

Addendum to  
**The State of New Hampshire**  
Workforce Investment Act & Wagner-Peyser State Plan

For Program Year 2009 (7/1/2009 – 6/30/2010)

Submitted on behalf of  
**Governor John H. Lynch**  
by:



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64 OLD SUNCOOK ROAD, CONCORD, NH 03301      PHONE: 603.228.9500      FAX: 603.228.8557      TDD: NH RELAY 711

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# Addendum to WIA & Wagner-Peyser State Plan for the State of New Hampshire

The New Hampshire State Plan for the Workforce Investment Act (WIA) and Wagner-Peyser programs was submitted and approved in 2007 for two years. New Hampshire submitted a request, which was approved, to extend the current plan through PY2009, or through the program year ending 6/30/2010.

This addendum addresses information more specific to the American Recovery and Reinvestment Act (ARRA), as well as provides certain updates. However, the basic Plan as submitted in PY2007, and extended through PY2009, remains intact.

## **SECTION I: Context, Vision, and Strategy**

### **Economic and Labor Market Context:**

**Provide a detailed analysis of the state's economy, the labor pool, and the labor market context.**

Much of the information in the existing Plan is still relevant, particularly around demand occupations, skill gaps and industry trends. Below is a brief update to the Plan's section on economic and labor market information.

#### **Review of the Economy**

Through the end of 2008 and heading into 2009, the New Hampshire economy could not stay detached from the national recession, or ignore its dependence on the global economy. This is evidenced by:

- The state's unemployment rate (seasonally adjusted) for May 2009 was 6.5 percent, a 2.8 percentage point increase from a year earlier. New Hampshire's unemployment rate is the lowest in New England and, in comparison to the nation's unemployment rate at 9.4 percent, New Hampshire is faring relatively well.
- Initial claims for unemployment spiked in December 2008 to more than 13,000, a level not experienced in the state since January 1975. Since then the volume of both initial and continued claims have remained at an elevated level.

#### **Profiling Unemployment in New Hampshire**

- Males claiming unemployment insurance benefits outnumber females during most months of the year.
- During 2008 the largest share of claimants, 14.8 percent, was from Construction industries. Construction makes up less than five percent of the state's covered employment.
- The youngest age group of claimants, age 16 to 24, make up the largest share of the total unemployed population, almost 36 percent, but they make up barely seven percent of the claimants.
- In May 2009, one of every three claimants had collected 15 weeks or more of unemployment compensation benefits.

## **Nonfarm Employment by Industry**

Employment losses have affected most industries. Overall, both Goods producing and Service providing industries experienced losses in employment over-the-year.

- Nonfarm employment in May 2009 dropped 16,000 jobs from a year earlier and now totals 634,100.
- *Manufacturing and Construction* are the two sectors hit the hardest. *Manufacturing* lost 7,900 jobs over the year and *Construction* lost 4,300 over the year.
- *Retail trade* employment did not increase as much as usual in December 2008, and consequently did not shed as many jobs as usual in January 2009.
- Despite the downturn in the economy, *Education and Health Services* supersector added 2,600 jobs over-the-year.

## **Covered Employment Highlights – Fourth Quarter 2007 to Fourth Quarter 2008**

In the wake of the recession, typical holiday upswings in retail employment were not realized in fourth quarter 2008.

Goods producing industries eliminated the most jobs while Service providing industries were restrained in employment increases.

## **Exports to the World**

The level of New Hampshire's exports remained strong through fourth quarter 2008 but slipped during first quarter 2009. New Hampshire's exports to the world dropped by 28.3 percent from fourth quarter 2008 to first quarter 2009 and were almost 9 percent below first quarter 2008 levels.

## **Housing Market**

Housing values have continued to decline, new residential building permits are at historically low levels, and the number of foreclosures is at a historically high level.

- In first quarter 2009, existing home sales were down almost nine percent from fourth quarter 2008 and down more than ten percent from a year earlier (first quarter 2008). The median sales price has dropped by more than 15 percent over-the-year.
- While high compared to previous periods, the total number of foreclosures during the first four months of 2009 is only modestly above the number of foreclosures during the first four months of 2008.

