



State of New Hampshire

Workforce Investment Act – Title I-B

Annual Report

*For the period July 1, 2007 through June 30, 2008
(Includes Related Grant Activities)*

Name and title of authorized official of the Governor:

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The Workforce Opportunity Council, Inc. is a sponsor of the NH WORKS system, a proud member of America's Workforce Network, and an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Introduction

On behalf of all our partners, the Workforce Opportunity Council (Council) takes this annual opportunity to acknowledge the dedication and hard work of all the individuals involved in providing services through the NH Works system, both inside and outside the actual Center locations.

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

Year-at-a-Glance

New Hampshire's continuing efforts to coordinate its workforce development, economic development and educational systems progressed in several areas, enhancing opportunities for students, the emerging workforce, employers, and adult and dislocated workers.

The overwhelming success of a new \$1 million Job Training Fund; the development of a new Sector Strategy action plan for initiatives in healthcare and manufacturing; and a new skills and apprenticeship retraining program for dislocated workers helped address the needs of employers throughout the state to attract and retain a skilled and educated workforce.

Governor John Lynch's establishment of a Jobs Cabinet and a P-16 council has brought together state agencies and educational institutions to address the needs of a 21st Century workforce.

The US Department of Labor's award of a Job Corps Center has quickened the pace of a state Job Corps Task Force plan to facilitate major changes in the way Job Corps operates on behalf of students and employers. New Hampshire's Job Corps Center is currently being designed and is on schedule for a 2010 opening.

Here are specific examples of progress in the past year:

- Governor Lynch made the re-establishment of the Job Training Fund a legislative priority, and it was hoped that during the first year of operation, some employers would respond positively, and new training programs would be introduced to new and incumbent workers. No one expected that employers would respond to the matching program in the way they did. In the first eleven months of the Job Training Fund program, over \$1.2 million was distributed to over 50 companies. More importantly, employers contributed much more than the required 1:1 match by providing over \$1.9 million in contributions. As a result, more than \$3.1 million in new training dollars provided skill enhancement training to 2,094 workers. The training included Lean Manufacturing, quality control, CNC machining, leadership skills, blueprint reading, shop math, value stream mapping and a host of other skills. In fact, the new challenge facing the Governor in the coming year is how to increase the Training Fund to meet employer demand.

An exciting aspect of the Job Training Fund is the collaborative design – the program is administered for the New Hampshire Department of Resources and Economic Development by the Workforce Opportunity Council, and the primary training partner is the Community College System of New Hampshire.

- The collapse of the paper industry in America has been deeply felt in New Hampshire's North Country. As pulp and paper plants reduce workforce, or close altogether, the challenge to retrain a skilled but aging workforce, while creating an atmosphere of optimism as well as pursue new opportunities for the emerging workforce of the region has been daunting. With the help of a Regional Innovation Grant from the US Department of Labor, the Council has initiated a transformational approach to North Country life and is working with citizens and organizations to address the long-term needs of New Hampshire's North Country. Several meetings were held in the past year, and a project manager (a former paper mill manager) and a consultant are assisting in designing an action plan supported and executed by North Country residents.
- Governor Lynch's request for development of a Sector Strategy made significant progress. New Hampshire was one of six States selected to attend a Sector Strategy Policy Academy, sponsored by the National Governors Association, the Center for a Skilled Workforce, and the National Network for Sector Partners. A core team included the state's economic development director; the Governor's policy assistant; the state's director of career technology and adult learning; the president of the state's high technology council; and the two executive directors of the statewide workforce board. The team attended the Policy Academy in Madison, Wisconsin and received assistance from the sector organizations as well as from team members from States that had previously attended the Policy Academy. Since the Policy Academy, the Governor has met with the core team and an expanded steering Committee is being named to execute an action plan that will introduce sector initiatives in healthcare and manufacturing.
- New Hampshire's Rapid Response coordination continued to improve, and was tested in a year that has included many more layoffs and closings, as well as other challenges. Two days before Christmas 2007, 122 employees of customized Structures, Inc., of Claremont were laid off with no notice or severance pay. Led by the Governor, the Rapid Response team met with all workers to help them with unemployment claims and other needs. Governor Lynch criticized the company and sought relief for the workers through the WARN Act. Subsequent efforts by Governor Lynch helped workers receive severance pay, and additional Rapid Response efforts helped the workers through the holiday season. In the current program year, rapid response calls by local teams from NH Works Centers have increased to 32 from 11 last year at the same time.

