

58



STATE OF NEW HAMPSHIRE
DEPARTMENT of RESOURCES and ECONOMIC DEVELOPMENT
OFFICE OF THE COMMISSIONER

172 Pembroke Road Concord, New Hampshire 03301
Phone: 271-2411 Fax: 271-2629

October 17, 2016

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Executive Council
State House
Concord, New Hampshire 03301

The Honorable Neal M. Kurk, Chairman
Fiscal Committee of the General Court
State House
Concord, New Hampshire 03301

The Honorable Chuck Morse, President
New Hampshire Senate
State House – Room 302
Concord, New Hampshire 03301

The Honorable Shawn Jasper, Speaker
New Hampshire House of Representatives
State House – Room 311
Concord, New Hampshire 03301

George N. Copadis, Commissioner
New Hampshire Employment Security
45 South Fruit Street
Concord, New Hampshire 03301

INFORMATIONAL ITEM

In accordance with RSA 12-A:58, I, the Grant Review Committee for the Job Training Program for Economic Growth through the Department of Resources and Economic Development respectfully submits the following Report on Activities for Fiscal Year 2016.

EXPLANATION

RSA 12-A:58, I, authorizes the Commissioner of Department of Resources and Economic Development (DRED), in consultation with the Grant Review Committee, to establish performance criteria for the Job Training Program for Economic Growth. Additionally, it requires the Committee to submit annually 60 days after the close of each fiscal year a report on the level of performance achieved through the program to the Commissioner of DRED, the Commissioner of Employment Security, the Governor and Executive Council, the Senate President, the Speaker of the House of Representatives, and the Fiscal Committee of the General Court.

Respectfully submitted,



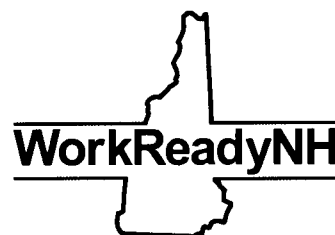


Jeffrey J. Rose
Commissioner

JJR:lm1

Report on Activities

New Hampshire
jobTrainingfund



The Job Training Fund and WorkReadyNH

The Job Training Fund was created by legislation approved by the General Court in 2007. Funds for the program are from the administrative fund of NH Employment Security (NHES). They are transferred to the Department of Resources and Economic Development (DRED) to implement both the Job Training Fund and WorkReadyNH.

Created to enhance the transferable skills of New Hampshire's workforce, the Job Training Fund enables employers to utilize new technologies, create new markets and become more efficient due the value-added skills of workers.



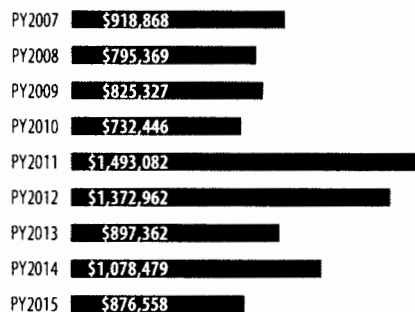
WorkReadyNH was the result of legislation passed in 2011. It is administered by the Community College System of New Hampshire and operates through a Memorandum of Understanding with the Office of Workforce Opportunity (OWO), which administers the Job Training Fund.

The \$2 million Job Training Fund has been a valuable resource for employers seeking to upgrade the skills of their workers, as well as providing worker readiness skills for job seekers.

This annual report covers Program Year (PY) 2015, which covers the period of July 1, 2015 through June 30, 2016, for both the Job Training Fund and WorkReadyNH.



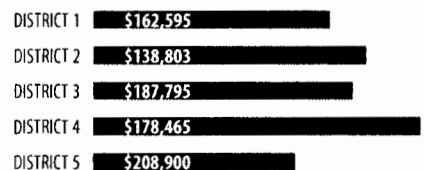
ANNUAL JOB TRAINING FUND GRANTS BY PY



PY15 MATCHING FUNDS

EMPLOYER FUNDS	\$991,630
GRANT FUNDS	\$876,558
TOTAL TRAINING FUNDS	\$1,868,188

PY15 GRANTS BY EXECUTIVE COUNCIL DISTRICT



The Job Training Fund Distribution of Grants

ACKNOWLEDGMENT

The \$2 million Job Training Fund is an innovative asset to New Hampshire's economic development strategy. At its core, the fund enables businesses throughout the State to stay competitive in an increasingly global marketplace through improving the skills of current workers, as well as individuals who seek better career opportunities in a constantly changing economy.

The Job Training Fund is actually two programs that foster training. The \$2 million Job Training Fund upgrades incumbent and new workers' skills, and was created by the General Court in 2007.

