

Manchester Area Human Resources Association

November 10, 2021 Program

“Looking In All the Right Places”

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“Looking In All the Right Places”

A lightning round of resources and ideas (you might not have yet considered) to help you fill positions in your Company!

How do we find potential workers whom we may have overlooked in the past? What will it take? How do we attract them to our organizations? We'll hear from panelists who not only answered these questions, but also provided you with resources that are available to you based on your participating in this meeting.

Our presenters, each of whom made a presentation, have provided a list of related resources that follow. We trust the presentation gave you ideas about places to look and ways to attract individuals you may have overlooked in the past!

Presenters included

- **Cheryll Andrews**, Executive Director, Dismas Home of New Hampshire
Cheryll.andrews@dismashomenh.org
- **James McKim** is Managing Partner of Organizational Ignition
jtmckim@gmail.com
- **Todd Fahey**, JD, State Director, AARP NH
tfahey@aarp.org
- **Benjamin Adams**, Director, Workforce Development and Youth Transitional Services at Easter Seals NH
badams@eastersealsnh.org
- **James Fortin**, Assistant Director – Employment Services Bureau, NH Employment Security
james.r.fortin@nhes.nh.gov
- **Kristine Dudley**, Director of Workforce Development at Manchester Community College
kdudley@ccsnh.edu
- **Vanessa Rashid**, ApprenticeNH Outreach and Resource Coordinator, Community College System of NH
vrashid@ccsnh.edu

Post-incarcerated individuals

Cheryll Andrews, Executive Director, Dismas Home of New Hampshire. Cheryll has more than 25 years' experience creating meaningful relationships and helping businesses grow. Many of those years were spent working as a corporate media marketing consultant, and in the non-profit sector in development, managing committees and raising funds for important missions such as women's heart health. Today, Cheryll has focused her experience and skills to bring the future vision of Dismas Home to life. Operating since September of 2016, Dismas Home of NH, Inc., is a licensed low intensity treatment program which serves up to 8 residents at a time. Residents are exclusively previously incarcerated women who have been diagnosed with substance use disorder. The treatment program focuses on the physical and mental health of residents and their recovery from substance use and other mental illness developed from trauma. The program also offers transitional pathways to education, employment, and housing. Cheryll is on the board of the New Hampshire Master Chorale with whom she has been a singer for 18 years. She lives in New Durham with her husband.

Cheryll Andrews

Executive Director

Dismas Home of New Hampshire

www.dismashomenh.org

cell: (603) 491-9545



Resources For Previously Incarcerated Candidates

Main Agency	Subsidiaries	Contact Information	Mission
NH Department of Corrections	Serious and Violent Offender Reentry Initiative Grant	Larry Blaisdell Phone: (603)-271-5652	Through the New Hampshire Reentry Project, the department will partner with various service agencies to address the challenges of recidivism, substance abuse, and physical and mental health issues and to support education, workforce participation, housing, transportation, restitution, and community service. For more information, read this grantee's work plan: http://www.reentry.gov/sar/pdf/wp1_nh.pdf .
	Shea Farm	Nick Duffy 60 Iron Works Road Concord, NH 03302 Phone: (603) 271-0424	There are three Community Corrections Centers in New Hampshire. The purpose of the Community Corrections Centers is to offer opportunities for offenders to transition to the community, to put together a solid parole plan, and to be reunited with their families. Programs include work release.
NH Department of Employment Security	Federal Bonding Program	32 South Main Street, Concord NH 03301 Phone: (603) 224-3311 Fax: (603) 228-4145	The Federal Bonding Program provides fidelity bonding insurance coverage to individuals with criminal histories and other high-risk job applicants who are qualified, but fail to get jobs because regular commercial bonding is denied due to their backgrounds.
Community Resources for Justice	Hampshire House	Walter Davies, Program Director 603 -568 - 5504 ext. 208 wdavies@crj.org	Hampshire House supports men and women transitioning from federal incarceration back into New Hampshire communities.
Dismas Home of NH, Inc.		Samantha Malay, Program Director, 102 Fourth Street, Manchester, NH 03102 Phone (603) 782-3004 samantha.malay@dismashomenh.org website: dismashomenh.org	Dismas Home of NH, Inc is a licensed low intensity treatment program serving exclusively, previously incarcerated women who have been diagnosed with substance use disorder. The program also offers pathways to education, employment, and housing as they transition back into the community.
HeadRest		Lori Bartlett, Employment Specialist, 141 Mascoma St Lebanon, NH 03766 Email: lori.bartlett@headrest.org Phone: 603-448-4872 x116 https://headrest.org/how-headrest-opportunities-for-work/	Founded in 1971, Headrest is a non-profit organization with a mission to assist those affected by substance use disorder, experiencing a crisis, or in need of support by providing effective programs and treatments. We also offer support to the family members, friends, neighbors and employers of our clients.

