



Workforce
Opportunity
Council, Inc.

Leveraging Resources for New Hampshire's Future

State of New Hampshire

Workforce Investment Act – Title 1-B

Annual Report

*For the period July 1, 2002 through June 30, 2003
(Includes Related Grant Activities)*

Name and title of authorized official of the Governor:

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INTRODUCTION

The third full year of Workforce Investment Act (WIA) operations continued to present challenges to New Hampshire's workforce development system as the state's economy slowly moved towards a more positive stance. While several industry clusters continued to see layoffs and lack of any real growth, other industries began hiring workers as projections of sustained revenues emerged.

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

The Council's vision is to serve as a catalyst to establish a secure and sustainable workforce that can meet current and future skilled labor needs and provide a competitive advantage for New Hampshire businesses. Its mission is to promote life-long learning by partnering with businesses, agencies, and organizations to bring the state's education, employment and training programs together into a workforce development system that will provide the means for all residents of New Hampshire to gain sufficient skills, education, employment, and financial independence.

This third year of operation has seen new initiatives, as well as ongoing refinement of systems and programs implemented over the last two years. Just a few of the programs and initiatives the Council sponsored are highlighted below. More detailed information on all of the programs the Council oversees will be found in the pages that follow.

- * Secured federal funding of \$3 million dollars to train new nurses for New Hampshire, as well as to upgrade skills of nurses currently working.
- * Secured federal funding of up to \$1,085,740 to serve workers laid-off from six New Hampshire hi-technology companies.

- * Secured federal funding of \$150,000 to assist our partner agency, NHES, in technology upgrades to better serve Trade Adjustment Act participants.
- * Applied for a 5-year, \$2.5 million grant to identify and coordinate, on a state-wide basis, services available to youth with disabilities, and, through special pilot projects, to help transition the youth into the workforce.
- * Sponsored an *IT to Teacher* program, which provided dislocated IT workers the opportunity to make career changes into math and science teaching positions in New Hampshire's schools.
- * Sponsored a *PC Schoolhouse* program for dislocated IT workers to gain or upgrade skills based on both theory and experiential learning. The projects developed as part of this program were donated to non-profit organizations.
- * Sponsored a *Technology/ESL Training* program for individuals with limited English proficiency to provide both office/work-related English skills, office etiquette, and basic computer skills.
- * Committed resources to redevelop a Job Corps proposal for New Hampshire. This effort will be ongoing, as the project is composed of several components.

It has been a busy, but exciting program year for the Workforce Opportunity Council. As we move into our fourth year of operations, the Council will continue to seek out opportunities to sponsor and implement innovative solutions to the ongoing challenges presented to our New Hampshire residents in their pursuit of career success and financially-secure futures.

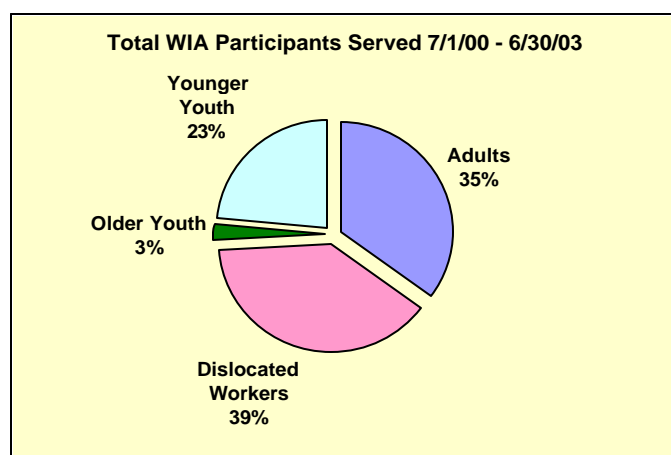
Workforce Investment Act – at a Glance

Total WIA Participants Served

Last year, the percentage of dislocated workers served with WIA funds was 38% - higher than any other class of participants. This was attributed to the general downturn of the economy that began in mid-calendar year 2000. Adult participants totaled 34% of the total population served. WIA youth completed the served population, with 26% in the younger youth category (ages 19-21), and 2% in the older youth category (ages 14-18).

This year, the population served stayed relatively stable with last year's figures. Adults represented 35% of the WIA population, up slightly from last year. Dislocated workers, still the highest-served category, represented 39% of the population, while the youth showed a slight increase in the older age category (3% versus 2%) and younger youth decreased to 23% from last year's 26%.

Because participants are often served over a period of time – often longer than a year – participants are tracked on a cumulative basis, from the beginning of WIA, July 1, 2000, through the end of the current program year, or June 30, 2003.



Unlike adults and dislocated workers who may initiate WIA services at any time throughout the year, the youth program recruits participants at the beginning of the program year. Once a youth enters the program, services to that individual generally continue over a period of one-to-three years. As a result, the number of new youth registrants in any particular year remains

fairly constant. Adult and dislocated workers, on the other hand, may fluctuate significantly from year to year due to economic factors.

Adults	2,523
Dislocated Workers	2,790
Younger Youth	1,668
Older Youth	191
Total	7,172

