment transition services as well as identifying students who are in need of these services. Transition Counselors work with IEP teams to ensure coordination of IEP goals toward employment and provision of transition and pre-employment transition services.

K. ANNUAL ESTIMATES

1. THE NUMBER OF INDIVIDUALS IN THE STATE WHO ARE ELIGIBLE FOR SERVICES

To identify potential applicants for NH Vocational Rehabilitation services the Agency examined population data. U.S. Census Data (NH Facts on Census.gov site) reveal that as of 7/1/19 the population of NH was estimated at 1,359,711. Eight percent of these individuals, or 108,777people, report having a disability.

The 2020 Disability Compendium published by Institute on Disability identifies that there were a reported 86,678 civilians with disability ages 18 – 64 living in NH. Approximately 44.4% of these individuals or 38,558 individuals were identified as employed. This leaves approximately 48,000 people with disability of working age who are not in the workforce.

The 2021 Facts & Figures Report published by Institute on Disability identifies that, while NH's employment rate for people with disabilities is higher compared to other states, 55% of people with a disability are not working. The rate of 45% of adults with a disability having a job in NH is lower than the average of people without a disability having a job (83%).

During PY2020, the Agency worked with 5,615 cases including 1,403 potentially eligible students. The Agency received 1,170 applications; completed 931 eligibility determinations and 684 individualized employment plans. The Agency served 3,075 Participants (after IPE). Current Agency caseload as of 6/30/2021 is 2,743 individuals which includes applicants, participants in eligible status, and participants in service statuses.

2. THE NUMBER OF ELIGIBLE INDIVIDUALS WHO WILL RECEIVE SERVICES UNDER:

A. THE VR PROGRAM;

During FFY 2023, NH Vocational Rehabilitation anticipates to serve 3,229 eligible individuals. If applications continue at the current rate - Applicants expected during FFY 2023 are 1,229.

B. THE SUPPORTED EMPLOYMENT PROGRAM; AND

For FFY 2023 estimated number of eligible individuals who will receive services under the Supported Employment program is 750 individuals.

NHVR aligns Supported Employment services and resources with Priority Category 1 customers; only individuals with the most significant disabilities receive Supported Employment services.

C. EACH PRIORITY CATEGORY, IF UNDER AN ORDER OF SELECTION.

NHVR had determined that there would not be sufficient resources to serve all eligible customers and implemented an order of selection in May 2018. NHVR employs fiscal and case service projection models to estimate the numbers of individuals with disabilities who may be eligible, customers who will be served, and case service costs under an order of selection. While these projection models are reliable and rigorous, baseline data was collected prior to implementation of an order of selection and, as a result, cautious interpretation is advised.

PY 2020. Individuals served under each of the priority categories

MSD - 1,783 participants

SD – 1,178 participants

L-SD - 114 participants

The Agency currently has all categories open and as a result there were zero (0) individuals who did not receive services as they were on a wait list, nor were any cases closed directly from a wait list.

With referrals showing a slight increasing trend the Agency anticipates serving a slightly higher number of participants services in FFY 2023.

FFY 2023. Estimated Individuals served under each of the priority categories

MSD - 2,291 participants

SD – 1,518 participants

L-SD - 170 participants

3. THE NUMBER OF INDIVIDUALS WHO ARE ELIGIBLE FOR VR SERVICES, BUT ARE NOT RECEIVING SUCH SERVICES DUE TO AN ORDER OF SELECTION; AND

At this time the Agency has all categories open and is serving all eligible individuals. It is anticipated that this will continue throughout the next two years. The Agency will be continually monitoring and assessing costs and individual served to determine if and when the Agency can move off an Order of Selection in the future.

The Agency currently has all categories open and as a result there were zero (0) individuals who did not receive services in the current fiscal year. The Agency is anticipating being able to continue that into FFY 2023 based on modeling, as noted earlier we are applying cautious interpretation to this projection.

4. THE COST OF SERVICES FOR THE NUMBER OF INDIVIDUALS ESTIMATED TO BE ELIGIBLE FOR SERVICES. IF UNDER AN ORDER OF SELECTION, IDENTIFY THE COST OF SERVICES FOR EACH PRIORITY CATEGORY.

Estimated Costs of Services for each Priority Category in FFY 2023

Priority Category	Estimated Costs ($)
1-Most Significant Disability	$2,388,904.43
2-Significant Disability	$1,326,169.05
3-Less Significant Disability	$152,428.30
	$3,867,501.78

L. STATE GOALS AND PRIORITIES

1. IDENTIFY IF THE GOALS AND PRIORITIES WERE JOINTLY DEVELOPED AND AGREED TO BY THE STATE VR AGENCY AND THE STATE REHABILITATION COUNCIL, IF THE STATE HAS A COUNCIL, AND JOINTLY AGREED TO ANY REVISIONS

The State goals and priorities were jointly developed with NHVR and agreed to by the State Rehabilitation Council (SRC). Each year the SRC reviews these goals and priorities as part of the state planning process.

2. IDENTIFY THE GOALS AND PRIORITIES IN CARRYING OUT THE VR AND SUPPORTED EMPLOYMENT PROGRAMS

NH Vocational Rehabilitation and the SRC set the following Goal and Priority Areas for PY2020 – 2023:

Goals and Priority Area 1 – Quality competitive integrated employment outcomes for persons with disabilities in New Hampshire

- Increase competitive integrated employment opportunities and outcomes for adults and youth with disabilities
- Strengthen supported employment programming
- Develop training programs directly with business

Targets for Priority Area 1:

- Increase in number participants who achieve a successful rehabilitation outcome
- Increase in number of participants who are students with disabilities achieving an employment outcome
- Increase the number of participants who need supported employment as part of their employment achieving an employment outcome.
- Development of memorandum of understanding with the NH Department of Health and Human Services, Divisions of Behavioral Health and Long Term Supports and Services
- Increase number of businesses who receive training from the Business Engagement Unit

Goals and Priority Area 2 – Effective and efficient use of resources

- Monitor fiscal management and strategies to ensure effective and efficient use of resources
- Enhance/Strengthen relationship with CRP services and community to continuously improve employment outcomes

Targets for Priority Area 2:

- Engage consultant to assist in assuring financial management and strategies are set to ensure effective and efficient use of resources once identified and implemented monitoring plan implemented
- Develop and implement a vendor management system
- Provide Training for CRP staff

Goals and Priority Area 3 – Focus on Career Pathways within NH Sectors

- Support and continue to explore opportunities for sector-based and alternative education, employment, and training programs

- Increase opportunities for customers to explore and choose sectors within career pathways
- Educate staff to provide career pathway information and opportunities to participants
- Increase use of employment and labor market information when assisting participants to access job opportunities in career pathways

Targets for Priority Area 3

- Increase the number of participants who successfully exit the program who have obtained a credential.
- At least two training opportunities to staff are made available in each of the following topic areas
- Vocational assessment and use of assessment tools in career planning
- Career pathways or Sector opportunities
- Labor market information

Goals and Priority Area 4 – Promote an environment that supports the Participant – VR Counselor relationship

- Support the development and retention of qualified rehabilitation staff through a comprehensive system of personnel development
- Explore strategies to maximize participant engagement throughout the VR process
- Maintaining contact with participant continuously to enhance trust in VR program

Targets for Priority Area 4:

- Develop a strategic training program that supports the development and retention of staff, including qualified rehabilitation counselors
- Design and implement strategies to maximize participant engagement
- Explore methods to improve maintaining contact with participants
- NHVR has engaged with a consulting group to help the agency review, design and implement processes, procedures, internal controls and a comprehensive internal control and quality assurance system. Effectively engaging participants and strategic staff development planning are integral components of this work.
- Customer Satisfaction survey planned for PY 2021

Goals and Priority Area 5 – Develop and implement marketing and outreach materials

- Develop tools that are easily understandable for participants and partners
- Develop tools for each area of the VR program, including materials that target
    - Transition aged
    - Businesses and Employers
    - Adult participants

Goal 5 Targets:

- Website updated to improve ease of navigation and updated materials

- Fact sheets addressing each of the targeted populations are created, published and disseminated
- Rack cards addressing each of the targeted populations are created, published and disseminated
- VR Facebook page created and updated to remain current

3. ENSURE THAT THE GOALS AND PRIORITIES ARE BASED ON AN ANALYSIS OF THE FOLLOWING AREAS:

A. THE MOST RECENT COMPREHENSIVE STATEWIDE ASSESSMENT, INCLUDING ANY UPDATES;

Goals and priorities were set based on a review of the Requirements of the Rehabilitation Act of 1973, as amended and the findings of the Comprehensive Statewide Needs Assessment which identified the following areas as rehabilitation needs of persons with disabilities in the State:

The findings continue to support previously identified rehabilitation needs for persons with disability in NH in the following areas:

- Awareness
- Education
- Outreach
- Access
- Collaboration
- Transition
- Transportation
- Placement
- Information and Referral / Resources
- Staff Development
- Training

B. THE STATE'S PERFORMANCE UNDER THE PERFORMANCE ACCOUNTABILITY MEASURES OF SECTION 116 OF WIOA; AND

The two years prior to this plan development have not only been a time for the agency to develop baseline data but we also entered -an order of selection that created difficulty in assessing this developing data against our goals. As of 12/27/19, the agency no longer has a waitlist, however, currently, COVID-19 is now affecting the data. It is the agencies belief that as we exit the COVID environment and business becomes more 'normal' we will be able to better assess our goals, in conjunction with the data we are establishing. In this two-year update to the state plan we share this data that is available relative to the WIOA performance measures.

C. OTHER AVAILABLE INFORMATION ON THE OPERATION AND EFFECTIVENESS OF THE VR PROGRAM, INCLUDING ANY REPORTS RECEIVED FROM THE STATE REHABILITATION COUNCIL AND FINDINGS AND RECOMMENDATIONS FROM MONITORING ACTIVITIES CONDUCTED UNDER SECTION 107.

The agency participated in a 107 monitoring review in May 2019 (Report received 9/19/2020 https://rsa.ed.gov/sites/default/files/publications/fy2019-nh-c.pdf). The SRC was included as

part of the process and that information will be included in any changes to stated goals, priorities, or strategies should any need to be made based on the report findings.

M. ORDER OF SELECTION

1. WHETHER THE DESIGNATED STATE UNIT WILL IMPLEMENT AND ORDER OF SELECTION. IF SO, DESCRIBE:

A. THE ORDER TO BE FOLLOWED IN SELECTING ELIGIBLE INDIVIDUALS TO BE PROVIDED VR SERVICES

Priority Categories & Order of Selection: As part of every customer's eligibility determination process, a Vocational Rehabilitation Counselor (VRC) will evaluate:

1. disability-related functional limitations;
2. anticipated number of needed services; and
3. anticipated duration of services. The VRC will use these criteria to assign eligible customers to one of three priority categories.

Priority categories ensure that NHVR services are prioritized for individuals with the most significant disabilities.

Priority Category 1: Individuals with a most significant disability (MSD) An eligible customer is assigned to Priority Category 1 if:

- The customer experiences serious functional limitations in three or more of the following areas in terms of an employment outcome: mobility, motor skills, communications, self-care, cognition and learning (self-direction), interpersonal, work tolerance, and work skills;
- The customer requires three or more primary vocational rehabilitation services;
- The customer requires multiple services over an extended period of time, defined as a period of six or more months; and
- The customer has one or more physical or mental disabilities resulting from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, mental retardation, mental illness, multiple sclerosis, muscular dystrophy, musculo-skeletal disorders, neurological disorders (including stroke and epilepsy), spinal cord conditions (including paraplegia and quadriplegia), sickle cell anemia, specific learning disability, end-stage renal disease, or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility and vocational rehabilitation needs to cause comparable substantial functional limitation.

Priority Category 2: Individuals with a significant disability (SD) An eligible customer is assigned to Priority Category 2 if:

- The customer experiences serious functional limitations in one or more of the following areas in terms of an employment outcome: mobility, communications, self-care, cognition and learning (self-direction), interpersonal, work tolerance, and work skills;
- The customer requires two or more primary vocational rehabilitation services;
- The customer requires multiple VR services over an extended period of time; and

- The customer has one or more physical or mental disabilities resulting from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, mental retardation, mental illness, multiple sclerosis, muscular dystrophy, musculo-skeletal disorders, neurological disorders (including stroke and epilepsy), spinal cord conditions (including paraplegia and quadriplegia), sickle cell anemia, specific learning disability, end-stage renal disease, or another disability or combination of disabilities determined on the basis of an assessment for determining eligibility and vocational rehabilitation needs to cause comparable substantial functional limitation.

Priority Category 3: Individuals with Less Significant Disabilities (LSD) An eligible customer is assigned to Priority Category 3 if:

- The customer is determined eligible for services but does not meet the criteria for Priority

Category 1 or Priority Category 2.

Priority categories will be assigned consistently, objectively, and with customer rights to review and due process. Consistent with federal regulations, NHVR will not consider duration of residency in New Hampshire, type of disability, age, sex, race, color, national origin, type of expected employment outcome, source of referral, particular service needs or anticipated service costs, individual or family income level, employment history, or education history when assigning a priority of service category.

Selecting Eligible Customers for Services per federal regulations, NHVR will provide the full range of uninterrupted VR services to all existing customers with Individualized Plans for Employment, regardless of the priority category to which they are assigned, when the Order of Selection is implemented subject to available funding. Under an Order of Selection, when sufficient resources are not available to serve all new eligible customers, new customers may be placed on a wait list for services. This wait list will be statewide and based upon customers' priority categories and application dates.

Should sufficient resources be available to provide the full range of VR services to both existing and new customers, NHVR will serve eligible individuals assigned to Priority Category 1 first. This ensures that services are prioritized for individuals with the most significant disabilities. Customers in Priority Category 1 who have been placed on a wait list will be released based on the date they applied, with the oldest application dates being released first.

If resources are available after all existing customers and all new Priority Category 1 customers are assured the full range of VR services, NHVR will serve eligible individuals assigned to Priority Category 2. Customers in Priority Category 2 who have been placed on a wait list will be released based on the date they applied, with the oldest application dates being released first.

If additional resources are available after all existing customers, new Priority Category 1 customers, and new Priority Category 2 customers are assured the full range of VR services, NHVR will serve eligible individuals assigned to Priority Category 3. Customers in Priority Category 3 who have been placed on a wait list will be released based on the date they applied, with the oldest application dates being released first.

Students with disabilities can continue to receive ongoing Pre-Employment Transition Services while placed on an Order of Selection wait list (closed Order of Selection priority category), as long as they have participated in a Pre-employment Transition Service before being determined eligible for VR services and assigned to a closed Order of Selection priority category.

Federal regulations allow for the continuation of pre-employment transition services only for those students who received such services prior to an eligibility determination and the assignment to a closed Order of Selection priority category (34 CFR §361.36(e)(3)(i)).

Therefore, students, families, advocates, and educators are advised to carefully consider the need to begin Pre- Employment Transition Services as early as possible in the transition process, and prior to eligibility determination.

Potentially eligible students with disabilities (i.e. students who may or may not have applied for VR services (non- applicants and applicants), and only receive Pre-Employment Transition Services) will not be affected by the Order of Selection, and will continue to receive Pre-Employment Transition Services.

Any individual, including a student, in need of an individualized VR service (34 CFR §361.48(b)) will need to apply and be determined eligible for VR services, in order to receive such services under an approved individualized plan for employment (IPE).

B. THE JUSTIFICATION FOR THE ORDER

NHVR determined in May of 2018 that continuing to run the program and provide services with the current structure and practices would run into a deficit that will seriously impact client services. The law and regulation require that when the designated state unit does not have sufficient resources to serve all eligible customers who apply for services they must implement an Order of Selection.

The Agency's financial situation was a result of a number of factors, including a decrease in federal grant funding, lower Social Security reimbursements, the addition of the 15% set-aside for Pre-Employment Transition Services (with no additional grant appropriation), and the depletion of surplus or carryover funds.

Implementing an Order of Selection and closing All Priority Categories (Priority Category 1. Priority Category 2, and Priority Category 3) in May, 2018, was necessary to ensure that services remain available for customers with IPEs, without overspending available funds.

Since that time the Agency has continued to identify that resources were not sufficient to assure that all eligible individuals could receive the full range of services, but moved forward with releasing individuals from the wait list as resources were available. As of December 2019 (20 months from entering the Order of Selection), all categories are open. The Agency continues to closely monitor resources to assure that all categories can remain open. Since opening all categories the Agency has not achieved sufficient stability in staffing and resources to exit from the Order of selection. These continuing issues are anticipated to continue through the next two years as the Agency works to achieve stabilization in these area.

As we entered the Order of Selection the Agency had 41 caseload carrying counselors. At this time there are 27 caseload counselors. Of note is that approximately 25% of rehabilitation counseling staff are new (hired since the Agency entered the order). Having less experienced staff that require training and additional supervision has been one of the challenges of managing resources. Caseloads have seen a slight rise as we started opening up categories. It is not yet clear if this increase in referrals and applications will continue, and if so at what rate.

Current average caseload size is 104.

The Agency also plans on maintaining its status in an Order of Selection at this time to ensure the Agency has the opportunity to stabilize and ensure that resources are available long term to provide a full range of services to eligible customers in the State

C. THE SERVICE AND OUTCOME GOALS

Projected Service and Outcome Goals for PY 2021

Category	Total Cases Open with IPE's	Expected IPE's	Average Cost per case ($)	Expected IPE Costs ($)	Rehabilitated Cases	Average Months per IPE
1	1,053	359	2,268	2,388,904	173	29
2	717	324	1,848	1,326,169	165	30
3	65	37	2,357	$152,428	40	20
Total	1,832	720		3,867,501	378	26

D. TIME WITHIN WHICH THESE GOALS MAY BE ACHIEVED FOR INDIVIDUALS IN EACH PRIORITY CATEGORY WITHIN THE ORDER; AND

Please see section VI.M.1.C.

E. HOW INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES ARE SELECTED FOR SERVICES BEFORE ALL OTHER INDIVIDUALS WITH DISABILITIES

Per Order of Selection requirements individuals with the most significant disabilities are served first, as resources are available, when the agency is in an OOS. The case management system, as VR Counselors determine eligibilities, ensures that all individuals with MSD categorization are released first from the waitlist, according to their application date. Below are the criteria used by VR Counselors to make the MSD designation.

Priority Categories & Order of Selection: As part of every customer's eligibility determination process, a Vocational Rehabilitation Counselor (VRC) will evaluate:

1. disability-related functional limitations;
2. anticipated number of needed services; and
3. anticipated duration of services. The VRC will use these criteria to assign eligible customers to one of three priority categories.

Priority categories ensure that NHVR services are prioritized for individuals with the most significant disabilities.

Priority Category 1: Individuals with a most significant disability (MSD) An eligible customer is assigned to Priority Category 1 if:

- The customer experiences serious functional limitations in three or more of the following areas in terms of an employment outcome: mobility, motor skills, communications, self-care, cognition and learning (self-direction), interpersonal, work tolerance, and work skills;
- The customer requires three or more primary vocational rehabilitation services;
- The customer requires multiple services over an extended period of time, defined as a period of six or more months; and
- The customer has one or more physical or mental disabilities resulting from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, mental retardation, mental illness, multiple sclerosis, muscular dystrophy, musculo-skeletal disorders, neurological disorders (including stroke and epilepsy), spinal cord conditions (including paraplegia and quadriplegia), sickle cell anemia, specific learning disability, end-stage renal disease, or another disability or combination

of disabilities determined on the basis of an assessment for determining eligibility and vocational rehabilitation needs to cause comparable substantial functional limitation.

2. IF THE DESIGNATED STATE UNIT HAS ELECTED TO SERVE ELIGIBLE INDIVIDUALS, REGARDLESS OF ANY ESTABLISHED ORDER OF SELECTION, WHO REQUIRE SPECIFIC SERVICES OR EQUIPMENT TO MAINTAIN EMPLOYMENT

NHVR policy provides an exception to allow NHVR to assist eligible individuals who require specific services or equipment to maintain employment, regardless of an established Order of Selection.

N. GOALS AND PLANS FOR DISTRIBUTION OF TITLE VI FUNDS

1. SPECIFY THE STATE'S GOALS AND PRIORITIES FOR FUNDS RECEIVED UNDER SECTION 603 OF THE REHABILITATION ACT FOR THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES

The agency is working collaboratively with both the area agency system as well as the mental health system to utilize supported employment funds once job placement has occurred in alignment with a participant's individual plan for employment job goal. The funds will be deployed statewide, as needed, for individuals with disabilities eligible for VI-B funding until exhausted, then supplemented with Title I funds as appropriated.

The majority of these participants are expected to be individuals with developmental disabilities and/or mental illness as these are the disabilities for which funding is available for long-term supports after vocational rehabilitation services are completed. The Agency will continue to seek alternative sources for long-term supports, including the use of natural supports, as appropriate, to the individual.

The agency intends to use the Title VI funds in FFY 2023, to provide allowable services to individuals and students with the most significant disabilities once job placement has occurred. Working closely with the Developmental Disabilities Agency with the new MOU (to be completed in 2022) will allow for more strategies in achieving employment for the individuals needing Supported Employment services. Extended services will be provided as needed. In utilizing Title VI funds the Agency will assure that no more that 2.5% of these funds are used toward administrative costs.

2. DESCRIBE THE ACTIVITIES TO BE CONDUCTED, WITH FUNDS RESERVED PURSUANT TO SECTION 603(D), FOR YOUTH WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING:

A. THE PROVISION OF EXTENDED SERVICES FOR A PERIOD NOT TO EXCEED 4 YEARS; AND

If a participant is in need of long-term supports and Medicaid services have not engaged (after age 21), our agency has traditionally worked with Community Rehabilitation Programs to provide the necessary supports to maintain employment. These extended services would be provided for a period not to exceed four years or until the youth reaches the age of 25, whichever occurs first. Traditionally extended services (supports) are provided by the Medicaid agency, however, VR will ensure, through the MOU that VR can assist with extended services when necessary and when other funding is not available. This will continue into the future and in future agreements. This will be completed along with the MOU with the Bureau of Developmental Services during 2022.

B. HOW THE STATE WILL LEVERAGE OTHER PUBLIC AND PRIVATE FUNDS TO INCREASE RESOURCES FOR EXTENDED SERVICES AND EXPANDED SUPPORTED EMPLOYMENT OPPORTUNITIES FOR YOUTH WITH THE MOST SIGNIFICANT DISABILITIES.

The Agency will work with the Bureaus of Developmental Services and Mental Health toward finding opportunities to extend services and expand supported employment opportunities for youth with the most significant disabilities, included within these efforts is the Memorandum Of

Understanding that is currently in development. Most of the participants are expected to be individuals with developmental disabilities and/or mental illness as these are the disabilities for which funding is available for long-term supports after vocational rehabilitation services are completed. The Agency will continue to seek alternative sources for long-term supports, including the use of natural supports, as appropriate, to the individual.

O. STATE'S STRATEGIES

1. THE METHODS TO BE USED TO EXPAND AND IMPROVE SERVICES TO INDIVIDUALS WITH DISABILITIES

In section L. of the state plan, NH Vocational Rehabilitation outlined its goals and priorities for this state plan 2020 -2023. Those goals and priorities are as follows:

- 1 – Quality competitive integrated employment outcomes for persons with disabilities in New Hampshire
- 2 – Effective and efficient use of resources
- 3 – Focus on Career Pathways within NH Sectors
- 4 – Promote an environment that supports the Participant – VR
- 5 – Develop and implement marketing and outreach materials

Strategies to accomplish goals

Strategy 1: NHVR will support activities to align agency resources with the goal to support participants to achieve quality competitive integrated employment outcomes. (Goals 1, 3, 4)

- NHVR will implement practices that reinforce outcomes under the WIOA Common performance measures
    - NHVR will track common performance measurement data, to include staff education related to how performance data relates to their work and the success of their participants
    - VR staff will be trained on:
        - vocational assessment and use of assessment as a career planning tool
        - Labor market and sector information and resources
        - Use of motivational interviewing to facilitate the participant's journey toward their employment goals
        - Career pathway opportunities
    - Employer outreach, training and support
- NHVR will focus outreach efforts to
    - Increase public awareness of the program in order to reach individuals with disabilities in the state who need assistance
    - Promote workforce potential of people with disabilities to businesses and other publics
- NHVR will continue to actively participate with NH workforce partners to advance employment opportunities for individuals with disabilities

- Coordinate with systems for community mental health centers and community developmental disability organizations to increase competitive integrated employment, including supported employment outcomes.

Strategy 2: Work with consultant to assist Agency to including design and implement processes, procedures, internal controls and a comprehensive internal control and quality assurance system (Goals 1, 2, 4)

- Develop and implement an Agency strategic plan
- Develop and implement an annual business plan
- Further develop system for financial measurement and use of planning tools and reports
- Initiate workforce planning, including recruitment, retention and succession planning
- Develop performance standards
- Update and implement vendor policy and procedures
- Staff training on changes in processes and expectations

Strategy 3: Engage the services of a marketing company to assist in developing and updating NHVR marketing and outreach materials (Goal areas 1, 4, 5)

- Website updated to improve ease of navigation and updated materials
- Fact sheets addressing each of the targeted populations are created, published and disseminated
- Rack cards addressing each of the targeted populations are created, published and disseminated
- VR Facebook page

2. HOW A BROAD RANGE OF ASSISTIVE TECHNOLOGY SERVICES AND DEVICES WILL BE PROVIDED TO INDIVIDUALS WITH DISABILITIES AT EACH STAGE OF THE REHABILITATION PROCESS AND ON A STATEWIDE BASIS

Throughout the vocational rehabilitation process Rehabilitation Counselors routinely assess whether technology-related solutions would assist the participant in achieving a successful employment outcome as part of required services needed to be included in the Individualized Plan for Employment, and any subsequent amendments, as well as whether assistive technology services and/or devices are necessary to assist the individual to more fully participate in the vocational rehabilitation process.

The Agency recognizes that the term assistive technology service encompasses a broad spectrum of services that includes any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device (Technology-Related Assistance Act, 1988). This includes the evaluation of an individual's needs and may include services to assist in the selection, design, fitting, customizing, adaptation, application, maintenance, repair or the replacing of an assistive technology device. Included in this broad definition is the coordination and utilization of other therapies and interventions; and training or technical assistance to the participant customer about assistive technology services and in the use of any technology services that have been identified and/or provided.

