



RESOURCE GUIDE

Social and Support Services



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EDITED BY:

Dina DiGregorio Karlon

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Refurbished Computers for Students (free)

Give-it-Get-it free refurbished computer program for NH:

Contacts:

Jodi Martin at jmartin@giveitgetit.org; 207-322-6255

Steve Ropiak is assistant: sropiak@giveitgetit.org

History: CTAC used to provide reduced cost fee for refurbished computers. The owner died and the monies went into a fund to serve NH students. The computer is free. YES FREE!!! Jodi is very excited to work with schools and programs to provide free refurbished computers to NH students.

Steps:

1. Email Jodi and Steve to give them the heads up that someone from NH will be filling out app for a computer.
2. Go to Website: <https://giveitgetit.org/get-it/apply-for-it/individuals-families/>
3. Go To GET IT tab.
4. Click on "Apply for It"
5. Make sure student puts an address that is secure – this is where it will be shipped. IT will only take a couple of days to receive.
6. Important: advise students to KEEP the BOX the computer comes in. If there is an issue with troubleshooting (yes, they provide tech support) and they need to replace the computer, they will need it to be resent to them via the box.
7. On the application, fill in the following as listed below:
 - When the application asks for**
 - **Location:** NH
 - **Sponsor:** Jodi Martin (CTAC)
 - **Email:** jmartin@giveitgetit.org
 - **Phone:** 207-322-6255
8. Type of computer: they will need to chose between a desktop or a laptop.
9. There will be a question about what type of laptop – student or basic? If they are active in college, the student laptop should be selected. If they are in Adult Ed or job training, the basic is more than enough. For most of our students the student laptop would be selected.
10. What the student receives:
 - Laptop, Laptop bag with everything you need
 - In laptop bag there will have a sheet of paper that has tech support number on it. Should keep this.
 - Windows 11, Microsoft Office 2019, and Windows defender antivirus will be put on computer
 - Remote access will be on there in case there is an issue and you give consent to remote them in

Free Tax Preparation

The **United Way** (through a program called **VITA**) provides free tax preparation to individuals who earn an income of less than \$64,000 when filing (either individually or jointly). If your income is more than \$64,000, good news! You would still be eligible for free tax preparation through AARP (regardless of age – they provide support to those under age 50 as well).

If interested, the best place to start in January 2024 would be to go to nhtaxhelp.org; all the sites to make appointments will be available at that time. It will ask you to fill out a form, which will include contact information including your email. They will determine if you are eligible for VITA through United Way or should go through AARP.

Training/Education and Support Services Monies

WIOA:

WIOA process

1. Contact WIOA at (603) 647-4470, ext. 8047 or Trainingopportunities@snhs.org. When you contact them, request an appointment with one of their Career Navigators.
2. When they take information, share that you are an apprentice with the Dartmouth Health Medical Assistant Apprenticeship Program and are interested in applying for support services.
3. When you meet with them (not sure if in person or by phone), share with them your details and what support services you may be interested in.
4. You may want to ask about mileage option.

Apprenticeship NH:

Apprenticeship NH process

1. Email Cynthia Capodestria at ccapodestria@ccsnh.edu.
2. If possible, please put "Support Service Request" in the subject line.
3. In the email, please share that you are an apprentice with the Dartmouth Health Medical Assistant Apprenticeship Program and would like to apply for their support services.
4. Cynthia will send you a Support Service Request form, via Adobe Sign, and ask you to share with her why you need support, the specific items, estimated prices requested, etc. Please note: this Adobe Sign form often goes directly to your Spam, so please check there as well for the email.
5. If your need is scrubs, stethoscope, etc., she will send a purchase order to Super Shoes for \$400.
6. If you need mileage forms, she will set those up for you to complete, and will include a W-9 form to make you a vendor.
7. Any other kind of support will require prior authorization before you make any purchase.
8. Please copy me on the email you send to Cynthia.

WorkNow NH:

WorkNowNH is a FREE state program brought to you by the New Hampshire Department of Employment Security that is available to individuals enrolled in either the Granite Advantage Health Care Program or traditional Medicaid. The program provides support and assistance to qualified individuals to become job ready and to connect with hiring employers in order to enter into sustainable employment.

NHES will determine program eligibility and provide assessment and case management services. WorkNowNH can provide the following employment supports for eligible participants.

To get started, fill out and submit the Intake Form:



WNNH Intake
Form.pdf

WorkNowNH provides the following benefits to individuals that enroll.

Up to:

- \$5,000 in tuition payment
- \$500 in books, fees, and supplies
- \$160 a month for travel reimbursement up to 4 months
- \$100 for childcare registration fees

WorkNowNH provides the following employment services:

- 1-on-1 case management
- Referral to community services for those not yet ready for work
- Job search and job readiness assistance • Referral services to education, training, and apprenticeship programs
- On-the-job training programs

Direct job placement into employment Eligible members will have one of the following insurance carriers:

- AmeriHealth Caritas New Hampshire
- NH Healthy Families/Granite State Health Plan
- Well Sense Health Plan

Resources for Individuals with a criminal background

NH Employment Security: Reentry Program:

NH Employment Security developed a program in cooperation with the Department of Corrections to provide services to those currently in federal, state or county correctional facilities who are soon to be released. Services will include a series of workshops to be conducted and one-on-one assistance provided for resume assistance and barrier resolution. NHES with the support of employers will conduct mock interviews as well as recruiting events or job fairs within the correctional facilities. This will ensure that the participants are job ready and, in some cases, will have jobs available upon release. Most of the participants in the Reentry Program will also be eligible for the services provided through the WorkNowNH Program.