WorkReadyNH is a program addressing gaps in workers' readiness in the areas of math, reading, and problem solving, as well as in "soft skills", including workplace behaviors, teamwork and ethical behavior. It was created as a result of legislation in 2011.

Working with our partners the NH Works Consortium, the Community College System of New Hampshire, and the Job Training Fund Grant Review Committee, the Job Training Fund has distributed 528 grants offering training to more than 26,000 workers since late 2007. The fund is matched by employer contributions and is truly a public-private partnership that works.

WorkReadyNH is being offered to unemployed and underemployed residents of New Hampshire at community colleges statewide and at the Advanced

Technology and Academic Center in Rochester.

Combined, the Job Training Fund and WorkReadyNH offer employers and New Hampshire workers new and innovative ways to learn to compete and thrive.

I want to acknowledge the important efforts of those who helped create and grow these successful programs, including the volunteer Job Training Fund Grant Review Committee and the Interagency Directors Group of the NH Works System. Collectively, we're working to ensure a skilled workforce in the Granite State.

Sincerely,



Jeffrey J. Rose, Commissioner
Department of Resources and Economic Development

The counties of
Hillsborough with
16 grants and
Rockingham with
14 grants accounted for

52%

of the 58 grant awards.

PY15 TRAINEES BY SECTOR

ARCHITECTURE	4
DISTRIBUTION	9
ENGINEERING	22
MANUFACTURING	1,599
PROF	7
RETAIL	190
SERVICE	31
TECHNOLOGY	41
UTILITIES	100

GRANTS AWARDED BY COUNTY

BELKNAP	3
CARROLL	3
CHESHIRE	3
GRAFTON	5
HILLSBOROUGH	16
MERRIMACK	9
ROCKINGHAM	14
STRAFFORD	4
SULLIVAN	0

DISTRIBUTION OF GRANTS

ARCHITECTURE	0
DISTRIBUTION	0
ENGINEERING	0
MANUFACTURING	\$726,497
CPA	0
RETAIL	0
SERVICE	0
TECHNOLOGY	0
UTILITIES	0

GRANTS BY SECTOR – PERCENTAGE SPREAD

ARCHITECTURE	0%
DISTRIBUTION	0%
ENGINEERING	0%
MANUFACTURING	81%
CPA	0%
RETAIL	0%
SERVICE	0%
TECHNOLOGY	0%
UTILITIES	0%

The Job Training Fund Evaluations

Although manufacturing has traditionally been the dominant sector seeking Job Training Grant funds, other sectors featuring both traditional and new areas of the State's economy participate in the program. From a non-traditional company such as Global Rescue to the high tech world of CHI Engineering to the ever-changing skills needed to repair automobiles, the Job Training Fund is a resource for many employers.

GLOBAL RESCUE

"I am Leif Dulaire, Senior Associate of Human Capital Management based in Global Rescue's Lebanon, NH office. We do everything from advisory services and foundation services for individual consumers, enterprises, and government agencies to crisis response services, so major international events. So the earthquake in Nepal is a perfect example, we actually had a team on the ground in Nepal providing services there.

"We were looking to do a mix of different training, so everything from business software skills, so Excel, PowerPoint, things of that nature to some more hands-on hard skills. So our critical care transport training course that we are current doing for our medics is a perfect example of that.

"Without the Job Training Fund matching grant, we would not have been able to offer all the training that we have initiated this year. We have a lot of training programs and training desires we'd like to put in place, but with budget constraints being what they are, there are only so many things we can do. By receiving the grant through the Job Training Fund, we were really able to expand our offerings and we're actually doing two rounds of the critical care transport course. With a 24/7 business, we have to have people on the phones all the time. So that way we can do one set, and then those people can cover [the phones] for the second set. Additionally, some of the more soft skills training for staff here both in the operations group and as well as others, understanding how to use Excel more efficiently and effectively to put together post-mission reports, budgets, cost analysis, mission analysis type things has really helped us be more efficient with our post-mission operations."

TRAINING PROGRAMS MOST FREQUENTLY OFFERED IN PY15

LEAN	CUSTOMER SERVICE
MACHINING	KAIZEN
BUSINESS GROWTH	MS OFFICE
ISO PREPARATION	MANAGEMENT
MANAGEMENT	LEADERSHIP
COMMUNICATION	COMPUTER AIDED DESIGN
SALES	

PY15 TOP 3 TRAINING PROVIDERS

CCSNH:	\$349,944	40% of total grant funds
NHMEP:	\$151,125	17% of total grant funds
UNH:	\$105,837	12% of total grant funds

The Job Training Fund Evaluations

NHADA

"Technology advances sometimes faster than anybody expects. It used to be it'd work on a shade-tree mechanic, really doesn't exist anymore. You have to have all the computer technology; you have to have special scan tools in order to identify what is going wrong with the vehicle. Constant training is an absolute must for any repair shop or dealership."