VR Counselors evaluate the need for assistive technology with each customer at each phase of the VR process.

One of the major needs in the area of assistive technology is to assure that participants and staff have access to information about techniques, devices, and services that can effectively assist the customer to reach their employment goals. Technical assistance and training related to the assessments for and provision of a broad range of assistive technology services and devices are available from a number of assistive technology providers in the state including The Governor's Commission on Disability, Rehabilitation Technology Consulting, NH Assistive Technology Evaluation & Consultation, Future in Sight: the NH Association for the Blind, the NH Accessible Instructional Materials (AIM) Center, the University of New Hampshire, and the New Hampshire Deaf and Hard of Hearing Education Initiative Project (DHHEIP). These sources provide services throughout the state. Counselors, staff, and participants also utilize resources that are available online such as the Job Accommodation Network's information and resources.

3. THE OUTREACH PROCEDURES THAT WILL BE USED TO IDENTIFY AND SERVE INDIVIDUALS WITH DISABILITIES WHO ARE MINORITIES, INCLUDING THOSE WITH THE MOST SIGNIFICANT DISABILITIES, AS WELL AS THOSE WHO HAVE BEEN UNSERVED OR UNDERSERVED BY THE VR PROGRAM

As part of the continuing statewide studies of the needs of individuals with disabilities and how these needs may be most effectively met, New Hampshire Vocational Rehabilitation includes outreach procedures to populations such as racial and ethnic minorities.

Outreach procedures for identifying and serving individuals with the most significant disabilities who are minorities over the next three years will include:

- Working with partner agencies to identify and provide services to underserved populations;
- Continuing to identify and partner with local agencies that serve diverse populations to enhance services provided to these individuals;
- Continue to promote use of multiple communication access options for our customers within the offices;
- Continue to promote cultural competency of all staff in order to effectively service NH's multicultural population and recruit staff from the community; and
- Increased emphasis in the identification, referral, and provision of effective vocational rehabilitation services to individuals with disabilities who are also are also a member of a minority group.

4. THE METHODS TO BE USED TO IMPROVE AND EXPAND VR SERVICES FOR STUDENTS WITH DISABILITIES, INCLUDING THE COORDINATION OF SERVICES DESIGNED TO FACILITATE THE TRANSITION OF SUCH STUDENTS FROM SCHOOL TO POSTSECONDARY LIFE (INCLUDING THE RECEIPT OF VR SERVICES, POSTSECONDARY EDUCATION, EMPLOYMENT, AND PRE-EMPLOYMENT TRANSITION SERVICES)

The Agency has both group workshops with Student Transition Specialists and individualized approaches to serving individuals with disabilities. This work is done with the collaboration of VR staff, community rehabilitation program staff, and school personnel.

Over the past five years, the Agency has been working to develop programs and strategies to assist students and youth with disabilities with pre-employment transition services; as well as to expand VR services in the area of pre-employment transition services to the population of 'potentially eligible' students with disabilities.

5. IF APPLICABLE, PLANS FOR ESTABLISHING, DEVELOPING, OR IMPROVING COMMUNITY REHABILITATION PROGRAMS WITHIN THE STATE

The state has a need for effective CRP services, particularly in rural areas was identified as an ongoing need in the most recent comprehensive statewide needs assessment. Specifically identified were areas where there were limited or no CRP presence. In addition, there are indications of need for improvement within the CRP services delivery. NHVR will continue to examine and analyze data and resources to determine additional initiatives to be established in this area in PY 2021 and 2022.

As we examine and analyze data we can determine if additional initiatives will be established in this area in this next state plan cycle. An internal Program Specialist conducts ongoing monitoring and training of CRPs within the State to ensure quality and compliance. The agency has made an effort to add six internal placement staff in in the north country and the western part of the state.

As noted in a previous section, NHVR will be establishing a new regional office in the Nashua, NH area in the next six to twelve months (December 2022-June 2023). This is the southernmost city in NH that has been without a regional office since the agency entered the order of selection in 2018. Staff have been working at local partner offices when available, at the one-stop office in Nashua, and remotely to serve the customers in this area. It will also be available for assessments and CRP's to utilize to meet with customers and businesses. We approximate that 350-400 customers per year with disabilities will utilize the office for VR services. This new office will be the strategy to fill the need that is also documented in the current, modified, comprehensive statewide needs assessment.

6. STRATEGIES TO IMPROVE THE PERFORMANCE OF THE STATE WITH RESPECT TO THE PERFORMANCE ACCOUNTABILITY MEASURES UNDER SECTION 116 OF WIOA

The bureau is consistently seeking strategies to improve the performance accountabilities of the program. Staff meet with the RSA data unit on a quarterly basis to view the NH specific data compared to the US.

NH Agency staff receive training on the performance measures including on demand and yearly training on credential attainment and measurable skill gains.

7. STRATEGIES FOR ASSISTING OTHER COMPONENTS OF THE STATEWIDE WORKFORCE DEVELOPMENT SYSTEM IN ASSISTING INDIVIDUALS WITH DISABILITIES

NH Vocational Rehabilitation maintains ongoing collaborative efforts with other workforce partners in the state. Agency staff participate on committees at various levels of the statewide workforce development system such as the Consortium, and the Interagency Business Team (IBT). This allows for collaboration as activities and strategies are developed. It also provides an opportunity to ensure inclusion for individuals with disabilities is considered in planning and implementation of new services or initiatives or as revisions are made. This has led to collaboration with colleges with the Work Ready NH program and has assured vocational rehabilitation was involved in the development of the standardized Rapid Response presentation that is used when a New Hampshire business is going to be doing a layoff. In addition, NH Vocational Rehabilitation Counselors have an on-site presence at local one-stop centers to work with customers and to provide information and technical assistance to other workforce partners regarding providing equal access for individuals with disabilities.

8. HOW THE AGENCY'S STRATEGIES WILL BE USED TO:

A. ACHIEVE GOALS AND PRIORITIES BY THE STATE, CONSISTENT WITH THE COMPREHENSIVE NEEDS ASSESSMENT;

In providing a quality customer-focused service delivery system that is timely, effective, and responds to the needs of individuals with disabilities throughout the state, NHVR recognizes the need to expand and improve services to individuals with sensory, cognitive, physical, and

mental impairments who have traditionally not been served or have been underserved by the vocational rehabilitation program. This goal is to be accomplished through the following ongoing activities:

Continue to maintain cooperative working relationships between NH Vocational Rehabilitation and community developmental disabilities organizations (area agencies) and community mental health centers.

Continue to collaborate with stakeholder partners and invest in services to address the following needs related to individuals who are considered underserved.

Seek and implement strategies to expand and improve the provision of supported employment services. Seek and implement strategies to expand and improve services to youth in transition from school to work

Seek strategies to improve service for persons with severe and persistent mental illness. Continue the support of the Work Incentive staff in the Portsmouth Regional Office.

Seek strategies to expand and improve services to individuals who have experienced a traumatic brain injury.

Seek strategies to improve services to individuals who experience autism spectrum disorders.

Continue to increase collaboration efforts to provide vocational rehabilitation services for returning veterans.

Continue to coordinate services for persons with developmental disabilities.

B. SUPPORT INNOVATION AND EXPANSION ACTIVITIES; AND

The Agency reserves funds for innovation and expansion activities each year. Monies set aside for innovation and expansion will be used to support the Agency goals and priorities including: support of the State Rehabilitation Council and the Statewide Independent Living Council; support for business engagement efforts; self-employment development activities including staff training; strategic planning; and the completion of a customer satisfaction survey.

C. OVERCOME IDENTIFIED BARRIERS RELATING TO EQUITABLE ACCESS TO AND PARTICIPATION OF INDIVIDUALS WITH DISABILITIES IN THE STATE VR SERVICES PROGRAM AND THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM.

NH Vocational Rehabilitation is committed to assisting individuals with significant disabilities, including individuals with the most significant disabilities, to secure suitable employment, and financial and personal independence by providing rehabilitation services. The Agency continually assesses the barriers and strategies to reduce barriers that relate to equal access to the state VR program.

The Agency is a part of the international learning collaborative with the IPS community. This includes participation in frequent meetings with the overall IPS community, meetings just for NH IPS and other meetings for the larger VR/IPS community. In addition, the IPS model has been presenting at all the CSAVR conferences to meld this model with VR and mental health relationships.

The Agency is also working with our supported employment partners in funding Community Work Incentive Coordinators (CWICS) for two years within the area agencies and the mental health centers in the state to increase referrals to VR, increase the number of customers at those centers understanding how their benefits are impacted when they work.

P. EVALUATION AND REPORTS OF PROGRESS: VR AND SUPPORTED EMPLOYMENT GOALS

1. AN EVALUATION OF THE EXTENT TO WHICH THE VR PROGRAM GOALS DESCRIBED IN THE APPROVED VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN FOR THE MOST RECENTLY COMPLETED PROGRAM YEAR WERE ACHIEVED. THE EVALUATION MUST:

A. IDENTIFY THE STRATEGIES THAT CONTRIBUTED TO THE ACHIEVEMENT OF THE GOALS

NH Vocational Rehabilitation and the SRC set the following Goal and Priority Areas for PY2020 – 2023:

Performance on the Targets for Goal / Priority Area 1: Quality competitive integrated employment outcomes for persons with disabilities in New Hampshire

- Increase in number participants who achieve a successful rehabilitation outcome
    - During PY 2020, NHVR assisted a total of 321 participants achieve their employment goals.
    - One hundred of these 321 participants (31%) were students and youth with disabilities.
    - WIOA data From the 9169 report
        - Employment (Second Q after exit) 50.9
        - Employment (Fourth Q after exit) 53.4
        - Median earnings (Second Q after exit) $3,802
- Increase in number of participants who are students with disabilities achieving an employment outcome
    - One hundred (100) students and youth with disabilities achieved an employment outcome in PY 2020.
- Increase the number of participants who need supported employment as part of their employment achieving an employment outcome.
    - # Served under SEP (751)
    - # Adult (25+ Age as of 6/30/2021) - 291
    - # Youth(24 and under Age as of 6/30/2021) - 460
    - Total SEP 751
    - # successful (adults/youth)
        - 112 Youth (24 and under),
        - 98 25+
- Development of memorandum of understanding with the NH Department of Health and Human Services, Divisions of Behavioral Health and Long Term Supports and Services
    - Not completed in PY 2020, expected to be completed in PY 2021 (early calendar year 2022)
- Increase number of businesses who receive training from the Business Engagement Unit
    - Eighty-one (81) businesses contacted in PY 2020

- Four (4) businesses participated in Windmills training
- Agency has created a new program specialist position to assist in business engagement and job placement.

Performance on the Targets for Goal / Priority Area 2: Effective and efficient use of resources

- Monitor fiscal management and strategies to ensure effective and efficient use of resources
    - NHVR has engaged with a consulting group to help the agency review, design and implement processes, procedures, internal controls and a comprehensive internal control and quality assurance system. Financial management including assuring grant planning, budgeting and monitoring processes will be updated to ensure the financial health and effectiveness of the program. While not completed in PY 20, activities and products being worked on as a part of the work include:
        - An Agency strategic plan and business plan
        - Workforce planning, including recruitment, retention and succession planning
        - Develop performance standards
        - Staff training on changes in processes and expectations
- Enhance/Strengthen relationship with CRP services and community to continuously improve employment outcomes
    - As part of the work with the consulting group, the Agency has engaged in a thorough review of current vendor performance management. Work has been completed for mapping current vendor management processes. Work continues during PY 2021 to develop policies, procedures and metrics for vendor management.
    - ACRE Training, which provides targeted competency based training to CRPs in employment services was put on hold due to the pandemic. During this time the bureau worked with the NH training team to update the materials to a virtual platform. This training is planned to resume in PY 2021 with an online training option for providers.

Performance on the Targets Goals /Priority Area 3 – Focus on Career Pathways within NH Sectors

Increase the number of participants who successfully exit the program who have obtained a credential.

- Of the successful closure outcomes (closed employed) 39 participants (12%) earned a credential while engaged in vocational rehabilitation services.
- WIOA Performance metrics on credential attainment and measurable skill gains
    - Credential Attainment 38.6%
    - Measurable skills gains
        - negotiated level (target goal) 25%
        - actual in PY 20 61.3%

- Vocational assessment and use of assessment tools in career planning
    - NHVR provided vocational assessment training to new counselors (offered 4 times in PY 2020)
    - On demand assessment tool training is available for Career Scope, Career Cruising and AWATO assessment platforms
- Career pathways or Sector opportunities
    - Training was provided to staff from Apprenticeship NH to increase awareness of opportunities and resources available
    - Work with national technical assistance center has focused on bringing customized training on career pathways to bureau staff in PY 2021
- Labor market information
    - NHVR provided labor market information resources training to new counselors (offered 4 times in PY 2020)

Performance on the Targets for Goal and Priority Area 4 – Promote an environment that supports the Participant – VR Counselor relationship

- NHVR has engaged with a consulting group to help the agency review, design and implement processes, procedures, internal controls and a comprehensive internal control and quality assurance system. Effectively engaging participants and strategic staff development planning are integral components of this work. In PY 2021 and PY 2022. The Agency plans to as part of this effort
    - Develop performance expectations for staff around participant engagement
    - Develop a strategic training plan to support development and retention of staff

Performance on the Targets for Goals and Priority Area 5 – Develop and implement marketing and outreach materials

- Develop tools that are easily understandable for participants and partners
    - NHVR engaged the services of a marketing company to assess current marketing tools and to update these tools. As part of this work:
        - A website frame was created to update our current pages to improve ease of navigation and include the updated materials created as part of this project. Website frame is expected to be online mid to late PY 2021.
        - The Agency has a new logo and tagline which is planned for roll out in PY 21
        - Fact sheets addressing each of the targeted populations have been created for transition aged, businesses and adult participants.
        - Rack cards addressing each of the targeted populations have been created.
        - The Agency is working on creating a VR Facebook page

In addition Agency work included the following activities which support the identified goals and priorities.

- NHVR updated the program's administrative rules

- Policy is in the process of being reviewed and updated
- The transition program kicked off a series of professional development opportunities for special educators
- Services for Blind and Visually Impaired launched unique pre-employment transition services opportunities for students with blindness and vision impairments
- The Agency engaged with CVS to provide internship opportunities to students
- The Community Rehabilitation Program (CRP) menu of services was updated in February 2019 continues to make available needed services to participants. In addition services were added during COVID to assist customers to expedite their understanding of the career pathway they desired and to expedite access to employment when that was the goal.
- The Agency is working with the national technical assistance center to bring progressive employment strategies to NH in PY 2021
- Staff Development training this year included: motivational interviewing, career development; working effectively with community rehabilitation program providers; information about public benefits; credential and measurable skills gains; documentation; and career pathways.
- Continued resources, services, and support to transition counselors as they provide pre-employment transition and transition services to students. This includes:
- Transition Coordinator continues to meet quarterly with transition counselors in the regional offices to provide information regarding state and national transition initiatives and to provide other related support. Transition Coordinator meets with a workgroup comprised of counselors and supervisors bi-monthly to review transition services and practices, learn about outside resources for customers, and troubleshoot difficult cases. The Agency continues to utilize the Power Point, timeline for services, and youth friendly brochure as a means to ensure a consistent VR message across the state regarding transition. It has been particularly beneficial for use amongst new counselors working with schools as well as presenting to outside stakeholder groups.
- The Agency continues to participate in programming designed to reengage at-risk students in their education in the greater Manchester and Somersworth areas. Strategies such as ELO development, soft skill building, paid work experience, HI SET attainment, and internships and attendance of Adult Ed classes are being utilized for engagement of students. The Agency also continues to support and participate in transition programming in the areas of employment and independent living skill building, sector-based employment, transition planning/partnership, and Autism.

Project SEARCH is a school-to-work program in the medical industry for students with cognitive and physical disabilities in their final year of high school eligibility. The program is currently located at St Joseph Hospital (Nashua), Concord Hospital (Concord), Cheshire Medical Center (Keene), Portsmouth Regional Hospital (Seacoast region), and Dartmouth-Hitchcock Medical Center (Lebanon). Curriculum includes an orientation to familiarize students with hospital protocol, culture, and the facility. Students work with the instructor and career trainers to explore internship options in hospital departments ranging from the supply chain and food and nutrition services to the rehabilitation center and imaging, then ultimately decide which internship sites best fit their career goals. On average, students are working 18 hours per week and earning $8.53/hour. Examples of some of the jobs obtained include Facilities Assistant, Dermatology Assistant, Podiatry Assistant, Phlebotomy Lab Assistant, OB/GYN Assistant, Project Assistant, Office Support Staff, LNA, and Housekeeper. In coordination with BDS and

NHVR, SEARCH sites are receiving quarterly technical assistance from national SEARCH consultants relative to effective program implementation.

All of these transition services assist the agency in helping students prepare for college and career goals in their rehabilitation plans.

VR continues working with Project RENEW, to bring their person-centered planning approach to VR in our work with students with mental health and emotional and behavioral challenges.

B. DESCRIBE THE FACTORS THAT IMPEDED THE ACHIEVEMENT OF THE GOALS AND PRIORITIES

Since May of 2018, the Agency has been operating under an Order of Selection. While as of 12/27/2019 all categories were open and all customers are served as they apply for services, referrals continue to be low and participants have not returned to 2018 levels of engagement. Further the COVID-19 pandemic has impeded the achievement of goals and priorities. Expenditures are down as customers interested in engaging in services during this period has been down.

Due to a number of factors, including public awareness, referrals to the Agency have been low. Filling vacant VRC and other positions in the agency has been very slow during COVID and the current economic environment. The job market is so good that the state cannot compete with the wages of private providers.

Capacity of service providers, including geographic location of CRPs, has interfered with smooth provision of services

For some goals like increasing the number credentials achieved, the collection and reporting of the data is too new to draw conclusions about progress or lack off. This goal of increasing the number of individuals achieving a credential continues in this Plan Update, and we expect to have better data overtime.

2. AN EVALUATION OF THE EXTENT TO WHICH THE SUPPORTED EMPLOYMENT PROGRAM GOALS DESCRIBED IN THE SUPPORTED EMPLOYMENT SUPPLEMENT FOR THE MOST RECENT PROGRAM YEAR WERE ACHIEVED. THE EVALUATION MUST:

A. IDENTIFY THE STRATEGIES THAT CONTRIBUTED TO THE ACHIEVEMENT OF THE GOALS

Number of individuals who will receive service provided with funds under part B of Title VI of the Act: It is anticipated that NHVR will serve 1,700 persons in supported employment during program years 2020 – 2023.

Analysis:

- Target goal set to assist 500 persons achieve successful employment in competitive integrated in supported employment during program years 2020-2023, approximately 125 individuals each year.
- Status: In PY 20 the agency served 751 individuals requiring supported employment services with 210 of these individuals achieving an employment outcome. Of those identified as supported employment, 460 of those served in PY 20 were Youth with Disabilities (24 and under). One hundred and twelve (112) of these youth achieved a successful employment outcome.

The majority of these customers were, as expected, individuals with developmental disabilities and/or mental illness as these are the disabilities for which funding is available for long-term supports after vocational rehabilitation services are completed. These funding sources have had various challenges to their resources over the last several years. The Agency does, and will

continue to, seek alternative sources for long-term supports, including the use of natural supports, and benefits planning as appropriate, to the individual.

For individuals who require supported employment supports the transition to extended services follows the timeframe established in the Individualized Plan for Employment and is no later than 24 months after placement in supported employment, unless under special circumstances a longer period is necessary for the individual to be stabilized in the job. Prior to the transition the counselor must assure that the extended services are available and can be provided without a hiatus in services.

NHVR staff are also working on individual pilot programs to assist in expanding our supported employment services and vendor knowledge base.

B. DESCRIBE THE FACTORS THAT IMPEDED THE ACHIEVEMENT OF THE GOALS AND PRIORITIES

While the agency continues to work with individuals who require supported employment outcomes staffing has interfered with some of the activities and programming the Agency had originally intended in PY 2020-2021, including the training and implementation of customized employment as a formalized option for individuals with the most significant disabilities who require supported employment services.

3. THE VR PROGRAM'S PERFORMANCE ON THE PERFORMANCE ACCOUNTABILITY INDICATORS UNDER SECTION 116 OF WIOA

NH Vocational Rehabilitation continues to examine performance accountability information under section 116 of WIOA.

For the VR program under WIOA reporting, these indicators are not applicable for PY 2020 and PY 2021; however, they will be applicable for PY 2022 and PY 2023. During 2020 and 2021 program years, the Agency is collecting baseline data. The exception is the measurable skill gains performance measure. The Agency has negotiated a performance measurement level of 25% in this area.

Program Year 2020, data collection results on the following five measures that are reported at the program level (employer engagement is reported as a combined measure for all WIOA core partners):

-
    - Employment (Second Q after exit): The employment rate in the second quarter past exit was 50.9%
    - Employment (Fourth Q after exit): The employment rated in the fourth quarter post closure was 53.4%
    - Median earnings (Second Q after exit): Median earnings in the second quarter post closure was $3,802
    - Credential Attainment: 38.6%
    - Measurable skills gains: The measurable skill gains rate was 61.3% (which exceeded the negotiated goal of 25% in this area)

4. HOW THE FUNDS RESERVED FOR INNOVATION AND EXPANSION (I&E) ACTIVITIES WERE UTILIZED

The Agency reserves funds for innovation and expansion activities each year. Funds expended for these activities for PY 2020 were $53,776. The following describes progress in achieving the

goals and priorities and the uses of Title I funds for Innovation and Expansion activities for PY 2020.

Monies set aside for innovation and expansion were used to support the Agency goals and priorities identified in section 1 above including:

- Support of the State Rehabilitation Council and the Statewide Independent Living Council
- Support for Business Engagement efforts

In PY 22 and PY23, in addition to continued SRC and business engagement, resources are planned to support a marketing campaign to promote the employment of people with disabilities and the Agency as a resource for individuals with disabilities and businesses in the state.

Q. QUALITY, SCOPE, AND EXTENT OF SUPPORTED EMPLOYMENT SERVICES

1. THE QUALITY, SCOPE, AND EXTENT OF SUPPORTED EMPLOYMENT SERVICES TO BE PROVIDED TO INDIVIDUALS WITH THE MOST SIGNIFICANT DISABILITIES, INCLUDING YOUTH WITH THE MOST SIGNIFICANT DISABILITIES

The provision of supported employment services for individuals with the most significant disabilities is an area of priority for NHVR as it provides opportunities for employment for individuals for whom competitive, integrated employment has not historically occurred, or for whom competitive integrated employment has been interrupted or intermittent as a result of a significant disability.

Quality of Supported Employment Services: The quality in the provision of VR services is evaluated to ensure it complies with the criteria and requirements of supported employment:

- Work is performed in an integrated setting that provides interactions with individuals who do not have disabilities, other than caregivers or program staff
- The individual is receiving wages commensurate with non-disabled workers doing the same work
- The ongoing support needs and source have been identified
- Supported employment services provided to individuals are for the maximum number of hours possible, based on the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individual
- The individual and the employer are satisfied with the placement

Scope of Supported Employment Services: Supported employment services provided are the ongoing support services, including customized employment, and other appropriate services needed to support and maintain an individual with a most significant disability, including a youth with a most significant disability, in supported employment.

Extent of Supported Employment Services: Number of individuals who will receive services provided with funds under part B of Title VI of the Act: It is anticipated that NHVR will serve over 1,000 persons in supported employment during federal program years 2020-2023.

As identified earlier in the state plan, NHVR is on target to meet this goal.

Analysis - Goals set to close 500 persons in successful supported employment during program years 2020-2023, approximately 125 each year.

In PY 20 the agency served 751 individuals requiring supported employment services with 210 of these individuals achieving an employment outcome. Of those identified as supported employment, 460 of those served in PY 20 were Youth with Disabilities (24 and under). One hundred and twelve (112) of these youth achieved a successful employment outcome.

The majority of these participants were, as expected, individuals with developmental disabilities and/or mental illness as these are the disabilities for which funding is available for long-term supports after vocational rehabilitation services are completed. These funding sources have had various challenges to their resources over the last several years. The Agency does, and will continue to, seek alternative sources for long-term supports, including the use of natural supports, and benefits planning as appropriate, to the individual.

For individuals who require supported employment supports, the transition to extended services follows the timeframe established in the Individualized Plan for Employment and is no later than 24 months after placement in supported employment unless, under special circumstances, a longer period is necessary for the individual to be stabilized in the job. Prior to the transition the counselor must assure that the extended services are available and can be provided without a hiatus in services.

The agency has also added in its menu of services "situational assessment." The situational assessment is a specialized service that provides a VR participant with the opportunity to demonstrate their work skills at a real and functioning worksite (unpaid) within the community. This service will allow this agency to evaluate and identify the necessary services a participant will need to be successful in an actual competitive, integrated employment situation. The agency has lined up the insurance component of this service. Select vendors at each of the regional offices will be able to provide this service. These vendors will be selected based on their demonstrated abilities to complete this assessment.

Supported Employment for youth with the most significant disabilities is provided as needed and includes the job supports and other services. Long-term supports are provided in collaboration with partners including area agencies and mental health centers as well as employing natural supports where possible. Exploration and expansion of services to youth will be include in development of MOUs with the Bureau of Mental Health Services and Bureau of Developmental Services.

NHVR staff are also working on expanding programs to assist in enhancing the provision of supported employment services, including customized employment. This will include additional training and support to counselors in the area of supported employment and customized employment.

Use of VR Funds

Supported Employment Program grant funds spent PY 2020 $102,312.34

For all the above program collaborations, if VR funds are used, Title I funds are used for pre-placement activities and Title VI or Title I funds for post placement supported employment services.

2. THE TIMING OF TRANSITION TO EXTENDED SERVICES

For individuals who require supported employment supports, the transition to extended services follows the timeframe established in the Individualized Plan for Employment and is no later than 24 months after placement in supported employment, unless under special circumstances a longer period is necessary for the individual to be stabilized in the job.

Prior to the transition the counselor must assure that the extended services are available and can be provided without a hiatus in services.