In addition to Rapid Response efforts in the field, the Council's senior workforce director established an Interagency Business Team, composed of employer outreach coordinators from the statewide workforce board's consortium of partners. The IBT seeks to coordinate events and materials presented to employers, and includes "toolkits" and coordinated schedules for job fairs and other events.

- The Governor's Jobs Cabinet continues to meet on a regular basis to share ideas and programs that impact job creation in New Hampshire. The Jobs Cabinet is a highly collaborative effort that includes the Commissioners of almost every state agency. Work has continued on the four established priorities of (1) stabilizing the cost of doing business in New Hampshire, particularly as it relates to energy and housing costs; (2) improving coordination of state services for businesses; (3) promoting an advanced, affordable telecommunication infrastructure, and (4) building a workforce that can meet the challenges and opportunities of today's and tomorrow's industries.

One of the most significant advances in the past year has been the creation of a technologically advanced Job Match system, software that will match job seekers with job orders. Replacing an old, outdated system has been a priority for New Hampshire Employment Security, and a review of proposals has resulted in a contract approval for an entirely new system scheduled to be operational

by March 2009. The Jobs Cabinet has also discussed bringing broadband access to all parts of New Hampshire, the updating of electrical transmission lines needed for new energy sources, and the development of new call centers in New Hampshire's North Country region.

- A major development in the past year was the receipt of a \$1.8 million U. S. Department of Labor job training grant that combines jobs for dislocated workers while they are being trained in an accelerated, federally-approved two-year apprenticeship program in advanced manufacturing. Called STAR (Skills Through Apprenticeship and Retraining), the program is a collaboration between the Council, River Valley Community College, two employers, Hypertherm, Inc., of Hanover and Timken Aerospace, of Lebanon, Vermont HITEC, a training provider; and the Vermont Department of Labor.

The program will encourage dislocated workers to submit applications to work at the identified companies. Dislocated workers who are hired at \$12 per hour with full company benefits will attend eight weeks of classes at River Valley Community College, earning 27 college credits and national certifications. The two-year apprenticeship will enable the workers to earn up to \$16 per hour.

While Hypertherm and Timken have pledged to hire up to 100 workers, other manufacturing companies are eligible to join the program, which will fund up to 150 dislocated workers.

- The annual NH Works Partner's Conference, held in June 2008, focused strongly on training resources. Training vendors, who met the Workforce Investment Act Eligible Training Provider (ETP) criteria, were invited to participate in this year's program through the purchase of exhibit space and workshop offerings. Field staff had the opportunity to learn first-hand what training resources are available to the clients they serve, while the trainers themselves had the opportunity to meet the individuals that previously, for the most part, were just voices on the phone. All agreed the opportunity was valuable to their respective roles.
- Since its award of a new Job Corps Center was announced in February 2007, the Council and its New Hampshire Job Corps Task Force have been working with the Regional Office of Job Corps to develop career technical courses in three major educational clusters: homeland security, healthcare and hospitality. In addition, the Chair of the Council (and the Task Force) has met with the architect for the Center to review the preliminary design for the Manchester facility, and that work is progressing well. The Job Corps Center Task Force is being reformulated to include an Industrial Advisory Committee, a Community Relations Committee and a Board of Directors. Discussions continue on how the State's North Country can assist the operations of a Job Corps Center with an auxiliary training facility.
- The PY2007 *Youth Voices* team, a leadership project of the WIA youth programs, built upon last year's public-service announcements (PSAs) encouraging youth to stay in school. Written and acted in by the youth, three new professionally produced, 30-second spots were added to the inventory, and aired on local cable channels in New Hampshire. The PSAs may be accessed via the web through the Council's website at www.nhworks.org under the "Youth" tab or at <http://backlotfilm.com/nhde.htm>.
- Youth Vision, a partnership between the Council and several state agencies, completed their federally funded needs-assessment project that involved surveying all the key stakeholders in the greater Manchester area foster-care system. Using the recommendations generated from that effort, the Youth Council and Youth Vision members held a joint strategic planning session to prioritize goals and work plans for the coming year.

