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## **NH WORKS MANUAL FOR NEWLY HIRED STAFF**

Compiled by: NH Works Professional Development Team (PDT)

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# NH WORKS MANUAL FOR NEWLY HIRED STAFF

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## INTRODUCTION

This manual is being provided to new staff as an introductory tool to the NH Works system. The manual is provided to all new workers who will be collocated in a NH Works Center statewide and is intended to:

- Introduce new workers to the NH Works system,
- Present basic information concerning the programs and services provided by the agencies who are part of the NH Works system,
- Provide contact information to access programs and services for customers seeking assistance through the NH Works system, and
- Provide activities for the new worker to become acclimated to working in the NH Works system.

The beginning of this manual provides a broad overview of the programs and services available within the state for customers seeking assistance through the NH Works system. The end of the manual provides a number of self-guided activities to help the new worker get situated and become acclimated to some of the basic functions of working in this environment.

Members of the Professional Development Team (PDT) compiled the information contained in this manual. The PDT is comprised of representatives from NH Works agencies that are part of the NH Works system. If you have a comment or question about the information in this manual, feel free to contact a PDT member. Current PDT members include:

- **Jackie Heuser**, Director, Office of Workforce Opportunity, NH Business and Economic Affairs
- **Sarah Bennett**, Educational Consultant, Adult Education, NH Department of Education
- **Brigitte Bowmar**, Program Specialist, Bureau of Youth Workforce, NH Department of Education
- **Jenifer Gould**, BWW Training Coordinator, Department of Health and Human Services
- **Lisa Hazeltine**, Workforce Programs Director, Community Action Program Belknap-Merrimack Counties, Inc.,
- **Tracey Jackson**, WIOA Statewide Program Manager, Southern NH Services
- **Ella McAllister**, Program Specialist, NH Department of Education, Vocational Rehabilitation
- **Dee Skinner**, Employment Service Bureau Program Manager/Training Coordinator, NH Employment Security

## WORKFORCE INNOVATION BOARD

The Governor established and certified the Workforce Opportunity Council (Council) as the State's Workforce Board under the Workforce Investment Act (WIA) on September 22, 1999. The Governor looks to the State Workforce Board to provide the leadership necessary to affect a system-wide approach to cross-collaboration and communication among the various workforce development system partners, including coordination of the NH Works one-stop services offered in centers located throughout the State. Under the auspices of the State Board, the Workforce Opportunity Council has been charged with maintaining a system that aligns the efforts and resources of employers, multiple agencies, and other partners to promote a system-wide approach to strategic planning and accountability, and to work to strengthen partnerships among system stakeholders. Under the establishment of the Workforce Innovation and Opportunity (WIOA) in 2014, the Council became the Workforce Innovation Board.

The vision of the Board 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.

The mission of the Board 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 residents of New Hampshire to gain sufficient skills, education, employment, and financial independence.

### **Priorities include:**

- Affordable higher education
- Aligning programs with the needs of the business community
- Job training
  - Job Training Fund
  - NH Working – Stay at Work, Return to Work, Get Ready to Work, Pathway to Work
- Modernizing STEM education
- College and Career Readiness

The WIB also identified a variety of values that they hoped would guide this plan and the continuous improvement of New Hampshire's Workforce System, including:

- Seamless service delivery
- Collaboration and trust
- Sector-based
- Demand-driven
- Fiscally responsible
- Balance realism & aspiration
- Customer-driven
- Responsible and accountable

**Goals:**

**GOALS AND STRATEGIES OF STRATEGIC PLAN**

<p>GOAL 1: Create a demand-driven workforce development system that bases strategies, services, and Innovation and Opportunity's on a data-informed approach, with a focus on sector strategies.</p>	<p>1.1 Establish a framework to support industry-driven sector partnerships throughout the state</p> <p>1.2 Build upon the Interagency Business Team's (IBT) momentum surrounding collaborative business services strategies by engaging additional partners and formalizing information sharing protocols</p> <p>1.3 Engage more locally with economic development to ensure the systems are aligned and operate from an up-to-date understanding of in-demand sectors and occupations with regular sector analysis at the state and local levels</p>
<p>GOAL 2: Offer flexible training and education opportunities that are aligned to business needs, including the development of career pathways and apprenticeships.</p>	<p>2.1 Leverage knowledge/experience from industry-driven sector partnerships to inform career pathways offered in New Hampshire</p> <p>2.2 Ensure career pathways include opportunities to develop foundational skills</p> <ul style="list-style-type: none"><li>• 2.2.A Include adult education as an entry-point to career pathways for individuals who have not previously earned their high school diploma or the equivalent</li><li>• 2.2.B Continue the WorkReadyNH and/or similar programs for individuals in need of soft skill/employability skill development</li></ul> <p>2.3 Work with network of the state's community colleges and other post-secondary education institutions to expand best practices related to flexible, business-driven training and education</p> <p>2.4 Work with K-12 education, career and technical education, post-secondary education, and business to promote career pathways for in-demand sectors and occupations to students in the talent pipeline</p> <p>2.5 Continue to advance apprenticeship as a workforce strategy</p>
<p>GOAL 3: Increase awareness of services available through the talent development system to support businesses and individuals</p>	<p>3.1 Employ proven strategies for marketing and outreach that target audiences (e.g. small and medium-sized businesses, sector-specific stakeholders, long-term unemployed individuals, underemployed individuals, youth, etc.)</p> <p>3.2 Work with chambers of commerce, business and industry associations to promote services of NH Works and its partners to</p>

	<p>businesses</p> <p>3.3 Work with community-based organizations, libraries, schools, and partners' networks to promote services of NH Works and its partners to individuals and youth</p>
<p>GOAL 4: Streamline access to employment and work-and learn opportunities</p>	<p>4.1 Explore a common information system or the ability for system interfaces that will increase individuals' and businesses' access to all employment and training resources available to support their needs</p> <p>4.2 Expand the infrastructure for employers and individuals to pursue work-based learning opportunities along the full spectrum of options (internships, apprenticeship, etc.)</p> <ul style="list-style-type: none"> <li>• 4.2.A Map the existing resources and assets to support work-based learning in New Hampshire</li> <li>• 4.2.B Continue to assess business interest in work-based learning and the ideal engagement strategies from the businesses' perspectives</li> <li>• 4.2.C Determine the most appropriate way(s) to link resources from various programs and partners to offer full spectrum of work-based learning opportunities</li> </ul> <p>4.3 Make it easier for businesses and individuals to navigate the workforce development system by simplifying language and avoiding acronyms and "system lingo"</p>
<p>GOAL 5: Expand communication and collaboration among partner agencies and programs</p>	<p>5.1 Explore opportunities to share information more systematically among partners</p> <p>5.2 Prioritize professional development of front-line staff on business services, partner programming/resources, and best practices</p> <p>5.3 Develop a peer-to-peer learning network that offers opportunities for all levels of staff to identify best practices within the state, encourages information sharing among partners, and reinforces professional development of staff.</p>

For more information on the Workforce Innovation Board, visit the Website: [www.nhworks.org](http://www.nhworks.org)

## NH WORKS / AMERICA'S JOB CENTERS

NH Works, also referred to as America's Job Centers is a system of 12 physical resource centers committed to assisting New Hampshire businesses and citizens in meeting their employment goals. In addition access to self-service information and resources is available through a network of electronic access points at libraries, Adult Basic Education Centers, Vocational Rehabilitation Offices, and WIOA Youth Service Providers locations.

### **Services for the Job Seeker**

A variety of resources is available to the job seeker in each of the NH Works Centers, including: access to a fax, phone and computer to support job search activities, job listings, economic and labor market information, self-assessment tools, reference books, videos, career projections, employer profiles, and newspapers. Many of the centers also offer workshops on how to prepare a resume and cover letter, job search techniques, employment interviewing skills and techniques; using the Internet as a job search tool; networking and exploring other leads in addition to the newspaper; and other job search related topics.

Additionally, Reemployment Service Representatives and career navigators are available to work one-on-one with customers to provide in-depth job search guidance, career counseling, individualized assessment services, referral services and/or access to skills training. Tuition assistance, Individual Training Accounts (ITA) and On-The-Job Training (OJT) is available to those who qualify.

### **Services for the Employer**

The information and resources available through the NH Works Centers are also available to all employers. Specialized services may be tailored to meet individual employer needs, including: recruitment services, information on employment and labor laws, hiring incentives, disability resources, worker tax credit information, and other employment related services designed in collaboration with the NH Works Center staff to meet employer needs.

NH Works Center staff also provides information and referral services on the myriad of community resources available to the consumer.

### **NH Works Center Governance**

NH Works Centers are housed in NH Employment Security buildings throughout the State. Governance of the NH Works system lies with the NH Works One-Stop Operator Consortium, which is a state-level systems improvement and management team responsible for: developing key operational policies that affect the day-to-day operation of the centers; implementing continuous improvement plans; and resolving system level issues among partners. Using the Memorandum of Understanding (MOU) as its guide, the Consortium is accountable to ensure customers accessing services through the NH Works network of centers and access points, receive services consistent with the process and procedures set forth in the State Plan for WIOA and Wagner Peyser Services ([www.nhworks.org](http://www.nhworks.org)). In addition, the Consortium in collaboration with the State Workforce Innovation Board, and its subcommittee, Performance and Evaluation, is charged with monitoring and evaluating NH Works Center performance outcomes.

Decisions at the Consortium level are reached by consensus, or in consultation with the Workforce Innovation Board and/or the Governor, as appropriate. The Consortium directs the work of the Interagency Directors Group (IDG) and the Professional Development Team (PDT), which in turn work with management staff within each partner agency to inform, guide, and affect systems improvement consistent with the direction set forth by the Consortium.

## **NH WORKS PARTNER AGENCIES**

New Hampshire operates an integrated “One-Stop” service delivery system comprised of 12 centers designated under the operational name of NH Works. Partnerships are the foundation of the NH Works system. The strength of NH Works is the unique combination of services and information available to customers (local businesses and job seekers) from multiple partners, most with staff collocated in the NH Works Centers. The chart on the following page outlines the primary NH Works service partners and the programs they administer. Other one-stop system partners offer information and referral services through a network of community-specific local staff relationships.

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 State Plan priorities is further achieved through established State-level interagency oversight and management work teams tasked with development and implementation of system-wide continuous improvement, and staff capacity building initiatives.



## KEY NH WORKS PARTNER AGENCY PROGRAMS

Operating Agency	Program	
NH Department of Education Division Career Technology and Adult Learning (DCTAL)	<ul style="list-style-type: none"> <li>★ Vocational Rehabilitation (VR)</li> <li>• Adult Education (BAE)</li> <li>• Carl Perkins Education Funding- Career and Tech Ed</li> <li>• Workforce Innovation and Opportunity (WIOA) Youth Services (Via contract for services through NH Department of Resources and Economic Development, Office of Workforce Opportunity)</li> </ul>	
NH Business and Economic Affairs (BEA)	<ul style="list-style-type: none"> <li>• Office of Workforce Opportunity                             <ul style="list-style-type: none"> <li>○ Administrative entity for WIOA Adult, Dislocated Worker and Youth funds, and State SCSEP for State of NH</li> <li>○ Workforce board staff charged with leading the State's strategic planning for workforce issues and system policy-making guidance</li> </ul> </li> <li>★ WIOA Rapid Response Services (via contract for services through the OWO)</li> <li>• Business Resource Center for Economic Development</li> </ul>	
NH Employment Security (NHES)	<ul style="list-style-type: none"> <li>★ Wagner-Peyser</li> <li>★ Migrant and Seasonal Farm Workers</li> <li>★ Unemployment Insurance (UI)</li> </ul>	<ul style="list-style-type: none"> <li>★ Foreign Labor Certification Program</li> <li>★ WOTC Tax Credits</li> <li>★ Labor Market Information Services (LMI)</li> <li>★ Trade Assistance Program (TAA)</li> <li>★ Veterans' Program</li> <li>★ Federal Bonding Program</li> <li>★ Reemployment Services &amp; Eligibility Assessment (RESEA)</li> </ul>
NH Department of Health & Human Services (DHHS)	<ul style="list-style-type: none"> <li>• NH Employment Program (NHEP)</li> <li>• Children and Youth Services</li> </ul>	
Community Action Program - Statewide (CAP)	<ul style="list-style-type: none"> <li>★ WIOA Adult and Dislocated Worker (via contract for services through the Office of Workforce Opportunity)</li> </ul>	<ul style="list-style-type: none"> <li>• Food Stamp programs</li> <li>• Juvenile Justice</li> <li>• Fuel Assistance</li> <li>• Weatherization</li> <li>• Elderly Housing</li> <li>• Women, Infants &amp; Children (WIC) plus other community services</li> <li>• Head Start</li> <li>• Early Head Start</li> <li>• Child Care Resource and Referral</li> </ul>
Community Action Program Belknap-Merrimack Counties Inc. (CAPBMCI)	<ul style="list-style-type: none"> <li>★ Senior Community Service Employment Program (SCSEP)                              *Belknap, Merrimack &amp; Rockingham Counties*                              (SCSEP State Program via contract with BEA- Office of Workforce Opportunity. Other NH counties are served by the SCSEP National Program operator: Operation Able of Greater Boston. Rockingham County shared by both operators.)</li> </ul>	
Community College System of NH (CCSNH)	<ul style="list-style-type: none"> <li>• Postsecondary Education services (Also, Eligible Training Provider for WIOA)</li> <li>• Carl Perkins funds</li> </ul>	
US Department of Labor (Labor)	<ul style="list-style-type: none"> <li>• WIOA State Apprenticeship program</li> </ul>	

★ Denotes programs available on-site in NH Works Centers

## NH WORKS WEBSITE INFORMATION

NH Works website can be accessed at [www.nhworks.org](http://www.nhworks.org) and offers user-friendly web-based self-service tools customers need to make informed choices. This system provides fast access to a complete set of employment tools in one website.

Job seekers will find the following features helpful:

• Unemployment Information	• Job Match System
• Job Search & Career Information	• NH Works Centers Monthly Newsletters & Calendars
• Career Preparation Resources	• Career Choice, Change, & Adjustment (O*NET)
• Job Seeker Brochure	• Job Search Tools and Tips
• Job Search Information Series	• NH Works Partner Services
• Trade Act Information	• Career and Job Market Information
• Support Services	• Internet Job Search Guide
• NH Employment Links	• Education and Training

Employers will find the following features useful:

• Free Employer Services	• New Hire Information
• Employment Service Information	• Foreign Labor Certification
• Job Match System	• Economic and Labor Market Information
• Upcoming Job Fairs and Expos	• Forms and Publications for NH Employers
• NHnetwork	• Business and Economic Development Information
• NH Works	• Training Resources
• Employment and Labor Laws	• Recruitment Services
• Hiring Incentives	• Disability Services
• Help for Small Businesses	• Services and Benefits Directory

**Some other recommended Department of Labor website resources include:**

- Career One Stop: <http://www.careeronestop.org>
- ONET: <http://online.onetcenter.org>
- Career Voyages: <http://www.careervoyages.gov>
- NH Education and Training Providers: <http://www.nscite.org>
- Occupational Handbook: <http://www.bls.gov/oco/home.htm>
- Job Corps: <http://jobcorps.doleta.gov>
- AmeriCorps: <http://www.americorps.org>

## AT-A-GLANCE PARTNER AGENCY RESOURCES

### Providing the Connections

Employment – Training – Education – Support Services

(All services subject to eligibility rules)

For a more detailed list call the NH Helpline – 211

In need of:	Please contact...	Phone Number	
<b>Employment</b>	<b>NH Employment Security</b> <a href="http://www.nhes.nh.gov">www.nhes.nh.gov</a>	Berlin Claremont Concord Conway Keene Laconia Littleton Manchester Nashua Portsmouth Salem Somersworth	603-752-5500 603-543-3111 603-228-4100 603-447-5924 603-352-1904 603-524-3960 603-444-2971 603-627-7841 603-882-5177 603-436-3702 603-893-9185 603-742-3600
	<b>Vocational Rehabilitation</b> <a href="http://www.education.nh.gov/career/vocational/">http://www.education.nh.gov/career/vocational/</a>  Services for the Blind and Visually Impaired (SBVI) 1-800-581-6881 603-271-3537	Berlin Concord Keene Lebanon Manchester Nashua Portsmouth	603-752-2271 603-271-2327 603-357-0266 603-448-5793 603-669-8733 603-889-6844 603-436-8884
	<b>Workforce Development</b> <b>WIOA Program</b> <a href="http://www.snhs.org">www.snhs.org</a>	Berlin Claremont Concord Conway Keene Laconia Littleton Manchester Nashua Portsmouth Salem Somersworth	603-752-6720 603-543-2113 603-229-4428 603-447-1440 603-358-5813 603-528-9315 603-444-3613 603-656-6503 603-880-5219 603-559-9130 603-870-5622 603-740-1021
	<b>Community Action Program Belknap-Merrimack Counties Inc.</b> <a href="http://www.bm-cap.org">www.bm-cap.org</a>	Belknap, Merrimack, Counties	603-225-3295

	<b>Operation Able of Greater Boston</b> <a href="http://www.operationable.net">www.operationable.net</a>	Carroll, Cheshire, Coos Grafton, Hillsboro, Rockingham, Stafford, Sullivan Counties	603-206-4400
<b>Unemployment  Insurance  Benefits</b>	<b>NH Employment Security</b> <a href="http://www.nhes.nh.gov">www.nhes.nh.gov</a>	Berlin Claremont Concord Conway Keene Laconia Littleton Manchester Nashua Portsmouth Salem Somersworth	603-752-5500 603-543-3111 603-228-4100 603-447-5924 603-352-1904 603-524-3960 603-444-2971 603-627-7841 603-882-5177 603-436-3702 603-893-9185 603-742-3600
	<b>Workforce Development  WIOA Program</b> <a href="http://www.snhs.org">www.snhs.org</a>	Berlin Claremont Concord Conway Keene Laconia Littleton Manchester Nashua Portsmouth Salem Somersworth	603-752-6720 603-543-2113 603-229-4428 603-447-1440 603-358-5813 603-528-9315 603-444-3613 603-656-6503 603-880-5219 603-559-9130 603-870-5622 603-740-1021
<b>Training</b>	<b>Vocational Rehabilitation</b> (People with disabilities) <a href="http://www.education.nh.gov/career/vocational/">http://www.education.nh.gov/career/vocational/</a>	Berlin Concord Keene Lebanon Manchester Nashua Portsmouth	603-752-2271 603-271-2327 603-357-0266 603-448-5793 603-669-8733 603-889-6844 603-436-8884
	<b>Services for the Blind and Visually  Impaired (SBVI)</b> 1-800-581-6881 or 603-271-3537	Manchester Nashua Portsmouth	603-669-8733 603-889-6844 603-436-8884
	<b>NH Employment Program (NHEP)</b>	Berlin	603-752-7800

# Training

<p><b>NH Employment Program (NHEP)</b> (People on TANF)</p>	<p>Claremont Concord Conway Keene Laconia Littleton Manchester Rochester Seacoast Southern</p>	<p>603-542-9544 603-271-6201 603-447-3841 603-357-3510 603-524-4485 603-444-6786 603-668-2330 603-332-9120 603-433-8300 603-883-7726</p>
<p><b>Senior Community Service Employment Program</b></p> <p>(NH residents 55+ and income eligible):</p> <p><b>Community Action Program Belknap-Merrimack Counties, Inc.</b></p> <p><a href="http://www.bm-cap.org">www.bm-cap.org</a></p> <p><b>Operation Able of Greater Boston</b></p> <p><a href="http://www.operationable.net">www.operationable.net</a></p>	<p>Belknap, Merrimack, Rockingham Counties</p> <p>Carroll Cheshire, Coos Grafton, Hillsboro, Rockingham, Stafford, Sullivan Counties</p>	<p>603-225-3295</p> <p>603-206-4400</p>
<p><b>NH Employment Security</b> (People Trade Act Eligible)</p> <p><a href="http://www.nhes.nh.gov">www.nhes.nh.gov</a></p>	<p>Berlin Claremont Concord Conway Keene Laconia Littleton Manchester Nashua Portsmouth Salem Somersworth</p>	<p>603-752-5500 603-543-3111 603-228-4100 603-447-5924 603-352-1904 603-524-3960 603-444-2971 603-627-7841 603-882-5177 603-436-3702 603-893-9185 603-742-3600</p>

# Training

## Community College System of New Hampshire

(General Public)

[www.ccsnh.edu/](http://www.ccsnh.edu/)

Berlin	603-752-1113
Littleton	603-444-1326
North Conway	603-343-3180
Claremont	603-542-7744
Keene	603-357-2142
Lebanon	603-433-4201
Concord	603-230-4000
Laconia	603-524-3207
Manchester	603-206-8000
Nashua	603-578-8900
Portsmouth	603-427-7600
Rochester ATAC	603-427-7700

## Other Adult Training Programs

Adult Learning Center

Second Start

Community Resource Center

Nashua	603-882-9080
Concord	603-228-1341
Manchester	603-647-8967

## New England Farm Worker's Council

(Seasonal/Migrant Farm Worker Eligible)

[www.partnersforcommunity.org](http://www.partnersforcommunity.org)

Statewide	603-622-8199
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## Adult Education Programs

(Undereducated adults -16+)

[www.education.nh.gov/career/adult/](http://www.education.nh.gov/career/adult/)

Statewide	603-271-6698
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# Financial Assistance

Tri-County Community Action

Community Action Program of Belknap-Merrimack Counties, Inc.