Rick Gauthier: "We have struggled for years trying to find and retain enough qualified help in the ever-increasing automotive technologies. So we came up with a program where the students would work for us full-time and go to school generally two nights a week and teach them some advanced skills."

"It's worked out terrific for us so far. We have taken a number of individuals that were just doing entry-level type maintenance and repairs, put them through the training, and transitioned them into what we call main-job operations, doing a lot more complex engines overhauls. Automotive repairs is a high-tech industry and it's constantly changing and it's constantly getting more complex. So we need to have a trained workforce and one that is dedicated to constant, ongoing training is critical."

Peter: "From a technician's standpoint, that's the backbone of any car dealership or repair shop. Of course because if you don't have a qualified tech, you're not going to be able to repair the cars; the manufacturer is not going to stick with you; and you are certainly not going to get the customers to come back in your dealership if you can't get a timely repair done on their vehicles."

CHI ENGINEERING

"[CHI Engineering works with] engineering, procurement and construction companies; we are a full-service EPC company, we are engineers first. We do 99% of our work in the liquefied natural gas industry. We've always felt strongly about training, I think it's something that employees, new employees are looking for. They like that you're investing in them. We have a lot of employees that find specific trainings that want to attend, and that are very applicable, and now we find ourselves in a really booming market but it's been a great and growing market for us as we're building a reputation."

"The software piece of it is huge, we run a lot of stress analysis software, we run vapor dispersion software, we run process analysis software; all of the CADD software that feeds into that. That's a huge piece; there is a huge training component that goes with that. It's an attractive thing to employees that you have an active training program. But secondly, we're training people in programs that make us more efficient as an engineering company. I think the employees like that we're part of this program; I think that they like that we are engaged with the state, I think that they like that there is a funding piece to it. It gets them a little more excited about training; I think it gets them more apt to bring us training opportunities; so I think that helps us get more competitive, too."

Lynda Entbrink | Director of Job Training Fund Engineering Department

Job Training Fund Committee Members

Jeffrey J. Rose, Commissioner, NH Dept. of Resources & Economic Development (designee Deborah Avery)

Tim Galvin, Committee Chair, Nantucket Beadboard (business)

George N. Copadis, Commissioner, NH Employment Security (designee Karen A. Levchuk)

Phil Przybyszewski, Director of Workforce Solutions at the Community College System of NH (CCSNH)

Kate Luczko, Executive Director, Stay Work Play (business)

Mike Alberts, Director of Organizational Development, New England Wire Technologies (business)

Jacqueline Heuser, Director, Office of Workforce Opportunity, DRED

State Representative Naida Kaen, representing Lee

State Senator Russell Prescott, representing Kingston

The Job Training Fund Survey Results from Employers

Upon completion of their grants, companies are sent a link to a questionnaire to poll them on their training outcomes and experience with the Job Training Fund. The results that follow are from 70 respondents.

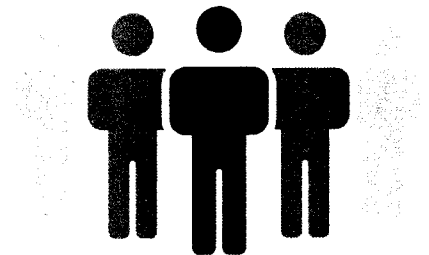
WHAT TYPE OF INDUSTRY BEST DESCRIBES YOUR COMPANY??

HOW DID YOUR COMPANY FIRST LEARN ABOUT THE JOB TRAINING FUND?

A BUSINESS CONTACT	19
NH MEP	14
CONSULTANT	7
JOB TRAINING FUND WEBSITE	6
NH COMMUNITY COLLEGE	6
PRESS RELEASE (NEWSPAPER, RADIO, WEB, SOCIAL MEDIA)	4
NH LABOR LAW SEMINAR	3
TRAINING PROVIDER	2
CHRISTOPHER WAY ON A VISIT TO OUR FACILITY	1
MENTIONED WHEN DISCUSSING THE ON THE JOB TRAINING FUND	1
FIRST EXPOSED TO THE FUND BY FORMER MANAGER AT NHBB	1
CURRENT COMPANY	1
FROM A CONTACT IN THE GOVERNOR'S OFFICE	1
HAVE BEEN INVOLVED WITH OBTAINING A GRANT AT A PREVIOUS COMPANY	1
CONTACT FROM JOB TRAINING FUND REPRESENTATIVE	1
PREVIOUS GRANT APPLICATION	1
SHRA	1
TOTAL SURVEYED	70

HOW DO YOU DESCRIBE THE SIZE OF YOUR COMPANY??

