



Appendix III

Additional Programs and Services

211 NH

For everyday needs and difficult times, **2-1-1** is your connection to thousands of resources across New Hampshire, including basic requirements that need to be met to support your job search efforts, such as food, clothing and shelter. Just dial **2-1-1**. Toll free outside New Hampshire: 1-866-444-4211.

TTY line: 1-603-634-3388

Be sure to apply for all the assistance for which you qualify.

For more information visit: www.211nh.org

Apprenticeships

Registered Apprenticeship helps mobilize America's workforce with structured, on-the-job learning in traditional industries such as construction and manufacturing, as well as new emerging industries such as health care, information technology, energy, telecommunications and more.

Registered Apprenticeship connects job seekers looking to learn new skills with employers looking for qualified workers, resulting in a workforce with industry-driven training and employers with a competitive edge.

For more information visit: <https://www.nhes.nh.gov/elmi/career/apprentice>

Community Action Agencies

The Community Action Agencies, which are strategically located across the state, offer a wide variety of community based support services:

- Energy and Utility Assistance, Fuel Assistance & Weatherization
- Housing and Homelessness Prevention Programs
- Nutrition, Hunger Prevention & Health Services
- Women, Infant & Children (WIC)
- Child Care, Head Start & Family Support Services
- Programs for Elderly and Disabled
- Information & Referral and Outreach
- Emergency Crisis Intervention
- Multicultural, Community Volunteer Services

Each Community Action has their own website because they are individual non-profit organizations, and depending on local need, some programming may vary.

For more information visit the following websites:

Community Action Program Belknap-Merrimack Counties, Inc.

www.bm-cap.org

Community Action Partnership of Strafford County

<http://www.straffordcap.org>

Southern NH Services

www.snhs.org

Southwestern Community Services, Inc.

www.scs-helps.org

Tri-County Community Action

<http://www.tccap.org>



Community College System of New Hampshire (CCSNH)

CCSNH is NH's public two-year community college system. Each of the seven community colleges offers associate degree, certificate, and skill-based training programs that provide the opportunity for a college education and career training that is both affordable and accessible. The Community College System of New Hampshire meets a wide variety of needs and serves multiple constituencies.

CCSNH provides opportunities for learners of all ages including:

- Students seeking an affordable first two years of a four-year degree
- Career changers and dislocated workers
- Place bound learners
- Incumbent workers updating professional skills
- High school graduates seeking college preparatory coursework
- Current high school student earning concurrent enrollment credit

The CCSNH is present in every region of the state. Students may enroll in credit or non-credit courses, part time or full time. Classes are offered days and evenings. Many courses are offered completely on-line providing "anytime, anywhere" access over the Internet. In addition, through *CCSNH's Running Start program*, high school students may earn dual high school and college credit for courses taught in their high schools. Admissions, financial aid, and additional information are available at each campus and on the web.

For more information visit: <http://www.ccsnh.edu>

Ex-Offenders – Job Search Help

Don't let your record keep you from finding and keeping a job after your release. CareerOneStop's Job Search Help for Ex-Offenders is for anyone with a criminal record. You'll find tips, information and resources to help you explore careers, learn about training and school options, search for, apply for, and begin a new job.

For more information visit: <https://www.careeronestop.org/exoffender>

Healthcare - Covering New Hampshire

Covering New Hampshire is the official resource for Granite Staters to learn about the Health Insurance Marketplace and the affordable health insurance plans that are now available to you.

For more information visit: www.coveringnewhampshire.org

Job Corps – New Hampshire

Job Corps is a no-cost education and career technical training program administered by the U.S. Department of Labor that helps young people ages 16-24 improve the quality of their lives through career technical and academic training. Their mission is to teach eligible young people the skills they need to become employable and independent and place them in meaningful jobs or further education.

Visit: <https://newhampshire.jobcorps.gov>

NHCarePath



In New Hampshire, there are many paths available to help people of all ages live better in their communities. NHCarePath connects you to a range of information, assistance, and care throughout New Hampshire, from caregiver resources and services for aging, disability and independent living to counseling and financial planning tools. NHCarePath also connects you to statewide partners that provide services and supports, including:

- Area Agencies offering developmental services
- Community Mental Health Centers
- Department of Health and Human Services (DHHS)
- ServiceLink

If you're a caregiver, family member, older adult, a person living with a disability, or anyone wanting to access services and supports in New Hampshire, call 1 (866) 634-9412 to find assistance with your individualized needs.