Employers who hire and retain WorkNowNH participants shall receive an OJT payment of 50% of earned wages for the specified training period, not to exceed 6 months or \$5,000, whichever comes first.

For more information, please contact New Hampshire Employment Security at WorkNowNH@nhes.nh.gov or call 1-833-658-4760

Incentives for Employers:

- A. Federal Bonding Program: <https://www.nhes.nh.gov/services/employers/federal-bonding.htm>
Federal Bonding Brochure: <https://www.nhes.nh.gov/forms/documents/fbp-trifold.pdf>
Federal Bonding Highlights of Program:
<https://www.nhes.nh.gov/services/employers/documents/fbp-highlights.pdf>

Local Bonding Service Coordinator:

NH Dept of Employment Security Joshua Kelly, State Bonding Service Coordinator

45 South Fruit Street, Concord, NH 03301

Phone: 603-228-4079

Fax: 603-229-4321

Email: Joshua.E.Kelly@nhes.nh.gov

B. Work Opportunity Tax Credit: NH contact –

Keith Badger

State WOTC Coordinator @ 603-228-4079 (Fax) 603-229-4321

Email: Keith.F.Badger@nhes.nh.gov or visit our web site @ www.nhes.nh.gov

Qualified Ex-Felons * * * This target group refers to any one who:

1) has been convicted of a felony under any statute of the United States or any state, **and**

2) has a hiring date that is not more than one year after the last date on which he/she was so convicted or was released from prison.

The tax credit for this target group is calculated at the rate of 25% of the qualified first-year wages up to \$6,000 for employees working at least 120 hours, but less than 400 hours. This allows a maximum credit amount of \$1,500. For employees working at least 400 hours or more, the credit is calculated at the rate of 40% of the qualified first-year wages up to \$6,000. This allows a maximum credit amount of \$2,400.

Other Resources:

- How do I talk about my conviction?
<https://www.careeronestop.org/ExOffender/FindAJob/GetInterviewReady/your-conviction.aspx>
 - Finding a Job with a Felony article: <https://exoffenders.net/finding-jobs-felony/>
 - Employers who hire ex-offenders: <https://exoffenders.net/employment-jobs-for-felons/>
 - Finding Work with a Criminal Record article: <https://alis.alberta.ca/look-for-work/find-work/finding-work-with-a-criminal-record/>
 - Assessing self and career activities:
<https://careerwise.minnstate.edu/exoffenders/workbook.html>
 - How to disclose: <https://www.mncareerpathways.org/exoffenders/create-plan/disclose.html>
-
- Resource book for professionals working with ex-offenders (Canadian – has some good information on building skills and employment) -
https://alis.alberta.ca/media/2121/www_exoffenders.pdf

Food Insecurity

Supplemental Nutritional Assistance Program (SNAP) -

<https://nheasy.nh.gov/>

Food Pantries – check out 211nh.org to search local area

Childcare

Childcare Aware - nh-connections.org

- Provides Child Care Resources for Families, including:

- Child Care portal to find providers and available child care
- Types of child care options
- NH Camps
- Quality Care and Child Development
- Family Resource Centers
- Emergency planning

Fuel and Electric Assistance

Southern NH Services (SNHS)a:

[Snhs.org/services/fuel-assistance](https://snhs.org/services/fuel-assistance)

The Fuel Assistance Program provides grant benefits from \$243 to \$2,419 for heating purposes that do not have to be repaid to eligible homeowners and renters for the winter season as follows:

- **If your heat is electric or natural gas**, bills from November 1st can be paid until your benefit amount is used up or the program year ends.
- **If your heat is from deliverable fuels, oil, kerosene, propane, wood or coal**, deliveries made from October 1st – April 30th can be paid until your benefit amount is used up or the program year ends.
- **If your heat is included in your rent and is NOT subsidized**, assistance will be provided in the form of heating vouchers issued in amounts of up to \$484 each month until your benefit amount is used up or the program year ends.

**If your heat is included in your rent and IS subsidized, you will not qualify for Fuel Assistance but you may qualify for Electric Assistance.*

Fuel Assistance FAQs:

If it looks like I am under or over the income guidelines, should I still apply?

Yes, we highly recommend if you are close to the guidelines that you still apply and let us make the determination regarding your eligibility for these reasons:

- Sometimes a person will be slightly over the guideline by their calculations but they are eligible by ours. That might be because there are some income types that are not counted or are only partially counted.
- If you are over income for the initial 30-day period, we are allowed to look back either at a "Year to Date" period or a full "365 days" to average out the income received over the past year. We cannot look beyond the 365 days.
- There are often instances when the Office of Strategic Initiatives adjusts the income guidelines during the year. If you are over income and then become eligible due to these changes, you will not need to reapply. Your application will be made eligible automatically and you will receive a letter in the mail telling you of your eligibility.
- We may have other funding available specifically targeted to households in an emergency that do not qualify for Fuel Assistance such as the **Neighbor Helping Neighbor Fund** with our partners at Eversource. You would not necessarily know about these, nor would you be eligible unless you apply for Fuel Assistance.