COMPANY SIZE	TOTAL EMPLOYEES
LARGE (MORE THAN 100 EMPLOYEES)	26
MEDIUM (25-100 EMPLOYEES)	25
SMALL (1-24 EMPLOYEES)	19
TOTAL SURVEYED	70



The Job Training Fund Survey Results from Employers

RATE THE JOB TRAINING FUND WEBSITE

**VERY GOOD
TO EXCELLENT:**

67%

GOOD: 31%

FAIR: 2%

TOTAL: 100%

The Job Training Fund was written to be user-friendly to small business, and both the web site and application process are periodically enhanced to address concerns of applicants. Previously, 12 paper copies of an application had to be submitted. Now applicants can fill out an application on their desktop and submit electronically. Improved instructions and grant management descriptions have been added to the Job Training Fund website. Companies play a big role in helping to improve the program.

RATE THE APPLICATION PROCESS

**VERY GOOD
TO EXCELLENT:**

59%

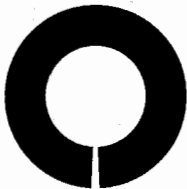
GOOD: 35%

FAIR: 6%

TOTAL: 100%

WAS MEETING WITH THE REVIEW COMMITTEE SATISFACTORY?

YES: 69



NO RESPONSE: 1

DO YOU EXPECT YOUR COMPANY TO APPLY FOR FUTURE GRANTS?

YES: 66



NO: 3 UNKNOWN: 1

ARE YOU LIKELY TO ENCOURAGE OTHER EMPLOYERS TO APPLY FOR A GRANT?

YES: 67



NO: 3

Distribution of The Job Training Fund Grants

COMPANY	TOWN/CITY	GRANT	MATCH	TRAINEES	TYPE OF TRAINING COURSE
ARCHITECTURE					
DeStefano Architects	Portsmouth	\$2,163.00	\$2,163.00	4	Project/Resource planning
DISTRIBUTION					
AGNE	Pembroke	\$12,495.00	\$12,495.00	9	Leadership Development
ENGINEERING					
CHI Engineering	Portsmouth	\$14,388.00	\$14,388.00	9	Design and Fabrication of Pressure Vessels, API Pressure Relieving Systems, Control Valve Engineering, Principals Academy, Tuning Loop Controls, Alleg Bradley ContoLogix, TEIQue
CHI Engineering	Portsmouth	\$11,992.00	\$11,992.00	8	Aspen HYSYS modeling, Process burner fundamentals, Paladin/Design base, LNG Safety Response Training, Coating Inspector Program, Wonderware ArcestrA System Platform, Project Cost Estimating
Northpoint Engineering LLC	Pembroke	\$5,028.00	\$5,028.00	5	AutoCAD Civil 3D
MANUFACTURING					
AgaMatrix	Salem	\$2,600.00	\$2,600.00	25	Strategic Planning
Axenics	Nashua	\$3,300.00	\$3,300.00	6	Manufacturing skills, tube formation, welding for fabrication
Bensonwood Homes	Walpole	\$5,700.00	\$5,700.00	32	Systems Integration, Lean 101
Brazecorn Industries	Weare	\$1,250.00	\$1,250.00	2	Business Growth Collaborative
C&M Machine Products	Hudson	\$3,445.00	\$3,445.00	26	Microsoft Skills
Ceramco	Conway	\$4,500.00	\$4,500.00	3	ISO 9001:2015 Collaborative
Charles Leonard Steel	Concord	\$19,958.00	\$19,958.00	15	Cross training
Concord Awning & Canvas	Bow	\$7,250.00	\$7,250.00	12	Lean, Business Growth
ControlAir	Amherst	\$8,300.00	\$8,300.00	51	LEAN Principles, Plant Layout
DD Bean & Sons	Jaffrey	\$2,176.00	\$2,176.00	1	Advanced Mfg Tool Technology
Design Standards Corporation	Charlestown	\$3,015.00	\$3,210.00	1	Advanced Machine Tool Technology certification
Extrusion Alternatives	Portsmouth	\$5,500.00	\$5,500.00	4	ISO 9001
GL&V USA	Nashua	\$14,310.00	\$14,310.00	20	Lean Manufacturing
Globe Manufacturing	Pittsfield	\$7,500.00	\$7,500.00	3	Leadership Development
High Liner Foods	Portsmouth	\$6,125.00	\$6,125.00	15	Kaizen and Leadership
Hitachi Cable	Manchester	\$24,871.00	\$24,871.00	35	Green Belt, ESOL
Horizon Technology	Salem	\$5,500.00	\$5,500.00	3	ISO 9001:2015 Collaborative
Intec Automation	Rochester	\$2,699.00	\$2,699.00	4	Intermediate Precision Machining, Intro to Solidworks
IPSUMM	Portsmouth	\$51,729.36	\$51,729.36	30	ISO 9001, Lean, Communications, Positive Psychology, Leadership for Women, Critical thinking, HR Leadership, Mediation, Innovation, Accounting and Finance, Employment/HR skills, Solidworks, Programmer Certification, Studio 5000, Motion Controls, Basic Management, Business writing, ACM120G Blueprint, NCBU
Kollman-Elbit	Merrimack	\$50,000.00	\$51,200.00	275	Intro to Continuous Improvement, Train the Trainer, Problem Solving
MaineLine Graphics	Antrim	\$8,925.00	\$8,925.00	23	Principles of Lean
Martin International Enclosures	Seabrook	\$4,500.00	\$4,500.00	3	ISO 9001:2015 Collaborative
MicroVision	Seabrook	\$11,850.00	\$11,850.00	40	Lean, Value Stream Mapping, Kaizen
New England Wire	Lisbon	\$69,900.00	\$111,119.00	353	Communication, Accounting, Managing Change, Leadership, Problem Solving
Nipro (PJ Noyes)	Lancaster	\$1,050.00	\$1,050.00	7	Supervisory Training
Nipro (PJ Noyes)	Lancaster	\$1,017.00	\$1,017.00	17	MS Office