## **Population trends**

From 2007 to 2008, New Hampshire's population only added 3,500 persons, translating to a growth rate of 0.3 percent. With the exception of the early 1990's, the state has not experienced such a slow growth in more than 50 years.

- New Hampshire's median age was 40.2 in 2008, compared to 36.8 for the nation.

## **State Vision and Priorities:**

### **What is the Governor's vision for ensuring a continuum of education and training opportunities that support a skilled workforce?**

Notwithstanding an additional infusion of funds through ARRA, consistent with the Governor's overall vision and goals for the State, the goals for the statewide workforce system remain constant. These goals are:

- To establish a workforce development system that is market driven, customer responsive, performance based, and aligned with the skilled labor needs of New Hampshire.
- To prepare New Hampshire's youth, the emerging workforce, for employment and further education.
- To prepare transitional workers for employment that leads to job retention, wage progression and self-sufficiency.
- To assist business and industry in upgrading the skills of the current workforce.
- To improve labor market exchange and labor market information for all businesses and individuals.
- To maximize effective coordination and utilization of public and private dollars, leverage resources and identify additional and alternative sources of support to sustain the workforce development system.
- To promote statewide workforce development programs, increase awareness of ongoing initiatives, and provide information on workforce issues to the private sector and the general public.

The Governor and New Hampshire's leaders remain committed to continuing to build a workforce development system that is integrated, comprehensive, customer focused, performance based, innovative, responsive to local and regional economies, and is dedicated to promoting continuous skill development to carry out these goals. Both ARRA local and statewide funds will be used to further this vision.

### **What is the Governor's vision for ensuring that every youth has the opportunity for developing and achieving career goals through education and workforce training, including the youth most in need of assistance, such as out of-school youth, homeless youth, youth in foster care, youth aging out of foster care, youth offenders, children of incarcerated parents, migrant and seasonal farmworker youth, youth with disabilities, and other youth at risk?**

New Hampshire is fortunate to have a well-established Shared Youth Vision (SYV) initiative incorporating the partnership of all agencies who serve the youth identified above. This initiative not only has the support and backing of the State Workforce Investment Board, and under that auspices, the Youth Council, but the state-level SYV team has developed local teams that replicate the state membership. These local teams function in each of the 13 NH Works (one-stop centers) service areas, bringing together significant resources. It is envisioned that the state team, as well as these local teams will offer their resources to local youth service providers.

Using ARRA funds, the Youth Council has issued a rolling RFP to serve youth in the state by offering both summer job and training opportunities. Approximately 75% of ARRA youth funds have been obligated to server youth in summer programs for 2009. The balance of the funds are funding year-round programs for both in-school and out-of-school youth. Through the SYV partnership, special

effort is being made to recruit these harder-to-serve populations. All of these efforts complement the existing programs supported with WIA formula funds.

**Identify the Governor's key workforce investment system priorities for the state's workforce investment system and how each will lead to actualizing the Governor's vision for workforce and economic development.**

The Governor's priorities remain relatively constant as noted in New Hampshire's existing plan and include:

1. Preparing Emerging Workers for Employment and Further Education
2. Preparing the Transitional and Disadvantaged Workers for New Jobs Leading to Job Retention, Wage Progression and Self-Sufficiency
3. Upgrading the Skills of Current Workers
4. Improving the Competitiveness of Employers
5. Improving Labor Exchange and Labor Market Information

The infusion of ARRA funds, however, allow for a greater ability to serve all levels of these goals by extending services available. For example, significantly more youth will be served through the combined use of WIA formula and ARRA fund than could be served through just formula funds. As New Hampshire had exhausted its WIA adult training funds in April 2009, the infusion of ARRA allowed for a seamless continuation of services. So too, increased demand by dislocated workers had stressed the existing funds to the maximum point, and the infusion of ARRA funds has filled the void where in other circumstances, individuals would have been unable to pursue training opportunities, or would have to had waited for additional funds to come into the state before pursuing skill upgrades.