VOCATIONAL REHABILITATION (COMBINED OR GENERAL) CERTIFICATIONS

1. THE (ENTER THE NAME OF DESIGNATED STATE AGENCY OR DESIGNATED STATE UNIT, AS APPROPRIATE,) IS AUTHORIZED TO SUBMIT THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN UNDER TITLE I OF THE REHABILITATION ACT OF 1973 (REHABILITATION ACT), AS AMENDED BY WIOA[14], AND ITS SUPPLEMENT UNDER TITLE VI OF THE REHABILITATION ACT[15];

ENTER THE NAME OF DESIGNATED STATE AGENCY OR DESIGNATED STATE UNIT, AS APPROPRIATE

Name of designated State agency or designated State unit, as appropriate **Division of Workforce Innovation**

Name of designated State agency **NH Department of Education**

Full Name of Authorized Representative: **Lisa K. Hinson-Hatz**

Title of Authorized Representative: **Director, NH Vocational Rehabilitation**

2. AS A CONDITION FOR THE RECEIPT OF FEDERAL FUNDS UNDER TITLE I OF THE REHABILITATION ACT FOR THE PROVISION OF VR SERVICES, THE (ENTER THE NAME OF DESIGNATED STATE AGENCY)[16] AGREES TO OPERATE AND ADMINISTER THE STATE VR SERVICES PROGRAM IN ACCORDANCE WITH THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN[17] , THE REHABILITATION ACT, AND ALL APPLICABLE REGULATIONS[18] , POLICIES, AND PROCEDURES ESTABLISHED BY THE SECRETARY OF EDUCATION. FUNDS MADE AVAILABLE UNDER SECTION 111 OF THE REHABILITATION ACT ARE USED SOLELY FOR THE PROVISION OF VR SERVICES AND THE ADMINISTRATION OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN;

ENTER THE NAME OF DESIGNATED STATE AGENCY

Department of Education, New Hampshire

As a condition for the receipt of Federal funds under title I of the Rehabilitation Act for the provision of VR services, the **NH Department of Education**16 agrees to operate and administer the State VR Services Program in accordance with the VR services portion of the Unified or Combined State Plan17, the Rehabilitation Act, and all applicable regulations18, policies, and procedures established by the Secretary of Education. Funds made available under section 111 of the Rehabilitation Act are used solely for the provision of VR services and the administration of the VR services portion of the Unified or Combined State Plan; **Yes**

3. AS A CONDITION FOR THE RECEIPT OF FEDERAL FUNDS UNDER TITLE VI OF THE REHABILITATION ACT FOR SUPPORTED EMPLOYMENT SERVICES, THE DESIGNATED STATE AGENCY AGREES TO OPERATE AND ADMINISTER THE STATE SUPPORTED EMPLOYMENT SERVICES PROGRAM IN ACCORDANCE WITH THE SUPPLEMENT TO THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN[19] , THE REHABILITATION ACT, AND ALL APPLICABLE REGULATIONS[20] , POLICIES, AND PROCEDURES ESTABLISHED BY THE SECRETARY OF EDUCATION. FUNDS MADE AVAILABLE UNDER TITLE VI ARE USED SOLELY FOR THE PROVISION OF SUPPORTED EMPLOYMENT SERVICES AND THE ADMINISTRATION OF THE SUPPLEMENT TO THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN;

4. THE DESIGNATED STATE AGENCY AND/OR THE DESIGNATED STATE UNIT HAS THE AUTHORITY UNDER STATE LAW TO PERFORM THE FUNCTIONS OF THE STATE REGARDING THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT;

5. THE STATE LEGALLY MAY CARRY OUT EACH PROVISION OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT.

6. ALL PROVISIONS OF THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT ARE CONSISTENT WITH STATE LAW.

7. THE (ENTER THE NAME OF AUTHORIZED REPRESENTATIVE BELOW) HAS THE AUTHORITY UNDER STATE LAW TO RECEIVE, HOLD, AND DISBURSE FEDERAL FUNDS MADE AVAILABLE UNDER THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT;

ENTER THE NAME OF AUTHORIZED REPRESENTATIVE BELOW

The **Director, Lisa K. Hinson-Hatz,** has the authority under State law to receive, hold, and disburse Federal funds made available under the VR services portion of the Unified or Combined State Plan and its supplement; **Yes**

8. THE (ENTER THE TITLE OF AUTHORIZED REPRESENTATIVE BELOW) HAS THE AUTHORITY TO SUBMIT THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND THE SUPPLEMENT FOR SUPPORTED EMPLOYMENT SERVICES;

ENTER THE TITLE OF AUTHORIZED REPRESENTATIVE BELOW

The **Director, NH Vocational Rehabilitation,** has the authority to submit the VR services portion of the Unified or Combined State Plan and the supplement for Supported Employment services; **Yes**

9. THE AGENCY THAT SUBMITS THE VR SERVICES PORTION OF THE UNIFIED OR COMBINED STATE PLAN AND ITS SUPPLEMENT HAS ADOPTED OR OTHERWISE FORMALLY APPROVED THE PLAN AND ITS SUPPLEMENT.

FOOTNOTES

CERTIFICATION SIGNATURE

Signatory information	Lisa K. Hinson-Hatz
Name of Signatory	Lisa K. Hinson-Hatz
Title of Signatory	Director
Date Signed	03/05/2022

ASSURANCES

The State Plan must include	Include
1. Public Comment on Policies and Procedures: The designated State agency assures it will comply with all statutory and regulatory requirements for public participation in the VR Services Portion of the Unified or Combined State Plan, as required by section 101(a)(16)(A) of the Rehabilitation Act.	
2. Submission of the VR services portion of the Unified or Combined State Plan and Its Supplement: The designated State unit assures it will comply with all requirements pertaining to	

The State Plan must include	Include
the submission and revisions of the VR services portion of the Unified or Combined State Plan and its supplement for the State Supported Employment Services program, as required by sections 101(a)(1), (22), (23), and 606(a) of the Rehabilitation Act; section 102 of WIOA in the case of the submission of a unified plan; section 103 of WIOA in the case of a submission of a Combined State Plan; 34 CFR 76.140.	
3. The designated State agency or designated State unit, as appropriate, assures it will comply with the requirements related to:Administration of the VR services portion of the Unified or Combined State Plan:	
3.a. The establishment of the designated State agency and designated State unit, as required by section 101(a)(2) of the Rehabilitation Act	
3.b. The establishment of either a State independent commission or State Rehabilitation Council, as required by section 101(a)(21) of the Rehabilitation Act. The designated State agency or designated State unit, as applicable (A or B must be selected):	
3.b.(A) “is an independent State commission” (Yes/No)	No
3.b.(B) “has established a State Rehabilitation Council” (Yes/No)	Yes
3.c. Consultations regarding the administration of the VR services portion of the Unified or Combined State Plan, in accordance with section 101(a)(16)(B) of the Rehabilitation Act	
3.d. The financial participation by the State, or if the State so elects, by the State and local agencies, to provide the amount of the non-Federal share of the cost of carrying out the VR program in accordance with section 101(a)(3)	
3.e. The local administration of the VR services portion of the Unified or Combined State Plan, in accordance with section 101(a)(2)(A) of the Rehabilitation Act. Select yes or no, as appropriate, to identify if the designated State agency allows for the local administration of VR funds (Yes/No)	No
3.f. The shared funding and administration of joint programs, in accordance with section 101(a)(2)(A)(ii) of the Rehabilitation Act. Select	No

The State Plan must include	Include
yes or no, as appropriate, to identify if the designated State agency allows for the shared funding and administration of joint programs (Yes/No)	
3.g. Statewideness and waivers of statewideness requirements, as set forth in section 101(a)(4) of the Rehabilitation Act. Is the designated State agency requesting or maintaining a waiver of statewideness for one or more services provided under the VR services portion of the Unified or Combined State Plan? (Yes/No) See Section 2 of this VR services portion of the Unified or Combined State Plan	No
3.h. The descriptions for cooperation, collaboration, and coordination, as required by sections 101(a)(11) and (24)(B); and 606(b) of the Rehabilitation Act	
3.i. All required methods of administration, as required by section 101(a)(6) of the Rehabilitation Act	
3.j. The requirements for the comprehensive system of personnel development, as set forth in section 101(a)(7) of the Rehabilitation Act	
3.k. The compilation and submission to the Commissioner of statewide assessments, estimates, State goals and priorities, strategies, and progress reports, as appropriate, and as required by sections 101(a)(15), 105(c)(2), and 606(b)(8) of the Rehabilitation Act	
3.l. The reservation and use of a portion of the funds allotted to the State under section 110 of the Rehabilitation Act for the development and implementation of innovative approaches to expand and improve the provision of VR services to individuals with disabilities, particularly individuals with the most significant disabilities	
3.m. The submission of reports as required by section 101(a)(10) of the Rehabilitation Act	
4. Administration of the Provision of VR Services: The designated State agency, or designated State unit, as appropriate, assures that it will:	
4.a. Comply with all requirements regarding information and referral services in accordance with sections 101(a)(5)(D) and (20) of the Rehabilitation Act	

The State Plan must include	Include
4.b. Impose no duration of residence requirement as part of determining an individual's eligibility for VR services or that excludes from services under the plan any individual who is present in the State in accordance with section 101(a)(12) of the Rehabilitation Act	
4.c. Provide the full range of services listed in section 103(a) of the Rehabilitation Act as appropriate, to all eligible individuals with disabilities in the State who apply for services in accordance with section 101(a)(5) of the Rehabilitation Act? (Yes/No)	No
4.d. Determine whether comparable services and benefits are available to the individual in accordance with section 101(a)(8) of the Rehabilitation Act	
4.e. Comply with requirements regarding the provisions of informed choice for all applicants and eligible individuals in accordance with section 102(d) of the Rehabilitation Act	
4.f. Comply with requirements regarding the provisions of informed choice for all applicants and eligible individuals in accordance with section 102(d) of the Rehabilitation Act	
4.g. Provide vocational rehabilitation services to American Indians who are individuals with disabilities residing in the State, in accordance with section 101(a)(13) of the Rehabilitation Act	
4.h. Comply with the requirements for the conduct of semiannual or annual reviews, as appropriate, for individuals employed either in an extended employment setting in a community rehabilitation program or any other employment under section 14(c) of the Fair Labor Standards Act of 1938, as required by section 101(a)(14)of the Rehabilitation Act	
4.i. Meet the requirements in sections 101(a)(17) and 103(b)(2) of the Rehabilitation Act if the State elects to construct, under special circumstances, facilities for community rehabilitation programs	
4.j. With respect to students with disabilities, the State,	
4.j.i. Has developed and will implement,	

The State Plan must include	Include
4.j.i.I. Strategies to address the needs identified in the assessments; and	
4.j.i.II. Strategies to achieve the goals and priorities identified by the State, to improve and expand vocational rehabilitation services for students with disabilities on a statewide basis; and	
4.j.ii. Has developed and will implement strategies to provide pre-employment transition services (sections 101(a)(15) and 101(a)(25))	
5. Program Administration for the Supported Employment Title VI Supplement:	
5.a. The designated State unit assures that it will include in the VR services portion of the Unified or Combined State Plan all information required by section 606 of the Rehabilitation Act	
5.b. The designated State agency assures that it will submit reports in such form and in accordance with such procedures as the Commissioner may require and collects the information required by section 101(a)(10) of the Rehabilitation Act separately for individuals receiving supported employment services under title I and individuals receiving supported employment services under title VI of the Rehabilitation Act	
5.c. The designated state unit will coordinate activities with any other State agency that is functioning as an employment network under the Ticket to Work and Self-Sufficiency program under Section 1148 of the Social Security Act	
6. Financial Administration of the Supported Employment Program:	
6.a. The designated State agency assures that it will expend no more than 2.5 percent of the State's allotment under title VI for administrative costs of carrying out this program; and, the designated State agency or agencies will provide, directly or indirectly through public or private entities, non-Federal contributions in an amount that is not less than 10 percent of the costs of carrying out supported employment services provided to youth with the most significant disabilities with the funds reserved for such purpose under section 603(d) of the Rehabilitation Act, in accordance with section 606(b)(7)(G) and (H) of the Rehabilitation Act	

The State Plan must include	Include
6.b. The designated State agency assures that it will use funds made available under title VI of the Rehabilitation Act only to provide supported employment services to individuals with the most significant disabilities, including extended services to youth with the most significant disabilities, who are eligible to receive such services; and, that such funds are used only to supplement and not supplant the funds provided under Title I of the Rehabilitation Act, when providing supported employment services specified in the individualized plan for employment, in accordance with section 606(b)(7)(A) and (D), of the Rehabilitation Act	
7. Provision of Supported Employment Services:	Yes
7.a. The Designated State Agency Assures That it Will Provide Supported Employment Services as Defined in Section 7(39) of the Rehabilitation Act	
7.b. The designated State agency assures that:	
7.b.i. The comprehensive assessment of individuals with significant disabilities conducted under section 102(b)(1) of the Rehabilitation Act and funded under title I of the Rehabilitation Act includes consideration of supported employment as an appropriate employment outcome, in accordance with the requirements of section 606(b)(7)(B) of the Rehabilitation Act	
7.b.ii. An individualized plan for employment that meets the requirements of section 102(b) of the Rehabilitation Act, which is developed and updated with title I funds, in accordance with sections 102(b)(3)(F) and 606(b)(6)(C) and (E) of the Rehabilitation Act	

VOCATIONAL REHABILITATION PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	48.0%	51.3%	49.0%	52.3%
Employment (Fourth Quarter After Exit)	49.0%	53.6%	50.0%	54.7%
Median Earnings (Second Quarter	$4,101.01	$4,101	$4,200.00	$4,200

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
After Exit)				
Credential Attainment Rate	20.0%	39.0%	22.0%	39.5%
Measurable Skill Gains	41.0%	61.4%	43.0%	61.5%
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

"Effectiveness in Serving Employers" is still being developed and this data will not be entered in the 2022 State Plan modifications.

VII. PROGRAM-SPECIFIC REQUIREMENTS FOR COMBINED STATE PLAN PARTNER PROGRAMS

TRADE ADJUSTMENT ASSISTANCE (TAA)

Has the state incorporated TAA into the sections indicated above?

Yes

JOBS FOR VETERANS' STATE GRANTS

A. HOW THE STATE INTENDS TO PROVIDE EMPLOYMENT, TRAINING AND JOB PLACEMENT SERVICES TO VETERANS AND ELIGIBLE PERSONS UNDER THE JVSG;

Twelve New Hampshire Employment Security (NHES) offices have been designated American Job Centers called NHWORKS. This structure allows New Hampshire to have a DVOP specialist assigned to eight of our twelve American Job Centers to provide the delivery of individualized career services to targeted veterans. For the other four American Job Centers, the DVOP staff can utilize virtual platforms to provide services to targeted veterans in addition to services being provided by other AJC staff members to ensure services are provided timely and effectively. In the local One-Stop Career Centers veterans receive priority of service from all partner staff. Priority is given to veterans for all new job listings posted on the NHWorks Job Match System by placing new job orders on a twenty-four hour veteran hold during which time the job order is only viewable by staff for the referral of veterans, and on-line the job order can only be viewed by registrants that are identified as veterans. The DVOP specialists and the LVER staff work in daily collaboration with one-stop delivery system partner staff to promote employment, training, placement and other opportunities for veterans. Intra-staff collaboration is also enforced via program updates shared among partners during regularly scheduled staff meetings. All staff members within the NH Works Offices have an understanding of the services and programs available to assist veterans and eligible persons as well as how to refer these individuals to the services and programs.

Upon contact with a NH Works Office, customers are asked to self-identify as a veteran or an eligible spouse of a veteran through a series of questions that are asked of them by the staff member at the front desk in each AJC. A Veterans and Other Eligible Intake Form is then utilized to identify a veteran or eligible person. During a review of this intake form, through an assessment process, by an AJC staff member with the individual, when veterans and other eligible are identified, they are informed of their priority of service status. If the individual is identified as an eligible veteran with a significant barrier to employment, between the ages of

18 and 24, Vietnam-era Veterans, or Eligible Transitioning Service members, Spouses and Caregivers, they are immediately referred to a DVOP specialist to provide individualized career services in the areas of employment, training and job placement. In a situation where a DVOP is not available, then another AJC staff member will provide services until the DVOP is available and able to provide these services moving forward. The DVOP will provide individualized career services including assessments of skill levels and needs, development of an individual employment plan, career guidance and planning and referrals to other services and programs, including training opportunities such as apprenticeships, WIOA programs and on-the-job training opportunities. Veterans that are identified through this process as not possessing a significant barrier to employment are provided services by an AJC staff member utilizing a priority of service basis. Veterans meeting eligibility criteria for specific training programs receive priority placement into the program. Services to veterans include: assessment, job search assistance and employment related workshops, job referrals, counseling, testing, job development, supportive services and training. Policies and procedures are in place to support service to veterans and/or eligible family members consistent with WIOA regulations. In that regard, a staff member is assigned as a veteran liaison both to ensure that all AJC staff have the information they need to serve the veteran population and to ensure that all agencies that work with veterans statewide have comprehensive information on the services available through the WIOA program to disperse to veteran they serve. All services provided for eligible veterans and eligible persons, to include job and job training individualized career services, are measured through the results obtained and reported via the ETA 9173 for Wagner-Peyser and DVOP staff.

With a Business Services Team member assigned to cover all labor market areas of the State, the planned deployment of LVER staff is to supplement the outreach efforts being conducted by these staff. This will also provide for LVER staff being available to all AJCs to facilitate employment, training and placement services provided to veterans.

The education community is a partner in each of the American Job Centers. The NH Works collaborative effort includes the NH Department of Education (Adult Education, Vocational Rehabilitation, and Vocational Education) and the NH Community College System. With the education community actively participating in the American Job Centers, veterans are provided easy access to job-driven training opportunities, and newly developed training programs. In addition, our education partners work with all partner agencies in the AJC in the planning and development of increased training opportunities to meet the needs of both the job seekers and the employer community. The DVOP specialists, LVERs and Wagner-Peyser staff have access to current demographic, labor market and educational information for New Hampshire and their local area on their desktop computers at our NHWorks website, as do all veterans accessing the website. Access is also available to NSCITE (NH Works Source for Consumer Information on Training and Education), a website containing information on training and education offered to New Hampshire residents. The system indicates which educational programs are WIOA Eligible. One of the LVER's principal duties is to conduct outreach to employers, employer associations, and business groups to promote the advantages of hiring veterans, to assist veterans in gaining employment, and to develop relationships, jobs, training, or job training opportunities for veterans and eligible persons. To accomplish this, LVERs participate in appropriate activities such as: Planning and participating in job and career fairs; Conducting employer outreach; Conducting seminars for employers; In conjunction with employers, conducting job search workshops and establishing job search groups; Coordinating with unions, apprenticeship programs and businesses or business organizations to promote and secure employment and training programs for veterans; Promoting credentialing and licensing opportunities for veterans; and Coordinating and participating with other business outreach efforts. The LVER's second primary function is to facilitate employment, training and placement services provided to veterans within the NH Works system via capacity building to ensure easier access to the appropriate employment and training services for eligible job-seeking veterans and eligible

persons. The LVER, as an integral member of the NHES Business Services Team, will work with the staff to coordinate outreach activities to solicit job orders and promote the hiring of veterans. The LVER staff is responsible for maintaining contact with Federal Contractors and is also involved in the planning and participation in job fairs. All services provided for eligible veterans and eligible persons, to include training and subsequent placement services are measured through the results obtained and reported via the quarterly ETA 9173.

B. THE DUTIES ASSIGNED TO DVOP SPECIALISTS AND LVER STAFF BY THE STATE; SPECIFICALLY IMPLEMENTING DVOP AND LVER DUTIES OR ROLES AND RESPONSIBILITIES AS OUTLINED IN 38 U.S.C. § 4103A AND 4104. THESE DUTIES MUST BE CONSISTENT WITH CURRENT GUIDANCE;

The duties assigned to the DVOP specialists in New Hampshire are as specified in Veterans' Program Letter 03-14, Change 1 and 2 or most current guidance.

DVOP specialists provide Individualized Career Services and facilitate placements to meet the employment needs of eligible veterans and eligible persons, prioritizing service to special disabled veterans, other disabled veterans, and other categories of veterans in accordance with priorities determined by the Secretary of Labor.

Individualized Career Services provided by DVOP specialists include:

- Comprehensive and specialized assessments of skill levels and service needs;
- Development of an individual employment plan;
- Career guidance and planning; and
- Short-term prevocational services.

DVOP specialists will provide services only to eligible veterans and eligible persons meeting the definition of an individual with an SBE as defined in VPL 03-14 or the most current VPL on the subject; veterans between the ages of 18 and 24, Vietnam-era Veterans, or Eligible Transitioning Service members, Spouses and Caregivers and to any other populations of veterans identified by the Secretary of Labor.

The DVOP specialists are fully integrated into the American Job Center system in New Hampshire. All partners in the AJC are fully aware of the veterans program and the need to identify eligible veterans and eligible persons with an SBE for referral to the DVOP specialist for the provision of individualized career services.

The duties assigned to the LVER staff in New Hampshire are as specified in Veterans' Program Letter 03-14, Change 1 and 2 or most current guidance.

One of the LVER's principal duties is to conduct outreach to employers, employer associations, and business groups to promote the advantages of hiring veterans, to assist veterans in gaining employment, and to develop relationships, jobs, training, or job training opportunities for veterans and eligible persons. To accomplish this, LVERs will participate in appropriate activities such as:

- Planning and participating in job and career fairs;
- Conducting employer outreach;
- Conducting seminars for employers;
- In conjunction with employers, conducting job search workshops and establishing job search groups;

- Coordinating with unions, apprenticeship programs and businesses or business organizations to promote and secure employment and training programs for veterans;
- Promoting credentialing and licensing opportunities for veterans; and
- Coordinating and participating with other business outreach efforts.

The LVER's second primary function is to facilitate employment, training and placement services provided to veterans within the NHWORKS system via capacity building to ensure easier access to the appropriate employment and training services for eligible persons.

The LVER, as an integral member of the NHES Business Services Team, will work with the staff to coordinate outreach activities to solicit job orders and promote the hiring of veterans. The LVER staff is responsible for maintaining contact with Federal Contractors and is also involved in the planning and participation in job fairs. Until further guidance is disseminated by USDOL VETS, LVER outreach efforts and other LVER staff activities are monitored locally by NHES managers and the DVET to assure compliance with statutory duties as described in VPL 03- 14 job-seeking veterans and eligible persons.

C. THE MANNER IN WHICH DVOP SPECIALISTS AND LVER STAFF ARE INTEGRATED INTO THE STATE'S EMPLOYMENT SERVICE DELIVERY SYSTEM OR AMERICAN JOB CENTER;

The DVOP specialists and the LVER staff work in daily collaboration with New Hampshire Employment Security (NHES) staff, WIOA, State Vocational Rehabilitation, and other AJC partners to promote employment, training, placement and other opportunities for veterans. Intra-staff collaboration is also enforced via program updates shared among partners during regularly scheduled staff meetings.

The JVSG Coordinator is also assigned the responsibility of Intensive Services Coordinator (ISC). The DVOP specialists throughout the State work with the VAVR&E program to assist qualified veterans seeking training. VAVR&E, in turn, refer veterans who are completing training programs to the DVOP specialists for job placement assistance. Through an agreement with the NH State Office of Veterans Services, representatives from their agency visit the NHES offices throughout the state to assist veterans with problems or questions regarding Federal or State benefits.

The State has three HVRP Grantees, Harbor Homes, Veterans, Inc., andClearPath New England. The DVOP specialists in the Hillsborough County area do outreach on-site and participate in Stand Down activity by Harbor Homes. Representatives from The HVRP Grantees periodically visit Local Offices as an additional means of outreach to homeless veterans.

Many of the JVSG funded staff are members of Veterans' Service Organizations (VSOs) in their community or have established working relationships with these groups. NHES is a member of the State Apprenticeship Advisory Council and works closely with the Federal apprenticeship representatives.

DVOP staff will continue to conduct outreach to local Veterans' Service Organizations (VSOs), homeless shelters, VA Medical Centers and Vet Centers, food pantries, correctional institutions and halfway houses in their labor market area to reach out to veterans and inform them of the services available through the American Job Centers. Other outreach activities to increase the awareness of employment and training opportunities for veterans are job fairs, public service announcements via local radio stations, information posted on social media sites such as Facebook and Twitter, and a veterans' page on the NHES website.

Efforts to promote the development of employment and training opportunities for veterans and eligible persons will include attendance at Chamber of Commerce and Rotary Club events, job fairs, positive recruitment and employer seminars in American Job Centers, employer contacts by LVER staff to Federal contractors and employer outreach by all American Job Center staff.

The education community is a partner in each of the American Job Centers. The NHWORKS collaborative effort includes the NH Department of Education (Adult Education, Vocational Rehabilitation, and Vocational Education) and the NH Community College System. With the education community actively participating in the American Job Centers, veterans are provided easy access to job-driven training opportunities, and newly developed training programs. In addition, our education partners work with all partner agencies in the AJC in the planning and development of increased training opportunities to meet the needs of both the job seekers and the employer community.

The DVOP specialists, LVERs and Wagner-Peyser staff have access to current demographic, labor market and educational information for New Hampshire and their local area on their desktop computers at our NHworks website, as do all veterans accessing the website. Access is also available to NSCITE (NH Works Source for Consumer Information on Training and Education), a website containing information on training and education offered to New Hampshire residents. The system indicates which educational programs are WIOA Eligible.

DVOP specialists will provide services only to eligible veterans and eligible persons meeting the definition of an individual with an SBE as defined in VPL 03-14 or the most current VPL on the subject; veterans between the ages of 18 and 24, Vietnam-era Veterans, or Eligible Transitioning Service members, Spouses and Caregivers, as identified by the Secretary of Labor.

The DVOP specialists are fully integrated into the American Job Center system in New Hampshire. All partners in the AJC are fully aware of the veterans program and the need to identify eligible veterans and eligible persons with an SBE for referral to the DVOP specialist for the provision of intensive services. Should a veteran require a referral to other services in the AJC, the partner agency is advised of the applicant's veteran status in order to ensure priority of service.