If I receive Section 8 or another subsidy, can I apply?

If your rent is subsidized but you pay your own heat, you can qualify for a Fuel Assistance benefit that will be payable to your fuel vendor.

If your rent is subsidized but the heat is included in the rent, you will be denied for Fuel Assistance. In this circumstance, you could be eligible for the Electric Assistance Program if you are responsible for your own electric costs and the bill is in your name or the name of another adult living in your household.

What happens when I call for an appointment?

You will be asked questions that will help the appointment clerk determine what you will need for your interview and may be given a separate date and time for your full interview. If a separate interview is scheduled, you will receive a letter in the mail confirming the date and time. The letter will also have a list of items that you need to have on hand for your phone interview. This documentation is needed to determine whether or not you are eligible.

What information or documentation will I need for the application process?

You will need a variety of information at different points in the application process including your first phone interview with an intake specialist. The types of information and documentation we recommend having ready if needed are as follows:

- Name, date of birth and social security number for each person in the household
- Statistical information only for each person in the household
 - Health insurance status (covered or not)
 - Student status and grade where applicable
 - Ethnicity
 - Disability pay (yes or no)
 - Food stamp recipient (yes or no)
 - Self-employment status (yes or no)
- Income documentation for all earned income by all people in the household for 30 days prior to your appointment date
 - Social Security, SSI & Survivor Benefits
 - Pensions
 - State Welfare Assistance
 - Workers Compensation
 - Unemployment Benefits
 - Child Support (received or paid out)
 - Bank Interest, Dividends & Annuities
- **If you are self-employed, receive commissions, have rental property or received a disbursement from an annuity or a retirement plan, you will need a full year of income with your most recent tax return to determine eligibility*
- Social Security cards
- Tax returns
- Type of heating fuel used
- Who is responsible for paying the heating bill (applicant or landlord)
- Number of rooms not counting halls or bathrooms
- Type of housing (single family, duplex or multi-residential)
- Most recent electric and fuel (natural gas, oil, propane, kerosene or wood) bills
- Residential status – owned or rented
- Homeowners must bring a copy of their mortgage statement
- Renters with heat included must have a Landlord Verification Form completed and signed by both the applicant and the landlord
 - Click **[HERE](#)** to download the Landlord Verification Form.

How long does the approval process take and how will I know if I qualify?

An intake person will process your application to completion within 30 days. The application must then be certified (reviewed) by a senior staff person to determine that the application was completed correctly. If so, the certifier will then enroll the applicant.

You will receive a letter from us in the mail either authorizing your benefit with an amount and to whom it is assigned OR a denial with a reason for the denial. If approved, your benefit is usually assigned to your heating fuel vendor if you pay your own heat or to your landlord if the heat is included in the rent. Your heating fuel vendor will receive a letter of credit telling them that you qualified assistance and the benefit amount.

Why would my application be denied and can I appeal?

If you are over income, did not provide all the documentation required, already received a benefit for the current program year, on subsidized rent where your heat is included in your rent or for other miscellaneous reasons, you may have your application denied. An explanation for your denial and a Fair Hearing notice will be provided to advise you of your rights in case you disagree with the findings.

How will my fuel bills be paid?

Fuel Assistance benefits are paid directly to the vendor on your behalf when the service is received up to the benefit amount or until the season ends. Once notified of your eligibility, fuel vendors will deliver fuel to your household and then will bill Southern New Hampshire Services for the amount you received.

If your heat is included in your rent, you will receive a heating voucher each month you receive a benefit which must be signed by you and your landlord before returning it to our office. Once signed and received, we will send a check to your landlord for the benefit amount.

What if I don't use the full benefit amount?

If you don't use the full benefit amount then the remaining amount will be returned to the general program.

Are there other programs available to help with heating fuel or electric bills?

Yes, if you apply for Fuel Assistance we will also have you apply for **Electric Assistance**. Depending on the outcome of your application and your situation, we may take an application for the **Neighbor Helping Neighbor** program or other emergency programs that might be available at the time.

What if you can't help me?

If our programs are not able to assist you, we would refer you to other places that might be a better fit for you. These might be Town or State welfare, churches or other agencies that may be able to meet your need.

If applicable, we would also refer to our other programs such as the **Senior Food Program (CSFP)**, **Head Start & Early Head Start**, and **Women, Infants & Children (WIC)**.

Financial Literacy Counseling (free)

Jaime Nadeau of Bangor Savings Bank:

Jaime.Nadeau@Bangor.com

Jaime is located in Manchester and will meet with people in person or via Zoom to provide free financial counseling. Person does not need to be a Bangor Savings Bank customer nor become one.