Cost per WIA Participant

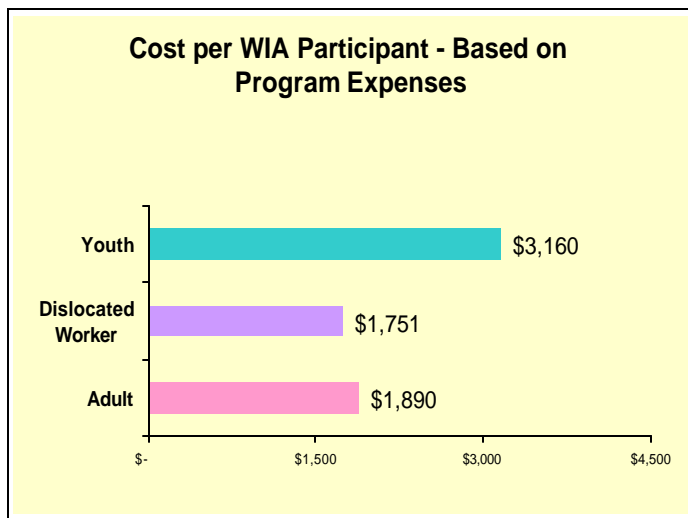
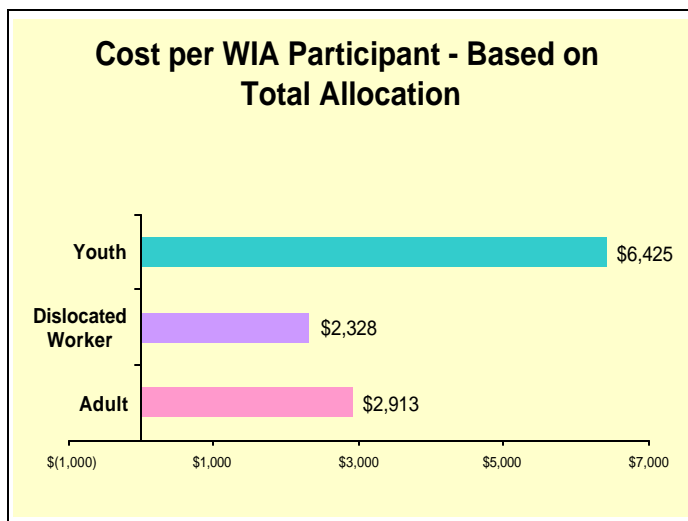
Services provided to WIA participants include assessments of skills and interests, career counseling, resume-writing assistance, job-hunting assistance, job-interviewing assistance, skills training when deemed necessary, and various support and follow-up services. Some services, such as job search, may be on a self-serve basis. Other services, including advanced job search and career counseling services, are through staff intervention and assistance. The infrastructure of the NH Works Centers is designed to support both the self-serve and staff-assisted customer.

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

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

All funds and participant counts are aggregated for the three program years completed.

As can be seen by the graphs below, the cost ratio based on total allocation shows a significant increase in cost per participant. This cost is not considered reflective of actual program activities for the reasons noted above, specifically, the Governor’s 15% reserve. Additionally, the youth allocation for PY03 is counted in PY02 funds due to the April receipt of these monies. This increased amount is divided by total participants through June 2003 (PY02), whereas the funds are meant to be expended on individuals enrolled in the program through June 2004 (PY03). This same methodology is also applied to the program-expense ratio. Consequently, the cost per WIA youth participant is particularly skewed.



As last year’s annual report used the program expenditure methodology, comparison of the two years will be based on the above numbers. Youth’s cost per participant increased slightly from \$3,070 last year to \$3,160 this year. This is not particularly significant, and

no further analysis is necessary. However it is again noted that this figure includes the PY03 allocation, but is divided by participants in the program through PY02.

Both adult and dislocated worker costs decreased from last year. The dislocated worker cost last year was \$2,022, compared to this year’s \$1,751. The decreased cost is attributable to approximately 200 additional individuals served, as well as an overall decrease in funding in this category.

The adult cost per participant decreased from \$2,097 to \$1,890 this year. While funding for this program has remained stable, the number of adults served has increased by approximately 300 this past year. This increased participant rate has resulted in the lower cost per participant, and also reflects some of the efficiencies the system has developed through its continuous improvement activities.

Performance Goals

The U.S. Department of Labor (USDOL) requires that WIA programs report outcomes on a number of performance goals. A goal is considered met if the state is at 80% of the goal.

This past program year, New Hampshire renegotiated the Earnings Change performance goal for both adult and older youth. A number of factors were considered when determining whether an attempt to renegotiate was appropriate. First, New Hampshire was not operating in a “priority of service” mode, which meant that, per the regulations, individuals aged 18 and older qualified for services funded by WIA adult funds. This allowed for a more universal access to the services, and, as a result, a larger number of individuals who would normally have been served as a dislocated worker also qualified for services under the adult category and were served in that capacity. As the economy changed, these higher-waged individuals were unable to obtain employment at the same or higher wage which affected the state’s ability to meet this performance goal set back in 2000.

For older youth, the issue was the sample size, which was so small that any one individual’s outcome could influence the outcome reporting for the entire class.

Thus, the Council determined that an attempt to renegotiate the performance goals was appropriate and necessary to more properly reflect program realities. After preparing documents in support of the

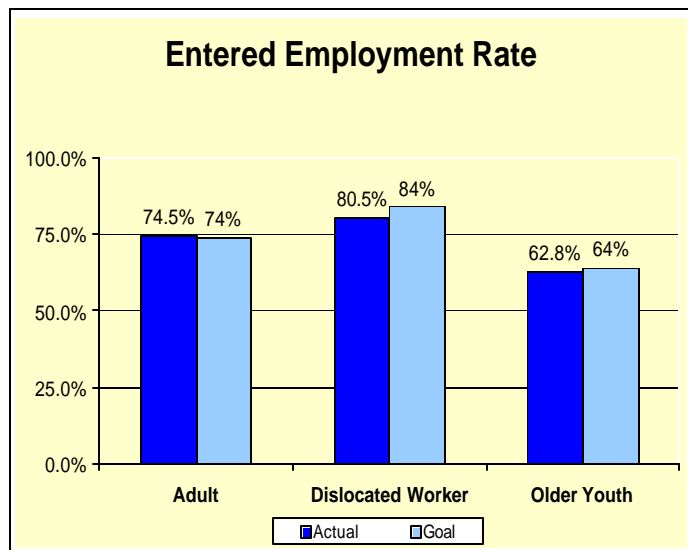
renegotiated figures, an opportunity was given for public comment. No negative comments were received on the proposed revisions, and the request was submitted to the USDOL.

The USDOL accepted New Hampshire’s submission and granted the request to reduce the performance measure for Adult Earnings Change to \$500 from a previously set goal of \$3,000. The Older Youth Earnings Change was renegotiated to \$1,500 from \$2,520. These renegotiated goals had a positive impact on New Hampshire’s performance, as will be seen in further discussion later in this report.

Entered Employment Rate

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

Keeping in mind that if performance is at 80% of the goal, performance is considered met, New Hampshire met all entered employment rate goals.