**What strategies are in place to address the national strategic direction, the Governor's priorities, and the workforce development issues identified through the analysis of the State's economy and labor market?**

New Hampshire has not significantly changed its strategies towards addressing an overall integrated workforce system. As a small state, partnerships are strong and work well. ARRA funds have supplemented existing WIA formula funds and have allowed the state to serve the increased demand for services. Training and skill upgrades have always been a strong component of New Hampshire's approach to building its workforce and economic systems, and no significant changes in approach towards local service areas are foreseen. Over the next few months, the Governor's vision of bringing workforce and economic development closer will play out in the realigning of workforce development functions into the state's economic development agency. As this process evolves, some changes may emerge, and as these changes become formalized, they will be reflected through modifications to the State Plan.

**Describe innovative service delivery strategies the state has or is planning to undertake to maximize resources, increase service levels, improve service quality, achieve better integration or meet other key state goals.**

As noted above, no major changes in strategies at the state level are immediately projected, other than the merging of the workforce development and economic development agencies. It is hoped that the combining of these two functions will result in increased integration of services to our dual customers – the individuals and the businesses. As previously noted, as the integration evolves, new strategies may

emerge. On the local adult and dislocated worker level, however, services are being enhanced through increased capacity in the form of additional staff hires to serve the increased demand for services. These staff increases are funded by ARRA, and would not have been possible without the infusion of these funds. As for youth, approximately 20 additional programs have been funded through use of ARRA funds – programs designed to provide work preparedness experiences as well as actual employment opportunities. Several of the programs are offering innovative methods of accomplishing this as will be discussed later in this addendum.

## **SECTION II: Service Delivery**

### **State Governance and Collaboration:**

**Describe how the agencies involved in the workforce investment system interrelate on workforce, economic development, and education issues and the respective lines of authority.**

As noted in New Hampshire's State Plan, the workforce system, as delivered through the NH Works one-stop centers, is governed by a consortium of partners, including Employment Security, Education, Health & Human Services, the Community College System, Labor, Vocational Rehab, Economic Development, and the Community Action Programs. Members on this consortium are of the Deputy Commissioner status. Beneath the consortium structure is a committee comprised of the Director/Manager level of the same agencies. This lower-level committee implements the policy directives of the consortium. This collaborative approach to the workforce system has worked well in New Hampshire, and through the constant interaction, awareness of other state agencies programs and funding opportunities are always strong. Adding to the integrative approach, is the fact that many of the managers also are involved at the state-level Shared Youth Vision initiative, bringing further opportunities to braid and blend multi-agency funding and direct it towards increased services.

**Describe the steps the state will take to improve operational collaboration of the workforce investment activities and other related activities and programs outlined in section 112(b)(8)(A) of WIA, at both the state and local level (e.g. joint activities, memoranda of understanding, planned mergers, coordinated policies, etc.). How will the State Board and agencies eliminate any existing state-level barriers to coordination?**

Being a single-delivery, one-board state, as well as being a small state, New Hampshire is uniquely positioned to continue its ongoing collaborations. It goes without saying that continued improved collaboration is always a goal. The SYV initiative, as well as the NH Job Training Fund are prime examples of joint activities. The SYV, as noted previously, is comprised of partners from all of the neediest and hardest-to-serve youth groups. The team has received recognition for its good works through grants and federally awarded pilot projects. The NH Job Training Fund, funded with UI administrative monies, shows how well three different approaches can be meshed. The state's economic development agency has overall leadership on this initiative. The workforce development agency manages the day-to-day activities of administering the fund, and the state's community college system has priority status for training activities.

Through the NH Works system, strong efforts have been made to combine policy approach whenever possible, and as previously mentioned, the Governor's vision of bringing workforce and economic development closer together will ultimately result in one agency being responsible for both functions. Details of this merger are still being finalized.

Continued collaboration on the part of all agencies has successfully eliminated or reduced barriers to coordination, and it is expected this will continue.