Other Free Financial Literacy Resources:

- [Bank of America's Better Money Habits](#) in English
- [Bank of America's Mejores Habitos Financieros](#) (en Espanol)
- [EverFi's free financial literacy resources for high school students](#)
- [FDIC 's Money Smart](#) in English
- [FDIC's Money Smart](#) en Espanol
- [Fidelity Financial Learning Lab for Teachers and Parents](#)
- [Fidelity Five Money Musts Interactive Game](#)
- [National Financial Educators Council](#) to access financial education; coaching; and standards, research & advocacy

Mental Health

Suicide Prevention Resources:

Crisis Lines:

National Suicide Prevention Crisis Hotline: 988 or www.NH988.com (chat)

Crisis Text Line: Text "HOME" to 741741

Trevor Project for LGBTQ+ Community: Text "Start" to 678-678 or call 1-866-488-7386

Concord:

- Mobile Crisis Response Team 1-844-743-5748

Nashua:

- Mobile Crisis Response Team 1-800-762-8191
- 24/7 Behavioral Health Crisis Support – 833-710-6477 (call or text)

Manchester:

- Mobile Crisis Response Team 1-800-688-3544

Non-crisis resources:

New Hampshire: NAMI NH- (800) 242-6264

Free anonymous mental health screening: <https://www.helpyourselfhelpothers.org/>

Concord:

- Riverbend - 1-844-743-5748 (844 7 HELP 4 U)

Nashua:

- Greater Nashua Mental Health Center - 603-889-6147

Manchester:

- The Mental Health Center of Greater Manchester – 603-668-4111

Recommendation: Download copy of behavioral health options/providers for a few different insurance companies, i.e., Medicaid, Medicare, Anthem, etc.

State Employment Agencies and Services (NH Works)

NH Works refers to America's Job Centers. There are 12 physical resource centers committed to assisting NH businesses and citizens in meeting their employment plans. Not all agencies listed below are in the same physical space, but they are all under the umbrella of NH WORKS.

Work Innovation and Opportunities Act (WIOA) for Youth – the goal is to increase level of academic competency, earn a post-secondary career/occupational credential, and provide career ladder employment that allows young person to become self-sufficient

- Must meet eligibility requirements
- 16-24 years old
- Financial and/or other barriers (i.e., court involved, pregnant or parent, disability, etc.)
- Presently through My Turn or JAG sites
- Offer funding for tuition for trainings

Bureau of Vocational Rehabilitation (VR) - (<http://www.education.nh.gov/career/vocational>) – the goal is to assist eligible NH citizens with disabilities to secure suitable employment and financial and personal independence by providing rehabilitation services.

- Must have a documented disability that impacts ability to find and maintain gainful employment
- Can provide funding for educational training (up to \$20,000 over 4 years)
- Staff are called Rehabilitation Counselors

Work Innovation and Opportunities Act (WIOA) for Adults (www.snhs.org) – Provide employment and training services to dislocated workers and economically disadvantaged individuals.

- Must meet financial eligibility
- Funding available (up to \$5500) for tuition for trainings
- Staff are called Career Navigators

Bureau of Adult Education – Provide a variety of educational opportunities to empower adults to become lifelong learners, to support individuals in identifying their potential academic and/or career goals, and to assist students to become active members in their communities.

- There are over 30 ABE centers across the state and they vary in terms of the services they provide. All provide some type of basic education, some are testing sites for HiSET, others provide credit-bearing classes, and still some provide apprenticeship opportunities.
- Eligible adults have not earned a high school diploma or equivalency, are learning English, and/or are below basic skill (below 9th grade in writing, math, and reading)

Community College System of NH (CCSNH) – provides the opportunity for a college education and career training that is affordable

- Offers boot camps, certificates, and associates degrees
- Both credit and noncredit options
- Apprenticeshipnh.com is run through the CCSNH

Supplemental Nutrition Assistance Program – Employment and Training (SNAP E & T) – attached to SNAP is a voluntary program for Employment and Training, which assists with the following:

- Career counseling
- Tuition & support services funds
- Job Readiness & Job Search
- Case Management

- Referrals to community agencies

NH Employment Program (NHEP) – an employment support program that provides assistance to eligible families with able-bodied parents and assists those parents in becoming self-sufficient by promoting work through provision of employment support and training services

- Work program associated with Temporary Assistance for Needy Families (TANF) cash
- Funding for tuition (\$1575)
- Funding assistance for transportation, books and supplies, car registration, child care costs, dental assistance, and more
- Staff are called Employment Counselor Specialists
- Workplace Success is a provider for employment services, including internships and OJT

Bureau of Apprenticeship – offered through the Dept. of Labor (DOL); offers full time employment combined with both On-the-Job trainings and related career classroom experience

- Offers national credential
- One-to-one mentor
- Graduated pay increase through program

Senior Community Service Employment Program (SCSEP) - funded through DOL through grants. They develop skills and confidence to gain work experience through placement in a variety of community service Assignments.

- 55+ years old
- Unemployed
- Income eligible
- Averages 20 hours a week
- Paid minimum wage

NH Employment Security (www.nhes.nh.gov) – helps people find work through work search programs, employment information, and economic and labor market information (LMI); assist employers with job openings and economic and LMI to help employers make informed decisions about their business, relative to the community.