Distribution of The Job Training Fund Grants

COMPANY	TOWN/CITY	GRANT	MATCH	TRAINEES	TYPE OF TRAINING/COURSE
North Branch Construction	Concord	\$5,991.00	\$5,991.00	24	Construction Safety, Job Site Leadership, Communication; Delegation, Structuring Projects, Managing Construction Projects, Earned Value, Advanced Financials; Excel, Cross Functional Teamwork, Sales Prospecting, Client Relations
Orion Entrance Control	Laconia	\$9,600.00	\$9,600.00	2	President's Club Sales Training
OSRAM Sylvania	Hillsboro	\$27,750.00	\$30,204.00	66	Presentation skills, PMAC/QMAC Motion Control Software, Feature Cam software, Scanning Electron Microscope & X-Ray Analysis, Cognex Vision system programming, NFPA79 Standard, IPC A600 inspection and trainer certification
Pak 2000	Lancaster	\$7,400.00	\$7,400.00	5	ISO 9001
Patriot Foundry & Casting	Franklin	\$1,250.00	\$1,250.00	1	Business Growth Collaborative
Phase 2 Medical Manufacturing	Rochester	\$18,410.00	\$18,410.00	30	Supervision 1 & 2, Problem Solving, Project Management; Technical Writing, Meeting Management; DOT Hazmat; Injection Molding, Understanding Plastics; Mfg ERP Seminar; Lean Accounting, Capturing Lean; Welding Tech; Advanced Topics in D&D; Designer Training; Import/Export
Quality Fabricators LLC	Barrington	\$2,360.00	\$2,360.00	2	ASNT Level II Visual Inspection
Rapid Manufacturing Group LLC	Nashua	\$65,000.00	\$135,004.00	65	Leadership
Schleuniger	Manchester	\$20,224.00	\$20,224.00	45	Management, DiSC, Bus. Comm., Decision making, Interviewing, Cultural Sensitivity, Soft Skills; Photoshop; Presentation workshop, Innovation; Mastering Business Development; Priority Management
Sig Sauer	Newington	\$69,600.00	\$69,600.00	24	Computer Numerical Control Production Technology
Stamping Technologies	Laconia	\$4,500.00	\$4,500.00	3	ISO 9001
Symmetry Medical	Manchester	\$41,204.00	\$41,204.00	185	Lean Manufacturing; Leadership, blueprint reading, GD&T, Excel
TestVronics	Peterborough	\$5,500.00	\$5,500.00	3	ISO 9001
The Rubber Group	Rochester	\$4,500.00	\$4,500.00	3	ISO 9001:2015 Collaborative
Titeflex Aerospace	Laconia	\$21,200.00	\$21,200.00	60	Lean Manufacturing
Watts Regulator/Webster Valve	Franklin	\$55,680.00	\$55,680.00	23	Machine Processes, Machine Tool, CNC Machines, Blueprint Reading and Modeling
Whitney Bros.	Keene	\$11,850.00	\$11,850.00	34	Lean Manufacturing
Wire Belt	Londonderry	\$10,958.00	\$10,958.00	18	Leadership
PROFESSIONAL					
Ashton & Company, PA	Wolfeboro	\$2,730.00	\$2,730.00	7	cybersecurity
RETAIL					
Hanover Consumer Cooperative Society	Hanover	\$37,598.00	\$37,598.00	190	Leadership, Management, MS Office
SERVICE					
Bald Peak	Moultonborough	\$3,100.00	\$3,100.00	25	cybersecurity
Delta Dental of NH	Concord	\$9,750.00	\$9,750.00	4	Leadership Development
Knott's Land Care	Amherst	\$4,000.00	\$4,000.00	2	Customer service, business, management
TECHNOLOGY					
Dynamic Network Services - DYN	Manchester	\$39,075.00	\$39,075.00	40	Technical Essentials and Architecting, Security Operations, and Development Operations
Neoscope	Portsmouth	\$1,848.00	\$1,848.00	1	Cybersecurity, Analytics, Internet security, etc
UTILITY					
Pennichuck Water	Merrimack	\$14,944.00	\$14,944.00	60	Business Writing, Project Management, Leadership, Social Media Marketing, Customer Service, MS Outlook and Excel
Liberty Utilities	Londonderry	\$7,500.00	\$7,500.00	40	Customer service