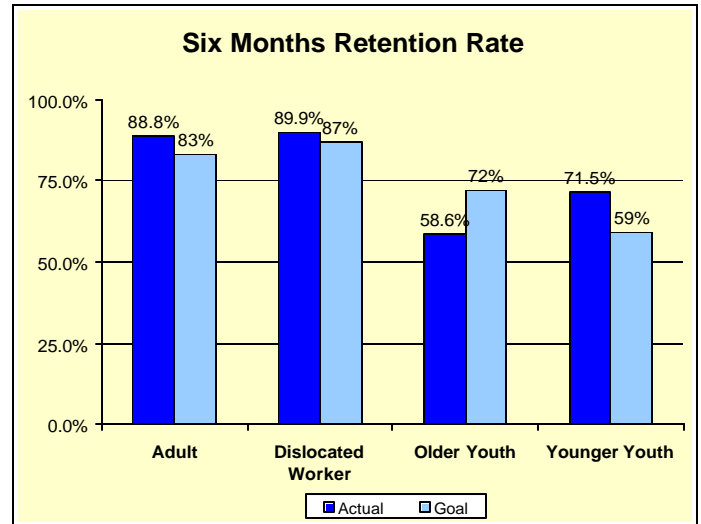
Six Months Retention Rate

Six Months Retention Rate reflects the number of participants who were employed in the first quarter

after exit and were still employed at the end of the third quarter after exit from the program.

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

New Hampshire exceeded three of the four goals. For older youth, the actual performance was 58.6% of the negotiated goal, which falls within the 80% of goal requirement set by the USDOL. Thus, New Hampshire met all four goals in this category.



Earnings Change and/or Earnings Replacement in Six Months

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

Adult wage changes are calculated on an actual dollar value. This year, New Hampshire renegotiated this goal, and was able to meet the goal as changed.

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

The number of older youth in WIA programs has traditionally been few. Consequently, low wage gains by a small number of participants have a large impact on the overall measure. For this program year, the older youth earnings change goal was also renegotiated, and New Hampshire met the changed goal.

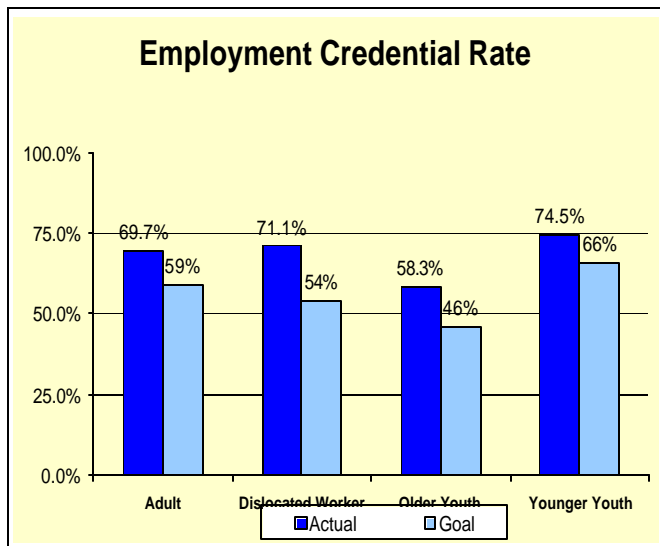
Dislocated workers are evaluated on a replacement wage basis, which represents a percentage of their wages prior to dislocation. The negotiated goal was 92%. Actual performance was 75.9%, which is within the 80% performance window. Therefore, New Hampshire met all its goals in this category.

Earnings Change/Earnings Replacement in Six Months		
	Goal	Performance
Adult	\$ 500	\$ 723
Older Youth	\$1,500	\$1,459
Dislocated Worker	92%	75.9%

Employment Credential Rate

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

New Hampshire exceeded all of the credentialing goals.



Customer Satisfaction

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

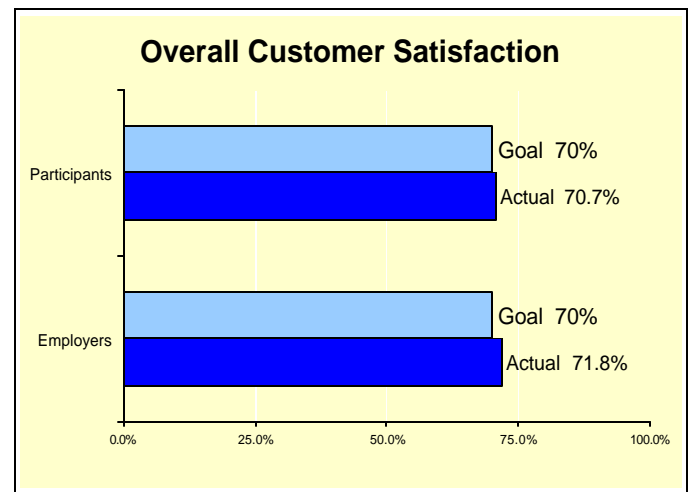
The results obtained from our surveys reinforce our positive service efforts, and also assists us in directing resources to those areas that require some readjustments.

Number Eligible for Survey	
Participants	1,994
Employers	805
Survey Responses	
Participants	1,401
Employers	502
Survey Response Rate	
Participants	70.3%
Employers	74.3%

After they have “exited” from the system, both participants and employers are asked three basic questions:

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

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



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

Many of our continuous improvement strategies find their beginnings in the customer satisfaction survey results. The survey has proven to be an effective

evaluation tool, and the Council is always looking for ways to refine the survey to provide additional information useful to the continuous improvement process.

Continuous Improvement Efforts

Over the past year, New Hampshire has invested heavily in continuous improvement activities. To enhance the skills of our front-line staff in the NH Works Centers, the Workforce Opportunity Council sponsored a state-wide conference, offering various workshops addressing team-building, customer satisfaction, equal opportunity/disability etiquette, and best/promising practices topics on workforce development. As part of the conference, presentations describing several of last year's pilot projects were given by the NH Works Center teams involved. The presentations were "judged" on the merits, with a cash prize given to the winning team participants.

New Hampshire has been cited by the USDOL as a model for its cooperative partnering between all the various organizations offering WIA and related services. We will continue to seek ongoing improvement of our system as we go forward into our fourth year.

