



State of New Hampshire

Workforce Investment Act – Title I-B

Annual Report

*For the period July 1, 2005 through June 30, 2006
(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

New Hampshire's workforce development system has continued to evolve over this past year. The system partners—Employment Security, Department of Education, Department of Labor, Department of Resources and Economic Development, Health and Human Services, the Community Technical Colleges, and the Community Action Association—have continued to work together to create and enhance workforce and economic opportunities for New Hampshire's residents and businesses. On behalf of all our partners, the Workforce Opportunity Council (Council) takes 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 actual physical Center locations. These committed individuals are the definition of NH Works.

The Year at a Glance

Council activities were highlighted this past year by the involvement of Governor John Lynch. The Governor's participation in efforts to keep the Portsmouth Naval Shipyard open, and his personal participation in the support effort around the of closure of Car Component Technologies in Manchester, are just two of the many activities in which the Governor provided visible and vocal support of the Workforce Opportunity Council and New Hampshire's workforce system. The Governor's active involvement provided valuable publicity and public support, an important element in the effort to reach as many clients as possible. Other highlights of the Council's activities follow:

- The closure threat to the Portsmouth Naval Shipyard rallied all workforce system partners towards a common goal of keeping the shipyard open. Estimates of up to 2,700 New Hampshire residents losing their jobs kept everyone focused. In partnership with Maine, several projects were accomplished to prepare for the critical announcement date. Fortunately, the shipyard was spared, but this coordinated effort on such a large scale offered the workforce partners a strong opportunity to test new ideas of collaboration.
- When Car Component Technologies (CCT) closed, it affected approximately 512 workers and their families. With the Governor's encouragement and support, two dedicated centers were opened to serve these individuals—one in Manchester and one in Nashua. To meet the needs of this population, our workforce system partners came together to offer extended hours of service, Spanish-speaking counselors, job fairs, Trade Act certification, skills training, placement services, and assistance in receiving accrued benefits through the bankruptcy court proceedings. Approximately 370 of the 500 workers registered for unemployment insurance, and by early 2006, 258 of those workers were already "off the rolls", indicating a strong recovery for the affected workers.
- Groveton Paperboard in NH's North Country closed, affecting approximately 108 workers. Concerned that employment opportunities in the North Country would not be able to absorb them, a Worker Assistance Center was opened to provide dedicated service to these individuals. With strong outreach to local employers, many workers soon found new employment opportunities and the center was able to close the end of May 2006. The few remaining workers still utilizing services were referred to the local NH Works office.

- The Workforce Opportunity Council transferred their fiscal intermediary relationship from the Community Technical College System to the N.H. Department of Labor, a move that enhanced the commitment and relationship of the Department of Labor as a partner in NH Works.
- Fraser Paper announced closure of its pulp mill in Berlin, affecting approximately 250 workers.. Following so shortly after the Groveton Paperboard closure, the North Country again became the focus of the workforce system partners. A Worker Assistance Center was established in the same building used during the mill closure of 2000 (Pulp & Paper of America). All partners, including two mill workers providing peer support, provided training and other resources to assist the laid-off workers. A partnership with the State of Maine provided the opportunity to assist workers with their health care insurance payments, through the Health Care Tax Credit (HCTC) program. As of August 2006, approximately 47% of the affected workers have found employment.
- With the acquisition of Polyclad Laminates, Inc. by ISOLA Group USA, the Franklin facility closed, affecting 200 workers. Again, the partners came together to offer dedicated job and resource fairs, Trade Act certification, and training/placement services. Local area employers reached out and several laid-off individuals were soon back to work.
- A total of 2,321 individuals were served with Workforce Investment Act (WIA) funds between July 1, 2005 and June 30, 2006 through contractual relationships the Workforce Opportunity Council has with various agencies and organizations.
- Through the Workforce Development Training Fund, 47 businesses received financial assistance to upgrade the skills of their employees. To date, approximately \$238,000 has been obligated in training grants, and approximately \$150,000 remains available. Over 900 workers have benefited from this program.
- Transition services to our state's youth, and particularly youth with disabilities, have been enhanced through the work of four pilot intermediary sites created through a grant received from the USDOL Office of Disability Employment Policy (ODEP). The grant ends December 31, 2006, but much of the work begun under the grant will be sustained.
- Approximately 47 individuals were served under the Senior Community Service Employment Program (SCSEP), operated under contract with the NH Department of Labor. SCSEP is a federal initiative that provides subsidized community service employment opportunities to economically disadvantaged individuals aged 55 and above. During PY05 there were four service providers in New Hampshire, with the NHDOL program allocated a total of 64 service slots.
- Approximately 3,193 New Hampshire residents lost their jobs this past program year through business closures or down-sizing. This number is comparable to both PY03 and PY04 (3,438 and 3,065 respectively). Rapid Response is an organized method of outreaching to displaced workers, and usually takes place when 50 or more individuals from the same company are affected. Seventy Rapid Response actions took place in PY05, serving 1,559 (48.8%) workers who sought access to available services. This rate of participation is an increase over the prior two years, indicating that more displaced workers are aware of and willing to access the services offered by NH Works partners.

