

STATE WORKFORCE INNOVATION BOARD (SWIB)
MEETING MINUTES
September 20, 2017

Meeting Location: The National Safety Council of Northern New England, Regional Training Center, Concord Crossing, 2 Whitney Road, Suite 11, Concord, NH 03301

Members/Proxies Present: Dick Anagnost (Chair), George Copadis, Sarah Currier, Tamer Koheil, Donnalee Lozeau, Jonathan Mitchell, Lee Nyquist, Rick Wheeler, Michael Dunican, William Hatch, David Cioffi, Michael Somers, Robert Martel, Peter McNamara, Val Zanchuck, Paul Leather, Tim Sink, Taylor Caswell and Charles Ansell

Members Not Present: Kelly Clark, Mike Alberts, Maureen Beauregard, James Bouley, Glen Brackett, Jay Kahn, Brenda Quinn, Christopher Ellms, Dwight Davis David Juvet, Ken Merrifield, Alan Reische, Katherine Mellow, Lynda Erdbrink,

Staff and Guests: Jackie Heuser, Michael Power, Bonnie St.Jean, Karen Smith, Beth Doiron, Charlotte Williams, Joan Glines, Jeff Casey, Phil Przybyszewski, Sara Colson, David Henderson, Matt Russell, Kim Runion, Lauren Smith, and Bridget Bowman.

Welcome: Jackie Heuser introduced David Henderson, Executive Director of NSCNNE, who welcomed everyone to his facility and talked a little about services offered which include workplace safety, distracted driving and teen driving courses. Detailed information about NSCNNE can be found at <http://nscnne.org/about-us.html>.

Call to Order: Dick Anagnost, Board Chair, called the meeting to order at 2:15 p.m. He thanked everyone in the room for attending the meeting and requested a change in the agenda; moving the consent agenda to later in the meeting. He also asked that all attendees introduce themselves to Commissioner Caswell.

Introduction: Dick introduced Taylor Caswell, Commissioner of the newly formed agency – Business and Economic Affairs (BEA). Commissioner Caswell shared how he came to be appointed Commissioner and his vision for BEA, which includes creating a “true economic development organization for the state”, of which workforce development, and the work of this board is an important component. Caswell went on to explain the importance of meaningful engagement of other state partners such as CDFA, the SBA housing and the Community College system – funding and resources necessary in helping to find solutions to workforce related issues. He also shared that BEA is in the process of hiring an Economic Development Director, who will lead the development of a ten year plan; not based on economic projections, but rather, focused on where we are going and what we will be doing to get there over the next ten years. Taylor concluded by reinforcing the great and positive things that NH has to offer – we have low taxes, a highly educated workforce and quality of life.

Consent Agenda: The Chair directed members to the Consent Agenda Items 1-3; hearing no further discussion, Dick asked for a motion to approve **Items 1-3** as one motion to accept all three items as presented. George Copadis **moved** to accept the motion. Michael Dunican **seconded**. The motion was carried by a vote of all in favor. Regarding Item 4, the chair asked for a motion to accept staff “recommended process and procedures for evaluating and certifying comprehensive one-stop centers under WIOA” and “approve certification of the Concord NH Works office as the state’s comprehensive one-stop center”. Dave Cioffi **moved** to accept the motion. Rick Wheeler **seconded** the motion. Commissioner Copadis abstained from the vote. The motion was **accepted**.

SWIB Meeting Minutes Continued

Apprenticeship Program: Representatives from the Community College System (Beth Dorion, Charlotte Williams, Joan Glines and Jeff Casey) shared information (via a power point presentation) on *Expanding Registered Apprenticeship in New Hampshire*, a program available through CCSNH. Staff provided an overview of the Community College system and vital role it plays in both economic and workforce development within the state. Highlighting key components of the apprenticeship process, the five components of a registered apprenticeship (i.e., employer driven, structured on-the-job training, related instruction, progressive wages, and result in a national occupational credential), the benefit of apprenticeship opportunities to workers and employers, and the parameters of the program being implemented with the \$1.2M grant CCSNH received from USDOL. Specifically the grant will focus on developing and/or expanding apprenticeships in target sectors: IT, Advanced Manufacturing, and Healthcare, which is in sync with the state's sector partnership initiative goals. It is an 18 month grant; to date 30+ businesses engaged, 2 new apprenticeship programs and 4 in the works, and 22 apprentices are registered with a program. This is a great opportunity for New Hampshire to strengthen and expand the apprenticeship model in NH. Businesses are encouraged to think about the following three things: What are your workforce needs?, What's the occupation?, New employees or incumbent employees? Then contact Jeff Casey (jcasey@ccsnh.edu), Business Outreach Specialist to see if apprenticeship is right for your company. Or, for more program information visit ApprenticeshipUSANH@ccsnh.edu. Marketing "rack" cards were given to all in attendance.

A board member asked if they (CCSNH staff) were experiencing any resistance on the part of employers not wanting to engage in a "registered" apprenticeship; staff responded that they hadn't come up against that yet, Jackie mentioned that some might find the process burdensome, and perhaps move to a pre-apprenticeship approach; Sara Currier offered that the process is not burdensome and that shouldn't be an issue. Another member asked about time versus competency – stating that companies promote based on competency not the time on the job. Lauren Smith shared that US DOL may soon approve a competency based apprenticeship model.

Sector Partnerships Update: Phil Przybyszewski and Val Zanchuck provided an update on sector initiatives statewide. Phil shared that that the SPI recently completed the process for Request for Proposals (RFP) for marketing services. The marketing campaign will include outreach, media development as well as development of a website. The selected vendor is Cookson Communications. The funding for this effort was recommended by the Board and approved by the Governor (WIOA Discretionary Funds). The contract for services with Cookson Communications was approved by Commissioner Caswell and is now in process to go to an upcoming Governor and Council meeting, to complete the state approval process.