- The Council's Disability Program Navigators continued their efforts to facilitate the process that both businesses and individuals with disabilities use to find employment matches. The two federally-funded staff, based in the Manchester and Keene NH Works Centers, provide services to the southern half of the state. Feedback from system partners indicates the program has been a valuable asset, and efforts are currently underway to seek sufficient funding to extend the program beyond its grant end-date of April 30, 2009.

Success Stories from the Field

Paul

Paul, a 56 year old veteran of the armed forces, worked at Perras Lumber for 27 years. On Christmas day 2007, while he was home enjoying the holiday with his family, he was called by his employer, told that he was out of a job, and that he did not need to come to work the next day.

Paul's first visit to the office was a bit intimidating. His gray beard was long and pointed (ZZ TOP style), his hair pulled back in a pony tail, he had many tattoos, and a hat that indicated he was a veteran and he was angry. He told the story of how his employer called him on Christmas day to tell him he was out of a job. He told how the employer kept someone else with less experience and time with the company. He had every reason to be angry. Paul's employer told him that they were going to submit a petition for Trade Act and Paul wanted to know more about this, so it was explained to Paul.

Following this initial meeting, Paul was assertive. He was not afraid to call the Governor's office or whomever he needed to call, to make sure he did not slip through the cracks. But everyone who worked with Paul did an outstanding job. This was partnering at its best. (Unemployment Insurance, Trade Act Training, WIA funding, White Mountain Community College course design, Worker Assistance Center (WAC) course expansion, employer relationships, DRED business expansion efforts and more)

Paul expressed an interest in becoming a welder in preparation for the federal prison construction about to begin. Behind the scenes, there had been an identified need for welders, and the college was contacted about setting up a "skills gap" welding program to give the local workforce the skills needed to be employable for jobs coming to the labor market. Through the great efforts of the Employer Service Representative (ESR), a strong relationship was formed with the prime contractor of the federal prison and a meeting was organized for this employer to discuss the skill sets needed as part of this program. After the program began as a "Basic Welding" program, welding opportunity in the area grew. A new company expressed interest in coming to the area and other contractors were identified that needed skills beyond basic welding. At the behest of the WAC manager, who is a welder by trade, the welding program was expanded to provide more than the basic training originally intended.

Sound simple? Not so!

There was a lot of partnering to make this happen. Different partners had different views, policies and agendas. But, by putting the customer first, each partner came to the table with an open mind and a desire to have a positive outcome. The process wasn't always easy.

Shortly after Paul received his certification in the expanded welder training, the ESR arranged an interview for Paul to meet with New England Tech Air, who was hiring welders with D1.1 certification. In

preparation for the interview, Paul's hair and beard were trimmed short, and he donned appropriate clothing.

Paul was hired on the spot at a wage of \$25.00 per hour. With this incredible reaffirmation of self-esteem, Paul gave a heart-filled thanks for all that everyone had done to help him. This day was over a year in the making.....it was not easy....but.....*It was worth it!*

Celeste

Celeste, a woman in her late 40s, worked for Collins & Aikman Manufacturing Company in a variety of positions; most recently as a Production Coordinator earning a strong hourly wage. When the company closed its doors, Celeste began discussions with me around “next steps” in terms of her working future.