For more information visit: <https://www.nhcarepath.dhhs.nh.gov>

New Hampshire Department of Education, Bureau of Adult Education

The mission of the NH Bureau of Adult Education is to provide a variety of educational opportunities to empower adults to become lifelong learners, to support individuals in identifying and achieving their potential academic and/or career goals and to assist students to become active participants in their communities.

In addition to funding and monitoring more than 50 adult education programs across the state, the Bureau administers the high school equivalency testing program and issues the NH High School Equivalency Certificate.

Many adult education programs also receive local funding and work closely with community business leaders to meet their adult education needs. Examples of locally funded projects include workplace literacy programs, Bridge programs and occupational skills training.

For eligibility guidelines, adult education center locations and programs, and more detailed information visit the following **Adult Education Resources**:

To request a High School Equivalency Transcript

<http://education.nh.gov/career/adult/equivalency-test-transcript.htm>

NH High School Equivalency Testing Information

<http://education.nh.gov/career/adult/equivalency-test-test.htm>

HiSET Information

<https://hiset.ets.org/>

NH Adult Education Program Locations

<http://www.nhadulted.org/locations/>



New Hampshire Department of Health and Human Services (DHHS)

The largest agency in New Hampshire state government is responsible for the health, safety and well-being of the citizens of New Hampshire. DHHS provides services for individuals, children, families and seniors, and administers programs and services such as mental health, developmental disability, substance abuse, and public health. This is accomplished through partnerships with families, community groups, private providers, other state and local government entities, and many citizens throughout the State who help make New Hampshire a special place to live.

For more information visit: <https://www.dhhs.nh.gov/>

NH Vocational Rehabilitation (NHVR)

The mission of New Hampshire Vocational Rehabilitation is to assist eligible New Hampshire citizens with disabilities secure suitable employment and financial and personal independence by providing rehabilitation services. NH Vocational Rehabilitation works with individuals with disabilities & employers toward eliminating, reducing or circumventing the barriers created by a disability or disabilities that have prevented the person from becoming employed, and/or maintaining their employment.

NH Vocational Rehabilitation:

- Assists individuals with disabilities explore their interests, aptitudes, goals, values, experiences and choices toward identifying an employment goal
- Aides in identifying the barriers to employment and the resources needed to overcome or circumvent those barriers
- Provides services, counseling and support to assist individuals with disabilities achieve their employment goals
- Offers technical assistance and support to businesses and employers who hire individuals with disabilities.

For more information visit: <https://www.education.nh.gov/career/vocational>

On-The-Job Training

Participants earn a salary from day one while being trained and mentored at the job site. Training takes place in a normal work day setting which can be in the public or private sector. Training is normally one to one. Instructions are provided for hands-on training of the specific job tasks and functions. Duration of the job will depend upon the complexity of the job. Since training takes place within a normal work day setting, employers are reimbursed by grants or other entities for taking the time away from usual production to train an employee. Reimbursement is normally 50% of the trainee's salary for a specified period of time. Salary level of the trainee increases as their skill level and knowledge increases.

For more information contact or visit your [local American Job Center](#).

Pathway to Work Program

The Pathway to Work initiative is a voluntary program to assist unemployed claimants start their own businesses. The program allows eligible unemployed claimants to continue to receive their unemployment benefits while working full time to start businesses in New Hampshire. Financial support is provided while they access the resources and training they need to get their business off the ground. New Hampshire



partners with the Small Business Development Center (SBDC) to provide the resources and training as well as guidance on starting their business.

Who is eligible?

- Unemployed;
- Collecting NH unemployment compensation benefits; and
- Identified as likely to exhaust regular unemployment insurance benefits available; and
- Willing to work full time to start a business in New Hampshire.

For more information visit: <https://www.nhes.nh.gov/nhworking/pathwaytowork>

Return to Work Initiative

The Return to Work initiative is a voluntary program to provide a structured, supervised training opportunity by a qualified NH employer to eligible NH unemployed individuals over the age of 18, while continuing to collect unemployment compensation, if eligible. This program is an opportunity for a trainee to get their foot in the door and learn new skills and an opportunity for an employer to train without the accompanying costs. The training must be authorized through NHES prior to the beginning of the training. Workers' Compensation coverage is provided by NHES. The training program may be up to six weeks, and a maximum of 24 hours per week, during a Benefit Year. While in approved training, claimants must continue to file weekly continued claims to receive benefits and conduct a work search during non-training times unless otherwise exempted.