Southwestern Community Services

Southern NH Services Community Services, Inc.

Community Action Partnership of Strafford County

## NH Health & Human Services

[www.dhhs.nh.gov](http://www.dhhs.nh.gov)

(Home Heating Fuel Arrearage, Utility Deposits & Arrearage, Security Deposit or First

Berlin	603-752-7001
Concord/Laconia	603-225-3295
Keene	603-352-7512
Manchester	603-668-8010
Rochester	603-435-2500
Berlin	603-752-7800
Claremont	603-542-9544
Concord	603-271-6201
Conway	603-447-3841

<b>Financial Assistance</b>	Month Rent, Mortgage/Rental Arrearage)	Keene Laconia Littleton Manchester Rochester Seacoast Southern	603-357-3510 603-524-4485 603-444-6786 603-668-2330 603-332-9120 603-433-8300 603-883-7726
<b>Mental Health Services</b>	<b>Service Link</b> <a href="http://www.servicelink.nh.gov/">www.servicelink.nh.gov/</a>	Statewide	866-634-9412
<b>Fuel Assistance</b>	<b>Mental Health Agencies</b>	Statewide	211
	<b>Housing Authorities</b> Berlin Housing Authority Claremont Housing Authority Dover Housing Authority Keene Housing Authority Laconia Housing Authority Lebanon Housing Authority Manchester Housing Authority Nashua Housing Authority Salem Housing Authority Portsmouth Housing Authority	Berlin Claremont Dover Keene Laconia Lebanon Manchester Nashua Salem Portsmouth	Statewide 211
	<b>NH Health &amp; Human Services</b> <a href="http://www.dhhs.nh.gov">www.dhhs.nh.gov</a>	Berlin Claremont Concord Conway Keene Laconia Littleton Manchester Rochester Seacoast Southern	603-752-7800 603-542-9544 603-271-6201 603-447-3841 603-357-3510 603-524-4485 603-444-6786 603-668-2330 603-332-9120 603-433-8300 603-883-7726
	<b>City Welfare</b>	Statewide	211
	<b>Community Action Agencies</b> (Fuel Assistance and Elderly Housing)  Tri-County Community Action	Berlin	603-752-7001

	<p>Community Action Program Belknap-Merrimack Counties, Inc.</p> <p>Southwestern Community Services</p> <p>Southern NH Services, Inc. Community Action Partnership of Strafford County</p>	<p>Concord/Laconia</p> <p>Keene</p> <p>Manchester</p> <p>Portsmouth</p> <p>Rochester</p>	<p>603-225-3295</p> <p>603-352-7512</p> <p>603-668-8010</p> <p>603-431-2911</p> <p>603-435-2500</p>
<b>Disability Services</b>	<p><b>Vocational Rehabilitation</b></p> <p><a href="http://www.education.nh.gov/career/vocational/">www.education.nh.gov/career/vocational/</a></p> <p><b>Services for the Blind and Visually Impaired (SBVI)</b></p> <p>1-800-581-6881</p>	<p>Berlin</p> <p>Concord</p> <p>Keene</p> <p>Lebanon</p> <p>Manchester</p> <p>Nashua</p> <p>Portsmouth</p>	<p>603-752-2271</p> <p>603-271-2327</p> <p>603-357-0266</p> <p>603-448-5793</p> <p>603-669-8733</p> <p>603-889-6844</p> <p>603-436-8884</p>
	<p><b>NH Health &amp; Human Services</b></p> <p><a href="http://www.dhhs.nh.gov">www.dhhs.nh.gov</a></p>	<p>Berlin</p> <p>Claremont</p> <p>Concord</p> <p>Conway</p> <p>Keene</p> <p>Laconia</p> <p>Littleton</p> <p>Manchester</p> <p>Rochester</p> <p>Seacoast</p> <p>Southern</p>	<p>603-752-7800</p> <p>603-542-9544</p> <p>603-271-6201</p> <p>603-447-3841</p> <p>603-357-3510</p> <p>603-524-4485</p> <p>603-444-6786</p> <p>603-668-2330</p> <p>603-332-9120</p> <p>603-433-8300</p> <p>603-883-7726</p>
<b>Disability Benefits Counseling</b>	<p><b>Granite State Independent Living</b></p> <p><a href="http://www.gsil.org">www.gsil.org</a></p>	<p>Statewide</p>	<p>603-228-9680</p>
<b>Assistance with Food</b>	<p><b>NH Health &amp; Human Services</b></p> <p>Food Stamp Program</p> <p><a href="http://www.dhhs.nh.gov">www.dhhs.nh.gov</a></p>	<p>Berlin</p> <p>Claremont</p> <p>Concord</p> <p>Conway</p> <p>Keene</p> <p>Laconia</p> <p>Littleton</p> <p>Manchester</p> <p>Rochester</p> <p>Seacoast</p>	<p>603-752-7800</p> <p>603-542-9544</p> <p>603-271-6201</p> <p>603-447-3841</p> <p>603-357-3510</p> <p>603-524-4485</p> <p>603-444-6786</p> <p>603-668-2330</p> <p>603-332-9120</p> <p>603-433-8300</p>



<b>Assistance with Food</b>		Southern	603-883-7726
	<b>Salvation Army</b>	Concord Manchester Nashua	603- 225-5586 603- 627-7013 603- 889-5151
	<b>Food Pantries</b>	Statewide	211
	<b>Community Action Agencies</b> Tri-County Community Action  Community Action Program Belknap-Merrimack Counties, Inc.  Southwestern Community Services  Southern NH Services, Inc. Community Action Partnership of Strafford County	Berlin Concord Laconia  Keene  Manchester Rochester	603-752-7001 603-225-6880 603-524-5512  603-352-7512  603-668-8010 603-435-2500
<b>Medical/Medicine Assistance</b>	<b>NH Health &amp; Human Services</b> <a href="http://www.dhhs.nh.gov">www.dhhs.nh.gov</a>	Berlin Claremont Concord Conway Keene Laconia Littleton Manchester Rochester Seacoast Southern	603-752-7800 603-542-9544 603-271-6201 603-447-3841 603-357-3510 603-524-4485 603-444-6786 603-668-2330 603-332-9120 603-433-8300 603-883-7726
	<b>Social Security</b> <a href="http://www.ssa.gov">www.ssa.gov</a>	Statewide	800-772-1213
	<b>The Medicine Program</b> <a href="http://www.themedicineprogram.com">www.themedicineprogram.com</a>	Statewide	211
	<b>Medication Bridge</b> <a href="http://www.healthynh.com">www.healthynh.com</a>	Statewide	211
<b>Child Services</b>	<b>NH Health &amp; Human Services</b> <a href="http://www.dhhs.nh.gov">www.dhhs.nh.gov</a>	Berlin Claremont Concord Conway Keene	603-752-7800 603-542-9544 603-271-6201 603-447-3841 603-357-3510

<b>Child Services</b>		Laconia Littleton Manchester Rochester Seacoast Southern	603-524-4485 603-444-6786 603-668-2330 603-332-9120 603-433-8300 603-883-7726
	<b>Community Action Agencies</b>		
	Tri-County Community Action	Berlin	603-752-7001
	Community Action Program Belknap-Merrimack Counties, Inc.	Concord/Laconia	603-225-3295
	Southwestern Community Services	Keene	603-352-7512
	Southern NH Services, Inc. Community Action Partnership of Strafford County	Manchester Rochester	603-668-8010 603-435-2500
<b>Veterans' Services</b>	<b>Department of Veterans' Affairs</b>	Statewide	800-827-1000
	<b>NH Employment Security-Veterans' Representative</b>	Berlin Claremont Concord Conway Keene Laconia Littleton Manchester Nashua Portsmouth Salem Somersworth	603-752-5500 603-543-3111 603-228-4100 603-447-5924 603-352-1904 603-524-3960 603-444-2971 603-627-7841 603-882-5177 603-436-3702 603-893-9185 603-742-3600
	<b>Veterans' Center</b>	Manchester	603-668-7060

This list was created to provide an At-A-Glance reference guide for workers. The list is comprised of resource information specific to the most commonly requested information/services by customers. This is not an all-inclusive list of resources in the community, nor is it intended to identify all the services offered by one particular agency. Each local center is encouraged to expand this list to include other resources specific to the local area, and should update the list periodically to assure accurate up-to-date information is available to the worker.

**For a more detailed list call the NH Helpline – 211**

## NH WORKS COLLOCATED AGENCIES

### NEW HAMPSHIRE EMPLOYMENT SECURITY (NHES)

#### **The mission of New Hampshire Employment Security is to:**

The mission of the *Employment Service Bureau and Operations* is to operate a free public Employment Service which benefits the job seeker, the employer, and the economy, by helping people find work through work search programs, employment information and economic and labor market information; and by assisting employers with job openings, and economic and labor market information which benefits the employer in making informed decisions about their business, relative to the economy.

The mission of the *Unemployment Compensation Bureau* is to pay benefits to eligible claimants temporarily unemployed or underemployed through no fault of their own. Benefits are paid to former employees of private industry, state and local governments and to collect taxes from employers to fund the benefit payments.

The mission of the *Economic and Labor Market Information Bureau* is to develop and disseminates labor market information and measures labor market outcomes to assist public officials, private employers, educators and trainers, and the public in making decisions that promote economic opportunity and the efficient use of state labor resources. ELMI is the resource for employment statistics, demographics, and economic and labor market information in New Hampshire, including the Unemployment Rate.

#### **Services** - Employment services available include:

- Job listings,
- Upcoming job fairs,
- Free job-seeker resource materials,
- Unemployment compensation,
- Trade Act Assistance,
- Veterans' services,
- Economic and labor market information, and many other services.
- Employers may access employer services free of charge.

## **Employment Service Bureau**

### Resource Centers

Each Resource Center is staffed with a coordinator who is responsible for ensuring that customers are aware of the full range of information and resources available. While the center concept emphasizes self-directed service delivery, center coordinators are trained to provide customers with additional support and assistance as needed.

Each center provides customers with access to a broad range of information and resources to assist them with their employment-related needs. The current menu of information and resources includes, but is not limited to, information related to employment opportunities, New Hampshire's Internet based Job Match System, and access to other employment related sites via the Internet.

### Labor Exchange System

The Job Match System (JMS) is NHES' Internet based Employment Service data system, which uses automated self-service as the primary means of connecting the state's job seekers and employers.

*Job Seekers* can conduct a job search using Internet spider technology to view jobs posted by employers and match skills to positions posted on national job boards and private industry websites. NHWorks JMS features a resume and letter builder to generate a new resume to be sent to employers. Job seekers can explore the regional labor market for information such as the average weekly earnings for a position or the fastest growing occupations.

*Employers* can use the JMS to create a company profile, place job orders, and search applicants according to skills or occupation title by keyword search. After generating candidate matches, employers can review resumes stored in the system and create files to help manage the hiring process. The system can automatically generate a candidate search at certain time intervals using the virtual recruiter and employers can receive notices of matches, communications from job seekers, and/or referrals from the NH Employment Security staff through the online Message Center or via email.

### Job & Resource Fairs

Job & Resource Fairs provide job seekers face-to-face access to multiple employers in one location. They also provide an employer the opportunity to talk with job seekers and schedule appointments with those they want to interview at the events. Typically, some job seekers have been hired and others had interviews scheduled prior to leaving the event. Job & Resource Fairs were conducted in all local office areas.

Recruitment events were also conducted in the One Stop offices on a regular basis for employers with immediate needs. This provides immediate access to customers wishing to apply or scheduled to visit the offices for other appointments.

### Trade Act Program

The Trade Adjustment Assistance (TAA) program is available through the Trade Act of 1974 to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports and certain shifts of production and/or services to other countries. Under this program, workers may be eligible for training, job search allowance, relocation allowance, and reemployment services.

Additionally weekly Trade Readjustment Allowances (TRA) may be payable to eligible workers when they exhaust their unemployment benefits.

Reemployment Trade Adjustment Assistance (RTAA) under the Trade Act of 2009 allows workers at least 50 years of age who become reemployed after separation from the Trade certified company to receive 50 percent of the difference between their previous wage and new wage. They may collect for a period of two years, up to a maximum of \$12,000. The Trade Adjustment Assistance Extension Act of 2011 amended the maximum amount to \$10,000.00.

Trade Act was amended as part of the American Recovery and Reinvestment Act of 2009 although it was not funded through this Act. The 2009 Act overhauls the TAA program and expands TAA coverage to more workers and firms, including workers and firms in the service sector, and improves workers' opportunities for training, health insurance coverage, and reemployment.

### Reemployment Services and Eligibility Assessment (RESEA) Grant

Reemployment Services and Eligibility Assessment (RESEA) Grants program is designed to ensure claimants are aware of, and have access to, the full array of reemployment services available at the One-Stop Centers while also ensuring they are complying with the unemployment insurance requirements. Claimants are selected for the RESEA program based on their likelihood of exhausting their unemployment insurance benefits and returning to work within the average duration time frame.

Reemployment services begin with a program orientation presented by a staff person. The orientation provides an overview of the program and also serves as a gateway to all other reemployment services such as skills assessment, job search workshops, job referrals and job development. Claimants return to the office every three weeks for job search assistance and eligibility verification.

### New Hampshire Working

In January 2010, Governor John Lynch announced a program to assist employers and employees in New Hampshire. New Hampshire Working is the Governor's Three-Part Initiative to help workers:

- Stay at Work
- Return to Work
- Get Ready to Work

A complete law reference is available at [www.gencourt.state.nh.us/legislation/2010/SB0501.html](http://www.gencourt.state.nh.us/legislation/2010/SB0501.html). NHES facilitates the Stay at Work and Return to Work initiatives.

#### *Stay at Work (WORKSHARE)*

Although there is evidence the economy is improving, employers are still struggling to keep their trained workforce in place. WorkShare can help! Employers can temporarily reduce their workforce in a particular unit, shift or company 10% - 50% and avert a layoff. They can then recall the employees when business increases.

As employees are retained - morale, productivity and flexibility in the workplace are maintained. Affected employees have a softer landing as their hours are reduced rather than eliminated, and they keep their health insurance and can collect wages for hours worked plus unemployment compensation benefits for the reduced hours.

#### *Return to Work*

The Return to Work initiative is a voluntary program to provide a structured, supervised training opportunity by a qualified NH employer to eligible NH unemployed individuals over the age of 18, while continuing to collect unemployment compensation, if eligible. This program is an opportunity for a

trainee to get their foot in the door and learn new skills and an opportunity for an employer to train without the accompanying costs. The training must be authorized through NHES prior to the beginning of the training. Workers' Compensation coverage is provided by NHES. The training program may be up to six weeks, and a maximum of 24 hours per week, during a Benefit Year. While in approved training, claimants must continue to file weekly continued claims to receive benefits and conduct a work search during non-training times unless otherwise exempted.

### *Pathway to Work*

In January 2010, Governor John Lynch announced a program to assist employers and employees in New Hampshire, called New Hampshire Working initiative to assist claimants interested in self-employment assistance. Pathway to Work was signed into law effective July 1, 2013.

The Pathway to Work Initiative is a voluntary program to assist unemployment claimants' start their own businesses. It allows eligible unemployed claimants to continue to receive their unemployment benefits while working full time to start businesses in New Hampshire. The program also provides financial support while they access the resources and training they need to get their business off the ground. New Hampshire partners with the Small Business Development Center (SBDC) to provide the resources and training as well as guidance on starting their business.

### Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) program is a federal tax credit available to employers who hire individuals from eligible target groups with significant barriers to employment. WOTC reduces an employer's cost of doing business and requires little paperwork, while helping those in need to find and retain good jobs. The success and growth of this income tax credit for private sector business is beneficial for all who participate, while increasing America's economic growth and productivity.

### Federal Bonding Program

The Federal Bonding Program is a business insurance policy that protects the employer in case of any loss of money or property due to employee dishonesty. It is like a "guarantee" to the employer that the person hired will be an honest worker. The bond is given to the employer free-of-charge for the first 6 months at a rate from \$5,000 to \$25,000, and serves as an incentive to the company to hire a job applicant with significant barriers to employment. The employer is then able to assess the worker's skills without taking any risk of worker dishonesty on the job.