- Unemployed/underemployed
- Recipients of unemployment insurance
- Staff are called Employment Counselor Specialists
- **WorkNow NH** – funding for training and skill development for people who are either on or eligible to receive Medicaid.
 - Can provide up to \$5000 (for two years – up to \$10,000), \$500 for books and supplies, mileage, and other supports

More Details on State Service Agencies

WIOA YOUTH

Who is Eligible?

- Between the ages of 16 and 24
- Authorized to work in the U.S.
- Not attending or enrolled in secondary school or credit bearing postsecondary school
- Low Income (TANF eligibility would qualify)

- There are other barriers in that would make people eligible, but low income will automatically make all our participants eligible. Most common barriers you might encounter are:
 - School Drop Out
 - Homeless
 - Offender (Justice Involved)
 - Pregnant or Parenting
 - Disabled (Must be documented)

Services Provided:

- Intensive 1 on 1 case management (could be several times a week)
- Career portfolio creation (Including soft skills development)
- Assistance with obtaining secondary diploma or HiSET
- Paid and unpaid work experiences
- Training in short-term high impact credentialing programs (i.e., Micro Electronics Boot Camp or LNA training)
- Supportive services
- Assistance with finding employment
- Comprehensive guidance and counseling (Adult 101)
- Follow-up services for 12 months post-employment

How to refer?

- Participant signs Partners ROI form and NHEP staff sends to WIOA YOUTH contact.
- Call or email WIOA YOUTH contact.
- Send signed release of information.

MY TURN Out of School Youth (OSY) Program Locations

Greater Nashua OSY: Franchesca Alcala

- 484-3180
- falcala@my-turn.org

Greater Nashua Manufacturing Program: Holly Joseph

- 361-7357
- hjoseph@my-turn.org

Lakes Region OSY (Located in Franklin): Becca Antoine

- 275-0203
- bantoine@my-turn.org

Greater Rochester OSY: Laurie Basham

- 335-1177
- lbasham@my-turn.org

Greater Manchester OSY: Bryan Boilard

- 507-1568
- bboilard@my-turn.org

Manchester Adult Education & HiSET Academy: Laurilee Hurley

- 682-6517
- lhurley@my-turn.org

NH JAGS Out of School Youth (OSY) Program Location

Concord LNA Training Program: Janet Arnett

- 647-2300
- 227-1313

VOCATIONAL REHABILITATION NH

Who is eligible?

Must meet all 3 criteria:

- have a physical or mental impairment
- have a substantial impediment to employment
- require Vocational Rehabilitation services to become employed, maintain employment or advance in employment

(People receiving SSI or SSDI benefits who want to work are presumed eligible)

Important notes about eligibility:

- If you have someone who has a disability but does not have documentation, still refer the participant. VR will have participant sign a release to obtain documentation from doctors, schools and other contacts to help determine eligibility.
- If there is no documented disability but one is suspected, still refer participant. VR may be able to do necessary testing to determine if a disability exists.

Services provided (some examples):

- on-the-job training, technical training and post-secondary education
- job search assistance
- books, supplies, tools
- assistive technology
- orientation and mobility
- other necessary services for successful employment

Referral Process:

- Participant signs Partners ROI form.
- Call and provide contact information for participant to receptionist.
- Participant will be and called to schedule an intake appointment with a Rehabilitation Counselor and sent paperwork to complete.

VR Program Locations

- Berlin Regional Office 1-888-300-9550
- Concord Regional Office 1-800-299-1647
- Keene Regional Office 1-800-620-7688
- Manchester Regional Office 1-800-627-9304
- Nashua Regional Office 1-800-635-9614
- Portsmouth Regional Office 1-800-882-2744
- Services for Blind and Visually Impaired 1-800-581-6881

WIOA ADULT

Who is eligible?

- Recipients of public assistance (so all of our participants)
- Individuals who are Basic Skills Deficient (Those unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job; a **youth** with English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test).

Services Provided:

- Development of a Career Pathway
- Occupational Skills Training

- Individual Training Account (ITA) - Classroom Based Training (not to exceed \$6500 in tuition)
- On-the-Job Training (OJT) – 50% wage reimbursement (not to exceed 6 months or \$6500)
- Apprenticeship – may combine an OJT with classroom training
- Basic Skills Training
 - ESOL Classes, HiSET Prep, basic computer training, prerequisites,
- academic skill building
- Support Services
 - Mileage Reimbursement
 - Auto Repairs
 - Uniforms/work clothing
 - Child Care
 - Utility payment
 - Rent
 - Phone
- Follow-up services for 12 months post-employment

Referral Process

- Required:
 - TANF Clock,
 - Case & A/G Inquiry screen, and
 - Signed NH Works Release of Information
- Optional:
 - Copy of resume/job search tools
 - Any assessments completed
 - Documentation to provide proof of the following: SSN, Age, Residence, Selective Service, Income, etc.