For more information visit: <https://www.nhes.nh.gov/nhworking/return>

Senior Community Service Employment Program

The Senior Community Service Employment Program (SCSEP) is a community service and work-based job training program for older Americans. Authorized by the Older Americans Act, the program provides training for low-income, unemployed seniors. Participants also have access to employment assistance through American Job Centers. Participants must be at least 55 years of age, unemployed, and have a family income of no more than 125% of the federal poverty level.

SCSEP participants develop skills and confidence and gain work experience through placements in a variety of community service assignments at non-profit and public facilities including health care services, clerical and office support, cooking and kitchen duties, maintenance and repair, child care, customer service and retail sales. Participants work an average of 20 hours per week at their assignments and are paid minimum wage. They are covered by Workmen's Compensation and are offered an annual Physical exam at no charge.

New Hampshire has two Senior Community Service Employment Program providers covering the ten counties in the state.

- The National program is administered and operated by Boston ABLE Network and covers Carroll, Cheshire, Coos, Grafton, Hillsboro, Strafford and Sullivan counties.
- The state program is administered by the N.H. Department of Resources & Economic Development – Office of Workforce Opportunity and operated by the Community Action Program, Belknap-Merrimack Counties, Inc. and covers Belknap and Merrimack Counties.
- The national and state SCSEP programs share responsibility for Rockingham County.



For more information visit: Community Action Program Belknap-Merrimack Counties Inc.: www.bm-cap.org
or Operation Able of Greater Boston: www.operationable.net

ServiceLink

The ServiceLink Aging and Disability Resource Center is a Program of the NH Department of Health and Human Services.

ServiceLink Resource Centers are trusted places in your community to get answers about healthcare and other services. ServiceLink serves people of all ages, income levels and abilities and staff are available during normal business hours Monday to Friday. After hours appointments are available as needed. The professional staff will provide you with the most up-to-date and unbiased information about resources available where you live.

For more information visit: www.nh.gov/serviceLink

Small Business Development Center (SBDC)

The NH SBDC's services are offered in regional offices and satellite locations by certified business advisors who provide one-on-one long-term management advising to small businesses at no cost to the client. SBDC business advisors are experienced business owners and managers and are certified through the New England SBDC Professional Development Program.

Client companies come from all sectors seeking advice on financing, improving operations, business sustainability best practices, bringing new products to market, and where to start in launching a new business or purchasing an existing one.

They offer free online courses in their e-Learning for Entrepreneurs program, resources and tools in their Resource Center, and environmental management advising and education through the Business Sustainability Program.

For more information visit: <https://www.nhsbdc.org/about>

Trade Act Program

The Trade Adjustment Assistance (TAA) program is available through the Trade Act of 1974 to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports and certain shifts of production and/or services to other countries. Under this program, workers may be eligible for training, job search allowance, relocation allowance, and reemployment services. Additionally weekly Trade Readjustment Allowances (TRA) may be payable to eligible workers when they exhaust their unemployment benefits.

Reemployment Trade Adjustment Assistance (RTAA) under the Trade Act of 2009 allows workers at least 50 years of age who become reemployed after separation from the Trade certified company to receive 50 percent of the difference between their previous wage and new wage. They may collect for a period of two years, up to a maximum of \$12,000. The Trade Adjustment Assistance Extension Act of 2011 amended the maximum amount to \$10,000.00.

For more information visit: <https://www.nhes.nh.gov/services/employers/trade-act>



Veterans and Eligible Spouses

Veterans and eligible spouses are given priority of service for the receipt of employment, training and placement services in all workforce programs funded by the Department of Labor. This means that those veterans or eligible spouses, who meet all the eligibility requirements for a program or service, receive access to that program or service either earlier than others who are not eligible for priority of service, or if resources are limited, the veteran or eligible spouse receives access to the service or resource instead of or before others.

If you are a veteran or eligible spouse, please identify yourself as such when inquiring about any NH Works programs or services or upon visiting a NH Works office. By doing so, you will be able to take full advantage of this priority.

For more information on veteran's resources and programs refer to the [NH Veterans' Resource Directory](#).

WorkReady NH

Need to improve/enhance your soft skills? WorkReady NH is a tuition-free workforce development program for career-minded individuals who want to improve their workplace skills and add a nationally recognized credential to their Resume.

WorkReady NH is tailored to meet the needs of job seekers and career builders as well as provide training in the specific skills employers are seeking in their current and future employees.

For more information visit: <http://www.ccsnh.edu/workforce-training/workready-nh>