Programs

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

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

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

The Department of Education administers the youth programs throughout the state. Both in-school and out-of-school youth are served through various programs such as Jobs for NH Grads, Project Pride, Youthbuild Odyssey, Nashua Adult Learning Center, Southern NH Services, Dover Housing Project, and various school districts.

The local Community Action Programs provide services to eligible adults and dislocated workers. Those services range from help with resumes and job-seeking skills to identifying training needs and assisting the individual in getting training designed to lead the individual into self-sufficiency.

The Community Technical College System assists individuals in determining their eligibility for Pell Grants and other educational financial aid.

Finally, the Department of Resources & Economic Development takes the lead in providing rapid response services in situations of mass layoffs. This agency meets with companies planning layoffs and, through a coordinated effort with the Department of Employment Security and the Community Action Programs, arranges informational sessions with affected workers to help them understand the services available to them during this stressful time.

Below is the total funds received by these organizations since WIA was implemented.

WIA-Funded Local Programs	
7/1/00 – 6/30/03	
Dept. of Education	\$9,715,610
Community Action Association	\$8,306,669
NH Com. Tech. College System	\$ 755,837
Dept. of Resources & Econ. Dev.	\$ 598,531

Other programs, such as special projects, have also been funded with local program dollars on a project-specific basis.

This past year, three such programs were initiated. The first, the *IT to Teacher* project, was conducted through a relationship with Plymouth State College and the NH Community Technical Colleges. Individuals dislocated from information technology jobs were recruited to participate in an accelerated course of learning that would prepare them for alternative certification as public school teachers. The focus was math and science courses, including pre-engineering courses

offered through Project Lead the Way at various high schools across the state.

The second project was the *PC Schoolhouse* offered through a partnership with the Software Association of New Hampshire and Southern New Hampshire Services. Again, dislocated IT workers were recruited to participate in a series of theory courses and hands-on learning labs, with the objective of creating a specific software product to be donated to a non-profit organization. The training also included job-readiness skills, such as resume-writing, job-seeking and networking skills, and interviewing skills.

Two separate programs were conducted, one in the Portsmouth area, the other in the Keene/Wilton area. The Portsmouth program worked on a website for the Eastern Region Partnership, a group which works with high schools, colleges, and others to develop career pathways in the health science and biotechnology fields. The Keene/Wilton program created a full and complete website for Monadnock Music, a Peterborough-based musical festival organization. The site included a reservation/online ticket-selling system, and a bulletin board section for announcements of upcoming events.

The third project combined basic office skills with English as a Second Language (ESL) training. This program, offered through a partnership with Southern New Hampshire Services (SNHS) and the LARE Training Center in Massachusetts (a division of American Training Institute) addressed the disconnect between English language acquisition and vocational instruction.

Participants were recruited through existing relationships between SNHS and Manchester Housing & Redevelopment Authority, the International Institute of New Hampshire, the local NH Employment Program (NHEP—through Department of Health & Human Services), the Latin American Center, Lutheran Social Services, and the NH Office of Refugee Assistance. The participants received training in writing and grammar, computer data-entry related vocabulary, reading, vocational survival skills in the workplace, business communications, office procedures, keyboarding/formatting, data entry, word processing, spreadsheets, and internet basics.

Examples of Governor-approved funding commitments at the state level, over the first two years of WIA, included system technology enhancements, staff training and capacity building, outreach and NH Works awareness efforts, specialized employer-based training,

labor market and system performance analysis, and various youth pilot projects such as apprenticeships, education/business linkages, work-based learning experiences, and data analysis.

This past year, capacity building and outreach remained a high priority. Additionally, a project to bring a Job Corps center to New Hampshire was initiated. This project is discussed in more detail later in this report.

The Governor also committed funds to support an initiative to place technology in the schools. This project, designed as a public/private partnership, will provide laptop computers to New Hampshire seventh graders. The program is based upon a similar, successful program conducted in Maine. The WIA funds committed to this project will provide training to both students and teachers on various software packages, as well as training on how to implement and/or incorporate technology in the classroom. The private monies committed to the project will be the source of funds for the actual purchase of the computers and other equipment needed.

Youth Initiatives

The Youth Council has been quite active over this past year, and has initiated several statewide programs funded with Governor's 15% Reserve funds.

On January 28, 2003, the Workforce Opportunity Council and NH Department of Education co-sponsored "Heads Together '03", a New Hampshire Conference on Prevention of School Dropouts. Governor Craig Benson opened the event and several national experts presented their ideas. Break-out sessions (workshops) were arranged for further discussion on particular subjects. A panel of WIA youth program participants offered their thoughts on what kept them in school, what caused them to drop out, and what available alternatives brought them back into the system. Attendance at the conference was almost 300, and all left with new ideas, networking contacts, and resources for their schools and communities.

An exciting collaborative ly funded project was initiated this year in two New Hampshire communities. Funding for the initiative came from WIA 15% funds and the Department of Juvenile Justice, a division of the Department of Health and Human Services.

The purpose of this initiative was to encourage a local community to develop a comprehensive system to assist young people in successfully transitioning into adulthood. After an extensive Request for Proposal

process, the two projects funded were the Newport Enrichment Team and the Claremont Teen Resource Center and Coffeehouse. Each project has specific objectives, but the main goals are to increase opportunities for youth to interact with adults and access community resources, increase school engagement, and to provide youth with positive choices of social and extracurricular activities. The programs will be funded on a decreasing basis over a three-year period, with each year requiring increased private funding from the projects themselves.

Another project initiated by the Youth Council was an Internship Grant program. Governor's Reserve funds were approved to support six projects designed to increase the number of students in quality internships. The funded projects are Southern NH School-to-Career Partnership in Nashua, Winnisquam Regional High School in Tilton, Hillsboro-Deering High School, Goffstown Area High School, West High School in Manchester, and Rivendell Academy in Orford.

In an effort to bring real life into the classroom, the Youth Council funded a partnership between the Business and Industry Association and the NH Forum on Higher Education. The *Real Games* series is an experiential career development curriculum wherein, through a series of exercises, participants take on adult roles and experience the realities of adult life in a non-threatening classroom environment. Approximately 100 New Hampshire teachers, counselors, and other practitioners have been trained as facilitators, with the target date of utilization in the schools by September 2003.