WIOA Adult Program Locations

NAME	Position	Office	E-MAIL	PHONE #
Donzello, Jean	WIOA Career Navigator	Concord Laconia	jean.e.donzello@nhes.nh.gov	603-229-4428 Cell: 603-486-4605
Hooker (Haley), Ginny	WIOA Career Navigator	Manchester	virginia.e.hooker@nhes.nh.gov	656-6503 ext. 66503 Cell: 603-486-4603
Moriarty, Kathy	WIOA Career Navigator	Nashua Salem & NAS	katherine.moriarty@nhes.nh.gov	603-870-5622 Cell: 603-486-4593
Pacheco, Jennifer	WIOA Career Navigator	Portsmouth Somersworth	jennifer.r.pacheco@nhes.nh.gov	559-9130 ext. 19130 Cell: 603-486-4295
		Keene		

Piaseczny, Mike	WIOA Career Navigator	Claremont	Michael.T.Piaseczny@nhes.nh.gov	603-358-5813 Cell: 603-486-4612
Sacco, Sara	WIOA Statewide Career Navigator	Berlin / Conway / Littleton	sara.j.sacco@nhes.nh.gov	603-880-5211 Cell: 603-486-4591
Aure, Hope	WIOA Job Placement Specialist	Portsmouth	haure@snhs.org	430-4903 Cell: 477-4913
Russell, Matt	WIOA Statewide Administrator	SNHS	mrussell@snhs.org	668-8010 ext. 6137 Cell: 603-345-0231
Ugarte, Michael	WIOA Quality Assurance Manager	SNHS	mugarte@snhs.org	668-8010 ext. 6031 Cell: 603-630-0470
Hart, Michelle	WIOA Statewide Program Manager	Statewide	mhart@snhs.org	Fax: 431-2916 Cell: 207-475-2363
Griffin, Maureen	WIOA Program Specialist	Statewide	mgriffin@snhs.org	647-5480 ext. 6216 Cell: 603-486-4392

ADULT EDUCATION

Sarah Wheeler, Administrator
Sarah.L.Wheeler@doe.nh.gov
 271-6701

Who is eligible?

- Adult Basic Education (ABE)
 - At or below 9th grade level
 - 18+ **and** Not Enrolled in School
- Adult Secondary Education (ASE)
 - 16+ for high school classes for graduation (Adult Diploma track)
 - 16-17 year-olds for HiSET preparation and test registration must receive parent permission and submit a waiver
 - General population for skill building for Postsecondary Ed or training (i.e., nursing student who needs a chemistry class)
- Integrated Education & Training (IET)
 - General population
- Adult Education and Literacy Services & Integrated English Literacy & Civics Education (IELCE)
 - English for Second Language Speakers will take an assessment to identify if they are eligible
- Statewide Professional Development
 - Any educator or partner staff

Services include:

- Adult Basic Education (ABE)
 - Reading, Writing, Math classes (In-person, online, or hybrid)
 - One-on-one tutoring

- Adult Education and Literacy Services (from basic to advanced English language reading, writing, and speaking skills)
- Integrated English Literacy & Civics Education (IELCI)
- Adult Secondary Education (ASE)
 - HiSET Prep
 - HiSET Testing
 - Adult Diploma Program
- Integrated Education & Training (IET)
 - Academic Skills
 - Workforce Preparation
 - Occupational Skills Training
- Statewide Professional Development
 - Technical Assistance for WIOA and state funded programs
 - Evidence-based, instructional practices including promising modules and best practices
- Digital Literacy Assessment & Training

Referral Process

- Participant signs Partners ROI form.
- Call or email local Adult Learning Center to share participant contact information.

What location offers what programs?

Adult Education & Literacy Programs (AEL)

Berlin, Claremont, Concord (2), Derry, Dover, Exeter, Keene, Laconia, Lebanon, Littleton, Manchester (4), Nashua, Plymouth, Portsmouth, Salem, Tamworth

Integrated Education & Training (IET)

Dover, Keene

Integrated English Literacy & Civics Education (IELCE)

Concord, Dover, Keene, Manchester, Nashua

Adult Diploma Program (ADP)

Bedford, Claremont, Concord, Derry, Dover, Exeter, Franklin, Goffstown, Hampton, Nashua, Northumberland, Pembroke, Peterborough, Rochester, Salem, Tamworth

HiSET Testing Center (HSE)

Berlin, Claremont, Concord, Derry, Dover, Exeter, Franklin, Goffstown, Keene, Laconia, Littleton, Londonderry, Manchester, Nashua, Plymouth, Salem, Tamworth, Wakefield

COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE

A. Programs -

Certificates & Associates Degrees – over 200 options (see Program Grid)

Boot Camps & Noncredit Credential Programs – on individual college websites

B. ESMI – electronic career coach

(<https://ccsnh.emsicc.com/?radius=®ion=State%20of%20New%20Hampshire>)

Categories: Take Career Assessment, Browse Careers, Browse Programs, Build Your Resume, and Veteran Services

C. Apprenticeship NH – <https://apprenticeshipnh.com/> Earn while you learn model

5 Components:

- Employer driven
- Structured on-the-job learning
- Classroom education
- Progressive wages
- Nationally recognized industry certificate

Contact person:

Vanessa Rashid

Apprentice Outreach and Resource Coordinator

(603) 230-3533

vrashid@ccsnh.edu

D. **WorkReady NH** - A practical, tuition-free, program tailored to meet the needs of job seekers and career builders as well as provide specific skills that employers are looking for in their current and future employees. Offered at all colleges. Visit their website:

CCSNH.edu/Workreadynh

Who is eligible:

- A NH resident
- 16 years of age or older
- Ability to read at a 6th grade reading level

They cover:

- | | |
|--------------------------|---------------------------|
| * Showcasing your Skills | * Business Ethics |
| * Employer Expectations | * Workplace Sensitivity |
| * Conflict Resolution | * Effective Communication |
| * Building Better Teams | * Critical Thinking |

Earn 2 Certificates (neither is considered an industry-recognized credential):

- WorkReadyNH Certificate Issued by the Community College System of NH
- National Career Readiness Certificate Issued by ACT

Contact person:

Loula Kalampalikis

Statewide WorkReadyNH Director

(603) 230-3534

akalampalikis@ccsnh.edu

E. **Early College** (high school students) – student can earn dual credits – high school and college credits at the same time.

- a. Running Start – can take college courses identified as RS courses in their high schools
- b. Early College – Take certain college classes at the Community College for a reduced rate
- c. E-College -take online college courses through Community College system for \$100

SNAP Employment & Training (E & T)

NH SNAP E & T is a voluntary workforce program for SNAP recipients aimed to improve the economic mobility of every participant providing high quality job training, education, and support services.

Who is eligible?

- SNAP recipient in month they participate in a component (except job retention)
- Do not receive TANF cash assistance
- Are able to work upon program completion

Services Provided

- Case Management
- Job Readiness
- Education & Training
- Support Services Funds
- Job Search
- Post-employment support

www.dhhs.nh.gov/snap-et

Contacts

Briana Williamson

SNAP E & T Program Specialist II

(603) 271-9483

Briana.L.Williamson@dhhs.nh.gov

Dina DiGregorio Karlon

Career & Training Coordinator at MCC

(603) 206-8197

Dkarlon@ccsnh.edu

NH EMPLOYMENT SECURITY

Dijana Radujkovic

Assistant Director of Employment Service Bureau / Operations

603-229-4309

Dijana.Radujkovic@nhes.nh.gov

NH Employment Programs

1. Dislocated Worker

Who is eligible?

- Laid off /Notice of layoff
- Displaced homemaker
- Some formally self-employed

General Eligibility Criteria

- Receiving UI, or Have Exhausted UI Benefits
- Residency – NH State Resident
- Citizenship/Eligible to Work in US
- Selective Service Registrant

Basic Career Services

- Basic Career Services- Self-directed or required very little staff intervention
- Individualized Career Services- Requires moderate staff assistance
- Support Services offered to unemployed adults unable to get hired after receiving a basic service

- Support Services offered to employed adults to obtain or retain employment after receiving a basic service
- Training Services- those unable to obtain/retain employment after receiving one basic and one individualized service

2. WorkNow NH

Who is eligible?

- A Granite Advantage beneficiary (set at 133% of the Federal Poverty Level) or
- Traditional Medicaid recipients

Services

- \$5,000 in tuition payments including basic education costs
- \$500 for books, fees and supplies
- \$160 a month for travel reimbursement up to 3 months; (1 additional month of reimbursement is available, if the participant is in approved training)
- \$100 for child care registration fees
- Up to \$5,000 reimbursement for a period not to exceed six months to entities hiring through an On-The-Job Training (OJT) contract
- Intensive case management
- Job search and job readiness assistance
- Referral services to education/training/apprenticeship programs
- Referral to community services for those who are not work ready
- On-The-Job employment placement
- Direct job placement

3. WorkInvest NH

- For employers

4. Reentry Program

Who is eligible?

- Behind the Wall
- Underserved population
- 6 - 12 months prior to release
- Services continue after release

Services Provided

- Provides services to those currently in federal, state or county correctional facilities who are soon to be released.
- Services will include a series of workshops to be conducted and one-on-one assistance provided for resume assistance and barrier resolution.
- NHES with the support of employers will conduct mock interviews as well as recruiting events or job fairs within the correctional facilities.
- Ensures participants are job ready and in some cases will have jobs available upon release.
- The majority of the participants in the Reentry Program will also be eligible for the services provided through the WorkNowNH Program upon release.

5. Federal Bonding - 603-228-4079 <http://bonds4jobs.com/>

Who is eligible?

- Any at-risk job applicant is eligible for bonding services, including: ex-offenders, recovering substance abusers (alcohol or drugs), welfare recipients and other persons having poor financial credit, economically disadvantaged youth and adults who lack a work history, individuals dishonorably discharged from the military, and others

- Anyone who cannot secure employment without bonding
- All persons bonded must meet the legal working age set by the State in which the job exists
- Self-employed persons are NOT ELIGIBLE for bonding services (bondee must be an employee who earns wages with Federal taxes automatically deducted from paycheck)
- Bonds can be issued to cover already employed workers who need bonding in order to (a) prevent being laid off, or (b) secure a transfer or promotion to a new job at the company
- Bonding coverage can apply to any job at any employer in any State

What is it?