Job Corps Initiative Update

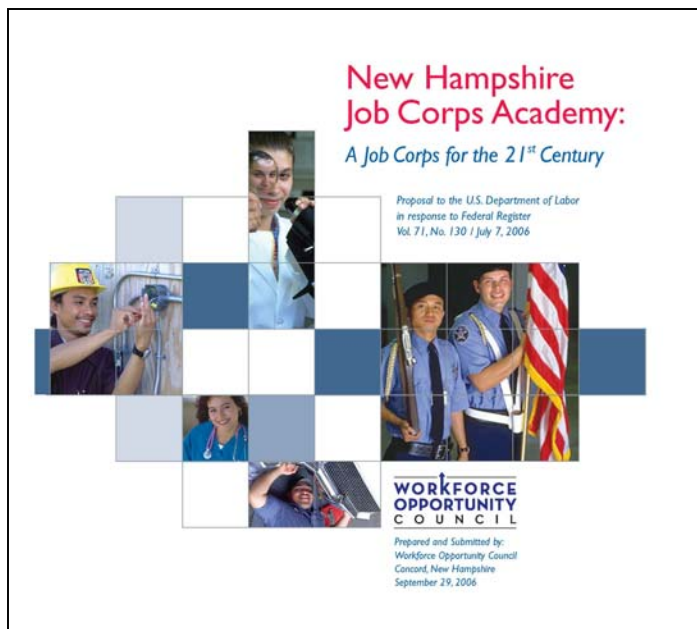
The effort to prepare and submit a New Hampshire Job Corps Center proposal to the U.S. Department of Labor was nearing its final stages this past year, as members of the Job Corps Task Force put together the key elements of a proposal in anticipation of a formal Request for Proposals (which was published in the Federal Register on July 7, 2006).

After publishing its own Requests for Proposals to New Hampshire communities interested in hosting a Job Corps Center, the Task Force decided to prepare a formal proposal for sites in Manchester, the state's largest city, and the North Country region of New Hampshire.

The Task Force worked closely with New Hampshire's congressional delegation



Aerial View of the Proposed Manchester Site



Cover Page Design of Proposal

and Governor John Lynch, and outreach to employers, state agencies, community-based organizations and community leaders was increased.

Dick Anagnost, Chair of the Job Corps Center Task Force, said community support and in-kind contributions were essential to the success of the project and predicted the final weeks of the campaign would focus on generating support and contributions. The Mayor of Manchester indicated his strong support for the proposed Center and the Greater Manchester Chamber of Commerce had made the Job Corps proposal a priority item on its summer agenda.

As the fiscal year concluded, the Task Force was well positioned to finalize its Job Corps Center proposal.