Participants Served

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

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

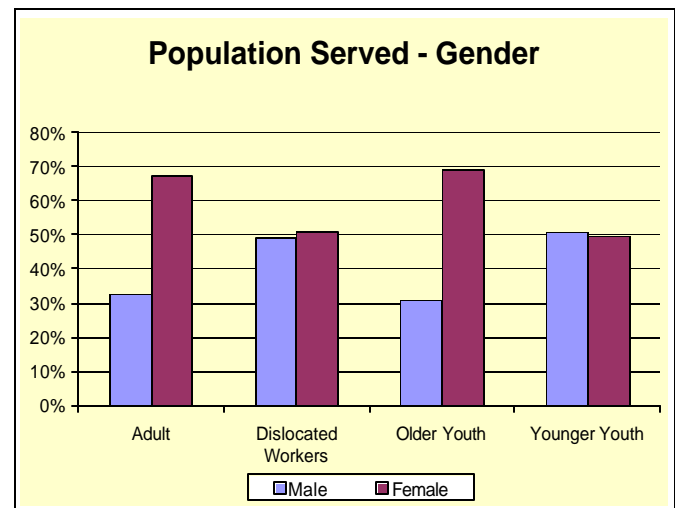
Categories with zero percent actually denote that the percentage of the population served was smaller than one percent, not that there were no participants in that category.

Population Served – Ethnicity					
	White	Hispanic	Black	Asian	Other/ Undeclared
Adult	76%	3%	4%	1%	16%
Disl. Worker	78%	1%	1%	2%	18%
Older Youth	72%	0%	0%	0%	28%
Younger Youth	78%	1%	2%	0%	19%

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

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

Compared to last year, where the ratio of male to female older youth were fairly close, this year the older youth category served a greater number of females than males by a significant amount. A review of recruitment and other program/policy issues reflect no specific reason for the change in gender ratio, but this will be watched over the next year to determine if a pattern is emerging.

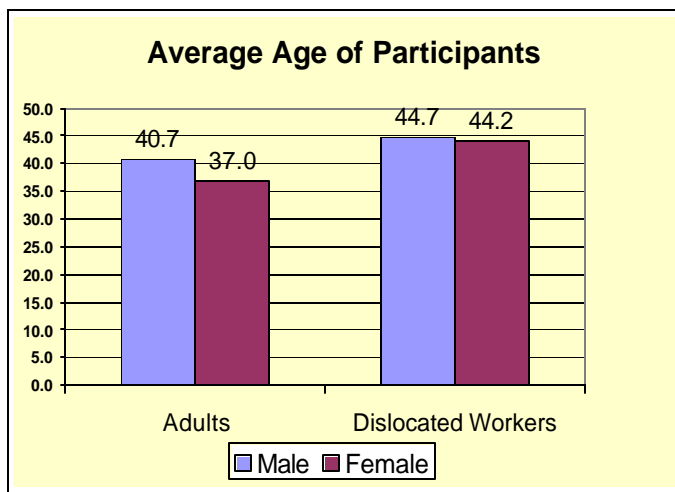


A look at the age of our population served reveals an average age of approximately 41½ years of age. For both adult and dislocated workers, the average age of the male population was higher than that of the female population.

For the adult category, the average age of our female population is 37 years old. For the men, the average age is just over 40 years of age.

The age differences in the dislocated worker category are closer. The average age of both males and females is just over 44 years of age.

It is interesting to note that this year's average age of adult and dislocated participants is very similar to last year, with an overall average age of 41 ½. The average age of male participants, in both the adult and dislocated worker programs, remained essentially constant between this year and last year. The adult female population however is slightly younger this year than last (37 versus 37.8), while the female dislocated worker population remained constant.



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

The age category for younger youth served with WIA funds is 14 to 18 years of age. Older youth are 19 to 21 years of age.

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

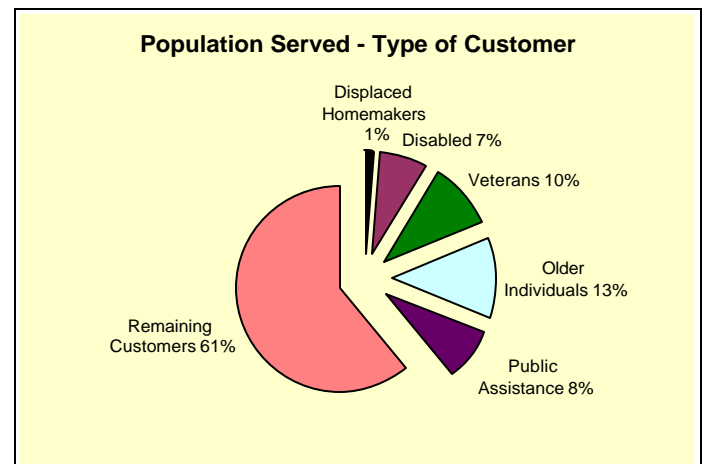
This special population represented approximately 39% of our total customer base over this past year, an increase over last year's 34%. Of particular interest is the increase in service to veterans. Last year, veterans represented approximately 7% of the WIA customer base, as opposed to 10% this year. Service to older individuals also increased over last year's population

served. Last year, older individuals made up approximately 11% of the customer base, while this year, they represent 13% of the customers served.

Service to individuals on public assistance increased two percent from last year. This is most likely due to the "priority of service" implemented late last year. Priority of service requires that individuals meet an income test as part of the eligibility process for accessing WIA training funds. This income test tends to drive more funds towards low-income individuals, and those with multiple barriers to entering the workplace.

In addition, New Hampshire has been administering Welfare-to-Work grants over the past five years. Many public assistance individuals who might ordinarily be served with WIA funds have been accessing services through these special grants. Over the next year, as the Welfare-to-Work grants phase out, this WIA category will most-likely increase at a more significant rate than the other categories.

The chart below shows a breakout of the individual populations.