### Migrant and Seasonal Farm Workers (MSFW's)

The MSFW's are migrant farmworkers, migrant food processing workers, or seasonal farmworkers. NH Employment Security (NHES) provides outreach services to migrant workers who are not being reached by the normal intake activities (e.g. America's Job Centers, and NH Works Offices), as well as current and prospective employers of MSFWs. MSFWs must receive services on a basis which is qualitatively equivalent and quantitatively proportionate to services provided to non-MSFWs (eg. career building workshops; supportive services; etc.).

### Foreign Labor Certification

Before the U.S. Citizenship and Immigration Service issues visas to admit certain foreign workers as permanent or temporary residents of the U.S., the Secretary of Labor must certify that: (a) there are not sufficient U.S. workers in the area where the foreign worker is to perform the work who are able, willing, qualified, and available at the time of the foreign worker's application for a visa and (b) the employment

of the foreign worker will not adversely affect the wages and working conditions of similarly employed U.S. workers. Temporary agricultural (H-2A) labor certification application filings begin their process at the state level with federal processing and final approval being handled at the U.S. Department of Labor's National Processing Center in Chicago, Illinois.

### Employer Services Program

Employers are an important partner in New Hampshire Employment Security's ability to meet the mission of finding job seekers gainful employment. The Employer Service Program fosters relationships that assist employers with their recruiting needs, while helping New Hampshire Employment Security meet placement goals.

The Employer Services Program engages with the business community by informing employers of the array of services and solutions available to meet their specific needs. Employer Services Representatives (ESR) contact employers to provide assistance with recruiting for job openings, customized screening, referral of candidates, scheduling of interviews and to offer the use of a private interview space in our conference rooms. They also provide information on available employment and training programs, labor market and economic information, layoff process, and unemployment insurance and make referrals to NHWORKS partners for technical and regulatory assistance. Through active business engagement, ESRs can be proactive in providing Rapid Response services that meet the needs of the business community.

Designated ESRs cover twelve local offices throughout the State. Each ESR prioritizes services in an effort to build relationships that position New Hampshire Employment Security to ultimately assist employers with their recruiting needs. In doing so, the Agency gains the willingness of employers to participate in innovative hiring programs, such as Return to Work, increase job orders in the Job Match System (JMS) and maximize the placement potential.

ESRs are also active in Chambers of Commerce's and Human Resource groups to foster their relationships, network and further maximize our ability to place our customers in employment.


### Jobs for Veterans State Grant (JVSG) Program

The purpose of the Jobs for Veterans State Grant (JVSG) Program is to allocate to each state the resources necessary to focus on providing intensive employment and training services to Veterans and eligible spouses with significant barriers to employment. The JVSG Grant Program is described as one component of an overall strategy that the Department of Labor continues to utilize in fulfilling the obligation that the nation has to the men and women who have served our country.

To support the goals of assisting veterans in finding good paying jobs, the Veterans' Employment and Training Services (VETS) provides funding under the JVSG program for Disabled Veterans Outreach Program (DVOP) specialists and local Veterans' Employment Representative (LVER) positions. The Workforce Agency administrators that apply for the grant must ensure that the funds are utilized exclusively to serve veterans as defined under 38 U.S.C. 4101 (4-5). DVOP specialists may be stationed at regional offices and medical or Veterans outreach centers of the Department of Veterans Affairs, state or county Veterans; service offices, Job Training Partnership Act program offices, community-based organizations, and military installations. Usually, one full-time LVER is allocated to local employment service offices for each 1,100 or more Veterans who registered for assistance in the preceding year.

## **Unemployment Compensation Bureau**

The Unemployment Insurance (UI) benefits provide temporary financial assistance to unemployed workers who have lost their job through no fault of their own, while they look for work or during a temporary company shut down.

To collect benefits, unemployed workers must be ready, willing, and able to work. To qualify for UI benefits, they must have enough work and wages in covered employment. In New Hampshire, employers pay a tax that funds UI. It is not deducted from their paycheck. Additional eligibility requirements may need to be met and they can be found in the [Rights and Obligations booklet](#)  or on the web site at: <http://www.nhes.nh.gov/services/employers/claimtax.htm>

### NH Unemployment Insurance System (NHUIS)

The computer system that accepts all applications, processes claims and generates payments for all unemployment compensation programs is supported by a business team of subject matter experts.

### Contributions

The Contributions Section is responsible for the collection of the employer taxes, which maintain the Trust Fund. The functions of the section include the identification and registration of employers newly subject to the law and those who change their status, collecting current and delinquent taxes, auditing employers to ensure compliance with the law, and maintaining accurate records of all accounts.

Employer taxes are based upon their Merit Rating. This measures their experience in the timely payment of taxes and experience with unemployment, reflected by the amounts of benefits paid to their former employees.

### New Hire Program

Every employing unit providing employment in New Hampshire is required to report to NHES all newly hired and rehired employees, and certain independent contractors. Program responsibility for the New Hire program falls under the authority of New Hampshire Department of Health and Human Services (NHDHHS) which contracts with NHES to administer the program. The new hire information reported to NHES is used to create a state directory of new hires. The information in the directory must be provided to NHDHHS which then matches the directory information against its child support records to locate non-custodial parents, establish child support orders, or enforce an existing order.

### Alien Verification of Employment

If an applicant is not a U.S. citizen or national, he/she must provide the entitlement-issuing authority with documentation from U.S. Citizen and Immigration Services that contains his/her alien registration number, or other documents that provide reasonable evidence of current immigration status. The documentation is verified by the Department of Homeland Security through automated primary, secondary and other manual methods as applicable. The system of verification is known as the Systematic Alien Verification for Entitlement (SAVE) Program.

## **Economic and Labor Market Information Bureau (ELMIB)**

The Economic and Labor Market Information Bureau (ELMIB) develops and disseminates workforce information promoting economic opportunity and efficient use of state labor resources. The Bureau



analyzes employment and wage data from businesses in New Hampshire, as well as economic statistics from many other sources, to produce a variety of monthly, quarterly, and annual publications. These reports describe New Hampshire's economic climate and provide analyses of the state's labor markets and its participants based on reliable data. The Bureau responds to inquiries from the public, the legislature and other state agencies.

The Bureau of Labor Statistics (BLS) of the U.S. Department of Labor contracts with NHES to manage specific statistical programs. In addition, ELMIB is the designated entity responsible for the New Hampshire part of the nationwide employment statistics system established by the Workforce Investment Act, and supported by the Employment and Training Administration (ETA) of the U.S. Department of Labor. ELMIB fulfills its obligations through the following programs:

- **Quarterly Census of Employment and Wages (QCEW)** tracks industry employment and wages for workers covered by unemployment insurance.
- **Current Employment Statistics (CES/BLS 790)** calculates employment, hours, and earnings from a monthly employer establishment survey.
- **Local Area Unemployment Statistics (LAUS)** produces estimates, by place of residence, for the civilian labor force, employment, unemployment, and the unemployment rate.
- **Occupational Employment Statistics (OES)** determines occupational employment and wage estimates from a semi-annual survey of employers.
- **Research Unit** handles inquiries, conducts specialty surveys, produces publications based on the results of BLS programs, and serves as a clearinghouse for all labor market information.
- **Performance Accountability and Customer Information Agency (PACIA)** provides analysis of performance information and operates the training program performance accountability system under the Workforce Investment Act.
- **Administrative Reporting** prepares federal and administrative reports on NHES claims and payment activity and workload items.
- **Labor Market Information (LMI)** delivers workforce information through NHNetwork, an Internet-based LMI data system, and prepares workforce data and reports including employment projections, occupational licensing, and New Hampshire Community Profiles.

## COMMUNITY ACTION PROGRAMS (CAPS)

The five NH Community Action Agencies are key partners in the delivery of Workforce Development System services in New Hampshire. Programs are funded with Workforce Innovation and Opportunity Act (WIOA) funds through the NH Department of Resources & Economic Development - Office of Workforce Opportunity. The CAP workforce development programs have a dual mission; 1) to assist job seekers in finding employment; and 2) to assist employers with recruitment and employer resources.

Job seeker services are available to adults, ages 18 and older that meet economic criteria, and Dislocated Workers who need re-employment assistance. The services available are based on individual customer needs and may include: job coaching and counseling, resume writing and interviewing assistance, vocational assessment, development of Individual Employment Plans, support services, training and education for high demand occupations through Individual Training Accounts, or On-the-Job Training contracts allowing participants to “earn while they learn” new job skills with an employer, and follow-up services after job placement.

Employer services include assistance in advertising job openings, recruitment of qualified individuals for job openings, and on-the-job training and referrals to other employer resources.

Additionally, the Community Action Agencies, which are strategically located across the state, offer a wide variety of community based support services:

- Energy and Utility Assistance, Fuel Assistance & Weatherization
- Housing and Homelessness Prevention Programs
- Nutrition, Hunger Prevention & Health Services
- Women, Infant & Children (WIC)
- Child Care, Head Start & Family Support Services
- Programs for Elderly and Disabled
- Information & Referral and Outreach
- Emergency Crisis Intervention
- Multicultural, Community Volunteer Services

Each Community Action has their own website because they are individual non-profit organizations, and depending on local need, some programming may vary.

For more information visit the following websites:

Community Action Program Belknap-Merrimack Counties, Inc. [www.bm-cap.org](http://www.bm-cap.org)

Community Action Partnership of Strafford County <http://www.straffordcap.org/>

Southern NH Services [www.snhs.org](http://www.snhs.org)

Southwestern Community Services, Inc. [www.scshehelps.org](http://www.scshehelps.org)

Tri-County Community Action <http://www.tccap.org>

## **NEW HAMPSHIRE DEPARTMENT OF HEALTH & HUMAN SERVICES (DHHS) & THE NEW HAMPSHIRE EMPLOYMENT PROGRAM (NHEP)**

DHHS is an agency that helps citizens in partnership with community groups, private providers, other governmental agencies and many thousands of foster parents, neighbors, and citizens. The majorities of people who use the programs and services have multiple needs and require services from more than one program.

DHHS is responsible for many of the regulatory, programmatic, and financial aspects of NH's health care system and plays a key role in the planning, delivery and financing of health care. It provides social and support services to families with chronically ill or disabled members and to families in crisis. DHHS also provides economic support including childcare funding, financial grants, employment support services, medical assistance, food assistance and child support services. The NH Legislature and the Governor created a central umbrella agency in 1995 to make these programs and services easier for citizens to find and use and to reduce administrative costs.

Financial and social services are provided, to a large extent, through a network of eleven District Offices located across NH. Behavioral health services are made available through Community Mental Health Centers, institutions such as the Glencliff Home for the Elderly, New Hampshire's Acute Care Psychiatric Facility and the Tirrell House. People with developmental disabilities receive community-based services through a system of non-profit Area Agencies. In addition, DHHS provides services through networks of contractual providers, both public and private. Local contractors complement and expand DHHS' capacity to provide community-based services.

### **The Division of Family Assistance (DFA) & The Division of Client Services (DCS)**

The Division of Family Assistance (DFA) is the arm of Health and Human Services that oversees poverty program, providing program management and benefit delivery through Electronic Benefits Transfer (EBT) for financial, nutritional and employment programs. The Division of Client Services (DCS) is responsible for the eligibility and enrollment for these programs and service, plus medical, child care, and long-term care cash and medical assistance for eligible NH residents through eleven DHHS District Offices around the state. DCS also operated a Client call Center to assist individuals in understanding and managing their benefits.

There are a number of major types of assistance programs administered by DFA and DCS for NH residents. The following is a brief description of those programs.

**Cash Assistance** is provided in two general program areas, the Temporary Assistance for Needy Families (TANF) and State Supplemental programs. TANF provides assistance to needy families with dependent children and is divided into two programs, the NH Employment Program (NHEP) and the Family Assistance Program (FAP). State Supplemental programs are divided into three programs and provides assistance to the disabled, blind and seniors through the Aid to the Permanently and Totally Disabled (APTD) Program, the Aid to the Needy Blind (ANB) Program and the Old Age Assistance (OAA) Program.

**The New Hampshire Employment Program (NHEP)** is an employment support program that provides cash assistance to eligible families with able-bodied parents and assists those parents in becoming self-sufficient by promoting work through the provision of employment support and training services. Individuals participating in the program work with Employment Counselor Specialists who provide employment and training services. These counselors work with participants to assess their skills and abilities and develop an individualized employment and long term career plan. It is through this

employment plan that employment related activities and support services are made available to participants, either through the New Hampshire Employment Program, or other community services.

Employment related activities could include:

- Workplace skills training
- High school equivalency or Diploma activities
- Vocational assessments and development of long-term career plan
- On-the-Job Training
- Vocational skills training
- Work experience program
- Job search assistance.

Employment related support services could include:

- Child care assistance
- Transportation reimbursement
- Tuition assistance for certain educational programs
- Worker or training supports such as tools of the trade, uniforms, books or other needed supplies
- Services to remove employment obstacles.

**Food and Nutritional Assistance** assists individuals and families through the Food Stamp program, also called the Supplemental Nutrition Assistance Program (SNAP). Some people who receive Food Stamp benefits also participate in a voluntary work program called the Food Stamp Employment & Training (FSET) program, as long as the participant is not also getting TANF cash assistance. FSET Technicians assist participants with job search efforts and refer to other community services. A participant's travel costs for their job search can be reimbursed once they have joined the FSET program.

**Medical Coverage** assists disabled and elderly adults, blind individuals, children, pregnant women and families through the Medicaid programs. DFA and DCS work cooperatively with the Office of Medicaid Business and Policy, the Bureau of Elderly and Adult Services, and the Disability Determination Unit to ensure that eligible adults and children have access to needed health care services, including preventative dental care for those under age 21.

**Emergency Assistance** assists families with dependent children who may qualify for TANF in obtaining and keeping safe and healthy permanent housing. Emergency Assistance (EA) helps pay for rent or utility security deposits, first month's rent, home heating fuel deliveries, or past due rent, mortgage, or utility debts. Families must meet all the eligibility rules for TANF cash assistance. However, families do not have to get the TANF cash benefit to qualify for EA.

**Child Care Assistance** assists parents engaged in work, training or educational activities leading to employment to afford quality care for their children. Eligibility is determined based on rules and policies administered by the Child Development Bureau. Payments to childcare providers are coordinated by DFA in cooperation with the Child Development Bureau.

**Benefit Issuance** is cash assistance issued twice per month via Electronic Funds Transfer (EFT) or Electronic Benefits Transfer (EBT). Cash assistance issued via EFT is deposited directly into an individual's checking or savings account and is accessible in the same manner as any other cash in the account. Cash assistance issued via EBT is accessed through a debit-style EBT card and individuals can either swipe the EBT card through a point-of-sale machine at participating retailers or use ATM machines to access the cash assistance. Food Stamp benefits are issued once per month via EBT and individuals swipe the EBT card through a point-of-sale (POS) machine at participating retailers when purchasing food.

## **Bureau of Elderly & Adult Services (BEAS)**

The Bureau of Elderly & Adult Services (BEAS) provides a variety of social and long-term supports to adults ages 60 and older and to adults between the ages of 18 and 60 who have a chronic illness or disability. These services range from home care, Meals on Wheels services, care management, transportation assistance and assisted living to nursing home care. Legal support services, advocacy for disabled adults, information and assistance regarding Medicare, and information about volunteer opportunities are also important support services provided in the community by BEAS. All services and supports are intended to assist people to live as independently as possible in safety and with dignity.

A critical component of the BEAS statewide delivery system is its community-based provider network; many of these providers are nonprofit agencies. BEAS purchases long-term care support services at the local level, thus reflecting the commitment of DHHS to strengthen the autonomy of local communities and to direct resources to where they are most needed. BEAS staffs are located at eleven DHHS District Offices throughout NH and coordinate services to seniors and adults with disabilities and chronic illnesses who meet certain eligibility criteria. BEAS also has a main office, located in Concord, responsible for administrative support and general program and financial planning.

A major partnership between BEAS and local communities is ServiceLink, a statewide network of community-based resources for seniors, adults living with disabilities and their families. ServiceLink partners promote the independence and well-being of the people they serve at thirteen primary locations and many satellites throughout NH.

## **Division for Children, Youth & Families**

The Division for Children, Youth & Families (DCYF) manages protective programs on behalf of NH's children, youth and their families. DCYF staff provides a wide range of family-centered services with the goal of meeting a parent's and a child's needs and strengthening the family system. Services are designed to support families and children in their own homes and communities whenever possible, as long as safety is not an issue. DCYF is comprised of five major program areas and three key support service areas.

- **The Bureau of Child Protection** works to protect children from abuse and neglect while attempting to preserve the family unit. Child Protective Services help prevent further harm to children from intentional physical or mental injury, sexual abuse, exploitation or neglect by a person responsible for a child's health or welfare.
- **The Child Development Bureau (CDB)** provides early care and education programs, provides consumer education and child care training programs to help communities develop and maintain child care programs, develops policy for the NH child care scholarship program, and maintains statistics on the supply and demand of child care throughout NH. Through the scholarship program, parents may apply for payments to subsidize the cost of childcare when needed to look for work, remain employed, or participate in training.
- **Foster Care** provides specially trained Foster Care Workers in each DHHS District Office to recruit, train and license foster parents and match children entering the system with a foster family best suited to meet the specific needs of each child.
- **Adoption Placement Specialists** provide assessment and case management services for children whose parents' parental rights have been terminated. Children are assessed for potential adoption and adoptive parents are recruited, trained and provided with needed support.

- **Domestic Violence Services** include Family Violence Prevention Specialists (FVPS), who are advocates employed by local crisis centers. These FVPS are located in each DHHS District Office and help identify domestic violence situations and provide support to victims of domestic violence. Within DHHS a task force meets regularly to coordinate and collaborate on domestic violence and sexual assault issues that are critical to serving NH's client population. DHHS also administers several grants that support direct service delivery by community agencies and crisis centers around issues of domestic violence and sexual abuse.

## **Division of Child Support Services**

The Division of Child Support Services (DCSS) works to assure that every child living in NH has a legal right to financial support from both parents, even if the parents are divorced, separated or never married. The DCSS helps families establish and enforce child support orders-both medical and financial. DCSS can also establish paternity with or without the help of the courts. DCSS provides the services listed below:

- Locates the parent responsible for providing child support
- Establishes paternity (legal fatherhood) if necessary
- Paternity may be established voluntarily with an Affidavit of Paternity (available from DCSS, the hospital where the child was born, or the town clerk's office)
- DCSS also arranges genetic testing to establish paternity
- Establishes child support orders through NH courts. Orders include:
  - Financial support based on the Child Support Guidelines established in NH Statutes
  - Medical support orders if available at a reasonable cost
  - Enforces legal orders.

DCSS will also enforce orders through administrative actions such as withholding wages, taking tax returns, revoking licenses, reporting delinquent payers to Credit Bureaus, placing liens on assets, taking lottery winnings and preventing the issuance of passports.

DCSS will also work with the courts to enforce orders when the responsible parent does not comply with a child support order. They work with other states to establish and enforce child support orders when the non-custodial parent (parent not living in the home) does not live in NH.

The exact services provided by DCSS may vary depending on the individual case. When enforcing an order, DCSS will determine the best actions to be taken.