### **Reemployment Services and Wagner-Peyser Act Services:**

**Describe the reemployment services the state provides to Unemployment Insurance claimants and the worker profiling services provided to claimants identified as most likely to exhaust their Unemployment Insurance benefits in accordance with section 3(c)(3) of the Wagner-Peyser Act.**

The existing State Plan describes the reemployment and profiling services provided by NH Employment Security (NHES) with some detail. Those services have not, and will not, change as a result of ARRA funds, nor will the coordination between all one-stop partners' services change. New Hampshire being a small state, coordination of services between agencies has always been one of the strong points of the system.

Supported by ARRA funds, the capacity for NHES to provide their services will increase due to additional staff hires. Further, understanding that increased funding for training is available through the WIA ARRA funds, referrals will be more readily made in an effort to help the individual most at risk of exhausting UI benefits gain the skills necessary to secure self-sustaining employment. Perhaps the biggest challenge, however, is that first appearances indicate that the economy is recovering quite slowly and with less available jobs than hoped for.

**Describe how the state will ensure the three-tiered service delivery strategy for labor exchange services for job seekers and employers authorized by the Wagner-Peyser Act includes: (1) self-service; (2) facilitated self-help service, and (3) staff-assisted service, and is accessible and available to all customers at the local level.**

With its 13 NH Works one-stop centers, services are available and accessible to all customers at the local level. The existing State Plan describes, with detail, NHES's three-tiered approach to providing services on a universal access basis. No significant changes are expected in this already-detailed approach.

What has been a significant change, however, is that with use of Reed Act funds, NHES recently upgraded both its UI data system and Job Match System (JMS). The upgrades and enhancements have provided a stronger and more integrated system for managing UI claimants, from both the individual side and the employer side. The new JMS has case management and other features not available on the older system. One such feature is the ability to "spider" other websites, for job openings and incorporate those listings into the state job bank. Another new feature allows for the posting of resumes so that prospective employers are better able to match available workers to the job skills required in the employer's open positions. The increased staff capacity also allows for a more dedicated approach to seeking job listings, all of which helps ensure that any jobs generated through ARRA funding are captured, assessable and available

### **Adult and Dislocated Worker Services:**

**Describe state strategies and policies to ensure adults and dislocated workers have universal access to the minimum required core services as described in section 134(d)(2).**

No significant changes in service delivery methodology to adult and dislocated workers, as described in the existing State Plan, are envisioned, even with the use of ARRA funds. New Hampshire experienced a significant reduction in funds due to the program-wide rescissions enacted during PY07/08, and the ARRA funds are now allowing a continuation of services that would have been suspended had these funds not come into the state. New Hampshire has traditionally followed a priority-of-service model, providing services to target populations that are at or below 70% of the LLSIL. While ARRA funds will allow a slightly broader approach, New Hampshire will still continue to give priority of service our more challenged residents, keeping in mind the goals of ARRA.

**Describe how the state will integrate resources provided under the Wagner-Peyser Act and WIA Title I for adults and dislocated workers, as well as resources provided by required One-Stop partner programs, to deliver core services.**

New Hampshire's current State Plan addresses this issue fairly comprehensively. Use of ARRA funds simply allows for a larger effort. The strength of NH Works is the unique combination of services and information available from multiple partners collocated in the NH Works Centers. Services provided by partners are coordinated through a variety of tools including memorandums of understanding, resource sharing agreements, NH Works guidance letters and service delivery contracts. Coordination of services consistent with the State's priorities is further achieved through established State-level interagency management work groups tasked with the development and implementation of system-wide continuous improvement and staff capacity building initiatives. In addition, services are coordinated through a network of electronic access points (e.g. NH Libraries, Adult Basic Education Centers, Vocational Rehabilitation Centers and WIA Youth Service Providers), and each NH Works resource center provides information and referral services on the myriad of community resources available to the consumer.

The Department of Health and Human Services is a voluntary partner, with staff collocated in each of the NH Works One-Stop Centers. Through this partnership, TANF and Food Stamp work program services are available on-site, and staff pool resources to meet customer needs and eliminate duplication of services.