Self-Serve Website Customers

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

Number of hits per month	500,000+
Number of page views per month	100,000+
Number of new users each month	6,000+
Ave rage session length	12 minutes

WIA Financial Statement

July 1, 2000 – June 30, 2003

<u>Operating Results</u>	Available	Expended	Pct.	Balance Remaining
Total All Funds Sources	\$25,758,273	\$20,046,104	78%	\$5,712,169
Adult Program Funds	\$5,065,745	\$4,769,084	94%	\$296,661
Dislocated Worker Program Funds	\$5,060,206	\$4,885,251	97%	\$174,955
Youth Program Funds (see note below)	\$9,317,556	\$5,873,963	63%	\$3,443,593
Out-of-school Youth	\$3,727,023	\$2,758,449	74%	\$968,574
In-school Youth	\$5,590,533	\$3,115,543	56%	\$2,474,990
Summer Employment Opportunities,	N/A	\$168,241	N/A	N/A
Local Administration Funds	\$1,287,288	\$1,331,267	73%	\$480,249
Rapid Response Funds	\$640,309	\$604,710	94%	\$35,599
Statewide Activities Funds	\$3,862,941	\$2,581,829	78%	\$1,281,112

Note: Youth funds are received in April, thus “Available Youth Funds” represent the state’s allocation for four program years, while actual program implementation has only completed three years.

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

C-E Ratio	Amount
Cost-Effectiveness*	Financial Positions
Overall, All Program Strategies	\$3,596
Adult Program	\$2,913
Dislocated Worker Program	\$2,328
Youth Program	\$6,425
	Total Assets
	\$1,235,415
	Current Assets
	\$1,235,415
	Property, Equipment, Net
	Operating and Other Assets
	Current Liabilities
	\$ 729,287
	Liabilities Less Long-Term Debt
	\$1,039,651
	Long Term Debt
	\$ 195,764

*Calculated against total allocation
Youth includes PY03 funds against PY02 enrollments

Other Council Activities

Job Corps Initiative

It is estimated that over 1,000 New Hampshire youth have been sent to an out-of-state Job Corps, and, research has shown that they tend to stay in the state where they attend the program. This translates to a significant loss of opportunity for the state's businesses and educational institutions. Interestingly, only two states lack a Job Corps – New Hampshire and Wyoming. To address the various issues involved in bringing a Job Corps center to New Hampshire, Governor Craig Benson appointed a Job Corps Center Task Force.

The Task Force consists of individuals from the business, legislative, educational, and economic development sectors. Members have been assigned to committees such as Awareness & Support, Partnership & Curriculum Development, Legislative Oversight, and Site Selection. Each committee's focus is on specific tasks that will move the project forward to a fully-developed proposal to be submitted to the U.S. Department of Labor.

National Emergency Grants

Over the past year, the Workforce Opportunity Council continued to serve targeted populations from company layoffs that exceeded 50 people. This funding, labeled as National Emergency Grants (NEGs), is in addition to the formula funds (standard WIA allocations) and, unless otherwise authorized, may be used to serve only the targeted population identified in the grant request.

The Pulp & Paper of America NEG is scheduled to close September 30, 2003. To date, staff have assisted 661 out of 850 workers laid off in August 2001. The Berlin/Gorham mills were ultimately purchased by Nexfor Fraser Paper, who gradually hired back the majority of the laid-off workers. In a letter to the Workforce Opportunity Council, the Nexfor Human Resources Manager, Greg Cyr, expressed the company's appreciation for the "constructive efforts of the Worker Assistance Center (WAC)". Mr. Cyr went on to say that "*as a direct result of your work during the past months, employees returning to the workforce have demonstrated new and/or increased skill levels in numerous areas. In particular, the tradesmen have*

benefited from the certificate programs arranged by the WAC. Such courses make it possible for trade employees to learn new technology and to maintain their skills while out of work."

This year also saw the completion of the Tycom, Ltd. Grant, which closed on June 30, 2003, after assisting 233 laid-off workers with re-employment services. Approximately 100 workers from the Seacoast area took advantage of individual training grants to train for new skills to significantly improve their potential for re-employment. Both the Tycom and PPA grants met all state and U.S. Department of Labor (USDOL) program end-performance outcomes.

National Emergency Grants	
Pulp & Paper of America	
Date Received	10/01/2001
Amount Received (up to)	\$4,490,838
Amount Expended (6/30/03)	\$2,236,360
Number Served	661
Tycom, Ltd.	
Date Received	05/22/2002
Amount Received	\$ 513,618
Amount Expended (6/30/03)	\$ 435,682
Number Served	233
Multi-Company	
Date Received	06/25/2003
Amount Approved (up to)	\$1,085,740
Amount Received	\$ 470,403
Number to be Served	250
Number Currently Serving	45
TAA/Health Premium Technical Upgrades	
Date Received	04/04/2003
Amount Received	\$ 150,000

As a new initiative, the Council applied for National Emergency Grant funding to assist individuals affected by lay-offs from 85 different hi-tech companies. After review of the submission, however, the USDOL determined that it would fund only six companies: Hewlett Packard Corporation, Verizon, Great Plains Business, Nortel, Aprisma Software, and Samnina. The

focus of this grant is to assist laid-off hi-tech workers experiencing long-term unemployment, and in need of upgraded technical skills, to compete in the tight labor market.

The Council also applied for NEG funding to assist one of its partners, New Hampshire Employment Security, perform technical upgrades to allow for tracking of health care premiums associated with Trade Adjustment Act services. Notification of this grant was received in April 2003, with a scheduled closure date of August 31, 2003. A subsequent modification extended the grant to November 30, 2003.

Other Grants

In October 2002, the Council received \$3 million from the U.S. Department of Labor, under the H-1B Technical Skills Training Grant Program. The purpose of this grant program is to reduce businesses' reliance on foreign labor brought into the United States on H-1B Visas.

Over a two-year period, the Council's grant will provide skill upgrades to nurses currently working in New Hampshire. Through an RFP process, healthcare facilities in New Hampshire have applied for and received funding of up to \$50,000 per institution, based on an ability to provide a required 1:1 match. An exciting benefit of this grant has emerged in the form of multiple collaborative approaches between large and small facilities. This has allowed some of the smaller facilities, who would have had trouble with the match, still access funds for training and skills upgrades.