WorkReadyNH Overview

WorkReadyNH is a statewide tuition-free program for job seekers and career builders that helps NH residents strengthen the workplace skills that employers seek in job applicants. This program is offered through the Community College System of New Hampshire (CCSNH) at campuses across the state. WorkReadyNH participants take a 60 hour course designed around a simulated workplace setting to strengthen “soft skills” identified by employers and training professionals as essential for workplace success. Participants also complete online training modules designed to improve hard

skills in areas such as Applied Mathematics, Reading for Information and Locating Information (critical thinking and problem solving). Since its inception in 2011, the WorkReadyNH program has graduated more than 2,500 people who were either unemployed or underemployed and seeking to advance in the NH workforce. WorkReadyNH is a partnership between CCSNH, the NH Department of Resources and Economic Development (DRED) and the NH Department of Employment Security and is funded through the NH Job Training Fund. For more information please go to www.ccsnh.edu/WorkReadyNH.

WorkReadyNH participants are offered a simulated workplace setting to strengthen “soft skills” identified by employers and training professionals as essential for workplace success. Participants also complete online training modules designed to improve hard skills in areas such as Applied Mathematics, Reading for Information and Locating Information (critical thinking and problem solving). Since its inception in 2011, the WorkReadyNH program has graduated more than 2,500 people who were either unemployed or underemployed and seeking to advance in the NH workforce.



WorkReadyNH Success Stories

CARRIE HAMEL

Carrie Hamel came to WorkReadyNH one year into her role as the Events and Media Coordinator for the Upper Valley Humane Society (UVHS) in Enfield, NH. Before accepting her current role, Carrie had already worked for a bank for fifteen years initially as a Teller and most recently as their Assistant Marketing Coordinator. Carrie decided to join UVHS as an employee after having worked with them for some time as one of their volunteers.

Whilst working in her Events and Media Coordinator position Carrie realized that she had limited experience coordinating large events on her own and that she could benefit from some additional soft skills training. Carrie's supervisor at UVHS was already very familiar with the WorkReadyNH program, which benefits both career builders as well as job seekers. As a NH employer, UVHS encouraged Carrie to register for the February 2016 River Valley Community College WorkReadyNH class in Claremont.

Carrie describes herself as a changed person after the WorkReadyNH program and said that the 60 hours of soft skills instruction has helped her both professionally and personally. She now considers herself to be a person that "Lives with Appreciation". Crediting the WorkReadyNH curriculum, together with the experience of her instructor, Carrie explained that her communication, listening and organizational skills have all improved significantly as a result of WorkReadyNH. The program also gave the participants in Carrie's class the opportunity to work together in a simulated workplace team, which gave each of them the experience of learning how to work with all different personality types.

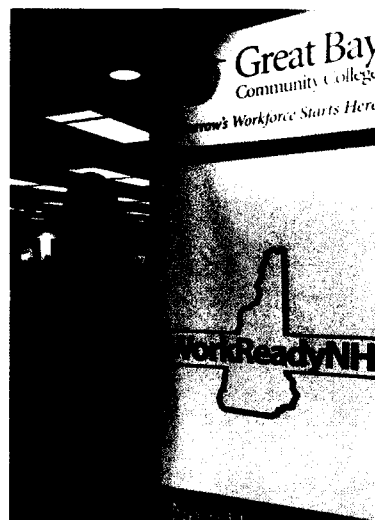
Congratulations to Carrie and we wish her much success in her career! Our thanks go to UVHS who continue to refer their employees to the WorkReadyNH program, joining us as we strengthen New Hampshire's workforce!

JOSEPH WALENT

Joseph came to the WorkReadyNH program at Great Bay Community College (GBCC) with a master's degree and an already established career in Market Research. As an eight year tenure with one company came to an end Joseph found himself with job burnout and looking for a change. After a period of unemployment a couple of people recommended the WorkReadyNH program to Joseph and he decided to give it a try. Joseph joined the WorkReadyNH class taking place at GBCC in November of 2015. His instructor was Gail Condon.