WIA Performance at a Glance

Local Area Name New Hampshire	Total Participants Served	Adults	653	
		Dislocated Workers	1,027	
		Older Youth	577	
		Younger Youth	64	
ETA Assigned # 33015	Total Exiters	Adults	457	
		Dislocated Workers	653	
		Older Youth	399	
		Younger Youth	47	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	76	74.4	
	Employers	75	72.4	
Entered Employment Rate	Adults	78%	77.2%	
	Dislocated Workers*	84%	83.9%	
	Older Youth	79%	56.0%	
Retention Rate	Adults	87%	83.1%	
	Dislocated Workers	88%	90.7%	
	Older Youth	78%	73.3%	
	Younger Youth	73%	72.8%	
Six Months Earnings Increase	Adults*	\$2,100	\$3,587	
	Dislocated Workers*	-\$3,650	-\$163	
	Older Youth	\$2,100	\$2,386	
Credential/Diploma Rate	Adults	68%	70.1%	
	Dislocated Workers	70%	76.0%	
	Older Youth	60%	38.2%	
Youth Diploma or Equivalent	Younger Youth	70%	54.2%	
Skill Attainment Rate	Younger Youth	76%	82.2%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	14	7
* renegotiated for PY05				

WIA Financial Statement

July 1, 2003 – June 30, 2006

<u>Operating Results</u>	Available	Expended	Pct.	Balance Remaining
Total All Funds Sources (PY03, 04, 05)	\$22,388,037	\$19,191,436	86%	\$3,196,601
Adult Program Funds	\$4,589,254	\$3,806,217	83%	\$783,127
Dislocated Worker Program Funds	\$6,383,873	\$5,691,542	89%	\$692,331
Youth Program Funds	\$5,917,296	\$5,525,888	93%	\$391,408
Out-of-school Youth	\$2,958,648	\$2,810,396	95%	\$148,252
In-school Youth	\$2,958,648	\$2,715,492	92%	\$243,156
Local Administration Funds	\$1,277,534	\$1,129,082	88%	\$148,452
Rapid Response Funds	\$857,092	\$829,739	97%	\$27,353
Statewide Activities Funds	\$3,362,988	\$2,209,058	66%	\$1,153,930

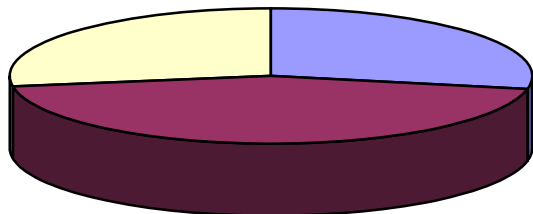
Adult and Dislocated Worker funds are adjusted for USDOL rescissions, reallocations, and Council transfers between the two programs.

<i>Cost-Effectiveness*</i>	C-E Ratio	Financial Positions	Amount
Overall, All Program Strategies	\$2,969	Total Assets	\$1,353,573
Adult Program	\$1,970	Current Assets	\$ 905,175
Dislocated Worker Program	\$1,989	Property, Equipment, Net	\$ 448,398
Youth Program	\$2,954	Operating and Other Assets	
		Current Liabilities	\$ 652,910
		Liabilities Less Long-Term Debt	\$1,111,720
		Long Term Debt	\$ 241,853

*Calculated against total allocation

Characteristics of Population Served

WIA Population Served: 2,321

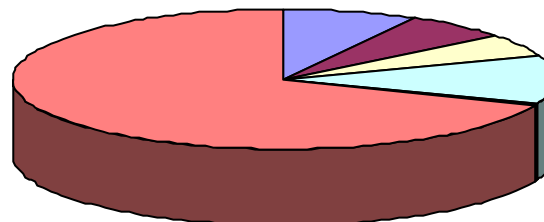


- Adult 653 (28%)
- Dislocated Workers 1,027 (44%)
- Youth 641 (28%)

Total Participant Counts by Gender				
	Adults	DW	YY	OY
Male	123	540	273	20
Female	530	487	304	44
Total	653	1,027	577	64

Total Participant Counts by Ethnicity				
	Adults	DW	YY	OY
White	89%	96%	88%	92%
Hispanic or Latino	5%	8%	9%	9%
Black or African American	8%	2%	7%	6%
American Indian or Alaska Native	1%	1%	2%	0%
Asian	1%	1%	1%	2%
Hawaiin Native or Pacific Islander	0%	0%	1%	0%
Did not self identify	1%	0%	1%	0%