Work release programs

NHDOC Contacts

Calumet House, Shea Farm and North End House are work release programs

Name	Position	Phone	Email
Joshua Leonard	Program Coordinator - Calumet House (Manchester, NH)	603-271-1990	Joshua.e.leonard@doc.nh.gov
Chelsey Jones	Program Coordinator - Shea Farm (Concord, NH)	603-271-6368	Chelsey.l.jones@doc.nh.gov
Monique McDonald	Program Coordinator - North End House (Concord, NH)	603-271-3957	monique.mcdonald@doc.nh.gov
Dan McDonough	Administrator of Programs - Transitional Housing	603-271-7468	Daniel.p.mcdonough@doc.nh.gov



State of New Hampshire Department of Corrections Division of Community Corrections Transitional Housing Units

Transitional Housing Unit Program Overview

The Division of Community Corrections Transitional Housing Units (THU) provide a progressively phased programming to prepare residents for release into the community (RSA 651:25). The program is divided into four (4) phases. As residents progress through the phases, their level of privileges and responsibilities increase. Phase progression is earned by following guidelines, rules and participation in employment, education, treatment and programming. Disciplinary, safety concerns, breaking the law and/or failure to engage in programming, may result in lowered phases and/or removal from the program. With the help of THU staff, Residents are expected to become gainfully employed, participate in programs determined by New Hampshire Department of Corrections (NHDOC) and/or the Parole Board, participate in in-house reentry programs, budget money effectively, develop a suitable parole plan and continue to develop skills to help increase the chance for success once on parole. With the help of the THU staff, residents are expected to begin the transition process into the community by establishing community supports, including medical and behavioral health services that will aid in successful reentry. Residents continue to have close supervision allowing for swift intervention to identify negative behaviors and mitigate criminogenic needs.

1. Requirements for residents to be considered for the work release program
 - o Have exhibited a pattern of good behavior during their incarceration.
 - o Be serving the last 12 months of their minimum sentence.
 - o Receive approval from the sentencing court to be assigned work release status.
 - o Completion of any programming that is required (Some programming will be allowed to be completed in the community).

2. Requirements for residents to stay in the work release program
 - Follow THU rules and guidelines and follow all NH and federal laws.
 - Provide work, appointment and community outing schedules to the THU staff.
 - Follow on going treatment requirements in house or in the Community. Examples include:
 - Mental Health Treatment
 - Drug and Alcohol Treatment
 - Sexual offender ongoing treatment
 - Budget assistance
 - Comply with random drug testing (positive results will result in LADC referral and additional program requirements or removal from the program.)
 - Maintain employment and/or educational requirements
3. Residents who are not meeting program requirements will be subject to various levels of disciplinary action depending on the severity of the offense. These actions include, verbal or written warnings, additional program requirements, decreased privileges, and/or return to a secure prison location.

Resident Employment

1. Transportation to and from employment
 - Residents are responsible for transportation to and from work.
 - Residents can use various forms of transportation including approved rides, public transport, taxi, etc.
 - Employers or co-workers can provide transportation with approval from the program coordinator.
2. Paychecks
 - Employers pay residents directly; residents then turn the paycheck and paystub over to the THU for deposit into their resident savings account.
3. Residents Operating a Motor Vehicle
 - Residents must be given permission from the THU before operating a motor vehicle. Residents who are authorized to drive need to meet strict program requirements in order to be given this privilege. If you would like a resident to drive for your company, contact the program coordinator for more information or to see if the resident has received authorization to drive.
4. Employment reviews -
 - THU staff will check-in with the employer frequently to ensure that everything is going well and the resident is meeting the expectations of the employer.
5. Cell Phones/Telephones/ Internet – Residents should not be making any personal calls or using the internet for personal reasons while working, even during breaks. Some Residents may have court ordered restrictions to using internet or having contact with minors, THU staff will alert you of any individual restrictions before a resident starts.
6. Out of State Travel – Residents are not authorized to travel out of state. If employment requires out of state travel, employer of resident can