When she appeared at NH Works for her first WIA interview, her past work history was discussed, a résumé developed, and the job search process begun. After several meetings, talk about training began. Celeste had strong experience, with transferable skills, but she expressed concern over the manufacturing field, and indicated that the medical field was an area of primary interest for her.

Celeste decided that Medical Billing & Coding training was the most appropriate course of action for her. Because Collins & Aikman applied for and was determined Trade Act eligible, Celeste also worked with an NHES Employment Counselor.

She began the training at Blended Solutions with enthusiasm, and ultimately graduated with high marks in her class. Once she completed the training and passed her National Certification, her résumé and cover letters were revised and she began the job search again.

Celeste was offered a position as a Medical Records Technician at Huggins Hospital in Wolfeboro where she is earning \$14 hourly. While this represents a slight decrease in pay from her previous position, she understands that this is a new occupation. She views this position as a starting point, and is pleased to be working in a helping profession. Celeste is very grateful for the assistance the WIA and NHES programs offered her, as she transitioned to her new career path.

Richard

Richard, a 57 year old man referred to the WIA program by NHES staff for possible Commercial Driver’s License (CDL) training. He had been laid off from his job at C&S Wholesale Grocers where he had been employed for nearly two years as a courier.

Prior to working for C&S, Richard had worked for Liberty Mutual Life Insurance for 27 years working his way up to a position of Information Technology Manager. He was “retired early” from Liberty Mutual in 2005.

When asked why he was not looking for another IT job, Richard stated that most of his computer skills had been self-taught. He lacked both the BS degree and the Microsoft certifications required for IT positions. Richard had completed 3 years of college but had not completed his degree, and prior to taking the job at C&S, he had tried unsuccessfully to secure an IT position.

While discussing further computer training, as opposed to CDL training, Richard mentioned that he had friends who were still in the insurance industry who had submitted his name for a possible position at National Grange Mutual Insurance. Discussion of that position was at length, and Richard decided to apply. His interview skills were honed and he was coached in ways to stress his 27 years experience in the insurance business and his computer expertise.

After several interviews – one lasting 7 hours – Richard landed the job as a Systems Auditor and is receiving an annual salary of \$60,000.

Tiffany (in her own words-a graduation speech)

My name is Tiffany and I am 17 years old. I am pleased to be here.

I want to tell you just a little bit about myself. I was born in Dover, New Hampshire and currently live in Wakefield, New Hampshire. I have a little brother, Harley, and a little sister, Jessica. I have a mother and a father; both of them have drug addictions. My father hasn't really been there for the most part due to all the time he has spent in and out of jail. My mother has been there for me for the most part. Growing up with parents that have drug addictions is not an easy thing, but with strength and love from people that cared, we seemed to make it.

When I was younger, we moved around a lot. We ended up in California where we were homeless and living on the beach. That's when my father went to prison and my mother decided to go to rehab to get better. After that we decided to move back to New Hampshire.

Once we got back to New Hampshire things went really well at first. Then at the age of 9 I started using drugs and alcohol as an escape. That's when my life started to go in a downward spiral. I had some heavy stuff that I was dealing with and I turned to drugs and self-mutilation to ease the pain. At the age of 14 I entered rehab; not because I wanted to, because I was forced to. I was there for 6 months. When I got out, I moved in with my grandmother.

Since I have been out, I have been doing really well. I got my LNA certification and I have been working really hard at changing my life. When I look back, I see that there is no point in dwelling on the bad things that have happened in my life; all I can do is grow from it.

There are so many people that have helped me get where I am today. I would like to thank my Nana for pushing me so hard even when it seemed I was ready to give up. Thanks to my sister and brother for loving me and dealing with all I the stuff I put them through; to my mom for trying to be there and to my dad; even though he's not here, I know he believes in me.

I would also like to thank my friends. Even as I have grown and changed they supported me and believe I can do it.

Last, but not least, I want to thank Project PRIDE for all their love, understanding and help. If it wasn't for them I wouldn't be where I am today. I continue to be drug-free, am working as an LNA and, tonight, am receiving my GED.