Joseph found day one of the WorkReadyNH program "eye-opening". As the program progressed he found himself easily gravitating towards a leadership role within the class. Joseph credits his instructor Gail for her ability to follow the curriculum but understand and interpret the needs of her participants and change her emphasis appropriately. WorkReadyNH allowed Joseph to revisit the fundamentals of where he was in his career and where he wanted to be, all the time developing and highlighting the workplace skills that he already possessed.

Joseph explained that the diverse WorkReadyNH class became part of his network and a support system for the duration of the program and beyond. Whilst interviewing for jobs each participant became a cheerleader for the other and shared job interview experiences whilst celebrating their successes. The WorkReadyNH program helped Joseph identify that he belonged in Market Research and might feel more rewarded in a similar field at a different company. As such Joseph began his current role at Mercator Advisory Group just two weeks after graduation.



Joseph Walent
Senior Analyst,
Mercator Advisory Group

WorkReadyNH: Program Summary, Intake Statistics & Performance Outcomes

The 2015 numbers included in this report include data from WorkReadyNH classes that began from July 1, 2015 – June 30, 2016. The numbers given in this report reflect the four original Department of Resources and Economic Development (DRED) Job Training Fund funded sites as well as the additional WorkReadyNH sites

(previously TAACCCT funded sites) where classes are now being funded through the Job Training Fund. It should be noted that the numbers for NHTI, Lakes Region, and Nashua are reflective of the March 2016 to June 30, 2016 time period. We began classes in these locations after a reallocation of the PY15 budget.

A WorkReadyNH participant is defined as a person that has completed the CCSNH non-credit course registration, started a WorkReadyNH class and has been actively involved in a class for at least two days. For PY15 the total number of participants at all community college locations now funded by the Job Training Fund was 593. This is an increase of 100 over the 2014 numbers despite the extremely low employment rate in New Hampshire. An additional 42 participants took WorkReadyNH at the Rochester ATAC location this fiscal year prior to the September 30, 2015 end of the TAACCCT grant.

TOTAL PARTICIPANTS

PY13: 487

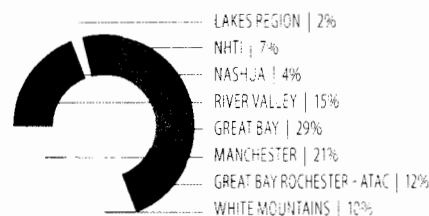
PY14: 493

PY15: 593

PY15 PARTICIPANTS BY LOCATION

CAMPUS	# OF PARTICIPANTS
Great Bay	174
Great Bay - ATAC	69
River Valley	62
Manchester	122
Nashua	87
Lakes Region	24
NHTI	13
White Mountains	42

PY15 WRNH PARTICIPANTS BY COLLEGE



GRADUATES

In order to successfully graduate from WorkReadyNH, participants must complete the 60 hour Soft Skills training and receive a Bronze or higher on the National Career Readiness Certificate. Of the 593 participants during this 2015 program year, 497 have successfully completed the Soft Skills course and 462 have graduated.

CAMPUS	GRADUATES	% OF STATEWIDE PY15 GRADUATES
Great Bay	146	32%
Great Bay - ATAC	57	13%
White Mountains	37	8%
Manchester	93	21%
River Valley	67	15%
Nashua	14	3%
Lakes Region	11	2%
NHTI	37	8%

WorkReadyNH: Program Summary, Intake Statistics & Performance Outcomes

AGES

The age ranges of the population WorkReadyNH served in PY15 once again shows a need for soft skills training at all age levels. Of greatest significance was the 51 to 60 age bracket which accounts for 30% of all WorkReadyNH registrants. Registrants over the age of 41 made up 61% of the total population served, these numbers have remained consistent over the last three years.

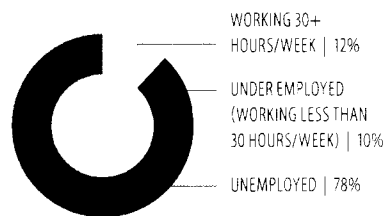
AGE RANGE	NUMBER OF REGISTRANTS	PERCENTAGE
18-20	9	3%
21-30	179	57%
31-40	110	34%
41-50	159	49%
51-60	232	72%
61+	78	24%

The program has given me tools that I did not have before. It has allowed me to learn about myself and what type of person I am and how to communicate and resolve conflicts. Also the tools to be better prepared for interviews."

EMPLOYMENT STATUS

The vast majority of PY15 WorkReadyNH registrants were Unemployed (78%) while another 10% were Underemployed (defined as working less than 30 hours/week).