The LVER, as an integral member of the NHES Business Services Team, will work with the staff to coordinate outreach activities to solicit job orders and promote the hiring of veterans. The LVER staff is responsible for maintaining contact with Federal Contractors and is also involved in the planning and participation in job fairs. Until further guidance is disseminated by USDOL VETS, LVER outreach efforts and other LVER staff activities are monitored locally by NHES managers and the DVET to assure compliance with statutory duties as described in VPL 03-14.

One of the LVER's principal duties is to conduct outreach to employers, employer associations, and business groups to promote the advantages of hiring veterans, to assist veterans in gaining employment, and to develop relationships, jobs, training, or job training opportunities for veterans and eligible persons. The LVER's second primary function is to facilitate employment, training and placement services provided to veterans within the NHWORKS system via capacity building to ensure easier access to the appropriate employment and training services for eligible job-seeking veterans and eligible persons.

The NHES website also offers Career Exploration & Training tools for veteran job seekers. Among these tools is My Next Move for Veterans, sponsored by the U.S. Department of Labor, Employment & Training Administration, and developed by the National Center for O*NET Development. One module allows the veteran to enter the name or code of his or her military classification. The system will suggest civilian careers with similar work. Once identified, the veteran can use New Hampshire Occupational Projections to review our projections.

Another module in My Next Move for Veterans allows a veteran to search for career options within industries. There are over 900 career options for a veteran to look at. Once a career option is selected, the veteran is able to review the knowledge, skills, and abilities typically required in the occupation, along with expected personality traits and technology that might be used in the occupation. The veteran is also able to review the job outlook in New Hampshire for the selected occupation.

D. THE INCENTIVE AWARD PROGRAM IMPLEMENTED USING THE 1% GRANT ALLOCATION SET ASIDE FOR THIS PURPOSE, AS APPLICABLE;

New Hampshire is prohibited from using these funds to provide performance and incentive awards due to restrictions in the Collective Bargaining Agreement and under New Hampshire state law and the statutory State Personnel system established under RSA 21-I:42 et seq.

E. THE POPULATIONS OF ELIGIBLE VETERANS TO BE SERVED, INCLUDING ANY ADDITIONAL POPULATIONS DESIGNATED BY THE SECRETARY AS ELIGIBLE FOR SERVICES, AND ANY ADDITIONAL POPULATIONS SPECIFICALLY TARGETED BY THE STATE WORKFORCE AGENCY FOR SERVICES FROM ONE-STOP DELIVERY SYSTEM PARTNERS (E.G., NATIVE AMERICAN VETERANS; VETERANS IN REMOTE RURAL COUNTIES OR PARISHES);

The primary function of DVOP specialists is providing intensive services to eligible veterans and eligible spouses who have significant barriers to employment, while prioritizing their services to those who are special disabled and other disabled veterans, placing maximum emphasis on assisting veterans who are economically or educationally disadvantaged, and other populations of veterans identified by the Secretary of Labor.

Those veterans identified or self-attesting to meeting one or more of the following criteria are considered having a significant barrier to employment and by nature of those barriers are also economically and educationally disadvantaged:

- special disabled or disabled veteran, as those terms are defined in 38 U.S.C. 4211(1) and (3); Special disabled and disabled veterans are those:
- Who are entitled to compensation (or those who would be entitled to compensation, yet are not receiving it due to the receipt of military retired pay) under laws administered by the Secretary of Veterans' Affairs; or
- Who were discharged or released from active duty because of service-connected disability;
    - A homeless person, as defined in Sections 103(a) and (b) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302(a) and (b)), as amended
    - A recently separated service member, as defined in 38 U.S.C. 4211(6), who has been unemployed for 27 or more weeks in the previous 12 months;
    - An offender, as defined by WIOA Section 3 (38), who is currently incarcerated or who has been released from incarceration;
    - A veteran lacking a high school diploma or equivalent certificate;
    - A low-income individual (as defined by WIOA Section 3 (36);
    - A veteran between the ages of 18 and 24 years old who possess limited civilian work history;
    - A Vietnam-era veteran. Vietnam-era veterans are those: For which any part of their active military, naval, or air service was during the Vietnam era (the period beginning February 28, 1961, and ending May 7, 1975, in the case of a veteran who served in the Republic of Vietnam during that period, and the period beginning August 5, 1964, and ending May 7, 1975, in all other cases)
    - Eligible Transitioning Service Members, Spouses and Caregivers. In annual appropriations bills since the consolidated Appropriations Act of 2014, Congress authorized JVSG grants to support services described in VPL 07-14 to:

- Transitioning members of the Armed Forces who have been identified as in need of individualized career services;
- Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in Military Treatment Facilities (MTFs) or Warrior Transition Units (WTUs); and
- The spouses or other family caregivers of such wounded, ill, or injured members.

NHES also recognizes that the Consolidated Appropriations Act of 2014 provided for the provision of services by DVOP specialists to transitioning members of the Armed Forces who have participated in the Transitional Assistance Program (TAP) and have been identified as in need of intensive services, to members of the Armed Forces who are wounded, ill, or injured and receiving treatment in military treatment facilities or warrior transition units, and to the spouses or other family caregivers of such wounded, ill, or injured members. We will serve these populations and any others identified by the Secretary of Labor in accordance with policy and guidance received.

DVOP staff will continue to conduct outreach to local Veterans' Service Organizations (VSOs), homeless shelters, U.S. Department of Veterans Affairs (VA) Medical Centers and Vet Centers, food pantries, correctional institutions and halfway houses in their labor market area. The DVOP will try to assist these veterans by informing them of the services and resources available to them through the AJC.

The State has three HVRP Grantees, Harbor Homes, Veterans, Inc., and ClearPath New England and the DVOP specialists in the Hillsborough County area do outreach on-site and participate in Stand Down activity by Harbor Homes. Representatives from the HVRP grantees periodically visit Local Offices as an additional means of outreach to homeless veterans.

Through agreements with the VA Vocational Rehabilitation and Employment (VAVR&E) and the NH State Office of Veterans Services, and ongoing coordination with all partners in the American Job Center, Workforce Development Coalitions, and working relationships with Veterans' Service Organizations (VSOs) in the community, services and employment opportunities for veterans most in need of services are optimized.

The managers of each local American Job Center are responsible for monitoring activities of their staff to ensure compliance with the New Hampshire JVSG State Plan. Reports available through the Job Match System (JMS), are all used to track services to veterans and are monitored by each local NH Works manager and by the State Veterans' Program Coordinator. Each manager receives a copy of the State Plan and is aware of their obligation to carry out the provisions of the plan.

New Hampshire has no identified population of Native Americans living on tribal lands in the State so there is no planned outreach or approval needed to provide such service.

F. HOW THE STATE IMPLEMENTS AND MONITORS THE ADMINISTRATION OF PRIORITY OF SERVICE TO COVERED PERSONS;

As per VPL 01-22, The description of how the state implements and monitors Priority of Service to covered persons is included in the WIOA Common Elements Section 7.

G. HOW THE STATE PROVIDES OR INTENDS TO PROVIDE AND MEASURE, THROUGH BOTH THE DVOP AND AMERICAN JOB CENTER STAFF:

1. JOB AND JOB TRAINING INDIVIDUALIZED CAREER SERVICES,

As per VPL 01-22 , a response to this section is not required.

2. EMPLOYMENT PLACEMENT SERVICES, AND

As per VPL 01-22, a response to this section is not required.

3. JOB-DRIVEN TRAINING AND SUBSEQUENT PLACEMENT SERVICE PROGRAM FOR ELIGIBLE VETERANS AND ELIGIBLE PERSONS;

As per VPL 01-22 a response to this section is not required.

H. THE HIRE DATE ALONG WITH MANDATORY TRAINING COMPLETION DATES FOR ALL DVOP SPECIALISTS AND LVER STAFF; AND

As per VPL 01-22 a response to this section is not required.

I. SUCH ADDITIONAL INFORMATION AS THE SECRETARY MAY REQUIRE.

Performance Goals

Employment Rate 2nd Quarter After Exit – 56%

Employment Rate 4th Quarter After Exit – 51%

Median Earnings 2nd Quarter After Exit - $6,630

UNEMPLOYMENT INSURANCE (UI)

A. CONTENTS OF A COMPLETE UI SQSP PACKAGE

1. TRANSMITTAL LETTER

ADMINISTRATIVE OFFICE

45 SOUTH FRUIT STREET CONCORD, NH 03301-4857

GEORGE N. COPADIS, COMMISSIONER RICHARD J. LAVERS, DEPUTY COMMISSIONER

October 1, 2021

Leo Miller

Regional Administrator Boston/Philadelphia Regional Offices

U.S. Department of Labor

Employment and Training Administration 170 S. Independence Mall West Suite 825 East

Philadelphia, PA 19106-3315

Dear Mr. Miller,

Insurance State Quality Service Plan for FY 2022. We believe all areas identified

in the ETA Handbook 336, 18th Edition, Change 4 and UIPL 24-21 have been

addressed.

Please do not hesitate to contact the Department's Unemployment Insurance

Division Director, Michael Burke, at Michael.h.burke@nhes.nh.gov or 603-228-4031

with any questions, issues, or concerns.

Sincerely,

George N. Copadis, Commissioner

New Hampshire Department of

Employment Security

cc: Jenifer Lavin

Richard Lavers

Michael Burke

NHES is a proud member of America's Workforce Network and NH Works. NHES is an Equal Opportunity

Employer and complies with the Americans with Disabilities Act. Auxiliary Aids and Services are available on request of individuals with disabilities

Telephone (603) 224-3311 Fax (603) 228-4145 TDD/TTY Access: Relay 1-800-735-2964

Web site: www.nhes.nh.gov

2. BUDGET WORKSHEETS/FORMS

Unemployment Insurance Portion of WIOA State Plan for the State of New Hampshire FY-2022

Unemployment Insurance (UI)

The Unemployment Insurance (UI) program requires a State Quality Service Plan (SQSP) on a 2-year planning cycle that is a condition of receipt of administrative funding to administer the program. The SQSP is the State's UI performance management and planning process that allows for an exchange of information between Federal and State partners to enhance the UI program's ability to reflect their joint commitment to performance excellence and client-centered services. A formal two-year SQSP is submitted biennially. On the off years, States may be required to modify the SQSP with additional corrective action plans and narrative if they are failing any new performance measures, and they are required to provide updated budget documents, certifications, and assurances. ETA Handbook No. 336, 18th Edition provides detailed guidance for the preparation and submittal of the SQSP and supplemental guidance is provided in an annual UIPL, issued as UIPL 24-21 for the FY 2022 SQSP. The Social Security Act (SSA) sections 302 and 303 authorize the Secretary of Labor to provide funds to administer the UI program and govern the expenditure of those funds. States that choose the option to include UI in a WIOA Combined State Plan will be required to submit their SQSP through the Combined State Plan process. The SQSP must be prepared in accordance to the instructions in ET Handbook 336, 18th Edition and there are no changes to the established SQSP cycle if a State chose to submit their SQSP through the Combined State Plan process.

a. Contents of a complete UI SQSP package

A complete UI SQSP package includes the following documents, as described in Chapter 1, ETA Handbook 336, 18th Edition:

1. **Transmittal Letter**

A cover letter to the appropriate Regional Office (RO) transmitting all the required SQSP documents.

U.S. DEPARTMENT OF LABOR Employment and Training Administration FEDERAL FISCAL YEAR 2022 New Hampshire UNEMPLOYMENT INSURANCE STATE QUALITY SERVICE PLAN SIGNATURE PAGE

We are pleased to present New Hampshire's Alternate Year Unemployment Insurance State Quality Service Plan for FY 2022. We believe all areas identified in the ETA Handbook 336, 18th Edition, Change 4 and UIPL 24-21 have been addressed.

Please do not hesitate to contact the Department's Unemployment Insurance Division Director, Michael Burke, at Michael.h.burke@nhes.nh.gov or 603-228-4031 with any questions, issues, or concerns.

TYPED NAME AND TITLE SIGNATURE DATE STATE ADMINISTRATOR 10/01/2021 George N. Copadis, Commissioner DOL APPROVING OFFICIAL DOL APPROVING OFFICIAL

2. Budget Worksheets/Forms

Budget worksheets/forms and plan for program administration based on projected allocations received from the Federal partner. These forms include Worksheet UI-1 and SF 424, SF 424A and SF 424B. The SF 424A is only required if the State vary the quarterly distribution of base claims activity staff years.

Application for Federal Assistance SF-424 * 1. Type of Submission: Application * 2. Type of Application: New • If Revision, select appropriate letter(s) Continuation * Other (Specify): 0 Application Changed/Corrected Revision I * 3. Date Received: 4. Applicant Identifier: I I 5a. Federal Entity Identifier: 5b. Federal Award Identifier: State Use Only: 6. Date Received by 7. State Application Identifier: State: 8. APPLICANT INFORMATION: *a. Legal Name: NEW HAMPSHIRE EMPLOYMENT SECURITY * b. Employer/Taxpayer Identification Number (EIN/TIN): " c. Organizational DUNS: 02-6000618 18085907560000 d. Address: " Street1: 45 SOUTH FRUIT STREET Street2: * City: CONCORD County/Parish: "State: NH: New Hampshire Province: "Country: USA: UNITED STATES • Zip / Postal Code: 03301-4857 e. Organizational Unit: Department Name: NH EMPLOYMENT SECURITY

Division Name: UNEMPLOYMENT COMPENSATION BUREAU

f. Name and contact information of person to be contacted on matters involving this application: Prefix: First Name: Michael Middle Name: H * Last Name: Burke Suffix: Title: UCB DIRECTOR

Organizational Affiliation: *Telephone Number: 603-447-1463 Fax Number: 603-229-4346 Email: Michael.H.Burke@nhes .nh. gov

Application for Federal Assistance SF-424 * 9 Type of Applicant 1: Select Applicant Type: A: State Government Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

- Other (specify): I
- 10 Name of Federal Agency: UNITED STATES DEPARTMENT OF LABOR - ETA 11. Catalog of Federal Domestic Assistance Number: [17.225 I CFDA Title: UNEMPLOYMENT INSURANCE * 12. Funding Opportunity Number: UIPL 16-19 * Title: UNEMPLOYMENT INSURANCE ADMINISTRATION BASE GRANT FY 2020 13. Competition Identification Number: Title: 14. Areas Affected by Project (Cities, Counties, States, etc.): Add Attachment Delete Attachment I View Attachment 1

- 15. Descriptive Title of Applicant's Project: UNEMPLOYMENT INSURANCE ADMINISTRATION BASE GRANT FY 2020 Attach supporting documents as specified in agency instructions. Add Attachments Delete Attachments View Attachments 1

Application for Federal Assistance SF-424 16. Congressional * a. Applicant Districts Of: NH-002 * b. Program/Project NH-ALL Attach an additional list of Program/Project Congressional Districts if needed. Add Attachment 1 Delete Attachment I View Attachment 17. Proposed • a. Start Date: Project: 10/01/2019 *b. End Date: 10/30/2020 18. Estimated Funding ($): *a. Federal " b Applicant " c State * d Local * e Other * f Program Income *g. TOTAL 10,359,854.00 10,359,854.00 * 19. Is Application a. This application b. Program Subject to Review By State Under Executive Order 12372 Process? was made available to the State under the Executive Order 12372 Process for review on is subject to E.O. 12372 but has not been selected by the State for review. is not covered by E.O. 12372. • ? c. Program * 20. Is the Applicant Yes If "Yee, provide Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.) L No explanation and attach Add Attachment Delete Attachment I View Attachment I 21. *By signing herein are true, comply with any subject me to this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001) and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency 8

** I AGREE ** The list of certifications specific instructions. Authorized Representative: Prefix: Middle Name: * Last Name: Suffix: l' Mr . * First Name: George N. I Copadis "Title: Commissioner I *Telephone Number: 603-228-4000 Fax Number: 603-229-4346 1
'Email: George.N.Copadis@nhes.nh gov 1

"Signature of Authorized Representative: V/(1/¦ tie,y7 "Date Signed: 08/27/2019 ASSURANCES - NON-CONSTRUCTION PROGRAMS Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0040), Washington, DC 20503. PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND 1 IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.

NOTE: Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified. As the duly authorized representative of the applicant, I certify that the applicant: Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application. 2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives. 3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain. 4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency. 5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix

A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F). 6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C.§§1681- 1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U. S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee- 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application. 7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases. 8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. H1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds. g. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327- 333), regarding labor standards for federally-assisted construction sub-agreements. 10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is $10,000 or more. 11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93- 205). 12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C.§§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system. 13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.). 14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance. 15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§2131 et seq.) pertaining to the care, handling, and treatment of warm-blooded animals held for research, teaching, or other activities

supported by this award of assistance. 16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures. 17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations." 18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program. 19. Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. 7104) which prohibits grant award recipients or a sub-recipient from (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect (2) Procuring a commercial sex act during the period of time that the award is in effect or (3) Using forced labor in the performance of the award or subawards under the award.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL TITLE L , (commissioner I APPLICANT ORGANIZATION DATE SUBMITTED New Hampshire Department of Employment Security 10/29/2021

Standard Form 424B (Rev. 7-97) Back

3. **The State Plan Narrative**

The State Plan Narrative is a vital element of the SQSP that provides a vehicle for sharing with the Federal partner State-specific efforts that affect the administration of the UI Program. The State Plan Narrative allows the State to describe in a single narrative: a) State performance in comparison to the Government Performance Review Act goals; b) actions planned to correct deficiencies regarding UI programs, UI program reviews and reporting requirements; and c) results of customer satisfaction surveys (optional).

State Quality Service Plan Narrative FY 2020

New Hampshire Employment Security

3. THE STATE PLAN NARRATIVE

State Quality Service Plan Narrative FY 2020 New Hampshire Employment Security

A. Overview

Improving State Capacity to Administer and Operate the UI Program Effectively

In just a few short weeks in early 2020 New Hampshire's unemployment rate moved from close to the lowest recorded level in March 2020 at 2.4%, to the highest recorded level in April 2020 at 17.2%. Initial claims soared during this period. New Hampshire's highest number of weekly initial claims prior to the pandemic was for a week in January of 2011, where a total of 4058 initial claims were filed. For the ten day period immediately following the Governor's declaration of a State of Emergency, New Hampshire had a total of 47,961 initial claims filed. Essentially, New Hampshire exceeded its highest weekly initial claim count in each day following the declaration. While initial claims have been slowly declining since, initial claims filed for week ending October 10, 2020 still exceeded our highest week in history at 4,306. For further comparison, the average weekly initial claims volume for calendar year 2019 was 485.

The first half of 2021 remained at historic levels in terms of claims volume. New Hampshire ended participation in FPUC, PUA, MEUC and PEUC effective June 19, 2021. Since that time our claims load has been falling. While claims loads are falling, clean-up work from all of these programs is well underway. New Hampshire remains saddled with a backlog of issues remaining to be adjudicated. In keeping with "Payment When Due", New Hampshire, as did many states, opted to pay claimants first and address many of their issues at a later date. We are now well into the process of adjudicating these "older issues". The majority of which are

separation issues. New Hampshire prioritized deductible income, availability and ability issues and remained fairly timely in the processing of these throughout the pandemic as they had the most opportunity to effect all programs.

In addition to the extremely high work load, New Hampshire implemented six separate benefit payment programs, Federal Pandemic Unemployment Compensation (FPUC), Pandemic Emergency Unemployment Compensation (PEUC), Extended Benefits (EB both 13 and 20 weeks), Pandemic Unemployment Assistance (PUA), Mixed Earner Unemployment Compensation (MEUC), and Lost Wage Assistance (LWA). PUA was certainly the most challenging program to implement and is the most labor intensive to manage. PUA provides assistance to those individuals who do not work in covered employment, such as GIG workers and Self-employed individuals. Also included are individuals who have insufficient wages to establish a claim and those who have had previous non-monetary disqualifications.

New Hampshire completed an upgrade of all of its hardware at the end of 2019. This involved the replacement of all of our servers, production and back-up, moving from hard disc to virtual servers. Much of our underlying software was also updated to accommodate the new equipment. Had New Hampshire not completed this upgrade; our system would not have been able to handle the volume. Even with these upgrades, we struggled to handle the extreme claims loads coupled with the additional programming. To assist with volume management, in mid-2020, NH upgraded its dedicated high speed lines between its production and back-up servers and added additional SANS. We now are able to load balance with much greater efficiency. This has greatly improved our customer experience as well as our system response and batch run time.

New Hampshire's trust fund remains solvent but has struggled as a result of the pandemic. New Hampshire employers are no longer experiencing a 1.5% Fund Balance Reduction in their tax rate and did experience a .5% surcharge for the fourth quarter of 2020. On October 16, 2020, Governor Sununu announced he would be depositing $50,000,000 to New Hampshire's unemployment Trust Fund in an effort to maintain Trust Fund Solvency as well as to help prevent the need for an additional .5% employer surcharge.

On July 1, 2021, New Hampshire made some changes with regard to the taxation of employers. New Hampshire no longer has a provision which allows for up to a 1% surcharge to employers when the trust fund falls below target numbers. Also included in this legislation was a change to the Fund Balance Reduction (FBR) requirements. New Hampshire retains a .5% tax rate reduction when the trust find hits $250,000,000 but raises the FBR for the next two reduction levels. For employers to receive a 1% reduction the Trust Fund must reach $350,000,000, prior to July 1, 2021 it was $275,000,000. The last reduction occurs at 400,000,000 allowing for a 1.5% total reduction, prior to July 1, 2021 it was 300,000,000. New Hampshire fully expects to be better positioned for the next recession with these increases to our Fund Balance Reduction requirements.

New Hampshire's Trust fund has remained solvent throughout the Pandemic. Even without the addition of $50,000,000 New Hampshire's Trust Fund would have remained solvent as the balance never fell below 50,000,000.

Improving the timely delivery of benefit payments and the reduction of the adjudication and appeals claims back log.

An additional challenge due to increased workloads was our lack of qualified, trained staff. New Hampshire did hire in all areas of our Department with a primary focus on claims processing, fraud investigation and adjudication. New Hampshire began requiring participation in the NASWA Learning Academy for all new hires working directly on claims in the fall of 2020. We also began requiring all seasoned veteran staff to attend these trainings. Our Benefit payment Control Unit has also utilized the Learning Academy to assist with its initial training of

investigators. While this is not a substitute for State specific training it does provide a strong foundation in UI for us to build upon.

As stated earlier, New Hampshire did utilize a "Payment When Due" philosophy at the start of the pandemic. Essentially, we removed the characteristic that holds payment for certain issue types in order to allow for the claims to pay in a timely manner but retained the issue for later adjudication. We restored the characteristic to hold payment for new separation issues in July of 2020. The result was a backlog of close to 30,000 separation issues. Beginning in July of 2020 we worked to keep new separation issues current. We began addressing the backlog of separation issues in December of 2020.

In April of 2020, we began a campaign to specifically address deductible income, availability and ability issues. As a result we were able to quickly address all but the most current of these, maintaining backlog of approximately 1,000 of each, as we focused more energy on our outstanding separation issues. We began 2021 with a backlog of over 24,000 unresolved separation issues. We have since resolved close to 65% with just under 9,000 remaining. We have also been concentrating on keeping newer issues current. We have been able to maintain a maximum of three weeks' pay held on any newly filed claim due the presence of a nonmonetary issue. We are hopeful of eliminating this backlog by the end of this calendar year.

At the start of the calendar year our Appeals unit had over 7,000 Appeals that had not yet been docketed in our system. We conducted an Appeal "Blitz" and dedicated as many staff as possible to docket all outstanding appeals. We were able to docket all outstanding Appeals in just over a weeks' time. New Hampshire did enlist the services of contract attorneys to assist with our appeals hearing backlog, however, this additional assistance was lost with the expiration of merit staffing flexibilities. Our Appeals Unit currently has a backlog of approximately 7,200 pending appeals. In order to assist with this backlog, in addition to hiring additional Chair persons, New Hampshire has temporarily promoted several Certifying Officers to serve as Appeal Chairs. While we do still have an adjudication backlog, the need in the Appeals unit is greater. We are currently hearing approximately 300 appeals per week which places us with about a six month backlog.

Also building a backlog are requests for Waivers of overpayments. As of September 21, 2021 there were 3,006 outstanding requests for waivers under the Equity and Good Conscience provision. To assist in addressing this backlog, we have recruited staff from our Wages and Contributions units to assist with processing and are utilizing one of our Benefit Adjudication Supervisors to assist our legal staff with writing the determinations. New Hampshire did incorporate a blanket waiver process for those claims where the claimant was not at fault and where the overpayment was derived solely from a change in programs which resulted in a lowered wba or a reduction in the claimants MBA.

Ensuring Equitable Access to UI programs

New Hampshire has recently applied for funds under UIPL 22-21 with a primary focus on data analytics. New Hampshire has a twofold goal. First to utilize all of the data we have collected over this pandemic period and cross this information with our known fraud claims to develop a more effective predictor of fraud potential. We will utilize this data to refine our existing Spidering program for better fraud detection and prevention at the onset of claim filing. The second focus will be to identify populations which may have been underserved throughout the pandemic. New Hampshire is already aware that a primary underserved group throughout this pandemic were those who are technologically challenged.

New Hampshire intends to apply for additional funds under UIPL 23-21. New Hampshire will utilize the data analytics developed through UIPL 22-21 to direct the course of action taken with the receipt of funds through 23-21.

New Hampshire has availed itself of all funds made available for integrity and fraud protection through the SBR process. Projects currently under development as a result of these additional funds include but are not limited to IDH/IDV integration, incorporation of a vendor to assist with document verification, modifications to our Spidering program, a redesign of our Benefit Payment Control's system interface, and rewrite of our current work search interface.

Improving Prevention, Detection, and Recovery of UI Improper Payments

The structure of the PUA program is prone to fraud as it relies upon self-attestation of employment, wages/earnings and certification of a COVID condition. As no documentation was required, an individual could easily utilize stolen PII to file a claim for PUA or just simply lie. This contributed significantly to the labor-intensive nature of this program. While New Hampshire has implemented many security protocols such as IP blocking, State and Federal new hire cross matches, prison cross matches, SSA verification, interstate claim validation, and others, we were not prepared for the onslaught of this "new fraud". Despite this, New Hampshire has an experienced, knowledgeable BPC unit as well as a dedicated staff and development team. New Hampshire was able to quickly identify claim markers which indicate a high propensity for fraud. A number of system queries were developed utilizing this information and are distributed to our fraud team, for review, several times per day. We also took advantage of the quarter change claim filing requirement to manually review each PUA claim for potential markers. While this process is time consuming it has yielded positive results.