I am so grateful and happy I was given the chance to avoid the path that my parents followed and instead was given the chance to follow my own path.

Thank you all for helping make me a better me.

Angelica

Two years ago, Angelica had come a long way from the previous year but still lacked focus and motivation. As she came to know her youth program counselor, she began getting more involved in NH Jobs for America's Graduates (NH-JAG) and the Career Association. She served as the Berlin Career Association President this past year.

Angelica graduated in June of this year and gave birth to a baby girl approximately one month later. She is focused, driven, and looking forward to her future as a high school graduate and a mother.

To back up a bit, though, at the beginning of this past school year, Angela let her counselor know that she was not going to be able to graduate due to her failure of freshman and sophomore classes. With the help of her counselor, she met with the School to Career Coordinator and set up an internship at a local elementary school. Through this internship, she was able to earn an extra credit, and the students at the elementary school really took to her. This confirmed her previous thoughts about being a school teacher.

In November, Angelica confided that she was pregnant and wanted to keep the baby. This new challenge made her even more driven. She said that she planned to have the baby over the summer and then come back to school next year to finish up one remaining credit. After hearing that she only had one credit standing in the way of graduation, her program counselor met with the school counselor and devised a plan for Angelica to graduate. She added another class during the school day and registered for an on-line course in parenting. The course was very expensive, so some of Career Association JAG money was used to help with the cost. This enabled her to graduate on time.

Angelica is so optimistic about her future. She plans on beginning Community College in the spring to get her LNA and then transferring into a 4year college where she will pursue a Bachelor's degree in elementary education. She attributes many of her successes to her JAG experience and is a strong proponent of the program. Other students now ask if they can be in JAG because they have heard from Angelica "it is the place to be."

Santiago

Santiago was determined. Determined to be an airplane mechanic.

Through a fortunate set of circumstances, the Nashua MY TURN program was able to enroll Santiago in an activity for the Young Eagles program that was sponsored by the local airport and the Experimental Aircraft Association. The event allowed participants an opportunity to fly in a general aviation airplane, and actually fly an airplane simulator.

When he appeared for the day's activities, Santiago was first given a junior role to register and process identification cards for the younger crowd. Being impressed with how seriously he took this role, the event's organizers later asked him to run an aviation simulator for the little guys and to then take on the role of helping manage the little ones' participation overall. Santiago did such a great job, he was asked to return the following day to assist again!

The next day, however, brought him an adventure he would never have dreamed possible. After the day's events came to a close, he was taken for an airplane ride and was allowed to actually fly the plane for a short

period of time before the pilot took back the controls and then performed a variety of flight maneuvers. Santiago described it as “the scariest, most exhilarating thing I’ve ever experienced.”

When asked how he felt now about his future, he replied “I feel alive.” And on his face, for anyone to see, was that same determination that began his relationship with the MY TURN program counselor. He was picturing himself as an airplane mechanic. Good luck, Santiago. May your determination and hard work give you every success, no matter what your goal(s).

WIA Performance at a Glance (June 1, 2007 – July 31, 2008)

Local Area Name New Hampshire	Total Participants Served	Adults (includes self-serve)	42,505	
		Dislocated Workers	797	
		Older Youth	45	
		Younger Youth	504	
ETA Assigned # 33015	Total Exiters	Adults (includes self-serve)	40,918	
		Dislocated Workers	530	
		Older Youth	36	
		Younger Youth	291	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	78	77.5	
	Employers	76	71.7	
Entered Employment Rate	Adults	80%	78.3%	
	Dislocated Workers	87%	88.1%	
	Older Youth	75%	77.3%	
Retention Rate	Adults	88%	83.0%	
	Dislocated Workers	90%	90.1%	
	Older Youth	82%	83.3%	
	Younger Youth	75%	72.2%	
Six Months Average Earnings (Adlt/DW) / Earnings Increase (Yth)	Adults	\$11,200	\$9,211	
	Dislocated Workers	\$15,800	\$15,903	
	Older Youth	\$2,500	\$4,283	
Credential/Diploma Rate	Adults	70%	75.1%	
	Dislocated Workers	72%	85.5%	
	Older Youth	61%	50%	
Youth Diploma or Equivalent	Younger Youth	72%	65.3%	
Skill Attainment Rate	Younger Youth	81%	68.2%	
Overall Status of Local Performance		Not Met	Met	Exceeded
USDOL considers performance met if 80% of goal is reached.		0	17	8

