

**STATE WORKFORCE INNOVAITON BOARD (SWIB)  
SECOND ANNUAL MEETING MINUTES**

January 31, 2018

**Meeting Location:** NH Works/NHES 45 Fruit St, Concord, NH 03301

**Members/Proxies Present:** Dick Anagnost (Chair), Mike Alberts, Charles Ansell, David Cioffi, Kelly Clark, George Copadis, Sarah Currier, Dwight Davis, David Juvet, Robert Martel, Lee Nyquist, Michael Somers, Rick Wheeler, Val Zanchuck, Tamer Koheil, Donnalee Lozeau, Ken Merrifield, Jonathan Mitchell, Brenda Quinn and Tim Sink

**Others Present:** Sara Colson, Lisa Hatz, Jackie Heuser, Michael Power, Phil Przybyszewski, Kim Runion, Pam Szacik,

**Members Not Present:** Maureen Beauregard, David Juvet, Glen Brackett, Michael Dunican, Lynda Erdbrink, William Hatch, Peter McNamara, Alan Reische, Taylor Caswell, Tim Sink, Katherine Merrow

2:00 pm – 2:30 pm – Tour of NH Works Concord

**Call to Order:** Dick Anagnost, Board Chair, called the meeting to order at 2:35 p.m.

**Consent Agenda:**

**Item 1: January 18, 2017 Board Meeting Minutes** (Tab 1) - The Chair directed members to review the minutes for additions, deletions, corrections and questions, or make a motion to accept the minutes. Lee Nyquist **moved** to accept the minutes. George Copadis **seconded**. The minutes were **accepted**.

**Item 2: Committee Meeting Minutes** (Tab 2) - The Chair directed members to review the minutes for additions, deletions, corrections and questions, or make a motion to accept the minutes. Donnalee Lozeau **moved** to accept the minutes. George Copadis **seconded**. The minutes were **accepted**.

The Chair recognized Phil Przybyszewski for his recent honor from the NH Lion's Club he received the 3<sup>rd</sup> highest award from the International Lion's club – Congratulations, Phil. (Applause)

**Voice of the Customer Sector Strategies –**

Phil Przybyszewski opened the meeting with an explanation of the presentations to follow – first there will be an update on the sector initiative progress from the sector champions, after which business representatives and program participants will share their story about how the NH Works system has helped them meet their employment needs, within each of the target sectors.

He went on to talk about the role of the sector champion in facilitating and expanding sector efforts, and the new "sector advisors" hired within each sector using the funding authorized by the board to support the state's sector initiative.

Happy to report that as of today all five sectors are up and running; the SP grant has exceed original enrollment goals serving 153 people for about \$900,000, with 30 companies benefiting. Also, within the next couple of weeks we there will be WIOA funds released for incumbent worker (i.e., employed workers) training for companies within the sectors. Apprenticeship funds are also focused on sector specific opportunities.

Phil introduced Val Zanchuck, sector champion for manufacturing. Val provided details on background and recent activities. He introduced the manufacturing sector advisor Mary Lou O'Neil. She has vast experience in providing support to manufacturers; she has been on the job for about three weeks. Lots of activity happening with Community Colleges and CTE centers throughout the state – right now there are three CTE centers offering manufacturing programs – ConVal CTE has 8 students lined up to start in the fall; working with CTE Director at NH DOE to update the manufacturing curricula offered at the CTEs; MyTurn WIOA Youth – Hitchiner is still going strong training youth to work for them thru a pre-apprentices program Keene State offering degrees within house; much like companies such as Hypertherm in Lebanon, taking a strong lead in manufacturing; work going on in the Seacoast area with school and Safram. Val introduced BAE Systems representative (Name) to talk about the in-house Microelectronics manufacturing program they have been running for about a year and a half – partnership between the Nashua Community College and BAE (hirer about 87% of graduates of the program). There are nine other companies in the area competing for workers. Two program participants (Names) shared their story of being in Microelectronics program; how they got involved, what they learned and the positive impact the program has had on their lives. The program costs about \$5,500. Some costs can be offset by tuition programs (such as WIOA adult and youth programs) for participants who are eligible. Classes start about every 10 weeks. Nine companies participate with a 97% placement rate. Chair Anagnost commented that this was an “awesome” program.

Phil introduced, business representative Dave Lemire from Oracle+Dyn to update the Board on the Tech Talent sector initiative. He reviewed the timeline of events - launch, LMI, asset mapping, etc. – other champions include leadership from Fidelity and Silver Tech. Julie Demers is the newly hired sector advisor (Hi-Tech Council). Recent activities include approved contract for SP advisor, detailed skill survey to help identify where we need to apply resources, continued planning for “technology month” and looking for best opportunities to get in front of other tech companies to get them engaged. Regular newsletter is going out to stakeholders. To date -\$417,000 of WIOA ITA and OJT funds for 79 people for training in technology related occupations. (Funding is WIOA funds approved by the board and delivered through the NH Works offices through SNHS, Inc.) The Sector group is promoting education around what tech really means, and the different roles of technology companies; roles in support all the way through engineering. Kids right out of the community college can start out in support jobs; career path from “foot-in-the door” up through system engineering – very appealing to people who might not fully understand the scope of what technology is – gets them in the door to see what the career paths are for them. Tech women ambassadors are another key initiative – DYN is heavily promoting women in tech and creating a greater understanding of roles – “everything is so technology oriented, if you are effective in your job, you will move forward.”