New Hampshire implemented a document upload feature to its benefit payment system in March of 2021. This has allowed for claimants to submit documentation electronically in a secure environment. New Hampshire utilizes this process in our homegrown ID verification process as well as for the PUA documentation requirement. Claimants can upload a government issued Identification along with a "selfie" to assist us in verifying their identity or w-2's/tax returns to verify eligibility for PUA. This process combined with our other claims review processes, including our Spidering program outlined below, for all new initial claims, has resulted in NH being very successful in minimizing payments to bad actors. We plan to expand this document upload process to waiver requests as well. This will allow for a much-improved business process in resolving these requests.

Prior SBR funding supported our project, "Spidering", which incorporates cross matches and suspect data such as IP addresses into a complex scoring methodology to proactively identify situations that could lead to fraudulent payments. The Spidering program was deployed in September of 2017. Functionality in the deployment to production included:

- Random identity proofing – random requirement for claimant to answer questions to verify their identity before filing a claim
- Selected identity proofing – an individual with a blocked attribute (such as a suspect address or bank account information) will be required to answer questions to verify their identity before filing a claim
- Failed identity proofing - send individual down a parallel path for filing. If an individual fails the identity proofing questions, they will be allowed to proceed and file a claim so that we can collect all data points and mark them as "suspect". The individual will be presented with a message at the end of the claims process advising them to report to a Local Office with identification. The claim is not processed until that time.
- Manual attribute marking – assign a score to various attributes whereby any individual filing a claim with a matching attribute is flagged for review or blocking.
- Automatic attribute marking – the deceased flag received from SSA will be used to automatically mark the SSN. Other attributes will be marked or the score increased dependent on circumstances or the number of claimants filing with the same attribute.

- Pro-active messaging. For example, an individual who has been previously found overpaid due to misreported or unreported wages will receive a message when filing their next claim that we are aware of the challenges they have experienced in the past and staff are available to assist if they need help accurately reporting work and earnings

New Hampshire has applied for and received approval for funding under UIPL 28-20. We intend to utilize these funds to rebuild our "Spidering" program incorporating the lessons learned over this pandemic. As stated above, New Hampshire developed its "Spidering" program several years ago to assist in identifying fraud. It utilizes a series of markers and scores to identify potential fraudulent claims. The program was not designed to handle the volume of claims we received at the start of the pandemic. Some of the components of the program needed to be shut off as they were producing too many false positives. In a normal recessionary environment we would have been able to review all of the results of the Spidering program, however, with these unprecedented numbers there were simply not the resources available to do so. The funds being provided, through UIPL 28-20, will allow us to leverage the existing system while incorporating lessons learned. In addition, we will be able to integrate additional protocols specific to individuals who would typically not be covered, such as GIG workers, self-employed, and those that lack sufficient quarterly earnings.

New Hampshire does participate in the Suspicious Actor Repository component of IDH but had been restricted through legislation from sharing claimant specific data. As of July 1, 2021, New Hampshire has made changes to its laws which now allow for full participation in the Integrity Data Hub. We are aiming for a Q4 2021 launch. New Hampshire currently participates in the Separation Information Exchange module of the SIDES program. Our intent is to be live with all of the SIDES exchanges with the upcoming SIDES launch in spring of 2022.

New Hampshire's 12-month improper payment rate ending 12/31/2019 was 6.9% and for the one year period ending 3/31/2020 we were at 5.18%. New Hampshire is proud of the gains it had made in improving its improper payment rate. New Hampshire's improper payment rate soared for the period ended 12/31/2020 to 19.438%. It appears the primary catalyst for this was due to a backlog of separation issues, with nearly 50% of all improper payments attributable to this factor. As stated earlier in this report, New Hampshire ceased holding payments on separation issues for a period of time at the start of the pandemic. As our campaign to resolve this backlog of separation issues progressed the overpayments associated to this category increased. Unfortunately, this trend is likely to continue through the end of the year as we continue to work this backlog.

Benefit Year Earnings is the next highest contributor to New Hampshire's improper payment rate comprising just over 20% of improper payments. New Hampshire had been very successful in controlling overpayments which are the result of benefit year earnings prior to the pandemic. Several factors have contributed to the increase. Preventing ID theft claims has dominated our BPC unit's attention since the start of the Pandemic. There were simply not enough staff to also investigate the huge number of claimants that were not reporting their earnings in addition to the demands placed on that unit in preventing ID theft. Since ending the Federal programs on June 19, 2021, our BPC staff has been able to refocus their energies on the more traditional types of fraud such as benefit year earnings. Our system is designed, through our Spidering program, to detect unreported earnings as soon as employer wages are entered. We currently have a backlog of approximately 18,000 investigations related to benefit year earnings. It is likely this number is a bit inflated as a claimant may appear on this report more than once. As our Benefit payment Control staff work through this backlog, it is likely we will continue to see a rise in improper payments as a result of unreported earnings. As New Hampshire works to improve its ability to better verify the identity of individuals at the onset of their claims through the use of technology, the demands related to ID theft investigations, in future recessionary conditions, should be greatly reduced. This will allow for BPC to concentrate on the more traditional types of fraud at the onset.

The final primary contributor to New Hampshire's improper payment rate is Ability/Availability issues. Prior to the pandemic, New Hampshire's improper payment rate related to ability/availability issues was zero. The bulk of these issues were the result of claimants not being honest with their initial claim filing and the department later becoming aware the claimant was not able or available for work for reasons other than COVID-19. In some cases these were discovered by the Department, in other cases, claimants reported availability/ability issues with subsequent filings. New Hampshire has a current backlog of approximately 1900 ability/availability issues combined. We fully expect improper payments attributable to availability/ability issue to normalize with Q1 2022.

New Hampshire also has experienced a much higher number of high dollar overpayments over the most recent fiscal year. Unfortunately, this is also a result of the resolution of the backlog of issues pending adjudication coupled with the length of time benefits were available along with the additional benefits provided through the FPUC, LWA and MEUC programs. The denial of a full years' worth of benefits would not have exceeded $11,100 prior to the Pandemic. That same overpayment today could top $30,000.00 as a result of the additional benefits provided through the CARES ACT.

New Hampshire has not lost focus on the primary causes of improper payments in a normal UI environment. Also included in our request for supplemental funding is a rewrite of our work search program in our benefit payment system. We already have a very robust and interactive work search program which incorporates activities such as participation in the "My Reemployment Plan" associated with RESEA. However, components of this program were rushed in an effort to reinstate work search at the end of May 2021. We will be revisiting these issues and also incorporating some new functionality which will include positive reinforcement and "nudging" for future work search activities. This effort is designed with the intent of lessening the claimant's duration of unemployment while also lessening the propensity for fraud in completing these. New Hampshire incorporated three options for a claimant when completing work searches. Gold Medal – claimant attends a NH Employment Security Activity such as a job fair. Silver Medal – claimant makes a minimum of two direct contacts with a hiring employer. Lastly, Bronze Medal – a claimant completes a minimum of five work search activities. Activities can include attendance at a NHES work shop, completing chapters in the My Reemployment Plan, completing or revising a resume, registering on job search websites and etc. Some of these activities can only be performed once. For example, a claimant may only complete chapter one of their My Reemployment plan once. Once they select this item it will no longer appear as an option on future continued claims. We will be incorporating more of this type logic with the work search rewrite.

New Hampshire has a pretty good handle on detecting benefit year earnings, or at least prior to the pandemic we did. One area in which we could improve is; the reporting of income earned in self-employment and in other nontraditional employment such as with gig workers. This is an area we will revisit later in 2022.

New Hampshire has 100% of available TPA's utilizing SIDES file exchange and has been aggressively marketing SIDES E-Response to non-TPA employers. New Hampshire made the choice to automatically sign up all non-TPA employers for E-Response in September 2016. While the use of E-Response is not mandatory by law, language is included on all Notice of Claim correspondence to encourage the employer to use this method of response. In addition, with our employer rewrite launched in 2018, all electronic employer requests for information responses are routed through the SIDES system. The agency continues to participate in Employer Seminars and provide promotional materials to educate employers about the benefits of using SIDES.

The Collections Unit takes advantage of Lexis-Nexis locator software as well as Wage Records to find debtors and aggressively pursues collection. NH is looking to implement the SIDES earnings verification module this fiscal year, also with funds provided through UIPL 28-20,

which should also assist in these operations. New Hampshire utilizes TOPS for both claimant and employer debt. The department utilizes wage garnishment and distraints when attempts to set up voluntary repayment plans are not successful.

Improving Program Performance Nationally

New Hampshire takes accurate and timely reporting and payments seriously. Considerable efforts have been levied on first payment timeliness, non-monetary determination timeliness and quality, reporting accuracy and data validation. Prior to the pandemic New Hampshire met all criteria associated with these measures and was not required to submit a corrective action plan.

The Pandemic changed all of that, not unexpectedly. New Hampshire believes this is a direct result of the extremely high and unmanageable workload. New Hampshire is confident, it will return to passing in all measures once our backlog is resolved.

New Hampshire is taking its backlog seriously. We have reduced our adjudication backlog by nearly 70% and our appeals backlog by nearly 30%. NH fully expects its adjudication backlog to be resolved by calendar year end. The appeals backlog will take approximately six months to resolve. Steps being taken to remediate these backlogs are more fully described in the sections above.

Category	DLA	CY 2020	QE 3/31/21	QE 6/31/21
First Payment	87%	65.9%	51.9%	62%
Non-monetary Determinations	80%	45.4%	35.9%	38.1%
Separation Quality	75%	25.9%	51.6%	53.6%
Non-separation Quality	75%	62.1%	66.7%	67.7%

Workforce Innovation and Opportunity Act (WIOA)

New Hampshire's UI and ES Directors work closely together and have a common goal of serving the UI claimant in a cohesive and collaborative manner. UI and ES staff work side-by-side in the Local Offices and are cross-trained in many areas. Each Local Office has staff available to assist claimants to file claims, answer questions regarding eligibility and explain department correspondence. An adjudicator is co-located in the larger offices.

NHES partners with DED/BEA and our State Workforce Investment Board, as well as partners in our Local Offices such as the Community Action Programs, Community College System and Vocational Rehabilitation, to focus all available resources on reemployment and training.

The implementation of Workforce Connect was finalized in 2020. New Hampshire received a grant to pursue this functionality and the partners are meeting regularly to determine the configuration and functionality to benefit all partners.

New Hampshire submitted a Combined Plan and the SQSP is included and updates supplied as part of that plan.

Reemployment of UI Claimants

New Hampshire achieved 66.6% for the FY 2021 (QE 3/31/21) Facilitation of Reemployment Measure.

New Hampshire's efforts around reemployment of UI claimants is extensive.

- Every claimant that is not returning to work within 2 weeks of their last day of work is required to attend a Benefit Rights Interview (BRI) in person at their Local Office or attend a virtual session of the BRI.
- Every claimant who attends a BRI is then required to attend several group Eligibility Review Interview workshops at regular intervals. These workshops focus on work search methods, resume preparation and interviewing. The last workshop, on or about week 13, is about reenergizing work search and finance assistance.
- RESEA – Group orientation and one-on-one appointments to ensure that claimants are aware of the services available to assist them to return to work as well as understand and meet all eligibility requirements.
- Pathway to Work self-employment program – an opportunity for a claimant to work with the Small Business Administration and become self-employed and self-sustaining.
- Return to Work program – an opportunity to match a claimant or job seeker to an employer in a structured, supervised training program with the end result being full-time or part-time employment.
- Ready to Work program – certificate training program that offers the individual an opportunity to learn or hone soft skills and certify to a basic understanding of expectations in the workplace
- Career Exploration – serves individuals who need assistance in the areas of vocational choice, change or adjustment.
- Job Fairs – NH holds numerous job fairs across the state each year, providing an in-person or virtual opportunity for the employers with the jobs to connect with the individuals seeking them. In Program Year 2021, NH held 31 Virtual Job Fairs involving 1,212 employers and resources with 54,251 job openings and attended by 12,552 job seekers. In Program Year 2022 so far, NH has held 33 Virtual Job Fairs involving 968 employers and resources with 57,402 job openings and attended by 8,622 job seekers. The significant increase in attendance is a result of aggressive advertising including social media advertising, newspaper ads, outreach to community resources and businesses, advertising on Agency website and email blasts to all claimants in the state
- Claimants filing against New Hampshire but living in another state are sent an Unemployment Compensation Quick Tips booklet and a targeted insert advising them of the requirement that they register for work in their state of residence. Claimants living in New Hampshire but filing against another state are also sent a mailing advising them of the requirement to register for work in New Hampshire. While currently a manual process, every claimant is tracked and if not registered within two weeks of this mailing, sent a Registration Warning with a deadline for response. If no response is received by the deadline and the claimant is filing against NH, an issue is entered on their claim. If filing against another state, the IPC in that state is notified of non-compliance.

New Hampshire piloted the Granite Workforce program from January 2019 through June 30, 2019, with a close out period of July 1, 2019 through September 30, 2019. The program was conducted in collaboration with the Department of Health and Human Services. The program provided intensive case management services to participants receiving Expanded Medicaid (Granite Advantage). These services included reemployment services, referrals to supportive services for barrier mitigation, transportation reimbursement, childcare registration fees, housing assistance, basic education and tuition assistance. Also, the program provided a wage subsidy for those employers hiring from this participant pool. The chart below indicates the outcomes for the pilot.

New Participants Enrolled	114
Referrals to Contracted Barrier Case Management	21
Support Services Utilization	
Fees and Supplies	8
Child Care Registration	2
New Participants Enrolled	114
Housing	8
Tuition	50
Basic Education	2
Employer Subsidy	0
Transportation	22
Participants Starting New Employment	15

Improving Data Validation and Federal Reporting

Per UIPL 16-15, New Hampshire was awarded additional funds to enable staff and time to be dedicated to the accuracy of reporting and data validation. This project was completed in December of 2018. Unfortunately, a couple of small errors in programming resulted in NH continuing to fail Data Validation as well as BAM. In September of this year, New Hampshire completed its revisions to the BAM reporting, and it is believed to be correct. We will continue to monitor this to ensure accuracy. New Hampshire failed data validation for populations 3, 5, 14 and 15. We do understand these continue to need our attention. Our development team were forced to hold the ongoing development related to these reports due to competing priorities related to the pandemic. Our intent is to resume this development after the first of next year.

New Hampshire passed all Tax Performance System measures for fiscal year 2020.

New Hampshire failed the Effective Audit Measure for FY 2020. We are currently investigating the cause. It would appear there may be an issue on the reporting here. New Hampshire passed all individual scores but seems to have left off the "State Directed" scoring portion. We will continue to investigate and provide an update with the q-4 SQSP submission.

Addressing Worker Misclassification

Misclassification of workers is a significant national and state focus. The State of New Hampshire has an established Task Force on the Misclassification of NH Workers that includes members from the Departments of Employment Security, Labor, Revenue Administration, Insurance and the Governor's office.

New Hampshire receives the 1099 file from IRS and utilizes that to target audits to employers with multiple 1099 workers. This has proven to be a successful method of identifying unregistered employers and misclassified workers. Tips from the Task Force website are also investigated. Blocked claims are also a source of identifying unregistered employers and/or misclassified workers. (Claims where the claimant has listed an employer that is not registered in New Hampshire are referred to as "blocked" and sent to a Field Auditor to investigate. The Field Auditor determines whether the listed employment is subject to New Hampshire unemployment tax law and whether wages paid are properly reported as taxable or not.)

New Hampshire did not pass the effective audit measure for fiscal year 2021. This was a direct result of the Pandemic. New Hampshire has returned to a sense of normalcy and expect to pass this measure for fiscal year 2022.

Federal emphasis (GPRA goals 2017)

1. Make Timely Benefit Payments: 87% of intrastate first payments for full weeks of unemployment will be made within 14/21 days from the week ending date of the first compensable week.

New Hampshire's first payment timeliness suffered as a result of the pandemic averaging 54% throughout of fiscal 2021. New Hampshire experienced a higher number of initial claims in the first ten days of the pandemic than it had in the prior twelve months combined. This being said, New Hampshire has completed its backlog of adjudication resulting from the pandemic and is confident it can return to meeting first payment timeliness beginning with q-2 of 2022.

2. Detect Benefit Overpayments: Overpayments established will be at least 61.9% of the estimated detectable, recoverable overpayments.

New Hampshire continues to meet this standard at 300.15% for fiscal year 2021.

3. Establish Tax Accounts Promptly: 89.0% of status determinations for new employers will be made within 90 days of the end of the first quarter in which liability occurred.

New Hampshire continues to meet goals for this standard with 88.71 % as of the issuance of the FY2021 SQSP Call Letter.

4. Facilitate the Reemployment of Claimant: No target set for FY 2016.

New Hampshire's reemployment rate was 64.9% for the reemployment period of measurement 7/1/2018 to 6/30/2019. We need the Number from Brian per MB notes.

As previously discussed in Section A, New Hampshire has numerous initiatives in place that focus on keeping people employed and/or finding those unemployed new jobs, including WorkShare, WorkReady, Return to Work and Pathway to Work.

New Hampshire continues to operate BRI, ERI, Profiling and RESEA programs where individuals are seen in-person or virtually in all twelve (12) local offices and two (2) satellite offices each week.

The Employer Service Representatives in the local offices have an excellent rapport with the employers in their labor market area. They attend Chamber of Commerce meetings and other employer gatherings, disseminating information and informing members of what NH Employment Security offers to assist employers in finding employees. Representatives of Employment Security presented information on services available to 14,001 employers in New Hampshire, including 2,839 employers new to our system. Thousands of job orders are listed in our Job Match System and numerous large and small job fairs are coordinated all over the state. The charts below indicate Job Fair activity in the period July 2019 through June 2020, July 2020 to June 2021 and July 2021 to Present.

Job Fairs July 2019-June 2020		Job Fairs July 2020- June 2021		Job Fairs July 2021- June 2022	
Job Fairs Conducted	11	Job Fairs Conducted	31	Job Fairs Conducted	33
Job Seekers Attended	1,424	Job Seekers Attended	12,552	Job Seekers Attended	8,622

Job Fairs July 2019-June 2020		Job Fairs July 2020- June 2021		Job Fairs July 2021- June 2022	
Employers Participated	548	Employers Participated	1,212	Employers Participated	968
Job Openings Available	6,303	Job Openings Available	54,251	Job Openings Available	57,402

B. Program review deficiencies

No narrative required in this area.

C. Program deficiencies

Improper Recording of Detection Dates (89.9%)

New Hampshire has levied considerable resources to the accuracy of detection dates. The importance of detection dates is included in new staff training and reminders are sent regularly. The Quality Control Unit provides feedback about any claim picked for BAM or BTQ for which the detection date is incorrect and the error is reviewed with the individual adjudicator.

Checking the accuracy of the detection date is part of the QCRP and AQUIP quality programs that the training unit and supervisors use to assess staff performance and provide direction and training.

New Hampshire has worked closely with the Regional Office on numerous occasions to request technical assistance and discuss what detection date should be used in various circumstances. No feedback has been received from the inquiry in 2015 regarding if/when the detection date criteria would be reviewed and updated to more closely match today's claims filing methods.

Claims filed on-line 24-7 and automated systems requiring batch processes before issues are available to staff impact timeliness.

D. Reporting requirements

All Federal reports have been filed timely with the exception of newly created CAREST ACT reporting. As of December 20, 2020 all Cares Act program related reports were completed and have been submitted timely since. The UI Reporting and Data Validation Project was completed in December of 2018. We believe we have corrected these programming errors and expect to pass all populations for fiscal year 2022, with the exception of population 5 which we are planning to address with our rewrite of our multi-claimant program within our benefit payment system.

E. Customer Service Surveys

Optional section. No customer service surveys were conducted in FY 2021 or planned for FY 2022.

H. Other (approach to maintaining solvency, requests for technical assistance)

New Hampshire's trust fund is solvent and no monies are owed for funds borrowed.

G. Assurances

New Hampshire's UI IT Contingency Plan was reviewed and updated in December of 2019. In December of 2019, New Hampshire completed an extensive upgrade to the hardware (e.g., workstations, servers) and software of the systems used to process and store the information supporting New Hampshire's Unemployment Insurance System (NHUIS), staffing changes on

critical disaster response teams, information regarding recent disaster recovery tests completed and updates to disaster recovery policy and procedure.

The NHES Unemployment Insurance Operational Security Plan is also being reviewed and updated to include the recent hardware and software upgrades as well as changes to the department's disaster recovery procedures.

Upon completion of the hardware upgrade New Hampshire completed a formal in-house Risk Assessment.

The NHES Information Security Officer (ISO) is currently conducting another round of Internal Inspections of the NHES Data Center and NHES Administrative Building housing IRS Federal Tax Information (FTI) as required by IRS Publication 1075.

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Internal Revenue Service (IRS) Hybrid Safeguard Review and Social Security Administration (SSA) Remote Security Compliance Review

An IRS Safeguards Review, originally slated for 2021, is currently scheduled for February 2022. A remote Social Security Administration Security Compliance Review is also scheduled for February 2022. Both federal reviews require the provision of extensive documentation, staff interviews and demonstrations, scanning/testing and tours of the NHES Administrative Office and Data Center to assess and confirm the effectiveness of the physical and logical controls established by NHES to protect sensitive Federal Tax Information (FTI) and SSA provided information from unauthorized use, inspection or disclosure. Security Compliance Reviews are required by both federal agencies every three years.

The NHES Information Security Officer (ISO) is also completing Internal Inspections of the NHES Data Center and NHES Administrative Building housing IRS Federal Tax Information (FTI) as required by IRS Publication 1075.

Cybersecurity Awareness Training

The New Hampshire Department of Information Technology (NHDOIT) continues to oversee the provision of the state's annual statewide Cybersecurity Awareness Training Program. The program's objective is to ensure state employees have an awareness of the potential cyber threats that could put their organizations and the sensitive data they work with at risk and to provide the information needed to ensure employees understand their individual responsibilities and how to consistently apply best practices with regard to cybersecurity.

The 2020-2021 training was provided through a web-based application developed by Proofpoint. The program consists of mandatory modules that have been designated as baseline training needed by all state employees.

NHES initiated the agency-wide Cybersecurity training program in December 2020. All NHES employees, partner-agency staff co-located in the Job Centers and contract staff supporting the NH Unemployment Insurance System (NHUIS) were required to complete the program.

Providing ongoing security awareness training is also required to maintain compliance with the security requirements outlined in the various information exchange and computer matching agreements between NHES and a number of federal partners including the Social Security Administration (SSA), the Internal Revenue Service (IRS) and the Office of Child Support Enforcement (OCSE).

In addition to the initial and annual security awareness training required for all NHES employees and contractors, designated employees and contractors with access to IRS FTI, OCSE NDNH, and SSA provided information must maintain their authorization to access this sensitive information through specific role-based annual training and recertification. Prior to granting an agency employee or contractor access to this information, each authorized employee or contractor must certify his or her understanding of the agency's security policy and procedure for safeguarding this information.

The training provided (before the initial certification and annually thereafter) also includes the department's incident response policy and procedure for reporting any unauthorized disclosures and data breaches. For both the initial certification and annual recertification, the employee or contractor must sign a confidentiality statement certifying his or her understanding of the penalty provisions and security requirements as well as the obligation to report the improper inspection, disclosure or misuse of the restricted data.

4. CORRECTIVE ACTION PLANS (CAPS)

CAPs are expected as a part of the SQSP when State's annual performance does not meet the established criteria for core measures, Secretary's Standards, UI program, assurances, and other program deficiencies identified in the annual SQSP guidance provided by the Department. The CAP must list both specific milestones for key corrective actions or improvement activities, and the completion date for each milestone.

Improving Program Performance Nationally

New Hampshire takes accurate and timely reporting and payments seriously. Considerable efforts have been levied on first payment timeliness, non-monetary determination timeliness and quality, reporting accuracy and data validation.

New Hampshire has exceeded USDOL's desired levels of achievement for First Payment Timeliness, Non-monetary Timeliness and Non-Monetary Quality, both separations and non-separations, and is not required to submit a Corrective Action Plan for any of these measurements.

Category	DLA	CY 2020	QE 3/31/21	QE 6/31/21
First Payment	87%	65.9%	51.9%	62%
Non-monetary Determinations	80%	45.4%	35.9%	38.1%
Separation Quality	75%	25.9%	51.6%	53.6%
Non-separation Quality	75%	62.1%	66.7%	67.7%

Since being removed from the "marginally at risk" designation for first payment timeliness, New Hampshire has maintained first payment timeliness within GPRA guidelines. New Hampshire continues with its proactive approach to reviewing for timeliness. Adjudication Unit supervisors are required to review every single issue assigned to their unit to determine its impact on first payment. They then educated each Certifying Officer individually on the process and required an explanation for each and every late payment. This is an incredibly time-consuming and tedious task but is successful and serves multiple purposes. Not only has it enabled New Hampshire to meet expectations, but it has served to educate the supervisors and adjudicators in the intricacies of determining which issues impact the first payment timeliness measure better than any previous training has ever done.

5. UI PROGRAM INTEGRITY ACTION PLAN (UI IAP)

The UI IAP outlines the strategies the State will undertake during the planning period regarding the prevention reduction and recovery of UI improper payments.

Improving Prevention, Detection, and Recovery of UI Improper Payments

The structure of the PUA program is prone to fraud as it relies upon self-attestation of employment, wages/earnings and certification of a COVID condition. As no documentation was required, an individual could easily utilize stolen PII to file a claim for PUA or just simply lie. This contributed significantly to the labor intensive nature of this program. While New Hampshire has implemented many security protocols such as IP blocking, State and Federal new hire cross matches, prison cross matches, SSA verification, interstate claim validation, and others, we were not prepared for the onslaught of this "new fraud". Despite this, New Hampshire has an experienced, knowledgeable BPC unit as well as a dedicated staff and development team. New Hampshire was able to quickly identify claim markers which indicate a high propensity for fraud. A number of system queries were developed utilizing this information and are distributed to our fraud team, for review, several times per day. We also took advantage of the quarter change claim filing requirement to manually review each PUA claim for potential markers. While this process is time consuming it has yielded positive results.