WIA Financial Statement

July 1, 2005 – June 30, 2008

<u>Operating Results</u>	Available	Expended	Pct.	Balance Remaining
Total All Funds Sources (PY05, 06, 07)	\$20,651,221	\$19,514,520	94%	\$1,136,701
Adult Program Funds	\$5,018,325	\$4,798,742	95%	\$219,583
Dislocated Worker Program Funds	\$5,125,286	\$5,116,134	99%	\$9,152
Youth Program Funds	\$5,418,979	\$5,284,007	97%	\$134,972
Out-of-school Youth	\$2,438,540	\$2,422,909	97%	\$15,631
In-school Youth	\$2,980,439	\$2,861,098	96%	\$119,341
Local Administration Funds	\$1,206,918	\$1,166,681	97%	\$40,237
Rapid Response Funds	\$784,030	\$784,030	100%	\$-0-
Statewide Activities Funds	\$3,097,683	\$2,364,426	76%	\$732,757

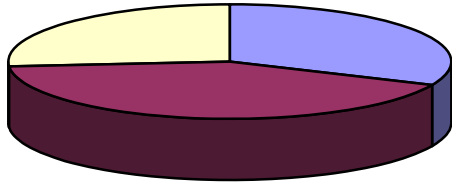
Funds Available are adjusted for USDOL rescissions and reallocations.

<i>Cost-Effectiveness*</i>	C-E Ratio	Financial Positions	Amount
Overall, All Program Strategies	\$1,679	Total Assets	\$1,216,452
Adult Program	\$1,274	Current Assets	\$1,216,452
Dislocated Worker Program	\$1,036	Property, Equipment, Net	\$
Youth Program	\$1,586	Operating and Other Assets	
		Current Liabilities	\$1,216,452
		Liabilities Less Long-Term Debt	\$1,216,452
		Long Term Debt	\$ -0-

*Calculated by dividing the cumulative WIA populations against total allocation (funds available)

Characteristics of Population Served

**Cumulative
WIA Population: 12,299
(staff-assisted)**



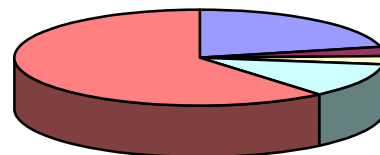
- Adult 3,938 (32%)
- Dislocated Workers 4,945 (40%)
- Youth 3,416 (28%)

Population Served by Gender				
	Adults	DW	YY	OY
Male	20%	54%	48%	34%
Female	80%	46%	52%	66%

Total Participant Counts by Ethnicity				
	Adults	DW	YY	OY
White	82%	91%	77%	69%
Hispanic or Latino	6%	2%	9%	10%
Black or African American	6%	2%	6%	14%
American Indian or Alaska Native	<1%	<1%	<1%	0%
Asian	1%	1%	<1%	4%
Hawaiian Native or Pacific Islander	<1%	0%	<1%	0%
More than one race	<1%	<1%	0%	<2%
Did not self identify	4%	2%	7%	<2%

Average Age of Participants		
Program	Male	Female
Adults	36.7	31.2
Dislocated Workers	46.8	47.3
Adults & Dislocated Workers	43.8	38.2

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



- Public Assistance 21%
- Veterans 3%
- Individuals With Disabilities 3%
- Older Individuals 12%
- Displaced Homemakers <1%
- Other 61%

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