**Describe the Governor's vision for increasing training access and opportunities for individuals including the investment of WIA Title I funds and the leveraging of other funds and resources.**

The infusion of ARRA funds has significantly increased the number of ITAs available for training individuals across New Hampshire. Combined with the formula funds, training opportunities will nearly double over the coming year. Additionally, new fiscal year funds coming into the state's *NH Job Training Fund* will be leveraged against the WIA funds, and provide incumbent worker training Opportunities that WIA is not usually given over to. Further, New Hampshire was fortunate enough to receive a grant for CNC training of both new and incumbent workers using accelerated academic instruction along with a 2-year apprenticeship. Lastly, with both the ARRA and formula funds available at the statewide level, RFPs will be released encouraging partnerships and leveraging of funds to provide unique and innovative projects to reach into areas not previously explored with standard formula funds. The release of the RFP is expected to happen in mid-July, allowing for late fall start dates of projects. It is hoped that institutions of higher learning will partner with other training providers to offer a broad range of training opportunities for NH residents.

**What models/templates/approaches does the state recommend and/or mandate for service delivery in the One-Stop Career Centers? For example, do all One-Stop Career Centers have a uniform method of organizing their service delivery to business customers? Is there a common individual assessment process utilized in every One-Stop Career Center? Are all One-Stop Career Centers required to have a resource center that is open to anyone?**

All thirteen one-stop centers are required to have a resource center that is open to the general public and provide, at a minimum, the core, intensive and training services. In general, system tools are unique to the provider and allow for local discretion in determining the best mix of tools and service strategies for meeting the needs of a given community. Partners are strongly encouraged to work together to streamline their processes, however, it is recognized and accepted that the various programs have differing requirements which make it difficult to create one standardized approach.

Local efforts are supported by guidance from the One-Stop Operator Consortium provided through written correspondence, training, conferences and/or pilot projects focused on providing staff with new skills, access to new tools, and information on best practices with the goal of encouraging system efficiencies.

### **Youth Services:**

**Describe the state's strategy for providing comprehensive, integrated services to eligible youth, including those most in need.**

Addressing the need to quickly release ARRA funds into the community, the Workforce Opportunity, through the direction of its Youth Council, released three Requests for Proposals (Summer Youth, In-School Youth Year-Round, and Out-of-School Youth Year-Round) thus enabling local communities to identify the strategy(ies) that best responds to their communities and targeted population needs. Design elements were based on the WIA ten (10) essential elements that were age appropriate. Minimum programmatic thresholds were established for each element

The State will not directly operate programs. Approximately 72% of ARRA monies are scheduled to be spent during the period 5/1/09-9/30/09 with eighteen contractors. The remainder of the funds has been awarded to an additional six contractors for year-round programs; six that will end on June 30, 2010 and one with contractual funding through June 30, 2010.

The work and training experiences vary significantly from site to site. Generally speaking, 15 hours of work experience are mixed with a minimum of 5 hours academic instruction per week over 4-week period. Examples include:

- Menu planning, food prep & storage, cleaning
- Facilities maintenance, trail work, painting
- Developing and leading activities with disadvantaged children in summer camp programs
- Parks beautification (planting, landscaping, clean-up)
- GED test preparation, computer technology training
- Financial planning awareness, nutrition awareness, multi-cultural awareness
- Career exploration through various paid internships
- Horticulture and crop production
- Animal care
- Retail and marketing skills
- Construction site skills and safety awareness

- Lake Ecology protection
- CPR/First Aid skills
- Meals on Wheels programs
- Summer school teacher assistants
- Childcare skills
- Entrepreneurship training
- LNA training
- STEM (science, technology, engineering and mathematics) opportunities

The same guidelines followed for WIA Youth formula will be applied to WIA Youth ARRA summer youth. Contractors are encouraged to build support services into their programs, including such things as childcare, transportation, GED testing, housing, medical, car parts, etc., for the removal of student’s barrier thus enabling them to successfully complete the program and/or enter and/or maintain private sector employment. However, WIA Youth ARRA, as with formula- funded programs, is the payer of last resort if there are no other avenues to receive the support monies. For example, for childcare assistance, student would be required to apply for DHHS Title XX funds.

