STATE OF NEW HAMPSHIRE
Division of Economic Development, Department of Resources and Economic Development
Office of Workforce Opportunity - WorkReadyNH
AUDIT FINDING Corrective Action Plan
Status as of June 16, 2017

Completion Status:
Open •
Partial ••
Substantial •••
Full ••••

#	Observation Title	Recommendation	Action Item	Due date	Completion Status	Comments
1	Periodically Assess Business Needs	Periodically solicit business feedback to improve service delivery and share input with oversight committees.	No	Ongoing	Full	• The Office of Workforce Opportunity surveyed employers, including those using the WorkReadyNH program in July 2016, and will continue this practice annually. • A survey was compiled by the WRNH Statewide Liaison and Directors and reviewed with the Office of Workforce Opportunity prior to it being emailed out to employers. • WRNH Statewide Liaison and Directors have been attending Business and Industry Association Business Roundtables statewide in the month of June 2016 to ascertain the issues most pressing to employers at the current time. This information was very beneficial in the compilation of questions for our employer survey. • The WRNH Employer survey was completed in January 2017.
2	Improve Statewide Marketing Efforts Towards Business	Evaluate whether current business marketing and outreach responsibilities are assigned appropriately. Determine if a statewide marketing plan would be effective and delegate responsibilities appropriately.	No	Ongoing	Full	• The FY16 WRNH budget was reviewed in March of 2016 and, due to the Statewide Liaison position being changed to a part-time role, funds were reallocated primarily to marketing and additional instruction delivery. Marketing funds have since been utilized for participant brochures, WRNH posters, and print advertising specifically targeted to employers eg NHBR, BIA publications. • Social media marketing of the program has also taken place through LinkedIn, Facebook and Twitter highlighting WRNH graduate success stories and the benefits of our program to employers. • The Statewide Liaison was able to secure an interview with Fred Kocher on WMUR to talk about WRNH with the RVCC WRNH Director (aired 6/4/2016) – this has given the program significant statewide exposure without impact to our limited program funds. In December of 2016 WRNH was featured in the NH Union Leader Business Section. • The WRNH team documented the delineation of marketing tasks within the team at the 7/1/16 WRNH Director's

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						meeting and added it to the WRNH policy and procedure manual. The WorkReadyNH Statewide Liaison is also now responsible for the ApprenticeshipUSA Accelerator grant and the engagement of NH employers that are interested in the development of Registered Apprenticeships. Business outreach and marketing of the WRNH program is also being carried out in conjunction with Registered Apprenticeship employer engagement and as part of the overall NH Sector Partnership Initiative. This coordination of business outreach has been efficient and effective. The November 2016 CCSNH ApprenticeshipUSA Expansion grant award has provided coordination of Pre-Apprenticeship Program development with WorkReadyNH which is bringing an even greater awareness of WorkReadyNH to NH businesses.
3	Develop Criteria for Successful Completion of Soft Skill	Define successful completion of the soft skills curriculum and consider a method to document participant progress.	No	7/1/2017	Full	The rollout of the WRNH uniform curriculum took place on 7/1/16. It has been extremely beneficial to the program statewide. An instructor training day was held on 4/8/16 at Manchester Community College and the entire team has access to a centralized depository of participant manuals, instructor manuals, Powerpoint presentations and best practices information on Blackboard. Work has been completed on the development of a soft skills rubric and standard criteria that define successful completion of individual competencies and the overall WRNH soft skills course. Full rollout of this rubric took place in June 2017.
4	Assess Participant Skills to Determine Whether Hard Skills are Improving	Analyze whether participants' hard skills are improving, ensure all WRNH sites collect and report uniform hard skills	No	7/1/2017	Full	The Statewide Liaison carried out an assessment and comparison of pre-assessment test scores and NCRC results.

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		scores, and share information with oversight committees.				A report of uniform hard skills scores can be exported in the form of NCRC results from ACT. These scores can be filtered by location and specific module ie: Locating Information/Critical Thinking, Applied Math and Reading for Information. It is difficult to compare pre-assessment scores with NCRC scores to ascertain hard skills improvement. The reasons are as follows: The NCRC is timed and the pre-assessment is not. The NCRC has 33-38 questions per section and the Pre-test has only 20 questions per section. In Locating Information, the NCRC exam questions are very different from the Pre-test questions. ACT are working to change this. We propose an export of uniform NCRC scores annually which can be filtered and averaged by location statewide and reported at year end to the oversight committee.
5	Review Whether Minimum Hard Skills Pre-Assessment Scores are Necessary for Program Participation	Assess whether minimum hard skills pre-assessment scores are necessary and apply the same criteria for accepting participants at all WRNH sites.	No	7/1/2016	Full	• This has been completed. All participants in WRNH need to score a minimum of 2 in Applied Math, Reading for Information and Locating Information in order to be accepted to the WRNH program.
6	Standardize Program Components	Ensure consistent application of program components at all sites offering WRNH.	No	7/1/2017	Full	• This is an ongoing process spearheaded by the Statewide Liaison and WRNH Directors. Our 7/1/16 uniform curriculum rollout is a key measure of success regarding this observation. The statewide uniform WRNH curriculum has been successfully rolled out at all WRNH locations.

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7	Formalize Program Guidance	Work with the legislature to determine whether existing statutes appropriately encompass WRNH.	Yes	7/1/2018	Open	• Upon completion of the Economic Development plan this issue will be addressed as part of the overall strategy for aligning services; also awaiting status of Gateway Program, which has the potential to affect how services are to be provided in the future.
8	Establish a Performance Measurement System	Establish goals and performance measures; and develop policies to compare actual performance against established measures.	No	7/1/2017	Full	• Per the audit recommendations the Statewide Liaison has worked with the WRNH Directors to develop a performance measurement system for WRNH. A statewide mission statement has been developed: • "The mission of WorkReadyNH is to strengthen NH's workforce through the dynamic delivery of high quality training and certification in essential workplace skills to benefit participants, employers and the greater NH community." From this mission statement we identified an initial goal, objective, performance measure and outcome. Our new soft skills rubric is integral to this process along with our current metrics. Further development and refinement of our performance measurement system will be ongoing with the continuous improvement of our program.
9	Improve Expenditure Allocation Methods	The OWO develop and implement methods to track administrative expenses attributable to WRNH.	No	7/1/2016	Full	• The OWO has implemented financial management process to track administrative expenses attributable to WRNH effective July 1, 2016 i.e., new fiscal program year.