The chair asked for a **motion** to approve the proposed contract with Cookson Communications for the provision of marketing services to support the SPI. Tim Sink **moved** to accept the motion. Representative Hatch **seconded** the motion. The motion was **accepted** by all present. [Jackie apologized for not having a copy of the bid scores available for review; and said she would email the reports after the meeting.]

Phil continued, sharing updates on efforts underway in Manufacturing, Health Care, IT and Hospitality. He mentioned that the team is working to identify "infrastructure" as a sector, but it has been challenging in that it encompasses a wide variety of occupations; an asset map was completed; the team may decide to focus on one-or-two specific occupations within the broader category. (Note: details for each sector were sent to board members via email earlier in the month). A second RFP is in process for the selection of intermediaries for each of four

SWIB Meeting Minutes Continued

sectors. Board members and other business representatives have been asked to serve on the selection committee. SPI is hoping this process will be wrapped up by early November. [Results will be shared at the January meeting.]

Mr. Zanchuk shared that there is some significant work underway as a result of the Sector Strategies Initiative and offered the following specific information:

- SPI General
 - SP NEG Grant extended one year - ends 6/30/2018
 - Serviced 120 dislocated workers out of goal of 150
 - Utilized approximately \$675,000 out of grant training pool of \$1,040,000
 - Supporting Ascentria Refugee Grant application
 - RFP for marketing services – finalist selected on 8/21, G&C on 10/11
 - RFP for intermediary services – issued on 8/25, close bids 9/25, award 10/6, G&C on 11/8 for sectors: Manufacturing, Technology, Hospitality & Infrastructure
- Advanced Manufacturing Sector (launched 7/12/2016)
 - Nashua HS South Machine Tool Program – adopted by SPI to revitalize
 - Microelectronics Boot Camp at NCC – support & promotion
 - MY TURN Pre-Apprenticeship Program at Hitchiner – 2nd cohort completed
 - Rochester School District Advanced Manufacturing Program
 - Developing relationship with Dean Bartles – Olson Adv. Mfg. Center at UNH
 - Planning Seacoast Manufacturers meeting with Portsmouth Chamber assistance
 - UNH INCLUDES grant approved – SPI on Leadership Team
 - CTE Manufacturing Program in Monadnock Region at ConVal
 - Provident Bank Advanced Manufacturing Center at MCC w/SPI support
 - Training funded to-date = \$199,408 (ITA[27] = \$135,310/OJT[8] = \$64,098)
- Technology Talent Sector (launched 12/6/2016)
 - Detailed Skills Survey (SWIB funding)
 - Sector newsletter issued monthly
 - Training funded to-date = \$331,527 (ITA[60] = \$309,380/OJT[4] = \$22,147)
- Health Care Sector (launched 3/8/2017)
 - Intermediary Selection – NHHCA (SWIB funding) approved by G&C on 6/21
 - New Intermediary making good headway
 - Sector newsletter issued early August
 - Training funded to-date = \$143,263 (ITA[20] = \$130,535/OJT[1] = \$12,728)
- Hospitality Sector (launched 3/21/2017)
 - New Career Center job posting site at NHL&A
 - Workforce training program (START) developed by GBCC
 - Career pathways document in early draft form
- Infrastructure Sector (under analysis)
 - Asset mapping interview process completed 8/30
 - Asset map report under review – issue date 9/29
 - Sector Work Group being planned to develop final scope

SWIB Meeting Minutes Continued

Other Business:

65x25 Initiative – Sara Colson, Workforce Director at the BIA shared an update on the Workforce Accelerator’s 65x25 project. The 65x25 Stakeholder meeting was held this morning to share updates, best practices and discuss the proposed tracking metrics. (A copy of the metrics report was shared with Board members at the meeting). Sara reinforced her role in convening all stakeholders and the importance of education, business and workforce partners working together to reach the proposed goals. Phil Przybyszewski commented on the value Sara brings to the sector initiative and how she has been instrumental in introducing new partners to the process; making it easier to share information and resources

Jackie shared that preliminary data from the workforce programs that could potentially be added to the tracking indicators grid (?) – In 2016, 357 people exited a WIOA funded program with a credential (and there are other numbers that could come from Adult Basic Education, Vocational Rehabilitation and the Trade Act program). In addition, there were 500 people exiting the work readiness program at the community college with a “certificate”, which at this time is not considered a credential, but may be a group to target for a credential in the future. She also shared that we might want to look at the people who are registered with the State’s Job Match system and reach out to some of them to encourage completion of a credential – right now there are over 2,100 people registered who have a high school diploma with either one, two or three years of college but no degree.

Informational Materials: Jackie Heuser referenced the informational materials reminding members that October is Manufacturing Month (see flyer provided – contact is Jim Hinson at BEA), Construction Days 2017 is scheduled for next week (see flyer provided – always a fun event). Also, next week is Mature Worker Week – “celebrate by hiring an older worker” (see poster provided); she also made note of the performance section of the board packet (tab 6) that includes a performance report for On-the-Job Training (OJT WIA Report). The report details performance outcomes for OJTs for the last seven years; the performance for this training model is “very good”, just over a thousand OJTs have been developed with an average of **91%** of the participants **employed** at the end of the program.

Adjourn: 3:45 p.m.

The next board meeting is scheduled for **Wednesday, January 17, 2018** and will be held at the **Concord NH Works Office** – NHES Toby Building on Fruit Street

Recorded by: JGH