Anticipated youth to be served with ARRA funds, based on early responses to the RFP are as follows:

Summer Youth	
In-School Youth	294
Out-of-School Youth	127
Year Round Programs:	
In-School Youth	177
Out-of-School Youth	50

**Veterans’ Priority of Service:**

**What policies and strategies does the state have in place to ensure that, pursuant to Jobs for Veterans Act (P.L.107-288)(38 USC 4215), priority of service is provided to veterans (and certain spouses) who otherwise meet the eligibility requirements for all employment and training programs funded by the Department of Labor?**

Veterans have always received priority of service under New Hampshire’s approach to providing services through the One-Stop System, and such policies and procedures are explained in the existing State Plan. Staff are fully aware of the veterans’ priority and, consistent with the 2008 changes in the law around eligible spouses, have adjusted their approach to inquire about, and assist eligible spouses. The infusion of ARRA funds will not change the basic approach New Hampshire has been following, other than to expand services to eligible spouses, as noted. NH Employment Security (NHES) is responsible for administering both the Veterans programs and the Job Match System (JMS). JMS has recently been significantly enhanced through upgrades, and job postings and other veteran services are prominently displayed through this system.

**Service Delivery to Targeted Populations:**

**Describe the state’s strategies to ensure that the full range of employment and training programs and services delivered through the state’s One-Stop delivery system are accessible to and will meet the needs of dislocated workers, displaced homemakers, low-income individuals, migrant**

**and seasonal farm workers, women, minorities, individuals training for non-traditional employment, veterans, public assistance individuals, limited English proficiency individuals, and people with disabilities.**

New Hampshire's current approach to serving targeted populations is described with detail in its existing Plan. As noted throughout this Addendum, the infusion of ARRA funds does not change the basic approach New Hampshire will take on serving these populations. Rather, the infusion of funds simply allows New Hampshire to expand the services to a larger constituency, as formula funding to the state is limited, thus ordinarily providing limits to the reach of services into the communities.

Wagner-Peyser funds will continue to support targeted individuals pursuant to the existing Plan. Use of WP funds to support the disability program navigators, however, is not seen as viable in the immediate future. Instead, WIA formula and ARRA funds will help supplement this program over the next year. Discussions remain underway with all of the One-Stop partners around how to continue this valuable service in New Hampshire in light of the expected elimination of specific DPN funding.

### **Section III. Operations**

#### **Transparency and Public Comment:**

**Include a description of the process the state used to make the Plan available to the public and the outcome of the state's review of the resulting public comments.**

The state's usual process has been to post the Plan on the NH Works website ([www.nhworks.org](http://www.nhworks.org)) with notices of public hearing and 30-day comment period. In recent years, there has been no public attendance at the public hearing, and only one or two, if any, written comments. Those comments received, however, were reviewed and addressed as necessary and appropriate.

Pursuant to directives from the Governor, every ARRA program has been described and provided to the Office of Economic Stimulus (OES), who has posted it to the state website. As contracts with youth service providers are finalized, a listing of them have also been provided to the OES for posting on their official website.

This Addendum to the State Plan will follow the similar process used – posting to the NH Works website, with notices of public hearing and comment. As comments come in, they will be reviewed and responded to as necessary and appropriate.

#### **Increasing Services for Universal Access:**

**What state policies are in place to promote universal access and consistency of service statewide?**

Using ARRA funds, additional staffing has been increased for both WIA and Wagner-Peyser programs. The additional staffing will assist in meeting the expected higher demand for services. WIA has chosen to use the staff in a manner that allows the extra staff to “float” between the busiest offices, thus putting resources where and when needed. Wagner-Peyser will increase staffing in those offices showing the highest volume.

Due to its single delivery service area designation, and single Workforce Board, New Hampshire is only required to maintain one comprehensive One-Stop Center. It has always chosen to maintain thirteen centers to serve residents with effective consistency throughout the state. This approach has not changed, and the infusion of ARRA funds has provided an opportunity to provide additional staffing during this economic downturn, thus allowing New Hampshire to meet its commitment to maintaining statewide services that are universally accessible.