PY15 WRNH REGISTRANT EMPLOYMENT DEMOGRAPHICS



For program year 2015, 26% of our Registrants met the NH LTU criteria (Unemployed for more than 16 weeks) and 24% met the Federal definition of LTU (out of work for more than 32 weeks).

GENDER

WorkReadyNH continues to enroll a larger percentage of women than men. Amongst total registrants in the program, there was an increase of 4% in women registrants this year to 61%. The previous two years had remained steady at 57%.

	PY13	PY14	PY15
MALE	43%	43%	39%
FEMALE	57%	57%	61%



WorkReadyNH: Program Summary, Intake Statistics & Performance Outcomes

PROGRAM NON-COMPLETION

REASON FOR NON-COMPLETION	NUMBER OF NON-COMPLETERS
The most common single reason registrants and participants do not successfully complete the WorkReadyNH program is because they obtain employment while waiting for a class to start or while enrolled in the program. Other reasons why participants do not complete, include not obtaining a minimum score (<3 bronze level) on any of the three WorkKeys Assessment that make up the National Career Readiness Certificate (NCRC), relocation, dismissal from the program for not meeting program requirements, or health problems.	61
	7
	15
	1
	39
	2
	37
	1
	21
	53
	25
	29
	11

For more information, please contact the WorkReadyNH program at 603-271-3333.

WorkReadyNH is a program of the New Hampshire Department of Education.

EDUCATION LEVEL

As in previous years the largest population served by WorkReadyNH (38%) has not continued their education/training beyond a high school degree. The educational levels remained relatively stable compared to last year with slight increases in the percentages of registrants with associates degrees (from 11% in PY14 to 14% in PY15) as well in the percentages of registrants that had taken or completed work beyond a bachelor's degree (from 8% in PY14 to 10% in PY15).

EDUCATIONAL LEVEL COMPLETED	NUMBER OF REGISTRANTS	PERCENTAGE
LESS THAN HIGH SCHOOL	41	5%
HS DEGREE/GED/ADULT DIPLOMA	157	38%
PART. ASSOCIATES OR CERTIFICATE PROGRAM	101	13%
ASSOCIATES DEGREE	71	14%
COMPLETED PART OF A BACHELORS DEGREE	34	4%
BACHELORS DEGREE	114	15%
TAKEN/COMPLETED WORK BEYOND A BACHELORS DEGREE	77	10%

WorkReadyNH: Program Summary, Intake Statistics & Performance Outcomes

WorkReadyNH is grounded in the National Career Readiness Certificate (NCRC) issued by ACT. The NCRC is a portable, evidence based credential that measures essential workplace skills and is a reliable predictor of workplace success. Graduates receiving an NCRC achieve one of four levels: Bronze, Silver, Gold or Platinum. The NCRC is tied to an extensive data base of career profiles. Each level represents demonstrated skill level and the ability to be successful in specific correlated jobs.

NCRC LEVEL	GRADUATES	PERCENTAGE
BRONZE		10%
SILVER		64%
GOLD		26%
PLATINUM		0%

Interagency Directors Group

Graduates of the WorkReadyNH program have gained employment in all of the following industries:

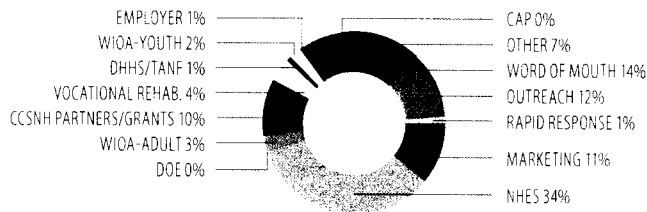
REFERRAL SOURCE

Our NH Works partners are the largest referral source for WorkReadyNH students with NHES, WIOA, VR, DOE and CCSNH referring a combined

63%

in PY15. The majority of our other referrals come from WRNH Outreach, Marketing and Word of Mouth. Often participants of our program are referred to us from multiple sources.

WORKREADYNH REFERRAL SOURCES



- Jacqueline Heuser**, Chair, Director of Office of Workforce Opportunity
- Chris Beauvais**, WIA Adult Statewide Director, Southern New Hampshire Services
- Beth Doiron**, Director of College Access and DoE Programs, Community College System of NH
- Lisa Hatz**, Director, NH Department of Education, Vocational Rehabilitation
- Cammy Nolin**, Administrative Support, Office of Workforce Opportunity
- Mark Jewell**, Administrator, Welfare to Work, Dept. of Health and Human Services
- Kim Runion**, Administrator, Bureau of Youth Workforce, NH Department of Education
- Pamela Szacik**, Employment Service Bureau Director, New Hampshire Employment Security

STATE OF NEW HAMPSHIRE DEPARTMENT OF RESOURCES AND ECONOMIC DEVELOPMENT



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