

**Workforce Innovation Opportunity Act
(WIOA)
State Plan for
New Hampshire**

May 25, 2016

Combined State Plan Partners

- Title I-B: Adult, Dislocated, Youth
- Wagner Peyser Services
- Adult Education and Literacy
- Vocational Rehabilitation Services
- Career and Technical Education
- Jobs for Veterans State Grants
- Unemployment Insurance
- State Community Services Employment Program (State Program)

State Plan Outline

US Department of Labor and US Department of Education developed an outline of questions and materials needed to determine components of state plan submitted March, 2016 and subject to approval by June 30, 2016 for implementation July 1, 2017 for four years, 7/1/2016- 6/30/2020.

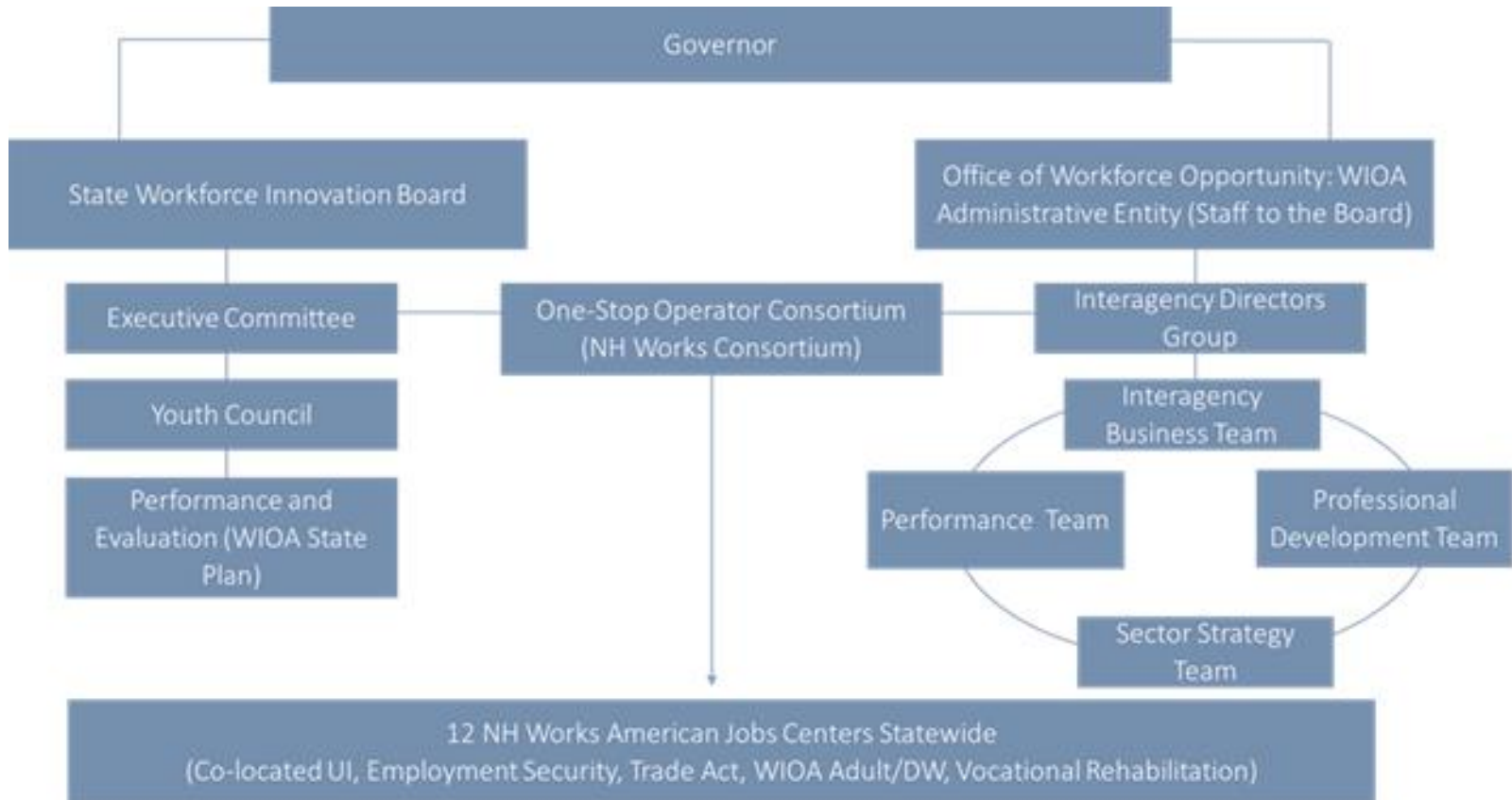
Plan Development Process

- Request for Proposal (RFP) – awardee Thomas P. Miller and Associates
- Meeting with constituents including
 - NH Works Partner Staff
 - NH Works Committees (IDG, Sector Committee, IBT, Consortium, Youth Council)
 - Adult Education and Career and Technical Education partners
 - State Rehabilitation Council and VR Contractors
 - Business and Economic Development Leaders (Keene, Portsmouth, Manchester, and Littleton)
 - Meeting with NH Workforce Innovation and Opportunity Board for development of vision and mission(8/15) and for plan approval (12/15)
 - On-line surveys to innumerable constituents and partners including Eligible Training Providers, Adult Education, Vocational Rehabilitation, CTE, Businesses, Economic Development, and recipients of our services
 - Governor Hassan and Staff.
 - Public Comment Period from December through end of February, 201-

Today's Focus

- State Plan Overview for NH Works System
- Entire plan may be found at www.nhworks.org/state-workforce-investment-board/State-Plan.aspx

NH Works Organizational Chart



Vision for NH Works

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 NH businesses.