For more information visit the website: [www.dhhs.nh.gov](http://www.dhhs.nh.gov)

### Bureau of Adult Education

The mission of the NH Bureau of Adult Education is to provide a variety of educational opportunities to empower adults to become lifelong learners, to support individuals in identifying and achieving their potential academic and/or career goals and to assist students to become active participants in their communities.

The three goals of the Adult Education and Family Literacy Act are:

1. Assist adults to become literate and gain or improve employment and become more self-sufficient.
2. Assist parents to become full partners in their children's educational development.
3. Assist adults in completion of secondary school education.

Under the WIOA State Plan, adult education is designated as an entry-point to career pathways for individual who have not previously earned their high school diploma or the equivalent (Goal 2.2)<sup>1</sup> The NH Department of Education, Bureau of Adult Education, provides grants to school district and private, not-for-profit organizations for educational services to adults who have not received a high school diploma or equivalency or lack basic literacy skills.

The Bureau of Adult Education (BAE) office can provide the following services:

- Professional development on a number of adult education topics
- Training for administering the Test of Adult Basic Education (TABE)
- Information on adult education programs in New Hampshire
- Verification of high school equivalency certificates
- High School equivalency transcripts (there is a fee for this service)

In addition to funding and monitoring more than 50 adult education programs across the state, the Bureau administers the high school equivalency testing program and issues the NH High School Equivalency Certificate.

Funding for the Bureau of Adult Education comes from the US Department of Education, Office of Career, Technical and Adult Education (OCTAE) and the State of New Hampshire. For federal funding, the Bureau follows the regulations set forth in the Workforce Innovation & Opportunity Act of 2014. State funding allows the Bureau to provide additional services, especially around the areas of services to students under 18 and transitions to postsecondary education for all ages.

Many adult education programs also receive local funding and work closely with community business leaders to meet their adult education needs. Examples of locally funded projects include workplace literacy programs, Bridge programs and occupational skills training.

The Bureau provides an array of professional development activities. These activities are open to any individual providing adult education services, but priority is given to those employed by programs administered by the Bureau. The Bureau also provides informational sessions and workshops on a variety of topics through the Mentor team. Please check <http://www.nhadulted.org/calendar/> for specific topics.

### Eligibility

The following general guidelines apply to eligibility for adult education services. Please note that there are a number of exceptions as listed below, if eligibility is a question, please call a local adult education

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<sup>1</sup> NH WIOA Combined State Plan, Executive Summary, page 4. Retrieved from <http://www.nhworks.org/uploads/Executive%20Summary%20NH%20WIOA%20State%20Plan.pdf> on 9/16/2016  
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center for further information.

1. At least 18 years of age
2. Not currently enrolled in high school
3. Does not have basic English speaking, reading, writing or math skills
  - a. Under NH State Law, this is defined as:
    - i. Has a math or reading scores below an 8.9 grade level, or
    - ii. Lacks sufficient mastery of basic educational skills to enable the individual to function effectively in society, or
    - iii. Does not have a secondary school diploma or its recognized equivalent, and has not achieved an equivalent level of education or
    - iv. Is unable to speak, read or write the English language

Adult education can work with students under 18 under special circumstances if the student is dually-enrolled in a traditional high school and an adult diploma program or if the student has an Alternative Education Plan that designates adult education as a provider.

Adult education does have services available for adults who have a high school diploma/equivalent, but have reading, writing or math skills below the 9<sup>th</sup> grade level<sup>2</sup>.

Adult education also provides services for adults who have a high school diploma/equivalent, but require a specific academic course as a pre-requisite for a training or postsecondary education program. This includes academic areas such as chemistry, biology, Algebra II as well as college-preparation course in reading, writing and math.

Adult education provides services for adults who have difficulty with English speaking, reading, writing or math skills regardless of their education level.

For further assistance, please contact the local adult education center.

## **Need**

### Lack of High School Diploma/Credential

New Hampshire ranks 6<sup>th</sup> in the nation for high school attainment, only 8% of residents, over the age of 25, do not have a high school diploma or equivalent. The highest number of residents without a high school diploma/credential is in the most populated counties, Hillsborough and Rockingham. However, the highest percent of population without a high school diploma/credential is in Coos County at 13.9%.<sup>3</sup>

There are two ways to earn a high school credential in New Hampshire:

1. Earn an [Adult High School diploma](#)
2. Earn [NH High School Equivalency Certificate](#)

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<sup>2</sup> If it unclear whether the individual has skills below the 8<sup>th</sup> grade level, he/she may be referred to a local adult education center for academic assessment.

<sup>3</sup> SOURCE: American Community Survey, 2010-2015, Table B15003



### Lack of Literacy Skills

It cannot be assumed that because an individual has a high school credential that he/she has reading, writing and math skills equivalent to twelfth grade competencies. Nationally, 20% of adults with a high school diploma “have only beginning literacy skills”.<sup>4</sup>

### Non-English Speakers

In 2014, there were over 63,000 foreign-born New Hampshire residents and more than 11,000 who were reported on the American Community Survey as speaking English less than “very well”.

New Hampshire is served by two Refugee Resettlement agencies, Ascentria Care Services and the International Institute of New England. Approximately 400 refugees are resettled in the state each year, generally in the Laconia, Concord, Manchester and Nashua corridor.

## **Services**

### Adult Basic Education (ABE)

Twelve (12) adult education centers across the state provide basic adult education (ABE) services. Centers usually provide day and evening classes or small groups based on educational functioning level from Beginning Literacy through the 8<sup>th</sup> grade level in reading, writing and math. Workplace preparation and digital literacy skills are also integrated into regular instruction.

Classes meet two-three times per week during the school year from September until May. Some centers may have summer programming available. Open enrollment may or may not be available, depending on the local adult education center.

In accordance with WIOA, students are required to complete pre-testing when entering into the program to determine a starting educational functioning level. At the end of the course, they are required to complete a post-test. Their performance is measured by movement through federally established education functioning levels. With a standard NH Work Release form, this information can be made available to NH Works staff.

### English as a Second Language (ESL)<sup>5</sup>

Twelve (12) adult education centers across the state provide English as a Second Language (ESL) services. Centers usually provide day and evening classes or small groups based on educational functioning level from Beginning Literacy through Advanced ESL. Instruction includes skills in speaking, listening, reading and writing. Workplace preparation and digital literacy skills are also integrated into regular instruction.

Classes meet two-three times per week during the school year from September until May. Some centers may have summer programming available. In addition to regular classes, several centers also offer Conversation classes. Open enrollment may or may not be available depending on the adult education center.

In accordance with WIOA, students are required to complete pre-testing when entering into the program to determine a starting educational functioning level. At the end of the course, they are required to

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<sup>4</sup> Organization for Economic Cooperation and Development. (2013). [\*Literacy, Numeracy, and Problem-Solving in Technology-Rich Environments Among US Adults: Results from Program for the International Assessment of Adult Competencies. Institute for Education Sciences, National Center for Education Statistics.\*](#)

<sup>5</sup> English as a Second Language (ESL), English for Speakers of Other Languages (ESOL) and English Language Learners (ELL) all indicate the same sequence of instruction. For the purposes of distinguishing English language classes in NH from the other acronyms used, the Bureau of Adult Education uses ESL as the standard term.

complete a post-test. Their performance is measured by movement through federally established education functioning levels. With a standard NH Work Release form, this information can be made available to NH Works staff.

### Integrated English Literacy and Civics Education (IELCE)

Integrated English Literacy and Civics Education programs are offered in five (5) locations: Dover, Nashua, Manchester (IINE and Holy Cross) and Keene. This course combines English language skills, workforce preparation skills, the background knowledge necessary for students to take the U.S. Citizenship exam and an Integrated Education & Training program. These programs may not have open enrollment.

### Integrated Education and Training (IET)

Integrated Education and Training programs are offered in five (5) locations: Concord (Ascentria), Dover, Manchester (IINE, Holy Cross) and Keene. The IET program combines adult education literacy (ABE or ESL) with workplace preparation skills and specific occupational skills. These programs may not have open enrollment.

Please check with the local adult education center to determine the closest location for referral.

### High School Equivalency Preparation & Testing (HiSET)

The State of New Hampshire, Department of Education, Bureau of Adult Education will issue a high school equivalency certificate to any individual who meets the minimum passing scores for the high school equivalency test as established by the state board of education. The current test is the HiSET published by Educational Testing Service.

Most adult education centers and all Adult Learner Service programs offer high school equivalency preparation services, either through small classes or one-on-one tutoring. These courses are designed to teach the content and skills needed to pass the HiSET exam.

The HiSET Exam is a nationally recognized high school equivalency exam. The exam has five (5) subtests: Language Arts – Reading, Language Arts – Writing, Math, Science and Social Studies. The tests can be taken one at a time or several at a time. The total time for the test is approximately 7 hours. The current cost for the test is \$20 per subtest.

The amount of time necessary to prepare for the HiSET Exam varies based on the individual's level of education, educational experience and personal qualities.

- Level of Education
  - Most NH test passers have completed 10<sup>th</sup> or 11<sup>th</sup> grade including Algebra and some geometry.
  - There is some content materials that individuals are expected to know in science and social studies.
- Educational Experience
  - Most NH test passers attend a preparation course prior to taking the test.
  - The amount of preparation time necessary can be dependent on whether the test taker has effective learning strategies; how long the individual has been out of school; the presence of a disability; and the continuity and quality of his/her education.
- Personal Qualities
  - Most NH test passers take the exam for personal satisfaction, to be a positive role model for family members, for a better job or to pursue postsecondary education.
  - Comfort level with standardized testing and the individual's critical thinking skills are also factors in determining the length of time necessary to prepare for the exam.

Practice materials can be found on the HiSET website including a free practice test to determine if the individual is prepared to take the exam. Some NH adult education centers do require all test takers to demonstrate the ability to pass the test on an Official Practice Test prior to taking the actual test. For specific instructions, please contact the local testing center.

Test takers with a documented disability may apply for accommodations during the testing session. The process for accommodation determination takes up to 6 weeks and the decision is made by ETS. More information on the process can be found on the HiSET website at: <https://hiset.ets.org/take/disabilities/>

It is important to note that individuals CANNOT take high school equivalency exams online. A Web site that suggests that an individual can take HiSET or any high school equivalency tests online is not legitimate. Even if tests are given on computer, they must be taken on-site at an authorized testing center. Any other high school equivalency certificate not issued by the New Hampshire Department of Education or another jurisdictional testing authority may be of dubious value and may not be accepted by employers, colleges and universities, or the military. If a certificate is questionable, please call the Bureau.

### Adult Learner Services

In each county, Adult Learner Services provides at least one Coordinator whose responsibilities include assisting residents with access to adult education services. This is often done through offering small groups and one-on-one tutoring sessions. The goal of the program is to ensure that services are available in the rural sections of New Hampshire.

The Adult Learner Services Coordinator will assess students upon entrance into the program and assist with a connection to appropriate educational services. The programs offer adult basic education, English as a Second Language and high school equivalency preparation services.

Students are expected to meet with an instructor or tutor 1 -2 times per week for 2 to 4 hours. Tutors will often meet with students in a local library or community center. Often students will continue work between session using resource materials or online resources provided by the tutor.

All volunteer tutors are provided with training on adult education theory and provided with the resources needed to provide effective instruction.

### Adult Diploma Program

New Hampshire residents over the age of 18<sup>6</sup> may earn an Adult High School diploma by earning required credits through credit-bearing classes offered in the evenings at twenty-five (25) high schools across the state.

All Diploma Programs operate on a semester basis from September until May. Some programs may have summer programming available. While most classes meet in person in the evenings with scheduled start and end dates; some programs offer online courses with flexible start dates. Please call the local adult diploma program for more information.

Students are required to complete the following minimum state requirements (there may be additional local school district requirements):

English	4 units		US History	1 unit
Math	2 units		Economics	½ unit

<sup>6</sup> In certain circumstances, students under 18 may be “dually enrolled” in their traditional high school and the adult diploma program.

Science	2 units		Civics	½ unit
Computer Literacy	½ unit			

Students may also earn credits for demonstrating competency in specific academic areas; for participation in an apprenticeship program or work experience; completing observations/practicum experience in business or industry and extended learning opportunities; and other alternatives as established by the local adult diploma program.

High school courses are usually tuition-based, and generally average about \$125 per course. Some school districts offer the courses tuition-free for residents under 21. Please consult the local adult diploma program for specific pricing information.

Adult Diploma Programs also offer high school credit-bearing courses that are often pre-requisites for admission to postsecondary education/training programs. For example, most nursing programs require high school Chemistry class with at least a B average. If an individual did not take Chemistry, or did not do well in Chemistry, he/she can take this course through an adult diploma program.

Adult Diploma Programs may also offer college preparatory courses such as College Writing or College Math. Other classes could include Career Development and Workplace Preparation. These courses are available for individuals with or without a high school credential.

Students enrolled in the Adult Diploma Program receive grade reports and transcripts that indicate the credits earned. With a standard NH Work Release form, this information can be made available to NH Works staff.

Postsecondary Transition

There are six (6) Transitions program across New Hampshire. These programs are designed to assist students with accessing postsecondary education, training and employment opportunities.

Most programs have a counselor who works exclusively with enrollees to develop and follow through with a postsecondary plan. This might include career exploration, creation of job search tools, and the development of a career path. For others, the class might include visiting the local community college and assistance with applications and financial aid.

Some Postsecondary Transitions programs offer development education courses for the local community college. For example, if a student applies to a community college, but does not have adequate math skills for admission, he/she is referred to the local adult education center for a development math course. These courses are less expensive than those offered at the community college (\$150 vs. \$800) and allow the student to save the full Pell grant amount for credit-bearing courses when ready.

NH Coalition on Safety & Health (NHCOSH)

The Bureau of Adult Education provides funding to NH COSH for the purposes of designing and providing workplace safety workshops, materials and resources for NH adult education programs. Many of these hands-on, interactive workshops are aimed at the beginning English language speaker. For more information: <http://www.nhcosh.org/>

## Adult Education Locations

For detailed information: [www.nhadulted.org/locations/](http://www.nhadulted.org/locations/)

Town	Adult Basic Education- Reading, writing, math	ESL- English for speakers of other languages	Adult Learner Services- Tutoring and small classes	Integrated Education & Training -Adult ed, workplace prep and skills training	Integrated English Literacy and Civics Education -Adult ed, workplace prep, skills training & civics education	Adult Diploma Program -High school credit classes	Postsecondary Transitions-Help with career and college plans	HiSET Test Center
Bedford						X		
Berlin			X					X
Claremont	X					X	X	X
Concord	X	X	X	X		X		X
Conway						X		X
Derry	X	X	X			X		X
Dover	X	X	X	X	X	X	X	X
Exeter	X	X	X			X	X	X
Franklin	X					X		X
Goffstown						X		
Groveton						X		
Hampton						X		
Hillsboro			X					
Hudson						X		
Keene	X	X	X	X	X	X		X
Laconia	X	X				X		X
Lisbon						X		
Littleton			X					X
Londonderry						X		X
Manchester	X	X	X	X	X	X	X	X
N. Sutton						X		
Nashua	X	X	X		X	X	X	X
Pembroke						X		
Peterborough						X		
Plymouth			X					X
Portsmouth	X	X					X	X
Rochester						X		
Salem	X	X				X		X
Swanzey						X		
Tamworth			X			X		
W. Lebanon			X					

## **Adult Education Resources**

To request a High School Equivalency Transcript

<http://education.nh.gov/career/adult/equivalency-test-transcript.htm>

NH High School Equivalency Testing Information

<http://education.nh.gov/career/adult/equivalency-test-test.htm>

HiSET Information

<https://hiset.ets.org/>

NH WIOA State Plan, Title II Adult Education & Literacy

[http://www.nhworks.org/uploads/Adult%20Education%20and%20Literacy%20State%20Plan\\_a.pdf](http://www.nhworks.org/uploads/Adult%20Education%20and%20Literacy%20State%20Plan_a.pdf)

NH Adult Education Program Locations

<http://www.nhadulted.org/locations/>

NH Adult Education Professional Development Calendar

<http://nhadulted.org/calendar>

## Bureau of Vocational Rehabilitation

**Website:** <http://www.education.nh.gov/career/vocational/>

**Mission:** To assist eligible New Hampshire Citizens with disabilities to secure suitable employment and financial and personal independence by providing rehabilitation services.

**Customers:** New Hampshire Vocational Rehabilitation has two primary customers: Persons with disabilities and Businesses.

**Services:** NHVR provides services to assist persons with disabilities prepare for, enter and/or retain competitive integrated employment. Services provided to persons with disabilities may include:

- Assessment for determining eligibility and vocational rehabilitation needs
- Counseling, guidance and work related placement services
- Vocational and other training services
- Physical and mental restoration services
- Prosthetic and orthotics devices
- Visual services
- Interpreter services
- Rehabilitation teaching services and orientation and mobility services for individuals who are blind
- Telecommunications, sensory and other technological aids and devices
- Rehabilitation technology services
- On the job or other related personal assistance
- Transition Services for students and youth with disabilities
- Supported employment services assist persons who require ongoing support services to access traditional competitive employment opportunities
- Information and referral

NHVR also works with businesses seeking to hire qualified applicants or seeking advice on assisting one of their employees who has a disability. NHVR can:

- Match worker abilities with the job requirements
- Provide dependable and motivated workers
- Provide on the job training programs
- Make arrangements to provide specialized training to the new employee by assigning a professional job coach on the job site, on request
- Provide onsite job analysis
- Provide follow up services to ensure that job performance continues to meet employer's needs
- Provide advice & assistance on accommodation for persons with disabilities in the workplace.

Additional Information about NH Vocational Rehabilitation:

- Expertise & Resources Focused on the Needs of Persons with Disabilities and Employers Hiring Persons with Disabilities - NH Vocational Rehabilitation works with individuals w/disabilities & employers toward eliminating, reducing or circumventing the barriers created by a disability or disabilities that have prevented the person from becoming employed, and/or maintaining their employment.

- Specific Eligibility Criteria – to receive services a person must have a physical or mental impairment that constitutes or results in an impediment to employment and require vocational rehabilitation services in order to prepare for, enter, engage in, or maintain work.
- Process – there are specific steps that require specific information be obtained or developed, e.g., documentation of a disability, development of an Individualized Plan for Employment. Due to a person’s particular needs and choices there may be an increase in the time it takes for an individual to prepare for, find and/or enter employment.
- Participation – the agency encourages individuals to be active participants throughout their involvement with vocational rehabilitation.
- Outcomes – services are specific to addressing the barriers to employment.
- Financial Needs – customers may be asked to participate in the cost of services based on an assessment of their financial resources. Services exempt from financial need determination include: assessment for determining eligibility; vocational rehabilitation counseling, guidance, referral and placement; vocational and other training services not provided at a post-secondary institution; and interpreter services.
- Comparable Benefits – If comparable services are available they must be utilized to meet in whole or part the cost of vocational rehabilitation services except in the following situations (a) comparable benefits and services exist under another program, but are not available to the individual at the time needed to satisfy the rehabilitation objectives in the individual’s plan for employment (the agency would provide Vocational Rehabilitation services until those comparable services and benefits become available); (b) if the determination of the availability would delay the provision of Vocational Rehabilitation services to any individual with disabilities who is at extreme medical risk; (c) if an immediate job placement would be lost due to a delay in the provision of comparable benefits.