Training is focused in such specialty care areas as emergency, critical care, pediatrics, medical-surgical, geriatrics, and women's health issues. Preceptor training, designed to increase the number of "mentors" available to new nurses completing their required clinicals, has also been a popular training focus.

To date, the grant has served approximately 237 incumbent nurses. By grant's end, it is expected that more than 800 incumbent nurses will receive training through this grant.

In addition to the incumbent worker training, this grant has provided numerous forgivable loans to individual nursing students, or those accepted into nursing schools and soon to begin their nursing careers. These loans pay up to \$5,000 of a student's tuition. For the loan to be forgiven, the student must successfully complete their courses and commit to working in a New

Hampshire facility for one year after licensing, which is expected to be immediately after graduation.

To date, the grant has funded 366 loans in varying amounts. These loans have helped many Associate Degree RNs pursue their Bachelor's Degree. A majority of the students are currently working, in some capacity, in healthcare facilities in New Hampshire. Emerging workers, including 15 high-school grads from the class of 2003, as well as dislocated workers seeking a career change, are also being served with these loans. Before the grant closes, it is projected that almost 600 additional individuals will be served with grant funds.

H-1B Technical Skills Training Grant

Date Received	10/01/2001
Amount Received	\$3,000,000
Amount Expended (6/30/03)	\$ 967,490
Total Match Received (6/30/03)	\$ 53,873
Number served (6/30/03)	603

Welfare-to-Work Grants

Grant #1 Received	09/28/1998
Amount Received	\$2,761,875
Amount Expended (6/30/03)	\$2,754,031
Number Served	1,435
Grant #2 Received	09/28/1999
Amount Received	\$2,574,375
Amount Expended (6/30/03)	\$ 183,497
Number Currently Serving	468

New Hampshire received two Welfare-to-Work grants, running over an over-lapping period. Both grants were originally 3-year grants, and both were extended an additional two years. The first grant, for \$2,761,875, closes August 11, 2003. Through skills training and support services, this grant has assisted 1,435 individuals in transitioning into the workforce.

The second grant, for \$2,574,375, is scheduled to close in September 2004. While it was running concurrently with the first grant, the decision was made to not use the funds until the required matching funds could be secured. As this did not occur until late into this program year, and, as the full amount of required match could not be obtained, this grant will most likely not be fully expended by its closing date. Currently, the grant is serving 468 individuals.

Success Stories

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

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

Jennifer-Ann Vattes sent the following note:

"I want to thank you so much for making it possible for me to complete my last year of Nursing School, even though my circumstances changed last June. I didn't know how I'd be able to pay for it all, and you took that stressor away by your generosity.

I did you proud—graduating from NHTI with honors—and have taken a position as a Maternity Nurse -my dream job- with Elliot Hospital. I could not have done it without your help. I'm forever grateful for what you did."

Jennifer was dislocated on June 11, 2002, as a result of her position being eliminated. The job loss created emotional anxiety on two fronts: inability to complete school, and inability to support her family. Her expected graduation from New Hampshire Technical Institute was May 2003, with a receipt of an Associate of Science degree in Nursing. She visited her local NH Works Center, and with the help of an Individual Training Account, as well as the encouragement and support of her caseworker, Jennifer was able to complete her degree and was immediately hired into her current position. The best part? She is making almost \$7 per hour more than her previous job.

Katie Taylor began the Odyssey Youth Rebuild program in January 2003. When she first arrived, she was dependent upon her cousin and best friend and identified herself as always a part of this group, never as an individual. She tended to become overly involved in trying to settle disputes that had nothing to do with her. Additionally, when she shared that she had dropped out of school because she had never attended, the staff was concerned Katie would be able to stay the course with this program.

However, over the course of her participation in the program, and with the support of the staff, Katie became more confident and less dependent upon a group setting. By May, she was one of only two who still had a 100% attendance record, however her work ethic was still in need of improvement.

That improvement came through an observation that she appeared to like challenges, and was certainly academically strong. She was challenged to receive the most "competencies" in her program. This challenge caused Katie to really exert herself, and her efforts spilled over into all aspects of the program.

She still maintains a 100% attendance record, has earned her GED, and was the first to complete her career project. She has received awards from both the staff and her peers. She is currently on target to graduate the program with honors. The amazing part is that while her cousin and friend have been struggling, Katie has grown stronger and stronger. Katie is truly an example of how a young life can be turned around through enrollment in a WIA-sponsored youth program.

Summary

The Workforce Opportunity Council is pleased to offer this annual report summarizing our activities.

On behalf of all our partners, we wish to take this opportunity to acknowledge the dedication and hard work of all the individuals involved in providing services through the NH Works system – both inside and outside the physical Center locations. Without these committed individuals, there simply wouldn't be a NH Works system.

Workforce Opportunity Council Members - as of November 2003

Dick Anagnost, Chair

Juliana Eades	Gary Matteson	Clifford Newton
George Bald	Michael Gilman	Bob Paul
Nancy Barnes	Debra Grabowski	Sarah Potter
Roberta, (Mitzi) Barrett	Mark Hathaway	Russell Prescott
David Boisvert	Gale Hennesy	John Ratoff
Frederick Bramante, Jr.	Robert Ives	Alan Reiche
James Casey	David Juvet	David Robar
Kevin Cash	Jay Kahn	Christopher Shaban
James Dalley	Sylvia Larsen	William Simonton
Jessie Devitte	Eliza Leadbeater	John Stephen
Joseph Diamant	Carl Lindblade	James Wagner
Dick Dunfey	Mark MacKenzie	

Youth Council Members - as of November 2003

Roberta (Mitzi) Barrett, Chair

Kathy Eneguess	Donna McAdam	Ellen Shemitz
Tom Bamberger	Steve Guyer	Kimberly Shepard
Lauren Bressett	Nate Hughes	Mark Thompson
Kevin Cash	Bruce Labs	Hector Velez, Sr.
Kathy Condon	Sylvia Larsen	
Michele Desmond	Paul Leather	
Joseph Diamant	Willard Martin	
Kathryn Dodge	Debra Naro	