Population by Category (Adult and DW)



- Public Assistance 8%
- Veterans 6%
- Individuals With Disabilities 5%
- Older Individuals 11%
- Displaced Homemakers 1%
- Other 68%

Average Age of Participants		
Program	Male	Female
Adults	36.8	31.8
Dislocated Workers	47.0	45.8
Adults & Dislocated Workers	45.1	38.5

Workforce Opportunity Council Members

Governor John Lynch
Dick Anagnost, **Chair**
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George Bald
Nancy Barnes
Denise Benson
David Boisvert
Thomas Brady
Fred Bramante
Richard Brothers
Kevin Cash
David Cioffi
George Copadis

James Dalley
Joseph Diament
Dick Dunfey
Debra Grabowski
Mark Hathaway
Gale Hennessy
David Juvet
Jay Kahn
David Lang
Sen. Sylvia Larson
Eliza Leadbeater
Carl Lindblade
Gary Matteson

Henry Mock
Rep. Clifford Newton
Bob Paul
Alan Reische, **Vice Chair**
Steven Schubert
Steven Shulman
William Simonton
John Stephen
Jim Wagner

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Dick Dunfey
David Juvet
Jay Kahn

Gary Matteson
Alan Reische, **Vice Chair**
Steve Schubert
Jim Wagner

Youth Council Members

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Kevin Cash
Ernest Collier
Kathy Condon
Michele Desmond
Joseph Diament

Kathryn Dodge
Steve Guyer
Nate Hughes
Bruce Labs
Sen. Sylvia Larsen
Paul Leather

Donna McAdam
Hon. Willard Martin
Rep. Debra Naro
Jim Palmeri
Kim Shepard
Tom Wisbey

Success Stories

“The Launch” is a collaboratively funded youth program, partially sponsored by the WIA Youth Council, with statewide discretionary funds:

As a parent I'm always looking for ways to enrich my child's life in a positive way. During the summer of 2005 I knew it was important for Adrienne to seek summer employment, However, I could sense Adrienne was a little nervous not knowing what to expect. Adrienne spoke with Sean O'Brien who made her aware of the Summer 2005 Launch program. Having had experience with Sean in the past I felt very comfortable with Adrienne's involvement.

Adrienne learned so much that summer on how to work as a team player in a work environment. Adrienne was up and out the door by 6:30am to arrive to work for 7:00. This is a girl who has no problem sleeping till a least 10:00am on weekends. There is so much that she learned that summer. She did everything from cooking to managing her peers. The staff along with Alex Ray of the Common Man made such a huge impact on how Adrienne looks at her place in the workforce.

I myself am a business owner. I appreciate and respect what the Common Man Restaurant, the CADY organization, and the WIA Youth Council has done for our children.

Thank you,
Melissa R., Adrienne's mom

Dean, a veteran, was laid off from AT&T through down-sizing.

The acquisition of the CDL license has enabled Dean to start his own business in which he hopes to provide affordable housing to the residents of the Upper Valley, NH.

Dean received his certificate of completion from North East Driver Qualifiers. After his planned employment disappeared because the company encountered financial difficulties and eventually dissolved, Dean began plans to start his own business. He and his partner acquired the used of a 1989 White Totter/Tractor and a 40ft trailer. They then acquired an older excavator and a used “dozer”.

With this equipment in hand, the Cardigan Mountain Properties Company was born. Since the start of the company, Dean has completed 2 three-bedroom homes, a five-bedroom home, and is currently working on a project involving a two-bedroom, two-bath home. Dean's company currently has 2 homes on the market and plans to acquire additional land for the series of next home-building projects.

Dean notes that the CDL license has enabled him to haul equipment and manufactured homes. Moreover, his heavy equipment experience has allowed him to foster a business niche that will be successful and beneficial to the residents of the Upper Valley. He further notes that if it was not for the WIA program and the counseling efforts of the WIA Claremont-based counselor, he would not have been able to cope with and “find the light in a rather dark moment” in his work history.

Dean highly recommends the program and its services to others who have “a dream of improving their current work status.”