Quick wrap up Vocational Rehabilitation:

- Assists individuals with disabilities explore their interests, aptitudes, goals, values, experiences and choices toward identifying an employment goal
- Aides in identifying the barriers to employment and the resources needed to overcome or circumvent those barriers
- Provides services, counseling and support to assist individuals with disabilities achieve their employment goals
- Offers technical assistance and support to businesses and employers who hire individuals with disabilities.

Contact Information:

Berlin Regional Office	752-2271
Concord Regional Office	271-2327
Keene Regional Office	357-0266
Manchester Regional Office	669-8733
Nashua Regional Office	889-6844
Portsmouth Regional Office	436-8884
Lebanon Regional Office	448-5793
Office of Services for Blind and Visually Impaired	271-3537



## **Bureau of Youth Workforce - Workforce Innovation and Opportunity Act – Title I Youth**

The mission of the Bureau of Youth Workforce - Workforce Innovation and Opportunity Act is to provide individualized, strength based, client centered services including on-going face to face service delivery to maximize success in reaching academic, training and employment goals. Services are designed to address participant's needs in all areas of their lives in an effort to break down barriers to success. The goal is for all participants to leave a WIOA youth program with an increased level of academic competency, a post-secondary career/occupational credential and career ladder employment that allows the young person to be self-sufficient. WIOA youth services are available to eligible young people between the ages of 14 and 24.

### **Service Overview**

The WIOA youth program focus includes comprehensive services consisting of 14 elements of service that can be grouped around four major themes:

- Improve educational achievements including, tutoring, study skills training, alternative secondary school services (support in obtaining HiSET), and dropout prevention strategies. Also, transition to post-secondary education (to support and encourage post-secondary education/training) and financial literacy training.
- Prepare for and succeed in career ladder employment (including work based learning opportunities such as: summer youth employment, paid internships, OJT's, pre-apprenticeships, job shadows) and occupational skill/credential training. Also, career exploration, labor market information, employment soft skills training and employment retention skills training.
- Support youth by providing financial assistance under certain circumstances. Some examples include: bus passes, gas cards, uniforms, tools, items necessary for work. Also, by offering adult mentoring, comprehensive guidance and counseling as it relates to breaking down barriers to success in education/employment and follow-up services for one year after exit from the program.
- Offering services intended to develop the potential of youth as citizens and leaders including leadership development opportunities and entrepreneurial skills/information.

### **Service Delivery System**

Services are provided at program sites throughout the state by contractors of the Department of Education, Bureau of Youth Workforce (WIOA Youth fund recipients) as determined through a competitive procurement process.

### **Department of Education, Bureau of Youth Workforce Functions includes:**

- Implementation of the Title I Youth as defined by federal statute (US Dept. of Labor, the Workforce Opportunity Council, NH Youth Council, and NH Department of Education)
- Technical Assistance to WIOA Title I Youth contractors
- Developing linkages with other youth employment and training programming as well as business partners/employers in the community.

WIOA Youth services are delivered to young people in 2 different program models:

WIOA youth “**In School Youth (ISY)**” works with young people ages 14 – 21, in high schools and is generally an identified class on their school schedule, which also provides school credits. The program offers support in many areas including:

- Job skills
- Career exploration
- Part time jobs
- Credit recovery
- Dropout prevention services
- College preparation
- Increase in skills in math and reading

WIOA youth “**Out of School Youth (OSY)**” incorporates best practices for serving Out-of-School youth and is designed to assist young adults, ages 16 – 24, on an individual basis. There are two OSY program models, both of which must incorporate the fourteen (14) essential elements of service. Both models provide an array of services that will ultimately launch young adults on a meaningful career pathway with sustainable employment. The two OSY program models are:

#### **A. Alternative Education Model:**

- **Target Group:** Young people who do not have a high school diploma or High School Equivalency (HiSET)
- **Objective:** To provide youth with resources and training that leads to the successful completion of secondary education (High School Diploma/HiSET). To provide career exploration services in order to determine a career path (as necessary). To provide the academic and technical skills needed to secure employment within a particular high demand industry (*manufacturing, healthcare, information technology, or hospitality*). To complete a paid work experience. To obtain an industry specific credential. To gain employment within the targeted industry or entrance into post-secondary education within the targeted industry
- **Anticipated Outcomes:** Attainment of high school diploma or HiSET. Increased math and reading skills, attainment of industry specific credential, entrance into employment in the targeted industry, or entrance into post-secondary education in the targeted industry

#### **B. Sector-Based Training Model:**

- **Target Group:** Young people who have a High School Diploma/HiSET
- **Objective:** To provide the academic and technical skills needed to secure employment within a particular high demand industry (*manufacturing, healthcare, information technology, or hospitality*). To complete a paid work experience. To obtain an industry specific credential. To gain employment within the targeted industry or entrance into post-secondary education within the targeted industry
- **Anticipated Outcomes:** Increased math and reading skills, attainment of industry specific credential, entrance into employment in the targeted industry, or entrance into post-secondary education in the targeted industry

*The focus for all OSY participants is to:*

- Increase their math and reading skills.
- Obtain their high school credential.
- Identify a career track.
- Complete a paid internship in that career field.
- Obtain an occupational training credential relevant to that career field.

- Obtain employment (or an OJT) in a career ladder position in that career field.

### **Work Based Learning Opportunities**

WIOA Youth Programs provide work based learning opportunities through a variety of avenues including:

- Summer youth employment opportunities (ISY only)
- Paid industry specific internships
- OJT opportunities
- Pre-apprenticeship opportunities
- Support with obtainment of an industry specific credential
- Support with the obtainment of High School credential (as necessary)
- Assistance in obtaining employment in a career ladder position

### **Business Partnerships**

WIOA Youth programs are focused on getting program participants into career ladder jobs in high demand industries including: Advanced Manufacturing, Medical and Health Sciences, Information Technology and Hospitality (in the central and northern parts of the state). WIOA Youth programs partner with area businesses local to their program site to introduce participants to the many career opportunities within each of these careers fields.

This is done through job shadows, guest speakers, and industry tours. After initial training in the program, participants complete a **paid** internship and then enroll into Community College or an occupational skills training program as related to their career area. WIOA Youth programs can provide financial assistance with tuition, books, transportation, job specific clothing, and other areas as needed.

The goal of a WIOA Youth program is for each participant to exit the program with a post-secondary credential as well as a career ladder job, ideally through partner businesses. WIOA Youth programs are dedicated to developing a skilled workforce, in partnership with businesses in the community, to create a pipeline of trained and capable employees. Through paid internships, WIOA Youth participants have the opportunity to gain the necessary information and skills to become an asset to the business before they are even hired. Upon completion of the internship, the host business has the option to extend an offer of employment.

### **Eligibility Criteria**

WIOA “**In School Youth**” must be between the ages of 14 – 21 and must be enrolled in the school where the Program operates. The person must meet the low income eligibility criteria **and** have an identified barrier.

**Barriers for In School Youth Programs**– outlined generally as follows:

- Deficient in Basic Skills (less than a 9<sup>th</sup> grade level in Math/Reading)
- Homeless/Runaway
- Foster Child
- Pregnant/Parenting
- Offender
- Identified disability that impacts one or more life functions
- In School Youth who needs additional assistance

WIOA “**Out of School Youth**” must be between the ages of 16 – 24, must not be enrolled in an academic program and must meet the eligibility criteria. There are two general categories of eligibility criteria. A person must meet either the *low income criteria* OR *have at least 1 barrier* (not both):

1.) **Low Income** – as defined generally as follows:

- Is a member of a family that receives Temporary Assistance for Needy families (TANF), Supplemental Security Income (SSI) Disability Assistance (DA), Refugee Assistance
- Is a member of a household that receives Food Stamps or has been eligible in the last 6 months
- Is a member of a family that received a total income for the last 6 month that does not exceed 70% of the lower living standard income level based on family size
- Recipient of a high school diploma or HiSET, who is low-income  
**AND is either** basic skills deficient (defined as testing at lower than 9<sup>th</sup> grade in Math and/or Reading) **OR** is an English language learner

**OR**

2.) **Barriers for Out of School Youth Programs** – outlined generally as follows:

- High school dropout (18 years and older)
- Within the age of compulsory school attendance, but has not attended school for at least the past 45 consecutive school days
- Offender
- A homeless person
- A person in foster care or has recently aged out of the foster care system
- Pregnant or parenting
- An individual with an identified disability that impacts one or more life functions

For more information visit the NH Department of Education website: <http://www.education.nh.gov/>

US DOL WIOA Youth Website

[https://www.doleta.gov/youth\\_services/](https://www.doleta.gov/youth_services/)

DOE WIOA Youth Website

<http://education.nh.gov/career/wia/>

NH Jobs for America’s Graduates Website

[www.nh-jag.org](http://www.nh-jag.org)

MY TURN, Inc. Website

<http://www.my-turn.org/>

## SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAMS

The Senior Community Service Employment Program (SCSEP) is a community service and work-based training program for older workers authorized by the Older Americans Act. SCSEP is funded by the U.S. Department of Labor through national and state contracts as a result of grant competitions occurring every four years.

The mission of the program is to provide job training and placement for individuals who are age 55 or older with limited financial resources and to provide business with trained workers. The ultimate goal and expectation for every enrollee is that they will find a good unsubsidized job, with assistance of SCSEP.

Participants must be at least 55 years of age, unemployed, and have a family income of no more than 125% of the federal poverty level. Enrollment priority is given to veterans and qualified spouses, then to individuals who are over 65, have a disability, have low literacy skills or limited English proficiency, reside in a rural area, are homeless or at risk of homelessness, have low employment prospects, or have failed to find employment after using services through the NH Works system.

SCSEP participants develop skills and confidence and gain work experience through placements in a variety of community service assignments at non-profit and public facilities including health care services, clerical and office support, cooking and kitchen duties, maintenance and repair, child care, customer service and retail sales. Participants work an average of 20 hours per week at their assignments and are paid minimum wage. They are covered by Workmen's Compensation and are offered an annual Physical exam at no charge.

SCSEP services include career assessment, development of an Individual Employment Plan (IEP), assistance with resume updates and preparation for job interviews, job leads and supportive services.

Participants have a lifetime limit of 48 months to participate in the program.

New Hampshire has two Senior Community Service Employment Program providers covering the ten counties in the state.

- The National program is administered and operated by Boston ABLE Network and covers Carroll, Cheshire, Coos, Grafton, Hillsboro, Strafford and Sullivan counties.
- The state program is administered by the N.H. Department of Resources & Economic Development – Office of Workforce Opportunity and operated by the Community Action Program, Belknap-Merrimack Counties, Inc. and covers Belknap and Merrimack Counties.
- The national and state SCSEP programs share responsibility for Rockingham County.

Community Action Program Belknap-Merrimack Counties Inc.: [www.bm-cap.org/](http://www.bm-cap.org/)

Operation Able of Greater Boston: [www.operationable.net](http://www.operationable.net)

## COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE (CCSNH)

Affordable, Accessible, Quality Higher Education

The Community College System of New Hampshire is NH's public two-year community colleges. Each of our seven community colleges offers associate degree, certificate, and skill-based training programs that provide the opportunity for a college education and career training that is both affordable and accessible. The Community College System is a full partner of the NH Works system.

The Community College System of New Hampshire meets a wide variety of needs and serves multiple constituencies. CCSNH provides opportunities for learners of all ages including:

- Students seeking an affordable first two years of a four-year degree
- Career changers and dislocated workers
- Place bound learners
- Incumbent workers updating professional skills
- High school graduates seeking college preparatory coursework
- Current high school student earning concurrent enrollment credit

The CCSNH is present in every region of the state. Students may enroll in credit or non-credit courses, part time or full time. Classes are offered days and evenings. Many courses are offered completely on-line providing “anytime, anywhere” access over the Internet. In addition, through *CCSNH's Running Start program*, high school students may earn dual high school and college credit for courses taught in their high schools. Admissions, financial aid, and additional information are available at each campus and on the web.

The CCSNH is made up of seven main campuses, plus four local academic centers. An academic center is a location where classes are offered, but certain student services are provided through a regional “host” campus.

Education is the key to economic success and CCSNH is “where successful people get their start.” More than 200 associate degree, certificate and diploma programs are available. In addition, Centers for Business and Training Development at each main campus offer specialized training customized for local business and industry needs.

All colleges in the CCSNH System are accredited by the New England Association of Schools & Colleges. The CCSNH is committed to providing comprehensive, market-driven, accessible, quality programs that respond to the needs of students, businesses, and communities.

There are as many reasons to choose a College, as there are CCSNH students. Programs designed to:

- Prepare students for today's job market and/or for successful transfer.
- Offers affordable tuition.
- Employs faculty who make student success their priority.
- Provides a flexible schedule that enables each student to manage all the demands on their time.
- A campus within driving distance and campus activities that rounds out a quality college experience.

## WorkReadyNH

**WorkReadyNH** is a tuition-free workforce development program tailored to meet the needs of job seekers and career builders as well as provide training in the specific skills employers are seeking in their current and future employees.

Classes are running at locations throughout the state. Contact email addresses and phone numbers are listed on the schedule by location.

The WorkReadyNH program provides assessment, instruction and credentialing in key skill areas, identified by employers as essential to workplace success. Graduates earn two nationally recognized credentials to add to their resume.

WorkReadyNH is an initiative of the Community College System of New Hampshire, the Office of the Governor, the NH Department of Resources and Economic Development, the NH Department of Employment Security and the Department of Labor in partnership with NH Works.

For more information visit the Website: <http://www.ccsnh.edu/workforce-training/workready-nh>

## **NEW HAMPSHIRE BUSINESS AND ECONOMIC AFFAIRS (BEA)**

### **Office of Workforce Opportunity**

The New Hampshire Office of Workforce Opportunity (OWO) serves as the state-level administrative entity for the Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth funds flowing to New Hampshire from the U.S. Department of Labor (USDOL). Business and Economic Affairs (BEA) is the state entity fiscal agent and is the official grant recipient of WIOA funds. In addition, they provide the staffing to the Workforce Innovation Board and its subcommittees.

### **Division of Economic Development**

The Division of Economic Development within Business and Economic Affairs (BEA) is responsible for delivering new, expanded development activities in the areas of WARN (Worker Adjustment and Retraining Notification), Rapid Response, averting dislocations, workforce development, and community development.

As the lead agency for the Rapid Response Unit, the Division of Economic Development coordinates rapid response activities and maintains a rapid response tracking system that records WARN notifications, company data, data on the number of affected workers, union status, layoff dates, and any special conditions that may apply. Individual company layoff “Fact Finding Reports” are sent to all partner agency managers as soon as they are filed.

Three principles culled from research and experience guides the delivery of rapid response services. First, there is a coordinated, multi-agency response to every major lay off or plant closing. Second, since early intervention is crucial to the labor market success of dislocated workers, emphasis is placed on averting layoffs or, if that is not possible, providing services to workers as expeditiously as possible to speed reemployment. Third, services are tailored to meet the individual circumstances and needs of dislocated workers.

Other divisions and services available through the BEA include the following:

**Division of Travel and Tourism Development** - The mission of the Division of Travel and Tourism Development - [www.visitnh.gov](http://www.visitnh.gov) - is to develop and promote New Hampshire as a domestic and international travel destination and preferred location in order to increase visitation, expenditures, business activity and employment throughout the state.



### Apprenticeship

**Apprenticeship** - The apprenticeship is full-time employment combined with both On-The-Job training and related classroom instruction. An experienced and skilled journey worker teaches the practical skills learned on the job. Apprenticeship is based on a written agreement between the apprentice and the sponsor that stipulates the terms of the apprenticeship such as:

- Length of training
- Credit for previous experience or education
- Increasing scale of wages
- Method of education

There are over 800 recognized apprenticeable occupations at the present time. Any occupation that is a skilled trade and possesses the following characteristics can be learned through apprenticeship training:

- It is customarily learned in a practical way through a structured, systematic program of on-the job supervised training.
- It is clearly identified and commonly recognized throughout the industry.
- It involves manual, mechanical and technical skills and knowledge that requires at least 2,000 hours of on-the-job work experience. It requires related instruction to supplement the on-the-job training.
- Attend a minimum of 144 hours of classroom instruction.

Qualifications may vary depending upon the trade or program. Minimum requirements are that the apprentice be at least 16 years old. Some sponsors may require that an apprentice have either a high school diploma, or High School equivalency certificate, while others may be more concerned with the physical capabilities of the apprentice.

For more information, visit the website: <https://www.dol.gov/featured/apprenticeship>



Dear NH Works Employee:

In an effort to ensure consistent communication and messages from the NH Works partners, the NH Works Interagency Directors Group (IDG) will be releasing Guidance Letters that provide information and/or requests pertaining to the NH Works policy and/or operations as created by the Consortium and/or Interagency Directors Group consistent with NH Works Cooperative Agreement No: 2005-0012.

Guidance Letters will be released via e-mail and forwarded via the NH Works partner to their respective NH Works Center staff. In addition, the Guidance Letters will be maintained on the NH Works web site at [www.nhworks.org](http://www.nhworks.org) on the “Workforce Professionals” page under the “About Us” section, for future reference as needed. If there are questions about the desired outcome or next action steps from a guidance letter, the questions should be forwarded to Jackie Heuser, Senior Workforce Director at [Jacqueline.Heuser@nh.gov](mailto:Jacqueline.Heuser@nh.gov) or to your IDG representative for inclusion on a future IDG agenda for resolution.

Sincerely,

Jackie Heuser Office of Workforce Opportunity	Pamela Szacik NH Employment Security	Matt Russell Southern NH Services
Kim Runion NH Dept. of Education WIOA Youth	Art Ellison NH Department of Education Adult Education	Lisa Hinson-Hatz NH Department of Education Vocational Rehabilitation

Cc: NH Works Consortium Members



## ADVISORY: NH WORKS GUIDANCE LETTER NO. 01-05

TO: All NH Works Center Partner Agency Staff

FROM: NH Works Interagency Directors Group (IDG)

SUBJECT: NH Works One-Stop Operator Consortium (Consortium)

1. **Purpose:** To inform NH Works center staff about the role, membership and authority of the NH Works One-Stop Operator Consortium (Consortium).
2. **Background:** Federal workforce regulations allow States to choose a group of entities (i.e., consortium) to serve as the State's one-stop operator at the discretion of the Governor. The NH Works One-Stop Operator Consortium (Consortium) was established in 2000 by the State Workforce Innovation and Opportunity Board under the direction of the Governor of New Hampshire to serve as the "one-stop operator" for the State of New Hampshire. The role of the Consortium is to oversee the State's one-stop system known as "NH Works", which consists of 12 local NH Works offices, located throughout the State.