Business representative, from Security Seven talked about how important the OJT and other training programs are to his company. He shared a story about workers enrolled in the (WIOA) OJT program. Trying to find a workforce to support the ongoing challenges for technology savvy workers in the security field isn't easy. He is a small company – not a lot of workers number wise – but proportionately 30% of their workforce has come through the OJT program and 20% for community college system – “invaluable resource” functioning as an HR system for small companies. Carl XXX, introduced himself to talk about his experience in the program and working for Security Seven. He was laid-off from his last job, and couldn't find another one without upgrading his skills – through OJT he was able to take his experience and transfer some skills, learn new skills and succeed at a job in security technology. Now it is a year later and he is here talking about how important this program has been to his career.

Phil introduced Sara Currier to talk about progress in the Health Care Sector. Sara referred to the timeline showing that they are just shy of a year from the launch last March. Sector partners have accomplished a tremendous amount since the launch. Roxy Severance was hired as the sector advisor. The Health Care sector encompasses a wide variety of occupations and different hiring needs. Along with co-champions and Roxy we have explored similarities and differences; Roxy has brought us together to talk about what we have in common, where we

can share resources, and what we can learn from each other. ("Roxie pointed out that all of our sector advisors are women – way to put women in leadership roles in NH"). In addition to the apprenticeship program started at Dartmouth Hitchcock, CMC, and Exeter Health Resources. And Lakes Region are starting/expanding apprenticeship programs for medical assistance and other health care occupations. Roxie has Health Sector initiative newsletter in place that reaches over 240 stakeholders. She has worked really hard to bring health care practitioners together. We have been fortunate on the legislation side of things; the momentum of the sector initiative has helped tremendously, e.g., permission for LNAs to start immediately while getting their license; deep in planning for health care month in May; working on creating regional workforce groups to learn from each other. Today \$200,000 for 29 people that are covered by WIOA but there are many more who are enrolled but not funded through this funding.

Dwight Davis, founder of Senior Helpers talked about his company and how he worked partner agencies to find and train workers for his company. The company opened last year with one employee; now have 58. The company found it difficult to find employees; lots of demand and other companies very competitive. Working with Great Bay Community College they developed a training apprentice program. Working with all of the stakeholders they recruited 8 students – free education with national recognized certification – and OJT is available for students who need additional training on the job. Employees spoke to the board about the incredible impact this opportunity has had on their lives – going from disability and depression to feeling supported and having a job they truly enjoy. Dwight thanked everyone for their support.

Rob McCarthy, Hospitality Sector Champion congratulated everyone on the great work/stories shared. He then introduced the Amie Pariseau, the hospitality sector advisor. Amie provided an overview of activities over the last year; they have developed relationship opportunities in the hospitality industry that includes panels and tours with schools– 55 students attended a recent event to learn about career pathways; students were engaged and asked lots of questions. Took students on tour at three properties in Manchester to give them first-hand exposure to opportunities in hospitality – "opened their eyes to different opportunities available to them". Hospitality Month will be in April and will be modeled after the successful Manufacturing month. Currently have seven schools signed up to attend and 26 students – sign up through end of February – great partnership with Department of Education and CTE centers. Recently developed a partnership with Granite State College for a hospitality certification; entry level management was identified as an area with gap in skills to address this we developed a Fundamental of Hospitality Management series, which will start next week. 25 people signed up – sold out for first series. Phil thanked Mike Sommers for his on-going support of hospitality sector activities.

Five Guys and Fries representative Kip Johnson, regional HR talked about his work with Vocational Rehabilitation, the schools and other agencies to help fill positions at his company. It has been very beneficial to them to be able find workers who can work flexible hours and flexible training. A former client of vocational rehabilitation currently working for the company talked about why he likes his job; including liking to make money.

Greatly for Phil and others like him to navigate the program services- there are so many of them it is helpful to have someone to guide you on which ones will work for your employment needs.

In conclusion, Phil shared that the construction sector is just starting to get underway – zeroed in on the construction occupations. BIA has hired the sector adviser Amanda Savage. The team has developed initial work plan, in the process of identifying champions, formed a sector advisory work group to help us identify the appropriate occupations within the sector; we will have a launch like we did with all the other sectors. More information will be provided at the next meeting.

## **Apprenticeship Grant Update -**

Joan Glines works for the CCSNH apprenticeship program. She reported that they have 7 active apprenticeships in place in manufacturing and health. They are bridging out to IT occupations. There are another 8 apprentice sites under development and 10 more employers in the early stages of discussion. Joan offered a big shout out to SNHS for partnering with the apprenticeship program to fund the participants hired for Dwight's company.

## **Other items for discussion –**

The Chair thanked the board for approving funding to support sector activities.

Sara Currier shared that Office of Apprenticeship and the Urban Institute have been working on developing Competency Models. The project has funding to travel and they would like to visit NH to review the models they have already designed in Health Care and Manufacturing to get feedback. Sara will work with her sector partners to set-up meetings.

Dick pointed out the next four board meeting dates at the bottom of the agenda and asked members to plug them into their calendars.

**Adjournment:** 4:00 p.m.