- Insurance to protect employer against employee dishonesty
- Covers any type of stealing: theft, forgery, larceny, and embezzlement
- In effect, a guarantee of worker job honesty
- An incentive to the employer to hire an at-risk job applicant
- A unique tool for marketing applicants to employers
- **DOES NOT** cover "liability" due to poor workmanship, job injuries, work accidents, etc.
- **Is NOT** a bail bond or court bond needed in adjudication
- **Is NOT** for self-employment (contract bond, license bond or performance bond)

6. WOTC

Who is eligible?

- SNAP Recipient
- Long-term TANF Recipient
- SSI Recipient
- Vocational Rehabilitation Referral
- Long-term unemployed
- Ex-offender
- Veteran

What is it?

- WOTC is a Federal tax credit available to employers who hire and retain veterans and individuals from other target groups with significant barriers to employment. There is no limit on the number of individuals an employer can hire to qualify to claim the tax credit.
- Maximum tax credits between \$2,400 and \$9,600.

7. RTW

Who is eligible?

Employer Eligibility

- Must be NH Employer
- Must have a full time or part time position available
- Must be willing to provide a true training opportunity
- Must certify that they will not pay any wages or payment of any kind
- Must agree to provide information requested by the Agency
- Must agree that an employee shall not be displaced nor have any impact on a promotion due an existing employee
- Must certify the training opportunity is not due to lockout or strike

Trainee Eligibility

- Must be eligible to receive NH unemployment compensation benefits or be an unemployed or under employed NH resident
- Must desire new strengths, skills, or experiences
- Must continue to look for work, unless otherwise exempt
- Must certify they understand there is no guarantee of a job
- Must attend mandatory orientation in a One Stop Center
- Must agree to provide information requested by the Agency

Must agree to report any missed training or changes to training program

What is it?

- A voluntary program to provide a structured, supervised training opportunity to unemployed individuals in NH. Eligible claimants may continue to collect unemployment compensation while in training. The training program may be up to six weeks, and a maximum of 24 hours per week. Claimants must continue to file weekly continued claims to receive benefits and conduct a work search during non-training time unless otherwise exempted.

8. Veteran Services

Services

- Veterans receive priority of service.
- 1-on-1 assistance with job searching.
- Staff will do outreach to employers on behalf of veterans.
- All job orders that are entered into Job Match System (JMS) are placed on veterans hold for 24 hours to offer priority of service.

Job Matching System (JMS) - <https://nhworksjobmatch.nhes.nh.gov/vosnet/Default.aspx>

1. Employment Services

- Find Job Openings – multiple ways to identify current job openings.
- Job Market Trends – see current market trends based on available job orders.
- Letter Builder – easy to use tool to help create, store and update letters job seekers need during a job search.
- Employers Posting Jobs – find detailed information on Employers posting jobs.
- Virtual Recruiter – schedule a recurring search for job openings.
- Resume Builder – easy to use tool to help create, store, update and post resume online.
- Career Services – view step by step guides to take to follow the path of selecting the ideal career or occupation with Career Explorer, Career Informer and Job Market Explorer.

2. Educational Services

- Training Providers and Schools – locate information on specific training providers and schools, including the programs they offer and their web sites.
- Training and Education Programs – locate a training or educational program that is related to a specific occupation or field.
- Online Learning Resources – explore websites that offer a variety of free online learning and training courses.
- Education Profile Informer – access labor market information on education programs in a selected area.
- Scholarship Search – search for scholarships with specific academic qualifications.

3. Labor Market Services

- Labor Market Facts – answers commonly asked questions about the local labor market.
- Area Profiles – summary of the labor market in a selected area.
- Industry Profile – labor market information on industries in a selected area.

- Occupational Profile – labor market information on education programs in a selected area.

Economic & Labor Market Information (<http://www.nh.gov/nhes/elmi/>)

- **Employment & Wage Data** - Hourly wage and employment estimates by occupation.
- **Economic Conditions** - Local area and statewide statistics relating to unemployment rates.
- **Employment Projections and Job Outlook** - Estimates and employment projections through 2022.
- **NH Community Profiles** - Provides information on the 234 incorporated cities and towns in NH.

NH Job Search Portal

- Created during the pandemic in 2020 to quickly post positions for employers and to make it easy for those looking for work to search as well
- No log in required for job seekers or employers
- Search by region, town, occupation and full time or part time
- Inquiries can be made to covidrecruite@nhes.nh.gov
- Check out the portal at www.nhjobs.nh.gov

State Offices

- **Berlin**
 - 151 Pleasant St.
 - 603-752-5500
- **Claremont**
 - 404 Washington St.
 - 603-543-3111
- **Colebrook**
 - 118 Main St., Ste. 2A
 - 603-237-5859
- **Concord**
 - 45 South Fruit St.
 - 603-228-4100
- **Conway**
 - 518 White Mountain Rd.
 - 603-447-5924
- **Keene**
 - 149 Emerald St.
 - 603-352-1904
- **Laconia**
 - 426 Union Ave., Ste. 3
 - 603-524-3960
- **Littleton**

- 646 Union St., Ste. 100
- 603-444-2971
- **Manchester**
- 300 Hanover St.
- 603-627-7841