Initially the Consortium focused on achieving three primary goals; assisting in the preparation of the State's Unified Plan, developing and implementing a statewide Memorandum of Understanding and serving as the one-stop operator. Over time the group has evolved from an implementation body to a system's improvement and management team responsible for developing continuous improvement plans, resolving system level issues and recommending key operational policies that affect the day-to-day operations of the centers.

Using the Memorandum of Understanding as its guide, the Consortium is accountable to ensure customers receive services consistent with the process and procedures set forth in the State Unified Plan and the Memorandum of Understanding, which is re-negotiated every two years. In addition, the Consortium in collaboration with the Workforce Demand, Performance and Assessment Committee, and the Workforce Executive Committee is charged with monitoring and evaluating NH Works system performance outcomes. Continuity is achieved through Consortium members who serve on the various Workforce Innovation and Opportunity Committees mentioned above, as well as on the Workforce Innovation and Opportunity Board.

In 2001, the Consortium adopted a process improvement model based on the seven Malcolm Baldrige dimensions of quality (i.e., leadership, strategic planning, customer and market focus, information and analysis, human resource focus, process management and business results) as an overarching framework for NH's approach to continuous improvement of the system. Since that time the Consortium has taken the lead in developing and implementing numerous system improvement initiatives, such as the Job Placement Cooperative Agreement, Customer Flow Pilots, NH Works Placement Teams, NH Works Marketing campaign, Annual Statewide Conferences, Customer Satisfaction Surveys, Rapid Response Activities and the Mystery Shopper project.

Decisions at the Consortium level are reached by consensus, or in consultation with the Workforce Innovation and Opportunity Board and/or the Governor, as appropriate. The Consortium directs the work of the Interagency Directors Group (IDG) and the Professional Development Team (PDT), which in turn work with management staff within each partner agency to inform, guide or affect systems improvement and/or change consistent with the direction set forth by the Consortium.

Consortium membership is by assignment of the Workforce Opportunity Council in consultation with the leadership of the represented agency. Sitting members must hold an executive director, commissioner or deputy commissioner level position within their respective agency and/or have system decision-making authority.

The Chair of the Workforce Innovation Board chairs consortium meetings. Meetings are typically held on the first Wednesday of each quarter. Meeting minutes are recorded and distributed to Consortium and IDG members. Minutes are also included in the information packets sent to the Workforce Innovation Board members for review at the quarterly board meetings.

Current members of the Consortium are as follows:

- Dick Anagnost, Chair
- Charles Ansell, Chancellor of Finance and Strategic Planning, CCSNH
- George Copadis, Commissioner NH Employment Security
- Deborah Gosselin, Operations Director Southern NH Services
- Lisa Hinson-Hatz, Director, NH Department of Education, Division of Career Technology and Adult Learning
- Jacqueline Heuser Director, Office of Workforce Opportunity
- Terry Smith, Director Department of Health and Human Services
- Vacant, Business and Economic Affairs

3. **Action Required:** NH Works Center staff should know who the Consortium committee members are, be informed about the purpose and role of the Consortium and understand the committee's relationship and relevance to the day-to-day operations of the local NH Works Centers.
4. **Inquiries:** Questions and/concerns about the content of this guidance letter should be directed to your Interagency Director Group representative or submitted in writing to Jackie Heuser at [Jacqueline.Heuser@nh.gov](mailto:Jacqueline.Heuser@nh.gov). All inquiries will be reviewed by the IDG at the first scheduled meeting following the receipt of the inquiry, and a formal response will be issued within one week of the meeting.
5. **Attachments:** None

Issuance Date: May 1, 2005	Issued by: NH Works IDG
Effective Date: June 1, 2005	Approved by: NH Works Consortium
Expiration Date: Ongoing	Revised: N/A
Updated: October 1, 2017	

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## **ADVISORY: NH WORKS GUIDANCE LETTER NO. 02-05**

**TO:** All NH Works Center Partner Agency Staff

**FROM:** NH Works Interagency Directors Group (IDG)

**SUBJECT:** NH Works Interagency Directors Group (IDG)

1. **Purpose:** To define and reinforce the overarching role and influence of the NH Works Interagency Directors system management team known as the “IDG” (Interagency Directors Group)
2. **Background:** the Workforce Opportunity Council in collaboration with the NH Works One-Stop Operator Consortium established The IDG management team in 2000 to function as a strategic mechanism to facilitate communication among partner agencies and identify issues relevant to system-wide operations of the NH Works Centers. The team identifies new or emerging issues that affect the work of the NH Works center operations on a system level, and report them back to the NH Works Consortium with recommendations for change and/or continuous improvement as appropriate.

Using existing NH Works Center operating agreements and the Memorandum of Understanding as its guide, the IDG is accountable to ensure issues are tasked and resulting solutions, improvements and/or system policy issuances are implemented consistent with the direction set forth by the NH Works Consortium, in a timely manner.

Decisions at the IDG level are reached by consensus of the management team members, or in consultation with the NH Works Consortium. All decisions at the IDG level are submitted as recommendations to the NH Works Consortium for further discussion and final approval.

IDG team membership is by assignment of the Workforce Opportunity Council in consultation with the leadership of the represented agency. Sitting members must hold an administrator/director level position within their respective agency and have direct influence over the NH Works staff they represent.

IDG meetings are currently chaired by the Sr. Workforce Director for the Council, who serves at the discretion of the group. Meetings are typically held on the second Thursday of each month. Meeting minutes are recorded and distributed to IDG members, and Consortium members upon request.

Some of the projects developed by the IDG under the direction of the NH Works Consortium over the past couple of years are as follows:

- Cooperative Agreement Process
- Customer Flow Projects
- JMS Activity Reports
- Rapid Response Activities
- Capacity Building Initiatives (PDT)
- NH Works Marketing Plan
- Continuous Improvement Plans
- Mystery Shopper Initiative
- Job Order Reports
- Interagency Confidentiality
- WIOA Implementation Readiness
- Organizational Development Plan

Current members of the IDG are as follows:

- Jackie Heuser, Director, Office of Workforce Opportunity
- Beth Doiron, , Community College System of New Hampshire
- Pamela Szacik, Operations Director, NH Employment Security
- Matt Russell, WIOA Program Director, SNHS
- Lisa Hinson-Hatz, Administrator NH DOE, Vocational Rehabilitation
- Kim Runion, WIOA Youth Director, NH Department of Education
- Lynn Wilder, Administrator, DFA, NH Health and Human Services

3. **Action Required:** NH Works Center staff should be informed about the purpose and role of the IDG and the group’s relevance to the day-to-day operations of the local NH Works Centers. Guidance letters issued by the IDG shall be made available to all NH Works Center staff via their respective agency management staff. Policy and procedures issued through the guidance letter process shall be considered applicable to all NH Works staff working within the NH Works Center offices unless otherwise stipulated.
4. **Inquiries:** Questions and/or concerns related to the content of this guidance letter should be directed to your Interagency Director Group representative or submitted in writing to Jackie Heuser at Jacqueline.Heuser@nh.gov. All inquiries will be reviewed by the IDG at the first scheduled meeting following the receipt of the inquiry, and a formal response will be issued within one week of the meeting. DHHS staff working in the NH Works offices should direct their questions to the local NH Works Employment Security Manager.
5. **Attachments:** None

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Effective Date: June 1, 2005	Approved by: NH Works Consortium
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Updated: October 1, 2017	

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**ADVISORY: NH WORKS GUIDANCE LETTER NO. 03-05**

**TO:** All NH Works Center Partner Agency Staff  
**FROM:** NH Works Interagency Directors Group (IDG)  
**SUBJECT:** NH Works Professional Development Team (PDT)

1. **Purpose:** To inform NH Works center staff about the role, membership and work of the NH Works Professional Development Team (PDT).
2. **Background:** The PDT is an interagency partnership team charged with “Building the Capacity of Partners to Enhance Customer Service” within the NH Works system. The team serves as a strategic, state-level interagency capacity building planning team. To this end, team members coordinate partner agency training opportunities to reduce duplication, leverage existing training resources (e.g., trainers, training funds, training rooms, etc.) from within the system and/or the region to affect system efficiencies, as well as plan, develop and implement staff training opportunities funded by capacity building funds made available through the Office of Workforce Opportunity and/or the NH Works Memorandum of Understanding. The team’s primary consumer groups are NH Works partner staff.

Under the guidance of the Interagency Directors Group (IDG) and the NH Works Consortium, the PDT is accountable for identifying and planning “system” training designed to enhance the sharing of information and/or skill development of NH Works Center staff, and others as appropriate, to support and foster continuous improvement throughout the workforce system.

Decisions at the PDT level are reached by team consensus, or in consultation with the NH Works Interagency Directors Group (IDG). All decisions at the PDT level are submitted as recommendations to the IDG for further discussion. Training plans and/or other staff training recommendations reviewed and approved by the IDG are submitted to the NH Works Consortium for final approval.

PDT team membership is by assignment of the Office of Workforce Opportunity consultation with the leadership of the represented agency. Sitting members should be a member of or have a direct relationship with the training unit of the agency he/she represents.

PDT meetings are currently chaired by staff from the Office of Workforce Opportunity, who serves at the discretion of the group. Meetings are typically held on the third Tuesday of each month during the planning months, and as needed thereafter. Meeting minutes are recorded and distributed to PDT and IDG members (NH Works Consortium members receive copies upon request).

PDT system capacity building initiatives offered to date include the following:

Partnering is Our Future – State Conference      America’s Tool Kit Training

*Partnering WORKS! – State Conference*  
*Partnerships for Tomorrow – State Conference*  
*Facilitation Training*  
*Communication Focus Groups*  
*Marketing Participants*  
*Understanding Baldrige Principles for*  
*Continuous Improvement*  
*Job Match System (JMS) - Partners training*  
*Disability Awareness & ADA Training*  
*DOL One-Stop Conference - NH*

*ONET Training*  
*EmployOn Training*  
*Business Services*  
*Placement Institute*  
*Job Development Training*  
*Customer Flow Pilots (Keene, Conway,*  
*Somersworth and Nashua)*  
*Facilitating Group Workshops*  
*Mystery Shopper Initiative*  
*New Hire Training (under*  
*development)*

Current members of the PDT are as follows:

- **Jackie Heuser**, Director, Office of Workforce Opportunity, NH Department of Resource and Economic Development
- **Sarah Bennett**, Educational Consultant, Adult Education, NH Department of Education
- **Brigitte Bowmar**, Program Specialist, Bureau of Youth Workforce, NH Department of Education
- **Jenifer Gould**, BWW Training Coordinator, Department of Health and Human Services
- **Lisa Hazeltine**, Workforce Programs Director, Community Action Program Belknap Merrimack Counties, Inc.,
- **Tracey Jackson**, WIOA Statewide Program Manager, Southern NH Services
- **Ella McAllister**, Program Specialist, NH Department of Education, Vocational Rehabilitation
- **Dee Skinner**, Employment Service Bureau Program Manager/Training Coordinator, NH Employment Security

3. **Action Required:** NH Works Center staff should be informed about the purpose and role of the PDT and the team’s relevance to NH Works Center staff development and system capacity building initiatives. In addition, staff should know who represents their agency on the team, and how to contact him/her with training suggestions. Capacity building opportunities initiated by the PDT (IDG/NH Works Consortium) shall be made available to all NH Works Center staff (as appropriate to the training topic) via their respective agency management staff.
4. **Inquiries:** Questions and/or concerns regarding the content of this guidance letter should be directed to your Interagency Director Group representative or submitted in writing to Jackie Heuser at [Jacqueline.heuser@nh.gov](mailto:Jacqueline.heuser@nh.gov) All inquiries will be reviewed by the IDG at the first scheduled meeting following the receipt of the inquiry, and a formal response will be issued within one week of the meeting.
5. **Attachments:** None

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**ADVISORY: NH WORKS GUIDANCE LETTER NO. 04-05**

TO: All NH Works Center Partner Agency Staff

FROM: NH Works Interagency Directors Group (IDG)

SUBJECT: NH Works Protocol for Greeting NH Works Center Customers

1. **Purpose:** To establish a protocol for staff working in a NH Works Center that requires all staff to introduce themselves using his/her first name when greeting customers (either on the phone or in person) accessing services through any of the 12 local NH Works Centers.
2. **Background:** The NH Works governing partnership known as the NH Works Consortium is committed to consistently providing the best customer service possible, and fostering a welcoming environment for all of New Hampshire's citizens accessing services through the States one-stop system. To test the effectiveness of our system from the customer's perspective, the Consortium contracted with a private company to provide "Mystery Shopper" services and report the results to the Consortium. Results related to interfacing with the customer were less than satisfactory in specific areas, with shoppers rating 53% of the offices as negative when it came to "utilizing a customer-friendly, professional approach to provide staff assistance at the greeter station". In addition, 53% of the offices were rated negative for "perceived characteristics in staff such as being cool, impersonal, or distracted". The Mystery Shopper report also identified the following specific staff procedures as in need of improvement:
  - Individuals answering the phone need to be trained to introduce him/herself to the customer
  - Staff should wear nametags and introduce themselves whenever interacting with a customer.  
[Note: currently, NH Works staff is required to wear a name badge for *office security purposes*, but these badges are not always visible to the customer]

It is understood that these findings are not necessarily reflective of all staff and/or all offices. In fact, the Consortium is aware of many staff that already follow this process when they answer the phone, and who are consistently courteous to customers seeking services. However, the less than satisfactory overall results cannot be ignored. Therefore, the Consortium has established a protocol for addressing customers that requires all staff working in a NH Works office, regardless of which agency they work for, to introduce themselves by first name to all customers with whom they interact during the course of the business day.

3. **Action Required:** Effective immediately all NHES Office Managers and partner agency managers, coordinators and/or supervisors will instruct all staff working in the NH Works Centers to introduce him/herself to a customer (in person or on the telephone) using their first name only. This practice will be standardized in each office across the state and shall be a requirement for all volunteers and partner staff working full-time or part-time in a NH Works Center. Adherence to this procedure shall be consistent. NHES Office Managers, with the support of partner agency management staff shall reinforce this practice and periodically monitor staff for compliance. Future Mystery Shopper

initiatives will evaluate staff performance in this specific area. Failure to comply with this protocol shall be brought to the attention of the appropriate agency manager.

4. **Inquiries:** Questions and/or concerns should be directed to your Interagency Director Group representative or submitted in writing to Jackie Heuser at Jacqueline.Heuser@nh.gov. All inquiries will be reviewed by the IDG at the first scheduled meeting following the receipt of the inquiry, and a formal response will be issued within one week of the meeting.
  
5. **Attachments:** None

Issuance Date: May 1, 2005	Issued by: NH Works IDG
Effective Date: June 1, 2005	Approved by: NH Works Consortium
Expiration Date: Ongoing	Revised: N/A
<b>Updated: January 1, 2017</b>	

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**ADVISORY: NH WORKS GUIDANCE LETTER NO. 05-05**

TO: NH Works Center Partner Agency Management Staff

FROM: NH Works Interagency Directors Group (IDG)

SUBJECT: NH Works Center Customer Satisfaction Survey

1. **Purpose:** To provide policy and procedures regarding the use of a standardized Customer Satisfaction Survey (NH Works form # 01-05) in each of the thirteen NH Works Centers consistent with the directive set forth by the NH Works Consortium.
2. **Background:** currently, each NH Works partner measures customer satisfaction independently. Some tools are designed to capture self-initiated feedback such as the “Let’s Hear It” used by NH Employment Security, while other tools are designed to capture service end outcomes, such as the customer satisfaction telephone surveys used by the Workforce Innovation and Opportunity Act (WIOA) and Vocational Rehabilitation (VR) partners. While these and other tools currently in use are effective, they are typically specific to the services provided by one agency, and may not provide consistent point-in-time customer “grading” of the NH Works service delivery “system”.

The results of a recent state sponsored “Mystery Shopper” effort identified “the lack of active customer feedback mechanisms” as a “systemic area of concern” in need of significant improvement. It was determined that improvement in capturing both informal and formal customer satisfaction feedback from job seeker customers is needed in all of our NH Works Centers. To address this issue, many of the local teams have already introduced new office procedures to capture informal customer satisfaction, such as requiring staff to ask each customer if his/her needs have been met, and if not, what other services would he/she like. Other offices have implemented a process to provide customers with index cards to record comments for a suggestion box.

Like the local NH Works teams, the NH Works Consortium is committed to quality customer services for job seekers accessing services through the local NH Works offices. As part of this commitment, the Consortium has established a standardized (i.e., across all agency partners) mechanism for consistently rating the job seeker’s experience at the point of service. The NH Works Customer Satisfaction survey will provide the customer with an immediate and confidential opportunity to give feedback, and the system with a formal mechanism for measuring customer satisfaction at the Center level. The new survey is designed to supplement (not replace) individual partner surveys currently in use, and be used in conjunction with locally initiated customer satisfaction feedback efforts as appropriate.

3. **Action Required:** Effective June 1, 2005 each NH Works Center will provide new customers with a Customer Satisfaction survey upon entering the Center. The procedure for processing the surveys shall be as follows:

- The NHES Managers will ensure that sufficient copies of the survey are available at the Center at all times.
- The NH Works receptionist will hand the survey to each new customer as they enter the Center. The receptionist will ask the customer to complete the survey and place it in the box located in the reception area as they leave the building. [The NH Works receptionist will use his/her discretion in determining who is a “new” customer to the Center.]
- NH Works staff will encourage the new customers they meet with to complete a survey as they leave.
- At the end of each business day the receptionist will remove all surveys from the collection box and place them in a large envelope. The envelope will be labeled with a date (month/day/year) and the office location (e.g., Manchester, Berlin, Salem).
- Surveys collected during the week will be mailed to the Workforce Opportunity Council on Friday of each week. [Offices with a larger volume of surveys may want to mail the surveys twice a week]
- Surveys will be mailed to:
  - Office of Workforce Opportunity
  - 172 Pembroke Road
  - Concord, NH 03301
  - ATTN: Jackie Heuser
- Claire will enter the survey data into an Access database and publish the results in report form for distribution to the Interagency Directors Group (IDG).
- The IDG will analyze the data on a monthly basis and share the results with local management staff. If survey results are less than satisfactory for a particular office or group of offices, the IDG may request a corrective action plan from that office(s).
- The IDG will complete a summary report for the NH Works Consortium on a quarterly basis.
- In the event that staff is identified by name on a survey submitted, the survey will be forwarded to the IDG member or appropriate agency personnel.

Additional local management responsibilities: All partner agency management and/or supervisory staff is expected to support the NHES Manager in the implementation and maintenance of the Customer Satisfaction Survey process by assuring that the staff they supervise is informed about and adheres to the process identified in this guidance letter.