New Hampshire implemented a document upload feature to its benefit payment system in March of 2021. This has allowed for claimants to submit documentation electronically in a secure environment. New Hampshire utilizes this process in our homegrown ID verification process as well as for the PUA documentation requirement. Claimants can upload a Government issued Identification along with a "selfie" to assist us in verifying their identity or w-2's/tax returns to verify eligibility for PUA. This process combined with our other claims review processes, including our Spidering program outlined below, for all new initial claims, has resulted in NH being very successful in minimizing payments to bad actors. We plan to expand this document upload process to waiver requests as well. This will allow for a much improved business process in resolving these requests.

Prior SBR funding supported our project, "Spidering", which incorporates cross matches and suspect data such as IP addresses into a complex scoring methodology to proactively identify situations that could lead to fraudulent payments. The Spidering program was deployed in September of 2017. Functionality in the deployment to production included:

- Random identity proofing – random requirement for claimant to answer questions to verify their identity before filing a claim
- Selected identity proofing – an individual with a blocked attribute (such as a suspect address or bank account information) will be required to answer questions to verify their identity before filing a claim
- Failed identity proofing - send individual down a parallel path for filing. If an individual fails the identity proofing questions, they will be allowed to proceed and file a claim so

that we can collect all data points and mark them as "suspect". The individual will be presented with a message at the end of the claims process advising them to report to a Local Office with identification. The claim is not processed until that time.

- Manual attribute marking – assign a score to various attributes whereby any individual filing a claim with a matching attribute is flagged for review or blocking.
- Automatic attribute marking – the deceased flag received from SSA will be used to automatically mark the SSN. Other attributes will be marked or the score increased dependent on circumstances or the number of claimants filing with the same attribute.
- Pro-active messaging. For example, an individual who has been previously found overpaid due to misreported or unreported wages will receive a message when filing their next claim that we are aware of the challenges they have experienced in the past and staff are available to assist if they need help accurately reporting work and earnings.

New Hampshire has applied for and received approval for funding under UIPL 28-20. We intend to utilize these funds to rebuild our "Spidering" program incorporating the lessons learned over this pandemic. As stated above, New Hampshire developed its "Spidering" program several years ago to assist in identifying fraud. It utilizes a series of markers and scores to identify potential fraudulent claims. The program was not designed to handle the volume of claims we received at the start of the pandemic. Some of the components of the program needed to be shut off as they were producing too many false positives. In a normal recessionary environment we would have been able to review all of the results of the Spidering program, however, with these unprecedented numbers there were simply not the resources available to do so. The funds being provided, through UIPL 28-20, will allow us to leverage the existing system while incorporating lessons learned. In addition, we will be able to integrate additional protocols specific to individuals who would typically not be covered, such as GIG workers, self-employed, and those that lack sufficient quarterly earnings.

New Hampshire does participate in the Suspicious Actor Repository component of IDH but had been restricted through legislation from sharing claimant specific data. As of July 1, 2021, New Hampshire has made changes to its laws which now allow for full participation in the Integrity Data Hub. We are aiming for a Q4 2021 launch. New Hampshire currently participates in the Separation Information Exchange module of the SIDES program. Our intent is to be live with all of the SIDES exchanges with the upcoming SIDES launch in spring of 2022.

New Hampshire's 12-month improper payment rate ending 12/31/2019 was 6.9% and for the one year period ending 3/31/2020 we were at 5.18%. New Hampshire is proud of the gains it had made in improving its improper payment rate. New Hampshire's improper payment rate soared for the period ended 12/31/2020 to 19.438%. It appears the primary catalyst for this was due to a backlog of separation issues, with nearly 50% of all improper payments attributable to this factor. As stated earlier in this report, New Hampshire ceased holding payments on separation issues for a period of time at the start of the pandemic. As our campaign to resolve this backlog of separation issues progressed the overpayments associated to this category increased. Unfortunately, this trend is likely to continue through the end of the year as we continue to work this backlog.

Benefit Year Earnings is the next highest contributor to New Hampshire's improper payment rate comprising just over 20% of improper payments. New Hampshire had been very successful in controlling overpayments which are the result of benefit year earnings prior to the pandemic. Several factors have contributed to the increase. Preventing ID theft claims has dominated our BPC unit's attention since the start of the Pandemic. There were simply not enough staff to also investigate the huge number of claimants that were not reporting their earnings in addition to the demands placed on that unit in preventing ID theft. Since ending the Federal programs on June 19, 2021, our BPC staff has been able to refocus their energies on the

more traditional types of fraud such as benefit year earnings. Our system is designed, through our Spidering program, to detect unreported earnings as soon as employer wages are entered. We currently have a backlog of approximately 18,000 investigations related to benefit year earnings. It is likely this number is a bit inflated as a claimant may appear on this report more than once. As our Benefit payment Control staff work through this backlog, it is likely we will continue to see a rise in improper payments as a result of unreported earnings. As New Hampshire works to improve its ability to better verify the identity of individuals at the onset of their claims through the use of technology, the demands related to ID theft investigations, in future recessionary conditions, should be greatly reduced. This will allow for BPC to concentrate on the more traditional types of fraud at the onset.

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New Hampshire has not lost focus on the primary causes of improper payments in a normal UI environment. Also included in our request for supplemental funding is a rewrite of our work search program in our benefit payment system. We already have a very robust and interactive work search program which incorporates activities such as participation in the "My Reemployment Plan" associated with RESEA. However, components of this program were rushed in an effort to reinstate work search at the end of May 2021. We will be revisiting these issues and also incorporating some new functionality which will include positive reinforcement and "nudging" for future work search activities. This effort is designed with the intent of lessening the claimant's duration of unemployment while also lessening the propensity for fraud in completing these. New Hampshire incorporated three options for a claimant when completing work searches. Gold Medal – claimant attends a NH Employment Security Activity such as a job fair. Silver Medal – claimant makes a minimum of two direct contacts with a hiring employer. Lastly, Bronze Medal – a claimant completes a minimum of five work search activities. Activities can include attendance at a NHES work shop, completing chapters in the My Reemployment Plan, completing or revising a resume, registering on job search websites and etc. Some of these activities can only be performed once. For example, a claimant may only complete chapter one of their My Reemployment plan once. Once they select this item it will no longer appear as an option on future continued claims. We will be incorporating more of this type logic with the work search rewrite.

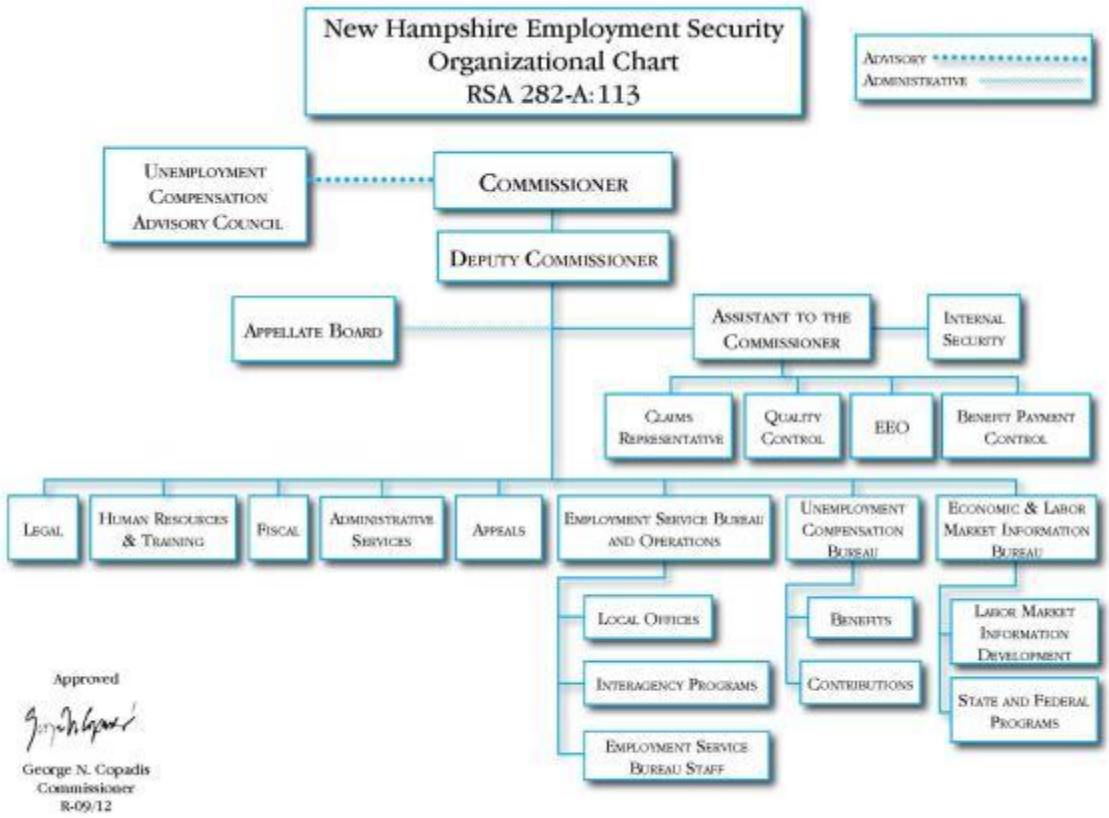
New Hampshire has a pretty good handle on detecting benefit year earnings, or at least prior to the pandemic we did. One area in which we could improve is; the reporting of income earned in self-employment and in other nontraditional employment such as with gig workers. This is an area we will revisit later in 2022.

New Hampshire has 100% of available TPA's utilizing SIDES file exchange and has been aggressively marketing SIDES E-Response to non-TPA employers. New Hampshire made the

choice to automatically sign up all non-TPA employers for E-Response in September 2016. While the use of E-Response is not mandatory by law, language is included on all Notice of Claim correspondence to encourage the employer to use this method of response. In addition, with our employer rewrite launched in 2018, all electronic employer requests for information responses are routed through the SIDES system. The agency continues to participate in Employer Seminars and provide promotional materials to educate employers about the benefits of using SIDES.

The Collections Unit takes advantage of Lexis-Nexis locator software as well as Wage Records to find debtors and aggressively pursues collection. NH is looking to implement the SIDES earnings verification module this fiscal year, also with funds provided through UIPL 28-20, which should also assist in these operations. New Hampshire utilizes TOPS for both claimant and employer debt. The department utilizes wage garnishment and distraints when attempts to set up voluntary repayment plans are not successful.

6. ORGANIZATIONAL CHART



7. SQSP SIGNATURE PAGE

See SQSP section.

B. REQUIREMENTS FOR STATES ELECTING TO INCLUDE UI IN THE COMBINED STATE PLAN

1. SUBMIT AN SQSP IN THE FOLLOWING MANNER DEPENDING ON THEIR TIMING IN THE SQSP CYCLE:

A. IF A STATE IS IN THE FIRST YEAR OF THEIR 2-YEAR CYCLE, THE STATE IS REQUIRED TO SUBMIT THE MOST RECENTLY APPROVED COMPLETE SQSP PACKAGE. A COMPLETE SQSP PACKAGE WILL INCLUDE THE TRANSMITTAL LETTER, BUDGET WORKSHEETS/FORMS, STATE

PLAN NARRATIVE, CAPS (INCLUDING THE MILESTONES AND THE COMPLETION DATE FOR EACH MILESTONE), THE UI IAP, ORGANIZATIONAL CHART, AND THE SQSP SIGNATURE PAGE. ONE OF THE KEY GOALS FOR THE UI PROGRAM IS TO ENSURE THAT CLAIMANTS ARE ABLE TO SUCCESSFULLY RETURN TO WORK. AS SUCH, THE SQSP STATE PLAN NARRATIVE MUST PROVIDE A DISCUSSION OF THE PLAN COORDINATION WITH OTHER WIOA COMBINED PLAN PROGRAMS TO ENSURE A COORDINATED EFFORT AND INTEGRATED SERVICE DELIVERY.

Unemployment Insurance Portion of WIOA State Plan for the State of New Hampshire FY-2020

Unemployment Insurance (UI)

The Unemployment Insurance (UI) program requires a State Quality Service Plan (SQSP) on a 2-year planning cycle that is a condition of receipt of administrative funding to administer the program. The SQSP is the State's UI performance management and planning process that allows for an exchange of information between Federal and State partners to enhance the UI program's ability to reflect their joint commitment to performance excellence and client-centered services. A formal two-year SQSP is submitted biennially. On the off years, States may be required to modify the SQSP with additional corrective action plans and narrative if they are failing any new performance measures, and they are required to provide updated budget documents, certifications, and assurances. ETA Handbook No. 336, 18th Edition provides detailed guidance for the preparation and submittal of the SQSP and supplemental guidance is provided in an annual UIPL, issued as UIPL 21-14 for the FY 2015 SQSP. The Social Security Act (SSA) sections 302 and 303 authorize the Secretary of Labor to provide funds to administer the UI program and govern the expenditure of those funds. States that choose the option to include UI in a WIOA Combined State Plan will be required to submit their SQSP through the Combined State Plan process. The SQSP must be prepared in accordance to the instructions in ET Handbook 336, 18th Edition and there are no changes to the established SQSP cycle if a State chose to submit their SQSP through the Combined State Plan process.

A. Contents of a complete UI SQSP package

A complete UI SQSP package includes the following documents, as described in Chapter 1, ETA Handbook 336, 18th Edition:

1. **Transmittal Letter**

A cover letter to the appropriate Regional Office (RO) transmitting all the required SQSP documents.

U.S. DEPARTMENT OF LABOR Employment and Training Administration FEDERAL FISCAL YEAR 2022 New Hampshire UNEMPLOYMENT INSURANCE STATE QUALITY SERVICE PLAN SIGNATURE PAGE

We are pleased to present New Hampshire's Alternate Year Unemployment Insurance State Quality Service Plan for FY 2022. We believe all areas identified in the ETA Handbook 336, **18th**Edition, Change 4 and the State's individualized SQSP submittal letter, dated October 1, 2021 have been addressed.

Please do not hesitate to contact the Department's Unemployment Insurance Division Director, Michael Burke, at Michael.h.burke@nhes.nh.gov or 603-228-4031 with any questions, issues, or concerns.

TYPED NAME AND TITLE SIGNATURE DATE STATE ADMINISTRATOR 10/04/19 George N. Copadis, Commissioner DOL APPROVING OFFICIAL DOL APPROVING OFFICIAL

2. Budget Worksheets/Forms

Budget worksheets/forms and plan for program administration based on projected allocations received from the Federal partner. These forms include Worksheet UI-1 and SF 424, SF 424A

and SF 424B. The SF 424A is only required if the State vary the quarterly distribution of base claims activity staff years.

Application for Federal Assistance SF-424 * 1. Type of Submission: Application * 2. Type of Application: New • If Revision, select appropriate letter(s) Continuation * Other (Specify): 0 Application Changed/Corrected Revision I * 3. Date Received: 4. Applicant Identifier: I I 5a. Federal Entity Identifier: 5b. Federal Award Identifier: State Use Only: 6. Date Received by 7. State Application Identifier: State: 8. APPLICANT INFORMATION: *a. Legal Name: NEW HAMPSHIRE EMPLOYMENT SECURITY * b. Employer/Taxpayer Identification Number (EIN/TIN): " c. Organizational DUNS: 02-6000618 18085907560000 d. Address: " Street1: 45 SOUTH FRUIT STREET Street2: * City: CONCORD County/Parish: "State: NH: New Hampshire Province: "Country: USA: UNITED STATES • Zip / Postal Code: 03301-4857 e. Organizational Unit: Department Name: NH EMPLOYMENT SECURITY

Division Name: UNEMPLOYMENT COMPENSATION BURE AU

f. Name and contact information of person to be contacted on matters involving this application: Prefix: First Name: Michael Middle Name: H * Last Name: Burke Suffix: Title: UCB DIRECTOR Organizational Affiliation: *Telephone Number: 603-228-4031 Fax Number: 603-229-4346 Email: Michael.H.Burke@nhes .nh. gov

Application for Federal Assistance SF-424 * 9 Type of Applicant 1: Select Applicant Type: A: State Government Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

- Other (specify): I
- 10 Name of Federal Agency: UNITED STATES DEPARTMENT OF LABOR - ETA 11. Catalog of Federal Domestic Assistance Number: [17.225 I CFDA Title: UNEMPLOYMENT INSURANCE * 12. Funding Opportunity Number: UIPL 16-19 * Title: UNEMPLOYMENT INSURANCE ADMINISTRATION BASE GRANT FY 2020 13. Competition Identification Number: Title: 14. Areas Affected by Project (Cities, Counties, States, etc.): Add Attachment Delete Attachment I View Attachment 1
- 15. Descriptive Title of Applicant's Project: UNEMPLOYMENT INSURANCE ADMINISTRATION BASE GRANT FY 2020 Attach supporting documents as specified in agency instructions. Add Attachments Delete Attachments View Attachments 1

Application for Federal Assistance SF-424 16. Congressional * a. Applicant Districts Of: NH-002 *b. Program/Project NH-ALL Attach an additional list of Program/Project Congressional Districts if needed. Add Attachment 1 Delete Attachment I View Attachment 17. Proposed • a. Start Date: Project: 10/01/2019 *b. End Date: 10/30/2020 18. Estimated Funding ($): *a. Federal " b Applicant " c State * d Local * e Other * f Program Income *g. TOTAL 10,359,854.00 10,359,854.00* 19. Is Application a. This application b. Program Subject to Review By State Under Executive Order 12372 Process? was made available to the State under the Executive Order 12372 Process for review on is subject to E.O. 12372 but has not been selected by the State for review. is not covered by E.O. 12372. • ? c. Program * 20. Is the Applicant Yes If "Yee, provide Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.) L No explanation and attach Add Attachment Delete Attachment I View Attachment I 21. *By signing herein are true, comply with any subject me to this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001) and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency 8

** I AGREE ** The list of certifications specific instructions. Authorized Representative: Prefix: Middle Name: * Last Name: Suffix: l’ Mr . * First Name: George N. I Copadis "Title: Commissioner I *Telephone Number: 603-228-4000 Fax Number: 603-229-4346 1
’Email: George.N.Copadis@nhes.nh gov 1

"Signature of Authorized Representative: V/(1/¦ tie,y7 "Date Signed: 10/29/2021 ASSURANCES - NON-CONSTRUCTION PROGRAMS Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0040), Washington, DC 20503. PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND 1 IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.

NOTE: Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified. As the duly authorized representative of the applicant, I certify that the applicant: Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application. 2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives. 3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain. 4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency. 5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM’s Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F). 6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C.§§1681- 1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U. S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee- 3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application. 7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of

persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases. 8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. H1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds. g. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327- 333), regarding labor standards for federally-assisted construction subagreements. 10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is $10,000 or more. 11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93- 205). 12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C.§§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system. 13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.). 14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance. 15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance. 16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures. 17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations." 18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program. 19. Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. 7104) which prohibits grant award recipients or a sub-recipient from (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect (2) Procuring a commercial sex act during the period of time that the award is in effect or (3) Using forced labor in the performance of the award or subawards under the award.

SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL TITLE L , (commissioner I APPLICANT ORGANIZATION DATE SUBMITTED New Hampshire Department of Employment Security 10/29/2021

Standard Form 424B (Rev. 7-97) Back

3. **The State Plan Narrative**

The State Plan Narrative is a vital element of the SQSP that provides a vehicle for sharing with the Federal partner State-specific efforts that affect the administration of the UI Program. The State Plan Narrative allows the State to describe in a single narrative: a) State performance in comparison to the Government Performance Review Act goals; b) actions planned to correct deficiencies regarding UI programs, UI program reviews and reporting requirements; and c) results of customer satisfaction surveys (optional).

B. IF A STATE IS IN THE SECOND YEAR OF THE 2-YEAR CYCLE, THE STATE IS REQUIRED TO SUBMIT THE MOST RECENTLY APPROVED COMPLETE SQSP PACKAGE WITH A MODIFICATION THAT MUST INCLUDE THE TRANSMITTAL LETTER, BUDGET WORKSHEETS/FORMS, ORGANIZATIONAL CHART, AND THE SQSP SIGNATURE PAGE. THE MODIFICATION MAY ALSO INCLUDE CAPS FOR NEW IDENTIFIED PERFORMANCE DEFICIENCIES, AND ANY REQUIRED MODIFICATIONS TO EXISTING CAPS. THE CAP MUST LIST BOTH SPECIFIC MILESTONES FOR KEY CORRECTIVE ACTIONS OR IMPROVEMENT ACTIVITIES, AND THE COMPLETION DATE FOR EACH MILESTONE.

See previous sections

2. SUBMIT THE REQUIRED OFF-YEAR SQSP COMPONENTS AS A MODIFICATION TO THE COMBINED STATE PLAN ON THE SAME CYCLE AS THE REGULAR SQSP PROCESS WHICH MUST BE APPROVED BY SEPTEMBER 30TH EACH YEAR

See previous sections

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

A. ECONOMIC PROJECTIONS AND IMPACT

1. DISCUSS LONG-TERM PROJECTIONS FOR JOBS IN INDUSTRIES AND OCCUPATIONS IN THE STATE THAT MAY PROVIDE EMPLOYMENT OPPORTUNITIES FOR OLDER WORKERS. (20 CFR 641.302(D)) (MAY ALTERNATIVELY BE DISCUSSED IN THE ECONOMIC ANALYSIS SECTION OF STRATEGIC PLAN.)

Please reference the earlier economic analysis section of the strategic plan.

The 2018 Census data reports New Hampshire's population at 1,356,458 with 33.8% (458,160) of residents age 55 or older. As shown in the chart below this represents a 3% increase over the same Census data in 2016, 6.8% increase since Census data in 2010, and a 12.9% increase since Census data in 2000.

Year	2000	2010	2016	2018
Percent of population age 55+	*20.9%*	27.0%	30.6%	33.8%

The Table below highlights that labor force participation rates remain high for individuals between the ages of 55 and 64 and their unemployment rate is low. Labor force participation drops off dramatically beginning at age 65, while those individuals remaining in the labor force have much higher rates of part-time employment than does the working-age population as a whole in the state.

The labor-force participation-rate of persons age 55 to 64 has gradually increased, as has participation among persons age 65 and over. At the same time, the number of younger workers entering the labor force is declining, as a percentage of older workers and "aging out" of the normal working age population is now a primary reason for any moderation or decline in the growth and growth rate of New Hampshire's labor force. While these trends have, overall impacts on the New Hampshire economy and labor market, some industries will be more affected, depending on the demographics of their current workforce. Slower projected labor

force growth will affect the ability of all industries to meet their labor needs. Industries that have a higher percentage of workers nearing traditional retirement age will face more significant hurdles, especially industries that have both a high percentage of older workers and who are projected to increase employment during the projection period. Table 14 presents the percentage of workers in each industry grouping that were age 55 and above in 2017.

Table 14: % of Workers Age 55+ in NH by Industry, 2020 Annual Average	
Industry	**%**
Real Estate and Rental and Leasing	36.40%
Utilities	36.20%
Public Administration	35.20%
Manufacturing	34.30%
Transportation and Warehousing	32.60%
Wholesale Trade	31.70%
Professional, Scientific, and Technical Services	28.70%
Health Care and Social Assistance	28.50%
Educational Services	28.30%
Information	28.30%
Finance and Insurance	26.20%
Other Services (except Public Administration)	25.50%
Construction	25.10%
Retail Trade	25.10%
Arts, Entertainment, and Recreation	25.10%
Administrative and Support and Waste Management and Remediation Services	23.80%
Accommodation and Food Services	14.10%
Source: U.S. Census Bureau "Longitudinal Household-Employer Dynamics," New Hampshire Employment Security, Economic and Labor Market Information Bureau	

Some industries are aging more rapidly than others. In 2009 the percentage Manufacturing workers age 55 and above was 22.9, by 2017 it had increased to 33.3 percent. Private Healthcare and social assistance, one of the largest industries, saw employment grow by 10 percent from 2009 to 2017. At the same time, its share of workers age 55 and over only increased from 22.7 percent to 27.7 percent.

Projections related to unsubsidized jobs: Utilizing host site employer needs and providing related skill training coupled with Individual Training Accounts funded through partner agencies, NH's SCSEP program will provide training leading to unsubsidized employment in projected industries. SCSEP Program Staff continually seek out employment opportunities with

businesses and industries located in their communities. They track business trends and employment opportunities through participation Works Partner (AJC) meetings, participation in Chamber events, and community and state based elderly organizations. These one-on-one contacts provide insights to employer needs to fill both host and placement opportunities.

Current and Projected Employment Opportunities: As in the past, NH's SCSEP program is committed to providing employment opportunities to our SCSEP participants based on their interests and skills. Some of these skills result from SCSEP training and potentially Individual Training Account access through the NH Works (AJC). Based on past SCSEP trends as well as state data, we believe current and projected employment opportunities for SCSEP participants will primarily occur in any of the industries with specific trends in the following industries:

- Administrative, Support and Waste Management Services 22.8%
- Health Care and Soc. Asst. 18.5%
- Accommodation and Food Services 14.0%

2. DISCUSS HOW THE LONG-TERM JOB PROJECTIONS DISCUSSED IN THE ECONOMIC ANALYSIS SECTION OF STRATEGIC PLAN RELATE TO THE TYPES OF UNSUBSIDIZED JOBS FOR WHICH SCSEP PARTICIPANTS WILL BE TRAINED AND THE TYPES OF SKILL TRAINING TO BE PROVIDED. (20 CFR 641.302(D))

NH SCSEP will continue to provide training and placement based on participant's choice and in demand occupations evidenced from the NH's Bureau of Labor Statistics data. Training and placement will primarily be in service industries, healthcare and social assistance where the most growth and job openings are projected. In comparing existing training fields, we anticipate similar training occupations: office support, retail, warehouse, childcare, health care activity aides, and custodial/maintenance. Current placement occupations are: office support, sales, home health care aids, activity aide, customer service, employment specialist, and museum tour guide.