Table O - Performance

Local Area Name New Hampshire	Total Participants Served	Adults	1,471	
		Dislocated Workers	1,525	
		Older Youth	74	
		Younger Youth	684	
ETA Assigned # 33015	Total Exiters	Adults	790	
		Dislocated Workers	837	
		Older Youth	30	
		Younger Youth	336	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	70.7	
	Employers	70	71.8	
Entered Employment Rate	Adults	74%	74.5%	
	Dislocated Workers	84%	80.5%	
	Older Youth	64%	62.8%	
Retention Rate	Adults	83%	88.8%	
	Dislocated Workers	87%	89.9%	
	Older Youth	72%	58.6%	
	Younger Youth	59%	71.5%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$500	\$723	
	Dislocated Workers	92%	75.9%	
	Older Youth	\$1,500	\$1,459	
Credential/Diploma Rate	Adults	59%	69.7%	
	Dislocated Workers	54%	71.1%	
	Older Youth	46%	58.3%	
	Younger Youth	66%	74.5%	
Skill Attainment Rate	Younger Youth	66%	80.6%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	17	12

PERFORMANCE CODING:

Meets Goal
Exceeds Goal
Goal Not Met

WIA Annual Report Data

State Name: NH

Program Year: 2002

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	70	70.7	1,401	1,993	1,993	70.3
Employers	70	71.8	502	850	676	74.3

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	74	74.5	240
			322
Employment Retention Rate	83	88.8	379
			427
Earnings Change in Six Month	500	723	308,512
			427
Employment and Credential Rate	59	69.7	223
			320

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	78.4	29	63	17	60	21	67.5	27
		37		27		35		40
Employment Retention Rate	75	24	78.8	26	91.7	22	90.2	46
		32		33		24		51
Earnings Change in Six Months	2,097	67,113	1,484	48,960	890	21,363	-65	-3,337
		32		33		24		51
Employment and Credential Rate	54.5	18	63	17	47.6	10	71.2	37
		33		27		21		52

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	81.8	148	65.2	92
		181		141
Employment Retention Rate	91	254	84.5	125
		279		148
Earnings Change in Six Months	1,081	301,726	46	6,786
		279		148

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	84	80.5	513
			637
Employment Retention Rate	87	89.9	461
			513
Earnings Replacement in Six Months	92	75.9	6,139,270
			8,087,039
Employment and Credential Rate	54	71.1	209
			294

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	75.6	68	81	34	71.6	78	100	1
		90		42		109		1
Employment Retention Rate	82.4	56	82.4	28	88.5	69	100	1
		68		34		78		1
Earnings Replacement Rate	70.1	905,888	83.6	319,912	68.8	878,003	62.7	17,049
		1,293,198		382,747		1,276,809		27,173
Employment And Credential Rate	73.8	31	78.9	15	59.5	25	100	1
		42		19		42		1

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	85	250	76.7
294			343	
Employment Retention Rate	90.8	227	89	234
		250		263
Earnings Replacement Rate	85.2	2,945,780	69	3,193,490
		3,457,442		4,629,597

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	64
Employment Retention Rate	72	58.6	43
			17
Earnings Change in Six Months	1,500	1,459	29
			42,307
Credential Rate	46	58.3	35
			60

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	71.4	5	0	0	76.2	16	62.2
	7		1		21		37	
Employment Retention Rate	100	5	0	0	52.9	9	60	15
		5		1		17		25
Earnings Change in Six Months	3,298	16,490	0	0	629	10,701	1,233	30,817
		5		1		17		25
Credential Rate	88.9	8	0	0	60.7	17	61.1	33
		9		1		28		54

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	66	80.6	758
			941
Diploma or Equivalent Attainment Rate	66	74.5	190
			255
Retention Rate	59	71.5	186
			260

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	80.2	69	79.7	624	74.5	155
		86		783		208
Diploma or Equivalent Attainment Rate	76.7	23	73.8	155	66.7	48
		30		210		72
Retention Rate	76.9	20	72	149	65.5	72
		26		207		110

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	80	132	-109	-18,056	0	0	4,460	1,070,335	0	0
		165		165		1		240		1
Dislocated Workers	84.3	145	82.4	1,858,651	0	0	5,943	3,048,990	0	0
		172		2,255,574		1		513		1
Older Youth	66.7	8	1,083	12,996	0	0	2,249	60,735		
		12		12		1		27		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	1,471	790
Dislocated Workers	1,525	837
Older Youth	74	30
Younger Youth	684	336

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$4,769,084.00
Local Dislocated Workers		\$4,885,251.00
Local Youth		\$5,873,963.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$604,710.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$1,213,987.00
Statewide Allowable Activities 134 (a) (3)	Training Activities	\$397,081.00
	Technology Sys Oversight	\$593,463.00
	Capacity bldg/Sys Dev.	\$287,298.00
	Labor Analysis/Research	\$90,000.00
Total of All Federal Spending Listed Above		\$18,714,837.00

WIA Annual Report Data

State Name: NH

Program Year: 2002

Table O: Summary of Participants

Local Area Name: New Hampshire Workforce Opportunity Council	Total Participants Served	Adults	1,471
		Dislocated Workers	1,525
		Older Youth	74
		Younger Youth	684
	Total Exiters	Adults	790
		Dislocated Workers	837
		Older Youth	30
		Younger Youth	336

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	70	70.7	
	Employers	70	71.8	
Entered Employment Rate	Adults	74	74.5	
	Dislocated Workers	84	80.5	
	Older Youth	64	62.8	
Retention Rate	Adults	83	88.8	
	Dislocated Workers	87	89.9	
	Older Youth	72	58.6	
	Younger Youth	59	71.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	500	723	
	Dislocated Workers	92	75.9	
	Older Youth (\$)	1,500	1,459	
Credential / Diploma Rate	Adults	59	69.7	
	Dislocated Workers	54	71.1	
	Older Youth	46	58.3	
	Younger Youth	66	74.5	
Skill Attainment Rate	Younger Youth	66	80.6	
Description of Other State Indicators of Performance				
not applicable				
not applicable				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	17	12