4. **Inquiries:** Questions and/or concerns regarding the content of this guidance letter should be directed to your Interagency Director Group representative or submitted in writing to Jackie Heuser at [Jacqueline.Heuser@nh.gov](mailto:Jacqueline.Heuser@nh.gov). All inquiries will be reviewed by the IDG at the first scheduled meeting following the receipt of the inquiry, and a formal response will be issued within one week of the meeting.

5. **Attachments:** NH Works Customer Satisfaction Survey

Issuance Date: June 1, 2005	Issued by: NH Works IDG
Effective Date: June 1, 2005	Approved by: NH Works Consortium
Expiration Date: Ongoing	Revised: October 1, 2017

*Sponsor of the NH WORKS system and a proud member of America's Workforce Network.*



CUSTOMER SATISFACTION SURVEY

Your feedback is important to us!

Welcome to your NH Works Center! As a new customer to our services we are interested in hearing about your experience. Please help us to continue to provide the highest quality information and services by taking a few minutes to complete this quick survey.

Today's date: \_\_\_\_\_ Office Location: \_\_\_\_\_

Reason for visit: \_\_\_\_\_

Did we provide you with the information you were looking for? Yes \_\_\_ No\_\_\_

Did we explain our services and/or programs to your satisfaction? Yes \_\_\_ No \_\_\_

Is there anything else that we could have done for you that was not offered? Yes \_\_\_ No\_\_\_

Overall how would you rate the service(s) you received? Excellent\_\_\_ Very Good\_\_\_ Good \_\_\_ Fair\_\_\_ Poor\_\_\_

Comments: \_\_\_\_\_

(Back side available for additional comments)

Please leave your completed survey in the box in the receptionist area. THANK YOU!

## EQUAL OPPORTUNITY

### EQUAL OPPORTUNITY IS THE LAW

It is against the law for this organization to discriminate on the following bases:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and

Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act of 1998 (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title I-financially assisted program or activity.

This organization must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

### WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION:

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with the NH organization(s) listed below or with the Civil Rights Center (CRC).

If you file your complaint with a NH organization, you must wait either until you receive a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the CRC.

If you have not received a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline. (In other words, within 120 days after the day on which you filed your complaint with the NH organization.)

If the NH organization does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

### WHERE TO FILE A COMPLAINT:

Equal Opportunity Officer  
NH DBEA  
Office of Workforce Opportunity  
172 Pembroke Road  
Concord, NH 03301  
Phone: 603-271-7275  
Fax: 603-271-6785  
TDD: 1-800-622-9180

Director, Civil Rights Center  
U.S. Department of Labor  
200 Constitution Avenue NW  
Room N-4123  
Washington, DC 20210

If you are employed by one of the following agencies, contact your agency's EO Officer:  
\* Community Action Agency  
\* DHHS  
\* CCNH  
\* NHES  
\* VR

## WORKFORCE SYSTEM ACRONYM GLOSSARY

The following is a list of acronyms typically used in the workforce development profession. Some acronyms are specific to New Hampshire, while others are recognized nationally. This list is not intended to be all-inclusive. Staff is encouraged to update this list as appropriate.

<b>AARP</b>	American Association of Retired Persons
<b>ABE</b>	Adult Basic Education
<b>ABAWD</b>	Able-bodied Adults with Dependents
<b>ACINET</b>	America's Career Information Network – CareerOneStop
<b>ACRN</b>	America's Career Resource Network
<b>ADA</b>	Americans with Disabilities Act
<b>AJB</b>	America's Job Bank – CareerOneStop
<b>AJC</b>	America's Job Centers – One Stop Centers)
<b>ALMIS</b>	America's Labor Market Information System
<b>ANB</b>	Aid to the Needy Blind
<b>APTD</b>	Aide to the Permanently and Totally Disabled
<b>ASL</b>	America's Service Locator – CareerOneStop
<b>ASTD</b>	American Society for Training and Development
<b>AWEP</b>	Alternative Work Experience Placement
<b>BAT</b>	Bureau of Apprenticeship and Training
<b>BIA</b>	Business and Industry Association
<b>BEAS</b>	Bureau of Elderly and Adult Services
<b>BLS</b>	Bureau of Labor Statistics – US Dept. of Labor
<b>BMCAP</b>	Belknap Merrimack Counties Community Action Program
<b>BRG</b>	Business Relations Group – US Dept. of Labor
<b>BRI</b>	Benefit Rights Interview
<b>CAP</b>	Community Action Program
<b>CBO</b>	Community Based Organization
<b>CBT</b>	Computer-based Training
<b>CCSNH</b>	Community College System of NH
<b>CDF</b>	Career Development Facilitator
<b>CESER</b>	Center for Employment Security Education & Research
<b>CEU</b>	Continuing Education Unit
<b>CFR</b>	Code of Federal Regulations
<b>CRC</b>	Civil Rights Center – US Dept. of Labor ETA
<b>CRC</b>	Certified Rehabilitation Counselor
<b>CRT/CT</b>	Classroom Training
<b>CPRW</b>	Certified Professional Resume Writer
<b>CTE</b>	Career Technical Education
<b>CWDP</b>	Certified Workforce Development Professional
<b>CWEP</b>	Community Work Experience Placement
<b>CWP</b>	Center for Workforce Preparation – US Chamber of Commerce
<b>DCYF</b>	Division of Children, Youth and Families, DHHS
<b>DD</b>	Development Disability
<b>DED</b>	Division for Economic Development
<b>DFA</b>	Division of Family Assistance, DHHS
<b>DHHS</b>	Dept. of Health & Human Services
<b>DO</b>	DHHS District Office

<b>DOE</b>	Department of Education
<b>DOL</b>	Department of Labor (State DOL or USDOL)
<b>DOLETA</b>	US Department of Labor, Employment & Training Administration
<b>DOSO</b>	Division of One-Stop Operations or One-Stop Division – USDOL
<b>DBEA</b>	Department of Business and Economic Affairs
<b>DVOP</b>	Disabled Veterans Outreach Program
<b>DWP</b>	Dislocated Worker Program
<b>EO or EEO</b>	Equal Employment Opportunity
<b>ELMI</b>	Economic & Labor Market Information Bureau
<b>EITC</b>	Earned Income Tax Credit
<b>EP</b>	Employability Plan
<b>ERI</b>	Eligibility Review Interview
<b>ESL</b>	English as a Second Language
<b>ESOL</b>	English for Speakers of Other Languages
<b>ETA</b>	Employment and Training Administration, US Dept. of Labor
<b>ETEAMS</b>	WIOA Case Management System
<b>ETP(L)</b>	Eligible Training Provider (list)
<b>EZ</b>	Enterprise Zone
<b>FAFSA</b>	Free Application for Federal Student Aid
<b>FAP</b>	Fuel Assistance Program (CAP)
<b>FAP</b>	Family Assistance Program (DHHS)
<b>FBO</b>	Faith-Based Organization
<b>FEMA</b>	Federal Emergency Management Agency
<b>FLSA</b>	Fair Labor Standards Act
<b>FMLA</b>	Family Medical Leave Act
<b>FSS</b>	Family Services Specialists
<b>FSP</b>	Family Self-sufficiency Plan
<b>FTE</b>	Full-Time Equivalency
<b>FY</b>	Fiscal Year
<b>G&amp;C</b>	Governor & Council
<b>GAO</b>	General Accounting Office
<b>GSIL</b>	Granite State Independent Living
<b>GPRA</b>	Government Performance and Results Act
<b>HIPPA</b>	Health Insurance Portability and Accountability Act
<b>HiSET</b>	High School Equivalency Test, Published by Educational Testing Service
<b>IDG</b>	Interagency Directors Group
<b>IMS</b>	Information Management System
<b>IEP</b>	Individual Employment Plan
<b>INS</b>	Immigration and Naturalization Services
<b>IPE</b>	Individualized Plan for Employment
<b>ISS</b>	Individual Service Strategy
<b>ISY</b>	In-School Youth (WIOA Youth Programs)
<b>IT</b>	Information Technology
<b>ITA</b>	Individual Training Account
<b>JAN</b>	Job Accommodation Network
<b>JAG</b>	Jobs for American Graduates
<b>JJS</b>	Juvenile Justice System
<b>JMS</b>	Job Match System
<b>JTF</b>	Job Training Fund
<b>LEA</b>	Local Education Agency



<b>LEAP</b>	Lifestyles for Employment, Achievement and Purpose
<b>LEO</b>	Local Elected Official
<b>LEP</b>	Limited English Proficiency
<b>LLSIL</b>	Lower Living Standard Income Level
<b>LMA</b>	Labor Market Area
<b>LMI</b>	Labor Market Information
<b>LO</b>	Local Office (NHES)
<b>LVER</b>	Local Veterans Employment Representative
<b>LWIOA</b>	Local Workforce Innovation and Opportunity Area
<b>MEAD</b>	Medicaid for Employed Adults with Disabilities
<b>MIS</b>	Management Information System
<b>MOA</b>	Memorandum of Agreement
<b>MOU</b>	Memorandum of Understanding
<b>MSFW</b>	Migrant and Seasonal Farm Workers
<b>NACo</b>	National Association of Counties
<b>NAICS</b>	North American Industry Classification System
<b>NASWA</b>	National Association of State Workforce Agencies
<b>NAWB</b>	National Association of Workforce Boards
<b>NAWDP</b>	National Association of Workforce Development Professionals
<b>NEG</b>	National Emergency Grants
<b>NGA</b>	National Governors Association
<b>NHDOL</b>	NH Department of Labor
<b>NHEP</b>	New Hampshire Employment Program
<b>NHES</b>	New Hampshire Employment Security
<b>NAMI</b>	National Alliance of Mental Illness
<b>NJCA</b>	National Job Corps Association
<b>OAA</b>	Old Age Assistance
<b>O*NET</b>	Occupational Information Network
<b>OAS</b>	Office of Adult Services – USDOL
<b>OATEL</b>	Office of Apprenticeship Training, Employment & Labor Services – USDOL
<b>ODEP</b>	Office of Disability Employment Policy – US Dept. of Labor
<b>OES</b>	Occupational Employment Statistics
<b>OIG</b>	Office of Inspector General
<b>OIS</b>	Occupational Information Systems
<b>OJC</b>	Office of Job Corps – USDOL
<b>OJT</b>	On-the-Job-Training
<b>OOH</b>	Occupational Outlook Handbook
<b>OSHA</b>	Occupational Safety and Health Administration – USDOL
<b>OSY</b>	Out of School Youth (WIOA Youth Programs)
<b>OWCP</b>	Office of Workers' Compensation Programs – USDOL
<b>OWO</b>	Office of Workforce Opportunity (Formerly WOC)
<b>OYS</b>	Office of Youth Services – USDOL
<b>PACIA</b>	Performance Accountability & Customer Information Agency
<b>PARW</b>	Professional Association of Resume Writers
<b>PDT</b>	Professional Development Team
<b>PIC</b>	Parent Information Center
<b>PIRL</b>	Participant Information Record Layout
<b>PY</b>	Program Year
<b>RCA</b>	Rockingham Community Action
<b>RESEA</b>	Reemployment Services and Eligibility Assessment

<b>RFB</b>	Request for Bid
<b>RFP</b>	Request for Proposal
<b>RFQ</b>	Request for Qualifications
<b>SAC</b>	State Apprenticeship Council
<b>SBA</b>	Small Business Association
<b>SBVI</b>	Services for Blind and Visually Impaired
<b>SCSEP</b>	Senior Community Service Employment Program
<b>SDA</b>	Service Delivery Area
<b>SGA</b>	Solicitations for Grant Applications
<b>SIC</b>	Standard Industrial Classifications
<b>SNAP</b>	Supplemental Nutrition Assistance Program (Food stamps)
<b>SNHS</b>	Southern NH Services
<b>SOC</b>	Standard Occupational Classification
<b>SWCS</b>	Southwestern Community Services
<b>SWIB</b>	State Workforce Innovation Board
<b>TA</b>	Technical Assistance
<b>TAA</b>	Trade Adjustment Act
<b>TAG</b>	Technical Assistance Guide
<b>TANF</b>	Temporary Assistance for Needy Families
<b>TEGL</b>	Training and Employment Guidance Letter
<b>TEIN</b>	Training and Employment Information Notice
<b>TEN</b>	Training and Employment Notice
<b>UC/UI</b>	Unemployment Compensation/Insurance
<b>UNH</b>	University of NH
<b>USDOL</b>	United States Department of Labor
<b>VETS</b>	Veterans' Employment and Training Service – USDOL
<b>VR</b>	Vocational Rehabilitation
<b>WARN</b>	Worker Adjustment and Retraining Notification Act
<b>WEN</b>	Workforce Excellence Network – National Association of Workforce Boards
<b>WFD</b>	Workforce Development
<b>WIOA</b>	Workforce Innovation and Opportunity Act
<b>WIB</b>	Workforce Innovation and Opportunity Board
<b>WIC</b>	Women, Infants and Children (Nutritional Program)
<b>WOC</b>	“Council” – Workforce Opportunity Council
<b>WOTC</b>	Work Opportunity Tax Credit
<b>WRIS</b>	Wage Record Interchange System

Last revision date: 1/2017

## APPENDIX

- A. NH WORKS Centers Contact Information
- B. NH Community Action Agency Contact Information
- C. NH Department of Health & Human Services (DHHS) Contact Information
- D. NH Department of Education (DOE)
- E. NH Senior Community Service Employment Program (SCSEP) Contact Information
- F. Community College System of NH Contact Information
- G. NH Department of Resource & Economic Development Contact Information

## NH WORKS CENTERS CONTACT INFORMATION

All offices are open 8:00 a.m. to 4:30 p.m.

<a href="#">Berlin</a> 151 Pleasant Street Berlin, NH 03570-0159 Phone: 603-752-5500 Fax: 603-752-5536	<a href="#">Littleton</a> 646 Union Street, Suite 100 Littleton, NH 03561-5314 Phone: 603-444-2971 Fax: 603-444-6245
<a href="#">Claremont</a> 404 Washington Street Claremont, NH 03743-2261 Phone: 603-543-3111 Fax: 603-543-3113	<a href="#">Manchester</a> 300 Hanover Street Manchester, NH 03104-4957 Phone: 603-627-7841 Fax: 603-627-7982
<a href="#">Concord</a> 45 South Fruit Street Concord, NH 03301-1140 Phone: 603-228-4100 Fax: 603-229-4353	<a href="#">Nashua</a> 6 Townsend West Nashua, NH 03063-1215 Phone: 603-882-5177 Fax: 603-880-5256
<a href="#">Conway</a> 518 White Mountain Highway Conway, NH 03818-4205 Phone: 603-447-5924 Fax: 603-447-5985	<a href="#">Portsmouth</a> 2000 Lafayette Road Portsmouth, NH 03801-5673 Phone: 603-436-3702 Fax: 603-436-3754
<a href="#">Keene</a> 149 Emerald Street Suite Y Keene, NH 03431-3926 Phone: 603-352-1904 Fax: 603-352-1906	<a href="#">Salem</a> 29 South Broadway Salem, NH 03079-3026 Phone: 603-893-9185 Fax: 603-893-9212
<a href="#">Laconia</a> 426 Union Avenue, Suite 3 Laconia, NH 03246-2894 Phone: 603-524-3960 Fax: 603-524-3963	<a href="#">Somersworth</a> 6 Marsh Brook Drive Somersworth, NH 03878 Phone: 603-742-3600 Fax: 603-749-7515

## NH COMMUNITY ACTION PROGRAMS CONTACT INFORMATION

<p><b>For Belknap and Merrimack Counties:</b></p> <p>Community Action Program Belknap-Merrimack Counties Inc.  2 Industrial Park Drive  P.O. Box 1016  Concord, NH 03302-1016  Tel: 603-225-6880 / 1-800-856-5525  Fax: 603-228-1898</p> <p><a href="http://www.bm-cap.org">www.bm-cap.org</a></p>	<p><b>For Cheshire &amp; Sullivan Counties:</b></p> <p>Southwestern Community Services, Inc.  63 Community Way  P.O. Box 603  Keene, NH 03431  Tel: 603-352-7512 / 1-800-529-0005  Fax: 603-352-3618</p> <p><a href="http://www.scshehelps.org/">http://www.scshehelps.org/</a></p>
<p><b>For Coos, Carroll and Grafton Counties:</b></p> <p>Tri-County Community Action Program, Inc.  30 Exchange Street  Berlin, NH 03570  Tel: 603-752-7001 / 1-888-842-3835  Fax: 603-752-7607</p> <p><a href="http://www.tccap.org/">http://www.tccap.org/</a></p>	<p><b>For Hillsborough County and Rockingham County</b></p> <p>Southern New Hampshire Services, Inc.  40 Pine Street  P.O. Box 5040  Manchester, NH 03108-5040  Tel: 603-668-8010 / 1-800-322-1073  Fax: 603-645-6734</p> <p><a href="http://www.snhs.org/">http://www.snhs.org/</a></p>
	<p><b>For Strafford County:</b></p> <p>Community Action Partnership of Strafford County  642 Central Avenue  P.O. Box 160  Dover, NH 03821-0160  Tel: 603-435-2500  Fax: 603-516-8140</p> <p><a href="http://www.straffordcap.org/">http://www.straffordcap.org/</a></p>