3. DISCUSS CURRENT AND PROJECTED EMPLOYMENT OPPORTUNITIES IN THE STATE (SUCH AS BY PROVIDING INFORMATION AVAILABLE UNDER §15 OF THE WAGNER-PEYSER ACT (29 U.S.C. 491-2) BY OCCUPATION), AND THE TYPES OF SKILLS POSSESSED BY ELIGIBLE INDIVIDUALS. (20 CFR 641.325(C))

NH's Economic and Labor Market Information Bureau (NH Employment and Labor StatisticsCareer Resources) has developed a number of career resources to assist staff and participants with both current and projected employment opportunities in New Hampshire. Resources available include:

- Apprenticeships
- Career Exploration Web Sites
- Career Planning Guide
- Career Clusters
- Career Exploration by Holland Interest Profile
- Different Careers Different Training
- Employment Projections, Job Outlook and Locator
- Green Jobs
- Job Notes

- Licensed, Certified, and Registered Occupations
- Occupational Employment & Wages (OES)
- Science, Technology, Engineering, and Mathematics (STEM)
- Top Career Prospects

In addition, through contract with the Office of Workforce Opportunity, a biennial demand occupation list has been developed to use as the basis for training that is provided. For an occupation to be on NH's demand list the wage must be $11 per hour average and have 106 or more openings projected per year.

Eligible individuals for our program are provided a comprehensive assessment that includes an evaluation of their interests, abilities, skill levels, and barriers requiring resolution. An Individual Employment Plan with goals and timeline is developed and subsequently implemented. Training and unsubsidized placement is aimed at in demand occupations.

B. SERVICE DELIVERY AND COORDINATION

1. A DESCRIPTION OF ACTIONS TO COORDINATE SCSEP WITH OTHER PROGRAMS. THIS MAY ALTERNATIVELY BE DISCUSSED IN THE STATE STRATEGIES SECTION OF THE STRATEGIC PLAN, BUT REGARDLESS OF PLACEMENT IN DOCUMENT, MUST INCLUDE:

A. PLANNED ACTIONS TO COORDINATE ACTIVITIES OF SCSEP GRANTEES WITH WIOA TITLE I PROGRAMS, INCLUDING PLANS FOR USING THE WIOA ONE-STOP DELIVERY SYSTEM AND ITS PARTNERS TO SERVE INDIVIDUALS AGED 55 AND OLDER. (20 CFR 641.302(G), 641.325(E))

As required in Section 503(a)(2) of the 2006 OAA Amendments, the State Plan must describe the state's process for ensuring the involvement and seeking the advice and recommendations of representatives from:

- State Units on Aging and Area Agencies on Aging
- State and Local Boards under the Workforce Innovation Opportunity Act (WIOA)
- Public and private nonprofit agencies and organizations providing employment services, including each grantee operating a SCSEP project within the state
- Social service organizations providing services to older individuals
- Affected communities (i.e., grantee service areas)
- Unemployed older individuals
- Community-based organizations serving older individuals
- Business organizations
- Labor organizations

Strong coordination among organizations and agencies that focus on service to mature workers is a strength of the New Hampshire system, and one that is directly tied to the benefit of the Community Action Agency as a sub-grantee for SCSEP. Community Action agencies operate a number of programs targeted to the mature population and program manages work hand-in-hand with the SCSEP staff to ensure eligible participants are aware of and have direct access to the services and programs they need to support their personal and employment related needs. Additionally, the CAPBMCI and National SCSEP Program -Operation Able of Greater Boston staff have developed a solid working relationship that fosters a cooperative approach to developing host agency and employment opportunities for SCSEP participants throughout the State.

Recently, changes at CAPBMCI have made the coordination of services for mature individuals occur in a more organic and natural way. The SCSEP program staff are now in the same building with the other elder services programs which allows for coordination of services and referrals to occur. The SCSEP program staff will continue the coordination of services with the other programs as well as with the other community action programs in the state.

In addition, staff from both the national and state grantee programs attend quarterly NH Works partners meetings for the regional areas that they cover. These partner meetings include staff from Title I programs, Adult Education, DHHS, Vocational Rehabilitation, and other partners. These meetings help to build strong relationships which promote dual enrollments, ongoing referrals, training and employment opportunities, shared services including assessments, workshops, presentations and connections to needed services. Both the national and state grantee staff will continue to attend these meetings and promote the SCSEP program.

Program staff also maintain excellent working relationships with the Job Placement Specialists through the Workforce Innovation Opportunity Act, Employer Services Representative through NH Employment Security as well as the Business Resource Specialists through the NH Department of Business and Economic Affairs Division of Economic Development. SCSEP staff encourage these partners to make employers aware that SCSEP has a well-trained pool of candidates for employment. These connections allow the program staff to remain aware of job openings, employer needs and industry trends. Several joint employer visits have resulted in positive SCSEP placements. Program staff will continue working with these agencies to coordinate services for SCSEP participants.

B. PLANNED ACTIONS TO COORDINATE ACTIVITIES OF SCSEP GRANTEES WITH THE ACTIVITIES BEING CARRIED OUT IN THE STATE UNDER THE OTHER TITLES OF THE OLDER AMERICANS ACT (OAA). (20 CFR 641.302(H))

CAPBMCI operates two programs focused on employment: SCSEP, and Workplace Success Program (WPS) (TANF participants). The Workforce Team members have established excellent working relationships, providing support to one another and sharing ideas around how to better serve their participants in each of their programs. Team members also share job leads, training opportunities, community opportunities and work experience placements. The SCSEP staff will continue to work with the other CAPBMCI on providing coordinated services to participants in each of the programs.

Strong coordination among organizations and agencies that focus on providing services to senior workers is a solid strength of CAPBM. The agency operates a number of programs including the Commodity Supplemental Food Program (CSFP), Electric Assistance Program (EAP), Fuel Assistance Program (LIHEAP), Weatherization, Affordable Housing, Transportation, ServiceLink, Meals on Wheels, the Senior Companion Program and operates Senior Centers targeted to the senior population. The SCSEP staff have strong working relationships with the other program staff that operate these programs. Staff have and will continue to coordinate services and make referrals to the other programs that serve the senior population.

Recently, changes at CAPBMCI have made the coordination of services for mature individuals occur in a more organic and natural way. The SCSEP program staff are now in the same building with the other elder services programs which allows for coordination of services and referrals to occur. Agency staff, especially those in the Elder Services Department, work hand-in-hand with the SCSEP program staff to ensure eligible participants is aware of and have direct access to the services and programs they need to support their personal, housing and employment related needs. SCSEP program staff will continue to work closely with the other elder programs to coordinate services.

C. PLANNED ACTIONS TO COORDINATE SCSEP WITH OTHER PRIVATE AND PUBLIC ENTITIES AND PROGRAMS THAT PROVIDE SERVICES TO OLDER AMERICANS, SUCH AS COMMUNITY

AND FAITH- BASED ORGANIZATIONS, TRANSPORTATION PROGRAMS, AND PROGRAMS FOR THOSE WITH SPECIAL NEEDS OR DISABILITIES. (20 CFR 641.302(I))

The Service Link Resource Centers have provided extensive assistance to SCSEP participants. SCSEP program staff are included in all in-house training sessions Merrimack County Service Link provides for its own staff. Program staff have attended workshops on Social Security Benefits, Accessing Health and Medical Services, Legal Services, Medicare and Health Insurance Coverage. Information gained through the inclusion in these workshops have made the staff more knowledgeable on resources available to the participants. SCSEP program staff will continue working with the Merrimack County Service Link staff to coordinate activities for individuals accessing services.

Riverbend Community Mental Health Center and Genesis Healthcare have provided guidance and training sessions on how to work with individuals with mental illness. Ascentria Care Alliance works closely with us to assist with enrolling and transitioning refugees into the workforce. Program staff have developed a long-standing relationship with Vocational Rehabilitation staff, which has increased two-way referrals and allowed for dual enrollments. Participants have been successfully placed into gainful unsubsidized employment. SCSEP staff will continue to work with these different agencies to coordinate and access services for individuals.

As a member of the Community Resource Network of Senior Service Providers in Rockingham County, CAPBMCI staff continues to increase their knowledge of services available to seniors throughout the county. Additionally, staff have developed new community service host agencies and increased referrals to the program. The SCSEP Program Manager attends the Belknap County Area Committee on Aging meetings, gaining additional insight on community resources specifically geared towards mature workers. Increased networking opportunities have resulted in the recruitment of several host agencies. Program staff will continue to attend these community meetings to coordinate and make referrals to the community agencies.

The Office of Workforce Opportunity along with State and National grantees work with our local AARP office, providing resources to assist both clients and staff. The AARP Foundation Work Search Information Network provides advice, practical examples and support for SCSEP participants to manage successful job searches. The State and National grantee staff will continue to utilize this resource in the coordination of services for participants.

WorkReadyNH, a work-readiness certification program funded through the State Job Training Fund, provides both academic and soft skill certification. The program is offered using a hybrid model (virtual and onsite) at the Community College campuses throught out the state. The WorkReady program is free to attend and SCSEP staff will refer participants that may benefit from this training.

D. PLANNED ACTIONS TO COORDINATE SCSEP WITH OTHER LABOR MARKET AND JOB TRAINING INITIATIVES. (20 CFR 641.302(J))

There is a strong working relationship with the Department of Business and Economic Affairs - Division of Economic Development staff in in our counties. They often provide job leads and we encourage them to inform employers of SCSEP. This relationship has enabled us to build relationships with local employers that otherwise may not have been established.

NH Works is another great resource for our participants to source employment opportunities and receive assistance via the resource centers. SCSEP participants are given an overview of the NH Works services available. Pre COVID, SCSEP participants were provided a tour of the center closest to where they live. They are introduced to appropriate NH Works staff to ensure they have a level of comfort to go into the office on a regular basis and conduct their job search. The Employer Service Representatives at NH Employment Security have provided job leads to SCSEP participants. SCSEP staff attend employer-related functions in our counties to gain

additional knowledge about the needs, concerns, industry changes and employment opportunities. Several of the employer groups we are involved in include the following:

- Belknap County Economic Development
- Laconia Chamber of Commerce
- Belknap County Local Service Delivery Area Homeless Continuum of Care
- Better Together
- Concord Chamber of Commerce
- Concord Workforce Alliance (minority focused)
- Rockingham Community Resource Network
- Senior Providers Network

The Return to Work program provides a structured, supervised training on site with an employer for up to 6 weeks and a maximum of 24 hours per week. The program offers a trainee a foot in the door and the opportunity to learn new skills. If the Return to Work placement is successful for the participant, the employer can decide to hire the trainee at any point in time during this program. This opportunity is beneficial for the employer and the potential employee.

E. ACTIONS TO ENSURE THAT SCSEP IS AN ACTIVE PARTNER IN THE ONE-STOP DELIVERY SYSTEM AND THE STEPS THE STATE WILL TAKE TO ENCOURAGE AND IMPROVE COORDINATION WITH THE ONE-STOP DELIVERY SYSTEM. (20 CFR 641.335)

New Hampshire's One-Stop system, known as NH Works, is managed by the NH Works One-Stop Operator Consortium (NH Works Consortium). This committee serves as the One-Stop Operator as defined by Workforce Innovation Opportunity Act (WIOA). The purpose of the committee is to establish the vision and goals for the one-stop delivery system, and to oversee the implementation of these goals on the local one-stop center level. The Consortium is also charged with designing and implementing continuous improvement tools and processes for the one-stop delivery system. The committee is chaired by the Board Chairman of the Workforce Innovation Board (State WIB). Membership is comprised from the following entities: Employment Security, Department of Education, Community College System of NH, Department of Business and Economic Affairs, Department of Health and Human Services, Department of Labor, and the Community Action Program. The collaborative management structure of the NH Works system promotes ongoing communication among partner agencies, which leads to a high level of interagency referrals and/or the integration of services.

NH Works Consortium Partner Programs

Operating Agency	Programs
NH Department of Education	
	Perkins Funding
	Vocational Rehabilitation
	Adult Basic Education
NH Department of Business and Economic Affairs	
	Grant recipient for SCSEP; Administrative entity for

Operating Agency	Programs
	State SCSEP program – contract with CAPBMCI
	Administrative entity for WIOA Adult, Dislocated Worker & Youth funds in NH – agreement with NH Employment Security for WIOA Adult and Dislocated Worker fund service delivery.
	Workforce board staff charged with leading the State's strategic planning for workforce issues and system policy making guidance
	Rapid Response Retention Services (contract for services through the Office of Workforce Opportunity)
	Business Resource Center for Economic Development
NH Employment Security	*Wagner-Peyser:*
	Migrant and seasonal farm workers Unemployment Insurance
	Performance Accountability and Customer Information Agency (PACIA) Unit (contract for services through the Office of Workforce Opportunity)
	Foreign Labor Certification
	WOTC/WTW Tax Credits
	Labor Market Information Services
	Trade Assistance Program
	Veterans' Program
	Job Training Program
	WIOA Adult and Dislocated Worker fund service delivery. Subcontracts WIOA Adult to Community Action Association.
NH Department of Health and Human Services	TANF/Food Stamps/Medicare/Medicaid Children
	Youth and Family Services Service Link/Agency on Aging
	Juvenile Justice
Community College System of NH	Post-secondary education
	Eligible training provider for WIOA
	Carl Perkins funds

Operating Agency	Programs
Department of Labor	Apprenticeship programs
	Labor laws/enforcement
Community Action Programs	State SCSEP Service Delivery (CAPBMCI contractor)
	WIOA Adult (contractor) Senior Companion/Elderly Housing/Elderly Transportation
	Head Start/Weatherization and other community project programs DHHS TANF Work Program (contractor)

Specific SCSEP overall goals and strategies relating to coordination of activities with the state's one-stop system activities include the following:

- The Office of Workforce Opportunity is the administrative entity for the State SCSEP project, and as such ensures that all SCSEP activities are directly connected to the workforce system as a whole. With OWO being a part of the NH Department of Business and Economic Affairs, a stronger relationship is developed with the Economic Development Outreach Workers to Businesses.
- SCSEP services providers (CAPBMCI and Operation Able of Greater Boston) work closely with each of the local NH Works Centers. Prior to COVID, SCSEP staff use the NH Works office space to recruit SCSEP participants.
- CAPBMCI Workforce Development Programs Director and/or SCSEP Program Manager attends the local NH Works Center team meetings, which convene on a quarterly basis to share program information, referral updates and other topics specific to day-to-day relationship building on the local level.
- The SCSEP staff have participated in NH Works conferences, often presenting workshops to NH Works staff on best practices for working with mature workers.
- WorkReadyNH, a work-readiness certification program funded through the State Job Training Fund, provides both academic and soft skill certification. The program is free to attend.
- In the coming years, SCSEP staff will continue to expand and/or strengthen partnerships within the NH Works system to achieve greater success in the following areas:
    - Training – promote more dual enrollments with WIOA and other system partners to ensure SCSEP participants have access to occupational training that may be needed to supplement the training received through community service experience placements.
    - Job Placement Assistance – strengthen the communication and integration of services between SCSEP staff and NH Works employer services representative in an effort to better market older workers to the business community and enhance access to job placement opportunities.
    - Older Worker Week Promotion – continue to engage the NH Works Centers in the promotion and celebration of "Employ Older Workers Week". The goal is to have each NH Works office participate in promotional activities by offering workshops on mature worker topics, displaying information including posters

and other activities that highlight the important contributions of mature workers.

- Collaboration with other public and private entities and programs that provide services to older Americans, such as community-based organizations, transportation programs, and programs for those with special needs or disabilities.
- Continue to be an active part of the quarterly NH Works Partners meetings. Meetings focus on sharing cross-agency information and the development of new strategies for maximizing/braiding existing resources, as well as identifying new resources that may become, or currently are, available for mature workers.

F. EFFORTS TO WORK WITH LOCAL ECONOMIC DEVELOPMENT OFFICES IN RURAL LOCATIONS.

Since the Office of Workforce Opportunity administers the SCSEP program and is part of the NH Department of Business and Economic Affairs (BEA), a strong connection has been made. BEA has Business Resource Specialist (BRS) who work with businesses trying to fill open positions. BRS's are in a unique position to not only be able to provide job leads to the SCSEP program staff but to also promote the program. They are able to inform employers of the benefits of hiring a SCSEP participant. The BRS's cover different regions of the state so some of these include the rural areas of NH. The State of New Hampshire will continue to build on the partnership between SCSEP and BEA.

In addition to the work being done with BEA, the SCSEP National Grantee, who has many of the rural locations in NH, continues to work with local economic development offices in rural parts of the state. They currently attend the North Country Council meetings where they actively discuss and promote the SCSEP program. The North Country Council Regional Planning Commission and Economic Development District serves 50 communities and 25 unincorporated places in the northern third of NH. The Commission serves in an advisory role to local governments in order to promote coordinated planning, orderly growth, efficient land use, transportation access, and environmental protection.

The National Grantee is also a member of the Mount Washington Valley Work Coalition Group and has attended jobs fairs to highlight and promote the SCSEP program. They also partner with other interested and like-minded agencies who are working together to try and solve some of the economic issues that face the rural communities in NH. For example, transportation and internet access in rural communities continues to create many challenges for those residing there.

The State of NH will continue to build upon all of these partnerships and look towards creating additional partnerships in other rural areas of the state.

2. THE STATE'S LONG-TERM STRATEGY FOR ENGAGING EMPLOYERS TO DEVELOP AND PROMOTE OPPORTUNITIES FOR THE PLACEMENT OF SCSEP PARTICIPANTS IN UNSUBSIDIZED EMPLOYMENT. (20 CFR 641.302(E)) (MAY ALTERNATIVELY BE DISCUSSED IN THE STATE STRATEGIES SECTION OF STRATEGIC PLAN.)

The overall goal of SCSEP is to place participants in unsubsidized employment for the purpose of sustained self-sufficiency. We aim to achieve this goal through expanded engagement and partnerships with employers, identifying employment opportunities with established career ladders, placing individuals in high growth industries and occupations as well as other industries and occupations that provide substantial employment opportunities for participants and retention activities once participants enter the workforce.

SCSEP staff will work with its network of employers to identify and cultivate appropriate employment opportunities for participants, taking into account the needs of mature workers. Staff will pair the job-ready participants' interests, employment goals and skills with the requirements of local employers specific to employment vacancies. Local industry growth and availability of positions that meet individual criteria in terms of physical requirements, access to transportation, and social needs will be a focus for unsubsidized placements. Staff will help clients develop their IEP to prepare them for opportunities in high-growth fields such as healthcare, transportation, hospitality and retail, and various customer-service opportunities.

These opportunities will primarily be shaped by the participants' IEP objectives and their expressed desires concerning their work environments. Staff will secure opportunities for participants to gain critical skills for in-demand industries through training with community service providers and other workforce partners.

SCSEP staff understands the importance of fostering relationships with local employers. Program staff will offer an expansive menu of workforce services to businesses that will include: placement services, labor market information, assistance with tax credits, bonding, Americans with Disabilities Act (ADA) compliance, career counseling, customized training programs and a commitment to work with all NH Works partners to link them to qualified job candidates. Staff will work with employers, chambers of commerce, municipal leaders, industry professionals, training providers, and labor unions to discuss opportunities and outline career paths to assist in preparing participants to help meet the workforce demands of businesses in each region.

SCSEP Staff will link the pipeline of trained participants seeking unsubsidized employment opportunities to NH Works initiatives currently underway such as the following:

- NH Works Employment Service Representatives (ESR) – each of the twelve (12) NH Works offices located throughout the state employs an ESR (some may have several one-stop center responsibilities). The ESR is the business liaison for the local NH Works office and often is the first point of contact with local employers.

- Job Fairs – NH Employment security coordinates and posts all Job Fair events on their website. Job Fair flyers are posted throughout the NH Works offices and shared with the local office staff. SCSEP staff will remain informed via the website and the local offices, letting the SCSEP participants know about Job Fair and employer recruitment events so they can attend. SCSEP staff will also use these opportunities to recruit host agencies and promote awareness of the program.

- The BEA-Office of Workforce Opportunity is the principal convener of partners for the development of career ladders, sector/cluster development and regional innovation initiatives within NH. The BEA will ensure that SCSEP participants are identified in planning documents as a resource for qualified workers and that SCSEP staff are kept informed of progress and/or opportunities resulting from these initiatives.

In addition to the training provided as part of a community service employment assignment, SCSEP providers will offer lectures, seminars, classroom instruction, individual instruction, work experience or other training opportunities as appropriate to the staffing and funding available to each service provider. The state grantee will actively monitor planned versus actual goals to ensure the State is meeting their negotiated goals. The state grantee will provide technical assistance if the sub-grantee fails to meet their goals.

Our programs utilize a number of web resources to assist our participants in employment preparation and job search including:

- Jobsinnh.com

- nhnonprofits.org

- comcast.com
- ourcareersite.com
- jobcentral.com
- nhjobs.com
- greatsecurityjobs.com
- concordlitho.com
- edjobsnh.com
- localjobnetwork.com
- craigslist.com
- indeed.com

3. THE STATE'S LONG-TERM STRATEGY FOR SERVING MINORITY OLDER INDIVIDUALS UNDER SCSEP. (20 CFR 641.302 (C))

New Hampshire's population is predominately white. The state is gradually becoming more diverse; however the number of minorities enrolled in SCSEP remains low. The below chart provides the 2021Census Bureau data estimates for the following statistics on race for the state of NH and the nation. The following are the statistics on race for NH: White (93.1%), Black (1.8%), American Indian/Alaska Native (0.3%), Asian (3.0%), Native Hawaiian/Pacific Islander (0.0%), Persons reporting two or more races (1.8%), Hispanic/Latin Origin (4.0%), and White persons not Hispanic (89.8%). The following are the statistics on race for USA: White (76.35%), Black (13.4%), American Indian/Alaska Native (1.3%), Asian (5.9%), Native Hawaiian/Pacific Islander (0.2%), Persons reporting two or more races (2.7%), Hispanic/Latin Origin (18.3%), and White persons not Hispanic (60.4%).

The 2018 Census Bureau data estimates the following statistics on race for the state of NH and the nation.	NH	USA
White	93.2%	76.5%
Black	1.7%	13.4%
American Indian/Alaska Native	0.3%	1.3%
Asian	3.0%	5.9%
Native Hawaiian/Pacific Islander	0.0%	0.2%
The 2018 Census Bureau data estimates the following statistics on race for the state of NH and the nation.	NH	USA
Persons reporting two or more races	1.8%	2.7%
Hispanic/Latin Origin	3.9%	18.3%
White persons not Hispanic	90.0%	60.4%

Although the number of enrollment of minority seniors is relatively small, we have been successful in recruiting and enrolling minorities in the program. SCSEP Staff have developed excellent working relationships in Belknap and Merrimack Counties with Ascentria Care Alliance and serves on two minority focused committees: Concord Workforce Alliance and the Lakes Region Refugee Connections Committee. These connections have directly contributed to the increase in minority participation.

4. A LIST OF COMMUNITY SERVICES THAT ARE NEEDED AND THE PLACES WHERE THESE SERVICES ARE MOST NEEDED. SPECIFICALLY, THE PLAN MUST ADDRESS THE NEEDS AND LOCATION OF THOSE INDIVIDUALS MOST IN NEED OF COMMUNITY SERVICES AND THE GROUPS WORKING TO MEET THEIR NEEDS. (20 CFR 641.330)

NH is a small state with very limited state funding to support non-profit agencies. Community service needs are fairly consistent throughout the state; therefore SCSEP funding and equitable distribution plans typically drive the process for determining where to focus limited resources. Organizations are non-profit or public agencies including: Red Cross, public libraries, county government, public nursing homes, group homes, hospitals, food pantries, and Head Start.

Most Needed Service Areas:

Coos, Grafton, and Sullivan Counties continues to be some of the hardest hit with economic struggles

- Jobs are limited and there is competition for available positions
- Local Community Colleges do what they can, but skills training is limited in the area
- Residents are moving from the area to find work and/or wage growth
- The older population is growing
- Initiatives in the area are in their infancy and have yet to show results
- No present initiative helps the older-worker population
- Transportation remains an issue and residents are isolated in this area Most Needed Services:
- Financial Assistance remains a top-priority
- Fuel assistance, SNAP, tax abatements, rental assistance
- Food – often times seniors are making a decision between food, heat and meds
- Health Care
- Job-Readiness Training – soft-skill training, professional behavior remains a consistent barrier to employment for the SCSEP population
- Isolated seniors in rural areas
- Access to training including basic computer skills
- Veterans – Services are increasing in the state for this population but Veterans' knowledge of these services/benefits is lacking
- How to transfer a Veteran's experience in the military over to the civilian workplace
- Strong coordination among organizations and agencies within the state that focus on services to seniors is imperative as NH is a small state with very limited funding

The statewide Community Action Agencies: Community Action Program, Belknap-Merrimack Counties Inc., Rockingham Community Action, Tri-County Community Action, Southern NH Services, Southwest Community Action and Strafford County, provide many essential services to the SCSEP population. Programs including the Commodity Supplemental Food Program, Electric Assistance Program, Fuel Assistance, Weatherization, -Affordable Housing, Transportation, ServiceLink, Meals on Wheels, Senior Companion Program and Senior Centers are specifically targeted to the senior population. Agency staff, especially those in the Elder Services Department, work hand-in-hand with SCSEP to ensure eligible participants are aware of the services and programs they need to support their personal and employment-related needs.

The ServiceLink Resource Centers have provided extensive assistance to our participants including Social Security Benefits, Accessing Health and Medical Services, Legal Services, Medicare and Health Insurance coverage. Management at the Merrimack County office has allowed SCSEP staff to participate in their in-house training sessions/workshops as appropriate. Information gained through the inclusion in these workshops has been invaluable as the staff is more knowledgeable on resources available to the participants.

Riverbend Community Mental Health Center and Genesis healthcare have provided guidance and training sessions on how to work with individuals with mental illness. Ascentria Care Alliance provides assistance when needed to enroll refugees into the SCSEP and transition into the workforce. Stronger relationships with Vocational Rehabilitation have increased two-way referrals and allowed for dual enrollments. Together, we have successfully combined resources which enable several participants who were dually enrolled to transition into gainful employment.