### **Local Planning Process:**

#### **Describe the state-mandated requirements for local areas' strategic planning, and the assistance the state provides to local areas to facilitate this process.**

New Hampshire is designated as a single delivery service area, with the one Workforce Investment Board acting as both state and local boards. Thus the strategic planning that drives the service delivery policies and procedures at the state level also operates to serve the local areas. Through the One-Stop Operators Consortium (one-stop partners), local needs that may present outside the usual planning periods are addressed quickly and efficiently, as they are brought to the attention of the partners.

### **Procurement:**

#### **Describe the competitive and non-competitive processes that will be used at the state level to award grants and contracts for activities under title I of WIA, including how potential bidders are being made aware of the availability of grants and contracts.**

Requests for Proposals (RFP) are used when requesting bids for program funding – particularly so in the youth services category. An RFP was issued by the NH Department of Education, in partnership with the Council, for summer youth opportunities. As of July 30, 2009, approximately 72% of all ARRA funds have been obligated, and 100% of formula funds have been obligated through a similar RFP process.

Statewide Activities funds (Governor's Discretionary Funds) – both formula and ARRA – will also be made available through an RFP process, scheduled to begin by mid-July 2009. Eligibility will be open to both non-profit and for profit organizations, as well as institutions of higher learning. The RFP will set the criteria for bidders to offer innovative training programs designed to meet the state's need for high demand occupations.

RFPs are generally listed on the NH Works website, listed in the legal notice section of the Concord Monitor and Union Leader (the state's larger newspapers), and sent, via email, to several listservs. For youth services, the NH Department of Education also lists the RFP on their site.

#### **Describe how the state helps local areas identify areas needing improvement and how technical assistance will be provided.**

For this particular item, "local areas" will be defined as local contractors, since as a single service-delivery state, New Hampshire does not technically have local areas. With that said, contractor training for youth service providers has been ongoing, with each new contractor given specific instructions and assistance with service provision, reporting requirements, and performance goals. The

vast majority of summer youth programs have already begun operation, and receive ongoing technical assistance from the Council's contractor, the NH Department of Education.

Staff in the NH Works offices are also receiving training from their respective agencies. Again, training has encompassed program eligibility requirements, management of information, reporting requirements, and performance goals. Where necessary and appropriate, ARRA funds have been used to support this training and technical assistance. ARRA funds are also being used to support monitoring activities to ensure high quality in program management.

### **Monitoring and Oversight:**

**Describe the monitoring and oversight criteria and procedures the state utilizes to move the system towards the state's vision and achieve the goals identified above, such as the use of mystery shoppers, performance agreements, etc.**

The state has always taken a strong oversight and performance evaluation approach in its contracts with service providers. In particular, youth service provider contracts are designed to be re-negotiated based on percentage of enrollment reached by a certain date. Adult and dislocated worker service providers are monitored on a regular schedule, with concerns highlighted and followed up on. Procedures described in the existing Plan will continue to be observed.

Recognizing that ARRA funding has increased the need for oversight and monitoring activities, an RFP, supported by ARRA funds, was recently issued. This particular RFP addresses the summer youth programs, however, should it be determined that this approach works well, this approach may also be taken with the adult and dislocated worker service provider contractors.

All major contractors are aware of the enhanced reporting requirements under ARRA, and have received technical assistance in completing the required reporting elements. As much as possible, the state will draw the required elements from its case management data base, resulting in minimal manual data collecting. Performance goals under ARRA are essentially the same as the formula funds goals, and New Hampshire will continue to employ its various means of goal obtainment as described in the existing Plan. Those performance goals specific to ARRA will be focused on and addressed with serious commitment to success. In particular to the youth work readiness goal, New Hampshire has set an 80% completion standard, measured by two components: (1) the student will need to achieve the minimum number of academic and work experience hours (20/60); and (2) attain a work readiness gain that will be demonstrated as a result of the student's pre-test using the CASAS Employability Competency System Pre-Employment Work Maturity Assessment, and documented with attainment of a gain based on the pre-test.