## NEW HAMPSHIRE DEPARTMENT OF HEALTH &amp; HUMAN SERVICES (DHHS)

Department of Health &amp; Human Services (DHHS) District Offices Statewide

<p><b>BERLIN</b> 650 Main Street Suite 200 Berlin, NH 03570-2463 752-7800 or 800-972-6111 FAX: 752-7800 <a href="http://www.dhhs.nh.gov/directions/berlin.htm">http://www.dhhs.nh.gov/directions/berlin.htm</a></p>	<p><b>LITTLETON</b> 80 North Littleton Road Littleton, NH 03561-3814 444-6786 or 800-552-8959 FAX: 444-0348 <a href="http://www.dhhs.nh.gov/directions/littleton.htm">http://www.dhhs.nh.gov/directions/littleton.htm</a></p>
<p><b>CLAREMONT</b> 17 Water Street, Suite 301 Claremont, NH 03743-2280 542-9544 or 800-982-1001 FAX: 542-2367 <a href="http://www.dhhs.nh.gov/directions/claremont.htm">http://www.dhhs.nh.gov/directions/claremont.htm</a></p>	<p><b>MANCHESTER</b> 1050 Perimeter Rd Suite 501 Manchester, NH 03103-3762 668-2330 or 800-852-7493 FAX: 668-5442 <a href="http://www.dhhs.nh.gov/directions/manchester.htm">http://www.dhhs.nh.gov/directions/manchester.htm</a></p>
<p><b>CONCORD</b> 40 Terrill Park Drive Concord, NH 03301-7325 271-6201 or 800-322-9191 FAX: 271-6451 <a href="http://www.dhhs.nh.gov/directions/concord.htm">http://www.dhhs.nh.gov/directions/concord.htm</a></p>	<p><b>SOUTHERN</b> 3 Pine Street Ext. Suite Q Nashua, NH 03060-9311 883-7726 or 800-852-0632 FAX: 883-2064 <a href="http://www.dhhs.nh.gov/directions/nashua.htm">http://www.dhhs.nh.gov/directions/nashua.htm</a></p>
<p><b>CONWAY</b> 73 Hobbs Street Conway, NH 03818-6188 447-3841 or 800-552-4628 FAX: 447-1988 <a href="http://www.dhhs.nh.gov/directions/conway.htm">http://www.dhhs.nh.gov/directions/conway.htm</a></p>	<p><b>SEACOAST</b> 50 International Drive Portsmouth, NH 03801-3737 433-8300 or 800-821-0326 FAX: 431-0731 <a href="http://www.dhhs.nh.gov/directions/seacoast.htm">http://www.dhhs.nh.gov/directions/seacoast.htm</a></p>
<p><b>KEENE</b> 111 Key Road Keene, NH 03431-1712 357-3510 or 800-624-9700 FAX: 352-2598 <a href="http://www.dhhs.nh.gov/directions/keene.htm">http://www.dhhs.nh.gov/directions/keene.htm</a></p>	<p><b>ROCHESTER</b> 150 Wakefield Street, Suite 22 Rochester, NH 03867-1309 332-9120 or 800-862-5300 FAX: 335-5993 <a href="http://www.dhhs.nh.gov/directions/rochester.htm">http://www.dhhs.nh.gov/directions/rochester.htm</a></p>
<p><b>LACONIA</b> 65 Beacon Street West Laconia, NH 03246-3428 524-4485 or 800-322-2121 FAX: 528-4105 <a href="http://www.dhhs.nh.gov/directions/laconia.htm">http://www.dhhs.nh.gov/directions/laconia.htm</a></p>	

## NEW HAMPSHIRE DEPARTMENT OF EDUCATION (DOE) BUREAUS

**NH Department of Education /  
Division of Career Technology and Adult Learning  
21 South Fruit Street, Suite 20  
Concord, NH 03301**

<b>Bureau</b>	<b>Phone</b>	<b>Link</b>
Adult Education <a href="http://www.education.nh.gov/career/adult/index.htm">http://www.education.nh.gov/career/adult/index.htm</a>	271-3857	BAE
Career Development <a href="http://www.education.nh.gov/career/career/index.htm">http://www.education.nh.gov/career/career/index.htm</a>	271-3867	CTE
Vocational Rehabilitation <a href="http://www.education.nh.gov/career/vocational/index.htm">http://www.education.nh.gov/career/vocational/index.htm</a>	271-3471	VR
Bureau of Youth Workforce <a href="http://www.education.nh.gov/career/wia/index.htm">http://www.education.nh.gov/career/wia/index.htm</a>	271-3805	WIOA-Y

## VOCATIONAL REHABILITATION

**New Hampshire Vocational Rehabilitation (NHVR) has 7 Regional Offices throughout the state:**

<p>Berlin Regional Office          650 Main Street          Berlin, NH 03570          (603) 752-2271(V/TTY)  <a href="http://www.education.nh.gov/career/vocational/berlin.htm">http://www.education.nh.gov/career/vocational/berlin.htm</a></p>	<p>Concord Regional Office          2 Industrial Park Drive          Concord, NH 03301          (603) 271-2327(V/TTY)  <a href="http://www.education.nh.gov/career/vocational/concord.htm">http://www.education.nh.gov/career/vocational/concord.htm</a></p>
<p>Keene Regional Office          Mailing address:          149 Emerald Street, Suite T          Keene, NH 03431          (603) 357-0266 (V/TTY)          Entrance and physical address is:          The Center At Colony Mill, Gilbo Avenue  <a href="http://www.education.nh.gov/career/vocational/keene.htm">http://www.education.nh.gov/career/vocational/keene.htm</a></p>	<p>Lebanon/Hanover Area          85 Mechanic Street, Suite B21          Lebanon, NH 03766          (603) 448-5793(V/TTY)  <a href="http://www.education.nh.gov/career/vocational/lebanon.htm">http://www.education.nh.gov/career/vocational/lebanon.htm</a></p>
<p>Manchester Regional Office          One Sundial Avenue, Suite 201N          Manchester, NH 03102          (603) 669-8733 (V/TTY)  <a href="http://www.education.nh.gov/career/vocational/manchester.htm">http://www.education.nh.gov/career/vocational/manchester.htm</a></p>	<p>Nashua Regional Office          5 Pine Street Extension 1st Floor          Nashua, NH 03060          (603) 889-6844(V/TTY)  <a href="http://www.education.nh.gov/career/vocational/nashua.htm">http://www.education.nh.gov/career/vocational/nashua.htm</a></p>
<p>Portsmouth Regional Office          215 Commerce Way, Suite 3          Portsmouth, NH 03801          (603) 436-8884(V/TTY)  <a href="http://www.education.nh.gov/career/vocational/portsmouth.htm">http://www.education.nh.gov/career/vocational/portsmouth.htm</a></p>	<p>Services for Blind &amp; Visually Impaired          21 South Fruit Street, Suite 20          Concord, NH 03301          (603) 271-3537  <a href="http://www.education.nh.gov/career/vocational/blind_visu.htm">http://www.education.nh.gov/career/vocational/blind_visu.htm</a></p>



**BUREAU OF YOUTH WORKFORCE - WORKFORCE INNOVATION AND OPPORTUNITY ACT**

<http://www.education.nh.gov/career/wia/index.htm>

<p>In School Youth Program  <b>Memorial High School</b>                  1 Crusader Way, Manchester, NH                  603-623-6378</p>	<p>In School Youth Program  <b>Nashua High Schools</b>, North and South                  36 Riverside Drive, Nashua, NH 03060                  603-966-1121</p>
<p>In School Youth Program  <b>Woodsville High School</b>                  9 High Street, Woodsville, NH 03785                  603-747-2766</p>	
<p>Out of School Youth Program  <b>Claremont</b>                  169 Main Street, Claremont, NH 03743                  603-287-8496</p>	<p>Out of School Youth Program  <b>Concord – Healthcare</b>                  c/o Havenwood Heights                  33 Christian Ave. Concord NH 03301                  603-225-6999 x1313</p>
<p>Out of School Youth Program  <b>Franklin</b> (Lakes Region)                  20 Canal Street, Franklin, NH 03235                  Office: 603-671-7002 Cell: 603-275-0203</p>	<p>Out of School Youth Program  <b>Manchester</b>                  Manchester Community College                  1066 Front Street, Manchester, NH 03102                  603-206-8125</p>
<p>Out of School Youth Program  <b>Milford – Manufacturing</b>                  c/o Hitchiner Manufacturing Co, Inc.                  594 Elm Street, Milford, NH 03055                  603-718-9232</p>	<p>Out of School Youth Program  <b>Nashua</b>                  Boys and Girls Club of Greater Nashua                  1 Positive Place, Nashua, NH 03060                  603-883-0523 x223</p>
<p>Out of School Youth Program  <b>Nashua Manufacturing</b>                  112 West Pearl Street, 3<sup>rd</sup> Floor, Nashua, NH                  03060                  603-204-0522</p>	<p>Out of School Youth Program  <b>Rochester</b>                  1 Winter Street, Rochester, NH 03867                  603-335-1177</p>

## BUREAU OF ADULT EDUCATION

The State Bureau of Adult Education administers multiple programs for undereducated adults.

These programs are open to any adult sixteen years of age or older who 1) has less than a 12<sup>th</sup> grade education or 2) lacks skills needed to function effectively in today's society. These programs are provided with Federal, State and local funds and are for the most part free to participating adults.

For information on any of these programs call the State Bureau of Adult Education 271-6698 or local program director.

Location	Address	Website	ABE	ESL	ALS	IET	IELCE	ADP	PST
Bedford	Bedford Adult Diploma (SAU 25) 47 Nashua Road 603-310-9000							X	
Berlin	Coos County ALS (North Country Ed Serv) 166 Main Street 603-752-1927	www.coosadultlearnerservice.s.weebly.com			X				
Claremont	Claremont Adult Education (SAU 6) 111 South Street 603-543-4291 x223	http://www.sau6.org/home/departments/adult-education	X					X	X
Concord	Ascentria Community Services 261 Sheep Davis Rd 603-224-8111	www.ascentria.org		X		X			
Concord	Concord Adult Diploma (SAU 8) 170 Warren Street 603-225-0804	concordregionaldiplomaacademy.wordpress.com						X	
Concord	Second Start 17 Knight Street 603-228-1341	www.second-start.org	X	X					
Concord	Merrimack County ALS 17 Knight Street 603-228-1341	www.second-start.org			X				
Conway	Eagle Academy (SAU 9) 409 Eagles Way 603-356-4309							X	
Derry	Derry Adult Education (SAU 10) 18 South Main Street 603-432-1245	http://derryadulthood.sau10.org/	X	X					
Derry	Greater Derry ALS (SAU 10) 4 Crystal Ave, Suite 1B 603-432-1907	greaterderryliteracy.org			X				
Derry	Pinkerton Academy (RA 587) 5 Pinkerton Street 603-437-5200 x1111	http://www.pinkertonacademy.org/index.php/programs/pace						X	
Dover	Dover Adult Learning Center (SAU 11) 61 Locust Street 603-742-1030	www.doveradultlearning.org	X	X	X	X	X	X	X
Dover	Strafford County ALS (SAU 11) 61 Locust Street 603-742-1030				X				
Exeter	Exeter Adult Education (SAU 16) 30 Linden Street 603-775-8456	adulthood.sau16.org	X	X				X	X

Exeter	Rockingham County ALS (SAU 16) 30 Linden Street 603-775-8458	<a href="http://adulthood.sau16.org">http://adulthood.sau16.org</a>			X				
Franklin	Franklin Community Education (SAU 18) 115 Central Street 603-934-5441 x3451		X						X
Goffstown	Goffstown Adult Diploma (SAU 19) 27 Wallace Road 603-497-4842 x5302	<a href="http://www.goffstown.k12.nh.us">www.goffstown.k12.nh.us</a>							X
Groveton	Northumberland Adult Diploma (SAU 58) 65 State Street 603-636-1619	<a href="http://northumberlandadulthoodiploma.weebly.com/">http://northumberlandadulthoodiploma.weebly.com/</a>							X
Hampton	Winnacunnett Evening HS (SAU 21) 1 Alumni Dr. 603-758-9224	<a href="http://whsevening.org">whsevening.org</a>							X
Hillsboro	Hillsboro Project LIFT (Fuller Library) 29 School Street 603-464-5285				X				
Hudson	Alvirne Adult Diploma (SAU 81) 200 Derry Road 603-886-1260 x2567								X
Keene	Keene Community Education (SAU 29) 227 Maple Avenue 603-357-0088	<a href="http://www.keenecommunityed.org">www.keenecommunityed.org</a>	X	X		X	X	X	
Keene	Cheshire County ALS (SAU 29) 227 Maple Avenue 603-357-9041				X				
Laconia	Laconia Adult Education (SAU 30) 345 Union Avenue 603-524-5712	<a href="http://Adulthoodlaconia.weebly.com">Adulthoodlaconia.weebly.com</a>	X	X					X
Lisbon	Lisbon Adult Diploma (SAU 35) 25 Highland Avenue 603-838-6672								X
Littleton	Littleton Adult Education (SAU 84) 75 Bronson Street 603-444-6306				X				
Londonderry	Londonderry Adult Diploma (SAU 12) 295 Mammoth Road 603-432-6941 x2130	<a href="http://lhs.londonderry.org/information/alternative_education">http://lhs.londonderry.org/information/alternative_education</a>							X
Manchester	Hillsborough Dept of Corrections 445 Willow Street 603-627-5620		X						
Manchester	Holy Cross Family Literacy Center 438 Dubuque Street 603-622-9250	<a href="http://hclearningcenter.org">hclearningcenter.org</a>						X	
Manchester	International Institute of New England 1850 Elm Street 603-647-1500	<a href="http://www.iine.org">www.iine.org</a>		X		X	X		X
Manchester	Manchester Adult Diploma (SAU 37) 521 Maple Street 603-703-0236	<a href="http://macl.mansd.org">macl.mansd.org</a>							X
Manchester	SNHS - English for New Americans 508 Union Street 603-361-2649	<a href="http://www.snhs.org/programs/community-multi-cultural-services/portsmouth-adult-education-program">http://www.snhs.org/programs/community-multi-cultural-services/portsmouth-adult-education-program</a>		X					

Manchester	SNHS - Manchester ALS 508 Union Street 603-486-5204				X				
N. Sutton	Kearsarge Adult Diploma (SAU 65) 457 North Road 603-927-4261 x2350							X	
Nashua	Nashua Adult Diploma (SAU 42) 8 Titan Way 603-966-1154	http://www.nashua.edu/Schools/Adult-Education						X	
Nashua	Nashua Adult Learning Center 4 Lake Street 603-880-9080	www.adultlearningcenter.org	X	X			X		X
Nashua	Hillborough County Nashua ALS 4 Lake Street 603-882-9080	www.adultlearningcenter.org			X				
Pembroke	Pembroke Academy (SAU 53) 209 Academy Road 603-485-7881	http://pa.sau53.org/academic/adult-education-program/						X	
Peterborough	Conval Adult Diploma (SAU 1) 184 Hancock Road 603-924-4120 x3120							X	
Plymouth	Plymouth - Pemi-Baker Literacy (SAU 48) 258 Highland Street 603-536-2998	PemiBakerLiteracy.org			X				
Portsmouth	SNHS - Portsmouth Adult Education 100 Campus Dr Suite 22 603-422-8233	www.snhhs.org	X	X					X
Rochester	Rochester Community Ed (SAU 54) 150 Wakefield Street 603-332-0757	www.rochesterschools.com\						X	
Salem	Salem Continuing Ed (SAU 57) 44 Geremonty Drive 603-893-7074 x1304		X	X				X	
Swanzey	Monadnock Adult Diploma (SAU 38) 580 Old Homestead Hwy 603-352-6955	www.mrsd.org						X	
Tamworth	Carroll County Adult Education (SAU 49) 680 White Mt. Hwy 603-323-5100/603-356-7242	carrollacademy.net			X			X	
W. Lebanon	Lebanon ALS (SAU 88) 20 Seminary Hill 603-790-8518				X				

## STAFF DEVELOPMENT CENTER

Robin Letendre  
Tel. 809-5687

Second Start  
17 Knight Street  
Concord, NH 03301  
[rletendre@second-start.org](mailto:rletendre@second-start.org)

**SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM CONTACT INFORMATION**

Community Action Program Belknap-Merrimack Counties, Inc. - SCSEP  
2 Industrial Park Dr.  
P.O. Box 1016  
Concord, NH 03301  
Lisa Hazeltine  
[lhazeltine@bm-cap.org](mailto:lhazeltine@bm-cap.org)  
603-225-3295  
(Belknap, Merrimack, Rockingham counties)

Operation Able of Greater Boston  
228 Maple Street #300  
Manchester, NH 03103  
Daniel Hobbs  
[dhobbs@operationable.net](mailto:dhobbs@operationable.net)  
603-206-4400  
(Carroll, Cheshire, Coos, Grafton, Hillsborough, Rockingham, Sullivan counties)

## COMMUNITY TECHNICAL COLLEGE SYSTEM OF NEW HAMPSHIRE

## Community College System of NH Statewide Campuses

<p>Great Bay Community College 320 Corporate Drive Portsmouth, NH 03801-2879 603-427-7600 Fax 603- 334-6308 <a href="http://greatbay.edu/">http://greatbay.edu/</a></p> <p>Rochester ATAC 5 Milton Road, Unit 32 Rochester, NH 03867 1-800-522-1194 Fax 330-3001 <a href="http://greatbay.edu/courses/atac">http://greatbay.edu/courses/atac</a></p>	<p>NHTI Concord's Community College 31 College Drive Concord, NH 03301-7425 603-230-4000 Fax 230-9311 <a href="https://www.nhti.edu/">https://www.nhti.edu/</a></p>
<p>Lakes Region Community College 379 Belmont Road Laconia, NH 03246-1364 524-3207 Fax 524-8084 <a href="http://www.lrcc.edu/">http://www.lrcc.edu/</a></p>	<p>River Valley Community College 1 College Place Claremont, NH 03743-9707 603-542-7744 603- Fax 543-1844 <a href="http://www.rivervalley.edu/">http://www.rivervalley.edu/</a></p> <p>Keene Academic Center 438 Washington Street Keene, NH 03431 603-357-2142 Fax: 357-0408 <a href="http://www.rivervalley.edu/admissions/keene-academic-center-0">http://www.rivervalley.edu/admissions/keene-academic-center-0</a></p> <p>Lebanon Academic Center 15 Hanover Street Lebanon, NH 30766 603-443-4201 <a href="http://www.rivervalley.edu/lebanon-academic-center">http://www.rivervalley.edu/lebanon-academic-center</a></p>

<p>Manchester Community College  1066 Front Street  Manchester, NH 03102-8528  206-8000  Fax 668-5354  <a href="http://www.mccnh.edu/">http://www.mccnh.edu/</a></p>	<p>White Mountain Community College  2020 Riverside Drive  Berlin, NH 03570-3717  603-752-1113  Fax 603-752-6335  <a href="http://www.wmcc.edu/">http://www.wmcc.edu/</a></p> <p>Littleton Academic Center  646 Union Street, Suite 300  Littleton, NH 03561  603-444-1326  Fax 603-444-0981  <a href="http://www.wmcc.edu/academic-centers/littleton-academic-center">http://www.wmcc.edu/academic-centers/littleton-academic-center</a></p> <p>North County Academic Center  2541 White Mountain Highway  North Conway, NH 30860  603-356-7926  Fax: 603-356-3186  <a href="http://www.wmcc.edu/academic-centers/north-conway-academic-center">http://www.wmcc.edu/academic-centers/north-conway-academic-center</a></p>
<p>Nashua Community College  505 Amherst Street  Nashua, NH 03063-1026  578-8900  Fax 882-8690  <a href="http://www.nashuacc.edu/">http://www.nashuacc.edu/</a></p>	

**NEW HAMPSHIRE BUSINESS AND ECONOMIC AFFAIRS (BEA)**

Office of Workforce Opportunity  
172 Pembroke Road  
Concord, NH 03302-1856  
Phone: (603) 271-7275  
Fax (603) 271-6785  
[www.nhworks.org](http://www.nhworks.org)

NH Business Resource Center  
P.O. Box 1856  
172 Pembroke Road  
Concord, NH 03302-1856  
Phone: (603) 271-2591  
Fax: (603) 271-6784  
<http://www.nheconomy.com/>



**US DEPARTMENT OF LABOR - APPRENTICESHIP**

U.S.DOL/ETA/Office of Apprenticeship  
55 Pleasant Street  
Concord, NH 03301  
Tel: (603) 225-1446  
<https://www.dol.gov/featured/apprenticeship>

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