As a member of the Community Resource Network of Senior Service Providers in Rockingham County, we have increased our knowledge of services available to seniors throughout the county as well as developing new community service assignments and referral of eligible participants.

5. THE STATE'S LONG-TERM STRATEGY TO IMPROVE SCSEP SERVICES, INCLUDING PLANNED LONG-TERM CHANGES TO THE DESIGN OF THE PROGRAM WITHIN THE STATE, AND PLANNED CHANGES IN THE USE OF SCSEP GRANTEES AND PROGRAM OPERATORS TO BETTER ACHIEVE THE GOALS OF THE PROGRAM. THIS MAY INCLUDE RECOMMENDATIONS TO THE DEPARTMENT AS APPROPRIATE. (20 CFR 641.302(K))

Improvement of SCSEP services will be realized through the continued commitment to establish and formalize partnerships among the myriad of agencies and organizations that provide services to mature workers in the state. SCSEP providers recognize that socialization and supportive services are important to the success of a SCSEP participant in seeking, obtaining and maintaining employment. SCSEP staff will participate in quarterly meetings with key personnel from the agencies and organizations who provide such supports. The focus of these meetings will be to share best practices statewide, integrate resources to the extent possible and reduce duplication of efforts where they exist.

Developing stronger relationships with employers is a challenge with the additional barrier of age discrimination and/or stereotyping by employers. Fortunately, through the efforts of the US Department of Labor, Employment & Training Administration, Older Worker Program and other organizations such as AARP, there is a wealth of information available to SCSEP staff and others to help educate employers on the issues specific to an aging workforce, and how to break through artificial barriers to employment. It is envisioned that SCSEP staff will use the data/information currently available and/or gathered from the use of tools such as the Workforce Assessment Tool, to create new strategies for engaging the business community in the placement of older workers in the workforce.

6. THE STATE'S STRATEGY FOR CONTINUOUS IMPROVEMENT IN THE LEVEL OF PERFORMANCE FOR SCSEP PARTICIPANTS' ENTRY INTO UNSUBSIDIZED EMPLOYMENT, AND

TO ACHIEVE, AT A MINIMUM, THE LEVELS SPECIFIED IN OAA SECTION 513(A)(2)(E)(II). (20 CFR 641.302(F))

The overall goal of the SCSEP is to place participants in unsubsidized employment for the purpose of sustained self-sufficiency. This is achieved through engaging and developing partnerships with employers, identifying employment opportunities with established career ladders, placing individuals in high growth industries and occupations as well as other industries and occupations that provide substantial employment opportunities for participants and retention activities once participants enter the workforce.

At every point of communication with potential or enrolled participants, the goal and how to achieve the goal of unsubsidized employment is discussed. As part of the enrollment process, participants are given an overview of the NH Works system. Pre-COVID, participants were scheduled for a tour of the center closest to where they reside. During the tour, they are registered in the Job Match System and are introduced to appropriate NH Works staff to ensure they have a level of comfort to visit the office on a regular basis. Participants are encouraged to attend workshops offered in the centers including resume writing, job search and interviewing skills.

Regional training sessions are offered throughout the year at various locations throughout the state which cover the following topics:

- Completing On-Line Job Applications
- Resume Writing
- Writing a Cover Letters & Thank You Notes
- Highlighting Your Transferable Skills
- Interviewing Techniques
- Mock Interviews with Human Resource Managers

Program staff regularly monitors websites including to assist in locating appropriate job openings / leads for participants.

Participants are regularly made aware of all employment-related activities scheduled in their communities including job and information fairs, employer networking events, local job clubs, and workshops available at NH Works. SCSEP staff share job search tips as well as spotlighting available “hot jobs” and other job leads in monthly handouts enclosed with their paychecks.

Program staff attends many employer related functions to gain knowledge on the labor market, industry changes, needs, concerns, and job opportunities. The following is a partial list of groups SCSEP staff is involved in:

- Belknap County Economic Development
- Laconia Chamber of Commerce
- Merrimack County Health Care Providers
- Concord Chamber of Commerce
- Concord Workforce Alliance (minority focused)
- Rockingham Community Resource Network
- Portsmouth Chamber of Commerce
- Senior Providers Network

Do to the COVID-19 pandemic, SCSEP program staff have not been able to continue their weekly office hours at the NH Works offices within Belknap, Merrimack, and Rockingham counties. SCSEP staff are eager to be able to get back into the NH Works offices so that they can re-build the strong relationships with the NH Works system partners including NH Employment Security, and NH Department of Education – Bureau of Vocational Rehabilitation. These partner relationships promote dual enrollments, ongoing referrals, training and employment opportunities, shared services including assessments, workshops, presentations and connections to needed services.

SCSEP staff attends weekly NH Works staff meetings to the extent possible and the Workforce Development Programs Director and/or SCSEP Manager attends all quarterly NH Works Partner meetings.

SCSEP staff maintains excellent working relationships with the Job Placement Specialists through WIOA, Employer Service Representatives and Veteran Employment Representatives through NH Employment Security as well as the Business Resource Specialists through the BEA and encourage them to make employers aware of the SCSEP. These connections allow the program staff to be aware of job openings, employer and training needs and industry trends.

Several joint employer visits have resulted in positive SCSEP placements.

C. LOCATION AND POPULATION SERVED, INCLUDING EQUITABLE DISTRIBUTION

1. A DESCRIPTION OF THE LOCALITIES AND POPULATIONS FOR WHICH PROJECTS OF THE TYPE AUTHORIZED BY TITLE V ARE MOST NEEDED. (20 CFR 641.325 (D))

NH is a small state with very limited state funding to support non-profit agencies and similar organizations. Community service needs are fairly consistent throughout the state; therefore SCSEP funding and equitable distribution plans typically drive the process for determining where to focus limited resources. The Community Action Programs are well positioned to help identify the areas and populations for which community service projects like SCSEP are most needed.

2. LIST THE CITIES AND COUNTIES WHERE THE PROJECT WILL BE CONDUCTED. INCLUDE THE NUMBER OF SCSEP AUTHORIZED POSITIONS AND INDICATE WHERE THE POSITIONS CHANGED FROM THE PRIOR YEAR.

The following are the State Grantee PY2019 Plan for authorized positions by county: Belknap (13), Merrimack (25), Rockingham (6), and all other counties are zero. This is a total of 44 authorized positions. The following are the National Grantee PY2019 Plan for authorized positions by county: Carroll (12), Cheshire (15), Coos (10), Grafton (15), Hillsborough (48), Rockingham (27), Strafford (16), Sullivan (11), Merrimack and Rockingham at zero – totaling 154 authorized positions. Combining PY2019 State and National Plans the following are NH's PY2019 number of authorized positions by county for all Grantees: Belknap (13), Carroll (12), Cheshire (15), Coos (10), Grafton (15), Hillsborough (48), Merrimack (25), Rockingham (33), Strafford (16), Sullivan (11) – totaling 198 authorized positions.

The chart below shows the number of authorized positions by county. The following are the State Grantee PY2020 Plan for authorized positions by county: Belknap (11), Merrimack (22), Rockingham (6), and all other counties are zero. This is a total of 44 authorized positions. The following are the National Grantee PY2020 Plan for authorized positions by county: Carroll (13), Cheshire (14), Coos (9), Grafton (16), Hillsborough (50), Rockingham (25), Strafford (18), Sullivan (10), and Belknap and Merrimack are zero. This is a total of 155 positions. Combining PY2020 State and National Plans the following are NH's PY2020 number of authorized positions by county for all Grantees: Belknap (11), Carroll (13), Cheshire (14), Coos (9), Grafton (16), Hillsborough (50), Merrimack (22), Rockingham (36), Strafford (18), and Sullivan (10) – a total of 199 authorized positions.

The difference between total number of authorized positions for all Grantees from PY2019 to PY2020 is one additional authorized position.

County	NH – All Grantees PY2019	NH – All Grantees PY2020	State Grantee PY2019 Plan	State Grantee PY2020 Plan	National Grantee PY2019 Plan	National Grantee PY2020 Plan	Difference
Belknap	13	11	13	11	0	0	-2
Carroll	12	13	0	0	12	13	1
Cheshire	15	14	0	0	15	14	-1
Coos	10	9	0	0	10	9	-1
Grafton	15	16	0	0	15	16	1
Hillsborough	48	50	0	0	48	50	2
Merrimack	25	22	25	22	0	0	-3
Rockingham	33	36	6	11	27	25	3
Strafford	16	18	0	0	16	18	2
Sullivan	11	10	0	0	11	10	-1
Totals	**198**	**199**	**44**	**44**	**154**	**155**	**1**

3. DESCRIBE CURRENT SLOT IMBALANCES AND PROPOSED STEPS TO CORRECT INEQUITIES TO ACHIEVE EQUITABLE DISTRIBUTION.

In the original State Plan, it was identified that the Equitable Distribution Report identified areas in need of realignment. At that time, the State grantee was fully enrolled and an alignment of enrollments was in order to achieve equitable distribution. The State worked with CAPBMCI and Operation Able of Greater Boston ensure the following strategies are being followed:

- Each program will manage enrollments to achieve the agreed upon ED plan over time.
- Each provider will enroll all new participants in accordance with the agreed upon ED slot plan to the extent practicable.
- CAPBMCI and Operation Able of Greater Boston staff will continue to refer leads/participants to the service provider with primary responsibility for a given county.

As can be seen from the above chart, realignments have occurred from PY19 to PY20 to better meet the Equitable Distribution Report.

4. THE STATE'S LONG-TERM STRATEGY FOR ACHIEVING AN EQUITABLE DISTRIBUTION OF SCSEP POSITIONS WITHIN THE STATE THAT:

A. MOVES POSITIONS FROM OVER-SERVED TO UNDERSERVED LOCATIONS WITHIN THE STATE IN COMPLIANCE WITH 20 CFR 641.365.

To ensure equitable access to SCSEP services throughout the state, Section 508 of the 2006 Older Americans Act (OAA) Amendments requires the development of an Equitable Distribution (ED) report, to be updated on an annual basis. The "equitable share" of "slots" (i.e., enrollments) for each county within a state is determined by USDOL based on Census Bureau information and the ratio of eligible individuals in each service area to the total eligible population in the state.

The number of slots/enrollments allocated to each provider is determined by USDOL based on a formula that looks at the total money available on the national level, the percent of funds allocated to States and National programs as defined in OAA regulations, and the program cost per participant (based on state and federal minimum wages).

Once an equitable share of slots is determined for each county, the State must then work with each of the SCSEP service providers within the state to determine how many slots each provider will have within a given county consistent with the total number of slots available to each provider overall. The chart in section (c)(2) shows how many slots each provider plans to serve in each county in order to achieve equitable distribution of services throughout the state. Over time the shifting of slots from program to program and/or changes in the equitable distribution factors result in over and/or under enrollments in counties that need to be adjusted as participants exit the program.

The chart in section (c)(2) (Current Equitable Distribution) provides the information needed to assess the location of the eligible population and the current distribution of people being served. Both national and the state grantees are expected to move positions from over-served to underserved locations. All grantees operating within a state must consult with the Office of Workforce Opportunity (i.e., state agency responsible for preparing the State Plan and the ED Report) before moving slots from one geographic area to another. Final approval must be received from USDOL before moving slots.

As described in section (c)(3), the Equitable Distribution Report filed with the original plan identified a number of areas in need of realignment in order to achieve an equitable distribution of services. To address these issues the State worked with CAPBMCI and Operation Able of Greater Boston to implement the following strategies:

- To the extent possible, one provider should be operating within a single county to avoid duplication, minimize the risk of over-serving in one area of the state and help to reduce confusion among host agencies and/or participants.
- As the larger program, Operation Able of Greater Boston will offer services in seven of the ten counties, and CAPBMCI will offer services in the remaining two counties and share Rockingham County.
- Each program will manage enrollments to achieve the agreed upon ED plan over time.
- Each provider will enroll all new participants in accordance with the agreed upon ED slot plan.
- CAPBMCI and Operation Able of Greater Boston staff will continue to refer leads/participants to the service provider with primary responsibility for a given county.

A process similar to the one outlined above will be implemented at the beginning of each program year covered under this SCSEP State Coordination Plan to ensure compliance with OAA regulations, and continued progress toward ensuring sufficient access to SCSEP services throughout the state.

B. EQUITABLY SERVES RURAL AND URBAN AREAS.

See previous section, which states that a process similar to the one outlined in that section will be implemented at the beginning of each program year covered under this SCSEP State Coordination Plan to ensure compliance with OAA regulations, and continued progress toward ensuring sufficient access to SCSEP services throughout the state.

C. SERVES INDIVIDUALS AFFORDED PRIORITY FOR SERVICE UNDER 20 CFR 641.520. (20 CFR 641.302(A), 641.365, 641.520)

NH does not have waiting list and is able to serve all individuals eligible and appropriate for services. Priority is given to individuals from target groups with barriers to employment, veterans and veteran spouses in accordance with WIOA priority of service requirements.

5. THE RATIO OF ELIGIBLE INDIVIDUALS IN EACH SERVICE AREA TO THE TOTAL ELIGIBLE POPULATION IN THE STATE. (20 CFR 641.325(A))

The American Community 2019 Survey reflects below the number of individuals who are 65 and older and persons living in poverty. In comparing the number of these potentially eligible candidates for SCSEP to the Equitable Distribution plan, the state and national grantees will be able to serve approximately .81% of potentially eligible candidates. It is recognized that the percent of services varies per county but the sample size is small and there are a number of varying factors.

County	Total Population	65 Years and Over	Persons in Poverty	ED Plan
Belknap	63,705	21.4%	8.6%	11
Carroll	50,107	27.0%	9.0%	13
Cheshire	76,458	19.4%	9.8%	14
Coos	31,268	23.1%	12.5%	9
Grafton	91,118	20%	8.6%	16
Hillsborough	422,937	15.2%	7.3%	50
Merrimack	153,808	17.6%	5.4%	22
Rockingham	314,176	17.2%	4.9%	36
Strafford	130,889	14.6%	8.3%	18
Sullivan	43,063	20.8%	11.7%	10
Total	**1,377,529**	**18.6%**	**7.3%**	**199**

The above chart displays by county the total population, percent of persons 65 years and over, percent of persons in poverty, and the number of authorized positions according to the equitable distribution plan. The following are the statistics by county accordingly: Belknap (63,705, 21.4%, 8.6%, 11); Carroll (50,107, 27.0%, 9.0%, 13); Cheshire (76,458, 19.4%, 9.8%, 14); Coos (31,268, 23.1%, 12.5%, 9); Grafton (91,118, 20.0%, 8.6%, 16); Hillsborough (422,937, 15.2%, 7.3%, 50); Merrimack (153,808, 17.6%, 5.4%, 22); Rockingham (314,176, 17.20%, 4.9%, 36); Strafford (130,889, 14.6%, 8.3%, 18); Sullivan (43,063, 20.8%, 11.7%, 10); and total for all counties (1,377,529, 18.6%, 7.3%, 199).

6. THE RELATIVE DISTRIBUTION OF ELIGIBLE INDIVIDUALS WHO:

A. RESIDE IN URBAN AND RURAL AREAS WITHIN THE STATE

Six of the ten counties in New Hampshire meet the definition of a rural county – Belknap, Coos, Carroll, Cheshire, Grafton and Sullivan. For SCSEP purposes, rural designation is determined by actual residence using the Rural-Urban Community Area Codes (RUCA) 22 for each city and town in New Hampshire. Participants residing in rural areas within the state are tracked via the SCSEP application process and reported on the SCSEP quarterly performance report (QPR) in SPARQ, the case management system for the program. Program year 2020 final QPR data shows that 85% of the participants served by CAPBMCI participants reside in rural areas of the state. This data reflects a healthy balance (rural participants) of service to individuals residing in both

rural and urban areas. The State will continue to monitor the urban/rural ratio of services over the coming years to ensure this balance is maintained over time.

B. HAVE THE GREATEST ECONOMIC NEED

Program participants must be at least 55 years of age and have a family income of no more than 125% over the Federal poverty level. Enrollment priority is given to persons over age 60, veterans, and qualified spouses of veterans. Preference is also given to minority, limited English-speaking and Indian-eligible individuals. Finally, preference is also given to eligible individuals who have the greatest economic need.

C. ARE MINORITIES

New Hampshire's population is predominantly White. The 2021 Census Bureau estimates that 93.1 percent of the Granite State's population is White compared to 76.3 percent nationally. Slowly the Granite State's population is becoming more diverse, but the incidence of minorities in our population is still very small. Although the number of minority seniors enrolled in SCSEP is relatively few, the SCSEP program continues efforts to recruit and enroll minorities into the program. The data in the chart below shows the rate we are enrolling minorities into the program compared to the number of minorities in NH. Staff will continue to reach out to eligible minorities that could benefit from the program. The chart shows NH SCSEP service to minorities in PY2019 (from the SCSEP Analysis of Service to Minority Individuals Volume II report) for minorities overall was 9.0% and for the following demographics: Hispanic (1.5%), Black (1.5%), Asian (0%), American Indian (0.00%), and Pacific Islander (0%). The Census percent minority analysis of service to minorities in PY2019 for minorities overall was 5.3% and the for the following demographics: Hispanic (1.1%), Black (1.8%), Asian (1.3%), American Indian (0.6%), and Pacific Islander (0%). The following is the SCSEP service to minorities data from the final report from SPARQ for PY2020: Hispanic (4.0%), Black (2%), Asian (2%), American Indian (0.00%), and Pacific Islander (0%). Lastly, the chart shows SCSEP service to minorities data from SPARQ PY2021 Quarter 1 report: Hispanic (5.0%), Black (3.00%), Asian (3.0%), American Indian (3.0%), and Pacific Islander (0%).

Services to Minorities (SCSEP Data for NH PY2019, PY2020 and PY2021 Quarter 1): Services to minority population have similar percentages to state data, recognizing that both are a small percentage.

NH SCSEP Percent Minority Analysis of Service to Minorities PY2019 Volume II	Census Percent Minority Analysis of Service to Minorities PY2019 Volume II	SCSEP Percent Minority SPARQ PY20 FINAL	SCSEP Percent Minority SPARQ PY 2021 Q1
Minority Overall	Minority Overall		
9.0 %	5.3%		
Hispanic	Hispanic	Hispanic	Hispanic
1.5%%	1.1%	4.0%	5.0%
Black	Black	Black	Black
1.5%	1.8%	2.0%	3.0%
Asian	Asian	Asian	Asian
0.0%	1.3%	2.0%	3.0%
American Indian	American Indian	American Indian	American Indian

NH SCSEP Percent Minority Analysis of Service to Minorities PY2019 Volume II	Census Percent Minority Analysis of Service to Minorities PY2019 Volume II	SCSEP Percent Minority SPARQ PY20 FINAL	SCSEP Percent Minority SPARQ PY 2021 Q1
0.00%	0.6%	0.00 %	3.0%
Pacific Islander	Pacific Islander	Pacific Islander	Pacific Islander
0.00%	0.00%	0.0%	0.0%

D. ARE LIMITED ENGLISH PROFICIENT

The US Census data reports that 8% of NH residents speak a language other than English at home at age 5+ between 2015 and 2019. The PY2020 final QPR reflects that 0% of its participants were individuals with limited English proficiency.

E. HAVE THE GREATEST SOCIAL NEED. (20 CFR 641.325(B))

According to the 2020 American Community Survey, it is estimated that of the total population in New Hampshire (1,355,244), 345,034 individuals are over the age of 60. This figure is almost evenly split between males and females. Of this population, 96.5% are white individuals. In addition, of those 345, 034 individuals, 93.1% speak only English; 6.9% speak a language other than English and only 2.4% speak English less than "very well". According to the Survey, New Hampshire has 336,437 civilian noninstitutionalized individuals. Of those, 73.1% have no disability.

As can be seen from the statistics above, there are limited numbers of individuals in New Hampshire that may fall under the definition of having the greatest social need. However, the SCSEP staff continues to look at the demographics of the areas that are served to make sure that individuals who may be eligible for SCSEP are recruited and enrolled. Staff will continue to work with other community agencies throughout the area to target those who have the greatest social need.

F. FORMERLY INCARCERATED INDIVIDUALS, AS DEFINED IN TEGL 17-20

SCSEP staff have recently started working with probation officers to target the formerly incarcerated individuals who may be eligible for the program. When an individual is enrolled under this barrier, the staff will develop their Individual Employment Plan (IEP) to remove barriers and help them to prepare for employment opportunities.

7. A DESCRIPTION OF THE STEPS TAKEN TO AVOID DISRUPTIONS TO THE GREATEST EXTENT POSSIBLE, WHEN POSITIONS ARE REDISTRIBUTED, AS PROVIDED IN 20 CFR 641.365; WHEN NEW CENSUS OR OTHER RELIABLE DATA BECOME AVAILABLE; OR WHEN THERE IS OVER-ENROLLMENT FOR ANY OTHER REASON. (20 CFR 641.325(I), 641.302(B))

When new Census data indicates that there has been a shift in the location of the eligible population or when over-enrollment occurs for any reason, positions must be shifted in a gradual manner in order to achieve equitable distribution goals and unsubsidized employment encouraged to make positions available for eligible individuals in the areas where there has been an increase in the eligible population. However, at no time will a service provider terminate a participant from the program based solely on a need to shift positions for the purpose of achieving equitable distribution. The goal shall be to achieve equitable distribution through targeted recruitment and job placement activities that redirect new enrollments in underserved areas, resulting in minimal disruption to services to current participants.

Furthermore, CAPBMCI and Operation Able of Greater Boston will not transfer positions from one geographic area to another without first notifying the BEA – Office of Workforce

Opportunity, who will submit in writing, any proposed changes in distribution that occur after submission of the Equitable Distribution Report to the Federal Project Officer for approval. NH SCSEP grantees will coordinate any proposed changes in position distribution with each other and agree on changes through a consensus process prior to submitting the proposed changes to the Office of Workforce Opportunity to forward on to the regional Federal Project Officer for initial review and approval. All participant transfers must receive final approval from the USDOL SCSEP Grant Officer.

PERFORMANCE INDICATOR APPENDIX

ALL WIOA CORE PROGRAMS

ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES - ADULT PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	77.5%	77.5%	78.0%	78.0%
Employment (Fourth Quarter After Exit)	72.0%	72.0%	73.0%	73.0%
Median Earnings (Second Quarter After Exit)	$6,800.00	$6,800.00	$6,900.00	$6,900.00
Credential Attainment Rate	62.0%	68.0%	62.5%	68.5%
Measurable Skill Gains	66.0%	66.0%	66.5%	66.5%
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

"Effectiveness in Serving Employers" is still being developed and this data will not be entered in the 2022 State Plan modifications.

ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES - DISLOCATED PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	83.5%	83.0%	84.0%	84.0%
Employment (Fourth Quarter After Exit)	81.0%	81.0%	81.5%	81.5%

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Median Earnings (Second Quarter After Exit)	$9,000.00	$9,000.00	$9,100.00	$9,100.00
Credential Attainment Rate	69.0%	69.0%	69.5%	69.5%
Measurable Skill Gains	76.0%	76.0%	76.5%	76.5%
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

"Effectiveness in Serving Employers" is still being developed and this data will not be entered in the 2022 State Plan modifications.

ADULT, DISLOCATED WORKER, AND YOUTH ACTIVITIES - YOUTH PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	70.0%	70.0%	71.0%	71.0%
Employment (Fourth Quarter After Exit)	66.0%	70.0%	66.5%	70.5%
Median Earnings (Second Quarter After Exit)	$4,550.00	$4,550.00	$4,600.00	$4,600.00
Credential Attainment Rate	63.0%	70.0%	63.5%	70.5%
Measurable Skill Gains	62.0%	63.0%	62.5%	64.0%
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

"Effectiveness in Serving Employers" is still being developed and this data will not be entered in the 2022 State Plan modifications.

WAGNER-PEYSER ACT - WAGNER PEYSER PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter	65.5%	65.5%	66.0%	66.0%

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
After Exit)				
Employment (Fourth Quarter After Exit)	64.0%	64.0%	65.0%	65.0%
Median Earnings (Second Quarter After Exit)	$6,800.00	$7,000.00	$6,850.00	$7,100.00
Credential Attainment Rate	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Measurable Skill Gains	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

"Effectiveness in Serving Employers" is still being developed and this data will not be entered in the 2022 State Plan modifications.

ADULT EDUCATION AND FAMILY LITERACY ACT PROGRAM - ADULT EDUCATION AND LITERACY PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	18.0%	22.1%	19.0%	23.0%
Employment (Fourth Quarter After Exit)	20.0%	20.0%	21.0%	21.0%
Median Earnings (Second Quarter After Exit)	$6,200.00	$6,200.00	$6,500.00	$6,500.00
Credential Attainment Rate	14.0%	15.8%	15.0%	16.0%
Measurable Skill Gains	33.0%	29.5%	34.0%	30.0%
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

"Effectiveness in Serving Employers" is still being developed and this data will not be entered in the 2022 State Plan modifications.

VOCATIONAL REHABILITATION PROGRAM (COMBINED OR GENERAL) - VOCATIONAL REHABILITATION PROGRAM PERFORMANCE INDICATORS

Performance Indicators	PY 2022 Expected Level	PY 2022 Negotiated Level	PY 2023 Expected Level	PY 2023 Negotiated Level
Employment (Second Quarter After Exit)	48.0%	51.3%	49.0%	52.3%
Employment (Fourth Quarter After Exit)	49.0%	53.6%	50.0%	54.7%
Median Earnings (Second Quarter After Exit)	$4,101.01	$4,101	$4,200.00	$4,200
Credential Attainment Rate	20.0%	39.0%	22.0%	39.5%
Measurable Skill Gains	41.0%	61.4%	43.0%	61.5%
Effectiveness in Serving Employers	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]	Not Applicable [1]

1

"Effectiveness in Serving Employers" is still being developed and this data will not be entered in the 2022 State Plan modifications.

ADDITIONAL INDICATORS OF PERFORMANCE

Additional Indicators of Performance
None at this time; however the SWIB is currently reviewing a set of metrics that may be adopted in the future.

OTHER APPENDICES

Go to https://www.nhworks.org/state-workforce-investment-board/state-plan/ to view Appendix documents