



STATE OF NEW HAMPSHIRE
DEPARTMENT of BUSINESS and ECONOMIC AFFAIRS
OFFICE OF WORKFORCE OPPORTUNITY

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**Certification of NH Works Center, America's Job Center Network
September, 2017**

Background:

The federal legislation requires a certification for the NH Works Center system for PY17. It is the state's responsibility to establish objective criteria in evaluating the effectiveness, physical and programmatic accessibility and continuous improvement of one-stop centers and the one-stop delivery network which has been accomplished through the NH Works Memorandum of Understanding (MOU). The State Workforce Development Board must review and update the criteria and procedures every two years in conjunction with review and modification of the State Plans.

Process:

As part of this assessment, OWO staff has conducted the following activities to ensure the NH Works system meets the one-stop certification requirements.

- Review of Federal Certification Guidance Materials and internal analysis of State's status regarding those requirements: 1) Effectiveness, 2) Physical and programmatic accessibility, 3) Continuous Improvement as well as the PY16-19 State Plan goals and strategies approved by the US Dept. of Labor.
- Utilizing the NH Works MOU (PY16-18) as an outline, an on-site review of current status in conjunction with the NH Works Comprehensive Center Partner Team (Concord NH Works) occurred on August 29 and September 5, 2017. WIOA initial self-assessment tools were provided in 2015 and completed by partner staff throughout the state. This same tool was given to the Concord NH Works Partner Team as part of this review to assess their status of the expectations of WIOA and its implementation. A summary is provided within the report.

Outcome:

- NH's One Stop Center System, NH Works is delivering the services as outlined with the State's MOU and State Plan. As part of the four-year state plan, many of the goals and strategies are in process. However, increased focus on career pathways and work-based learning efforts are needed to achieve all the goals established in the State Plan. On-going continuous improvement of staff training, team processes, and strategies to improve our services will occur.

Next Steps:

It is recommended that the NH Workforce Investment Board certify the NH Works System and Centers, America's Job Center Network utilizing the criteria established above effective July 1, 2017-June 30, 2019.

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Requirement	Status
Effectiveness of NH Works, AJC	
Comprehensive One-Stop Center	The Concord NH Works Office is New Hampshire's Comprehensive One-Stop Center. Customers can access programs, services and activities of all required one-stop partners. The review found that partners are delivering services as outlined by the NH Works Memorandum of Understanding (July 1, 2016-June 30, 2019)
Affiliate One-Stop Centers	There are 12 affiliate NH Works offices located throughout the state. In addition, services are available through partner program locations (i.e. Vocational Rehabilitation, TANF, Career and Technical Education Centers, Adult Education, Job Corp Center as well as public libraries).
NH Works Memorandum of Understanding (MOU) describes the design of the one-stop center system.	<p>Partner staff at the Comprehensive NH Works Center have an understanding of the MOU and its expectations.(Components include Purpose, Parties, Joint Planning, Applicant Services, Employer Services, Individual Training Accounts, Using of Training Contracts, Mechanism for Service Delivery, Methods of Referral, Technology and System Infrastructure, Continuous Improvement, Marketing, Center Management, and Cost Allocation, Compliance with relate laws and regulations (i.e. EO), Confidentiality, and Assurances.) Clearly staff turnover is an on-going challenge and ensuring all partner staff has a full understanding of the MOU. Efforts to ensure stronger understanding by all staff will occur with upcoming new staff orientations scheduled to begin by the end of 2017.</p> <p>It is noteworthy that twice a year NH Works customers are asked to complete a Customer Satisfaction Survey which yields very high results of customer satisfaction.</p>
Physical and Programmatic Accessibility	
State Plan Requirement: The State's one-stop certification process for its comprehensive center includes a review of the Center using the American's with Disabilities Act Checklist for Readily Achievable Barrier Removal. Furthermore, all of the partner programs require	<p>This is achieved through</p> <ul style="list-style-type: none"> • An annual review by the NH Employment Security Plant Maintenance Engineer occurs to ensure all NH Works Centers are accessible. • The NH Works System, though the leadership of NH Employment Security has installed and provided staff training on additional accessibility tools (Zoom Text, UbiDuos, William Sound Devises, Purpose Software, Read and Write Software and webcams).

<p>accessibility in both rented and state-owned properties.</p>	<ul style="list-style-type: none"> • NH Works staff training to ensure facilities remain accessible. • Partner agencies including Office of Workforce Opportunity (OWO) Annual On-Site Reviews includes monitoring for program and facility accessibility. • OWO Program Contractors (NH Department of Education – WIOA Youth and Southern NH Services – WIOA Adult) monitoring requirements include program and physical accessibility. • Annual Equal Opportunity Training for NH Works staff includes Program and Physical Accessibility.
<p>Continuous Improvement of the comprehensive one stop center and the one-stop delivery network.</p>	
<ul style="list-style-type: none"> • Creation of the NH Department of Business and Economic Affairs 	<p>In 2017, NH Legislature created a new Department of Business and Economic Affairs (DBEA) that includes the Division of Economic Development (which includes Office of Workforce Opportunity) and Division of Travel and Tourism to better serve both our businesses and constituents.</p>
<ul style="list-style-type: none"> • Staff Training 	<p>Staff training: through both partner trainings (including webinars) and NH Works Trainings, efforts to ensure staff have understanding of WIOA Requirements and partner expectations has occurred and is ongoing. A new hire orientation for NH Works staff is in the development process and expected to be finalized by the end of 2017 for implementation on a quarterly basis.</p>
<ul style="list-style-type: none"> • Staff Communications 	<p>There has been a conscious effort by NH Works Partners at the Interagency Directors Group to strengthen communications of partner agenda topics and issues identified.</p>
<ul style="list-style-type: none"> • Partner Committee Composition and Participation 	<p>Youth Council: Under WIOA, Youth Council has sought and received program representation from Adult Education, Career and Technical Education, Vocational Rehabilitation, and Job Corps to its membership. Partners provided an overview to the Youth Council and are actively involved in Youth Council meetings including WIOA Request for Proposal for WIOA Youth funding.</p> <p>Adult Education is a stronger partner with their participation at the Interagency Directors Group (IDG) and Professional Development Team (PDT).</p> <p>The Business Services Team membership includes all partners business services lead representatives focusing on the needs of business and those services including the acquisition of Neoserra for tracking business contacts and services. All appropriate staff</p>

	<p>have received training.</p> <p>In 2015, as a result of a National Emergency Grant focused on Sectors, a Sector Strategy Team, composed of all partners as well as industry leaders, was created to focusing on the State’s Sector Strategies (Machining, Health Care, Information Technology, and Hospitality).</p>
<ul style="list-style-type: none"> • Services to Youth 	<p>The NH Works Centers have made a genuine effort to welcome youth serving partners. This has been further achieved with the addition of NH’s own Job Corps Center in Manchester (opened in 2015).</p>
<p>Common Identifier for the Workforce Innovation and Opportunity Act</p>	<p>NH uses the national one-stop delivery system identifier “American Job Center”, its tag line “a proud partner of the American Job Center Network” in addition to its NH Works logo and tag line “We’ll Help You Find Your Future”.</p> <p>NH requires the common identifier be used on all products, programs, activities, services, electronic resources used in the one-stop system as well as facility signage.</p> <p>The NH Works OJT Facebook page includes both American Job Center Network and NH Works logos.</p> <p>The use of these two logos is supported on innumerable documents including the NH Works Website (www.nhworks.org), the WIOA Youth Request for Proposal (November, 2016) and innumerable brochures located at the Center during the August 29, 2017 on-site.</p>