Mission

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.

Values and Priorities

Governor Hassan

- 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

Values and Priorities - Continued

Workforce Innovation and Opportunity Board (WIB)

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

Values, Mission, Goals, Strategies and Implementation Plan for the NH Workforce system - nine specific programs within three state agencies

- Department of Resources & Economic Development – Office of Workforce Opportunity
 - Title IB: Adult, Dislocated Worker and Youth
 - Senior Community Service Employment Program (SCSEP)
- New Hampshire Employment Security
 - Wagner-Peyser Act
 - Migrant and Seasonal Farm Workers
 - Trade Adjustment Assistance (TAA)
 - Jobs for Veterans State Grants (JVSG)
 - Unemployment Insurance
- Department of Education
 - Adult Education and Literacy
 - Vocational Rehabilitation
 - Career and Technical Education (CTE)

Themes and focus areas identified from constituent feedback

- Youth Strategies - grow the future workforce from within by focusing on strong youth programming including career awareness, exploration, and exposure.
- Career Pathways – ensure that pathways are articulated for all levels of works and disseminated to all populations.
- Retaining students and workers – share success stories with current population to demonstrate the opportunities that can be found locally.
- Employer Engagement – expand current effective services to additional employers through increased outreach and more flexible training opportunities.

Themes and Focuses Identified - continued

- Collaboration – build upon current strong collaboration by leveraging current relationships and communication into an institutional norm.
- Staff cross-education – ensure that all staff have a clear understanding of all available programs to be able to communicate to customers accurately.
- Referral process – increase information sharing to make the referral process seamless for both staff and customers.
- Outreach and marketing – continue to be a trusted partner and ensure that businesses and jobseekers are aware of services available to them.
- Leverage and diversify funding – use resources most effectively and identify ways to fund innovative solutions and continue successful programs.

Strategic Plan

Based on above, Workforce Innovation Board developed five goals and strategies to form strategic plan:

Goal 1:

Create a demand driven workforce development system that bases strategies, services and investments on a data-informed approach with a focus on sector strategies.

Strategies:

1.1 Establish a framework to support industry-driven sector partnerships throughout the state.

1.2 Build upon the Interagency Business Team's (IBT) momentum surrounding collaborative business service strategies by engaging additional partners and formalizing information sharing protocols.

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.

Goal 2:

Offer flexible training and education opportunities that are aligned to business needs including the development of career pathways and apprenticeship

Strategies:

2.1 Leverage knowledge/experience from industry-driven sector partnerships to inform career pathways offered in NH.

2.2 Ensure career pathways include opportunities to develop foundational skills

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.

2.2.B Continue the WorkReadyNH and/or similar programs for individuals in need of soft skill/employability skill development.

2.3 Work with network of state's community colleges and other post-secondary education institutions to expand best practices related to flexible, business-driven training and education.

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.

2.5 Continue to advance apprenticeship as a workforce strategy.

Goal 3:

Increase awareness of services available through the talent development system to support businesses and individuals

- 3.1: Employ proven strategies for marketing and outreach that target audiences (e.g. small and medium-sized businesses, sector specific stakeholders, long-term unemployment individuals, unemployed individuals, youth, etc.)
- 3.2 Work with chambers of commerce, business and industry associations to promote services of NH Works and its partners to businesses

Goal 3 continued

- 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

GOAL 4:

Streamline access to employment and work-and-learn opportunities

- 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
- 4.2 Expand the infrastructure for employers and individuals to pursue work-based learning opportunities along the full spectrum of options (internships, apprenticeship, etc.)

Goal 4 - continued

- 4.2.A Map the existing resources and assets to support work-based learning in New Hampshire
- 4.2.B Continue to assess business interest in work-based learning and the ideal engagement strategies from the businesses' perspectives
- 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

Goal 4 continued

- 4.3 Make it easier for businesses and individuals to navigate the workforce development system by simplifying language and avoiding acronyms and “system lingo”

GOAL 5:

Expand communication and collaboration among partner agencies and programs

- 5.1 Explore opportunities to share information more systematically among partners
- 5.2 Prioritize professional development of front-line staff on business services, partner programming/resources, and best practices
- 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

Next Steps

- Review at www.nhworks.org your agency's specific plan components at a minimum.
- Specific agency plan questions should be directed to your Interagency Directors' Group representative.

THANK YOU