- contact the program coordinator in order request a waiver.
7. Work Equipment – Work equipment should be kept at work sites as much as possible. Residents must get pre- approval to keep any equipment at the THU.
 8. Employment Schedule and Hours
 - o Residents are allowed to work any shift or work schedule, we require residents to get at least 8 hours off between shifts, however, exceptions can be made depending on the work requirements.
 - o Residents who have healthcare or treatment appointments are required to let their employer know and request time off from work as required by the employer.
 9. Employer Issues with THU resident employees
 - o We ask employers to let us know if they are having any issues or concerns with THU resident employees.
 - o If THU resident employees do not show up for work, leave early or you cannot locate them we ask that you call the THU as soon as you are able.

Program Coordinators are responsible for implementing and managing programming and services at each Transitional Housing Unit. This includes coordinating residents care with community treatment and service providers, providing support and assistance to help residents overcome barriers to obtain appropriate employment, treatment or healthcare.

Programs and services available to THU Residents

Financial literacy and budgeting assistance- The Program Coordinators teach financial literacy at each THU by reviewing weekly budget sheets with residents, helping residents manage their expenses and savings and prioritizing necessities. This support and education helps residents become more financially independent and secure upon release.

Community healthcare collaboration- Program Coordinators Collaborate with medical and behavioral health organizations in the community. The THUs allow residents to transition from receiving NHDOC medical and behavioral health services to receiving community based services. This allows residents to prepare to transition to parole with healthcare and behavioral health services already established and enrolled in. Assistance to residents with obtaining health insurance through their employers and/or DHHS.

Employment assistance at THU's – As part of orientation at the Transitional Housing Units residents meet with their assigned case manager to discuss employment. The resident's employment interests are taken into consideration during the reentry planning phase. Residents are referred to employers that have provided opportunities in the past, they are also able to meet and enroll in services at NH Employment Security sites in the community. Employers also contact the THUs regularly to fill vacancies they may have and are connected with appropriate candidates.

Thinking for a Change - Thinking for a Change group is a cognitive behavioral intervention. The three components of Thinking for a Change are: cognitive self-change, social skills, and problem solving skills. Cognitive self-change teaches individuals a concrete process for self-reflection aimed at uncovering antisocial thoughts, feelings, attitudes, and beliefs. Social skills instruction prepares group members to engage in pro-social interactions based on self-understanding and consideration of the impact of their actions on others. Problem solving skills integrates the two previous interventions to provide group members with an explicit step-by-step process for addressing challenging and stressful real life situations.

Employment Group (with NH Employment Security*) - The Employment Group is for individuals who are at least two years from their minimum parole date and of the appropriate classification level. Each group member will develop a cover letter and resume. The group will work to improve interviewing skills and learn how to discuss convictions with potential employers. Each member will have a chance to participate in mock interviews and receive feedback. The goal is to increase confidence in individuals and their chances of achieving their employment goals. Guest speakers will also present from NHES.

*The NH Department of Employment Security has developed a series of presentations for job seekers and those looking to reenter the workforce after incarceration. COVID-19 has delayed these presentations.

Moral Reconciliation Therapy (MRT) - MRT is a cognitive behavioral program for substance abuse treatment and the individuals with criminal thinking. This program focuses on “enhanced moral reasoning, better decision-making and more appropriate behavior”. MRT is typically conducted in weekly groups where clients present homework from one of the MRT workbooks. Group facilitators use objective criteria to evaluate the participant’s successful completion of each of the programs 12- steps. Each step has a homework and objective assignment that clients complete prior to group meetings. Some assignments work on recognizing happy or bad times while other assignments ask participants to set goals and teaches how to break them down into smaller goals first. The group members work at their own pace and will complete assignments at different times. Groups members are expected to support one another at whatever step they are working on.

Breaking the Chains of Trauma (MRT-Trauma) - Trauma related symptoms pose some of the greatest obstacles to recovery for offenders, mental health clients, substance abusers and individuals struggling with day-to-day responsibilities. This facilitator guided workbook program has been specifically designed for individuals wishing to explore their own “Chains of Trauma”. Group Facilitator uses objective criteria to evaluate participant’s successful completion of each of the programs 8 sessions. Each step has a homework and objective assignment that residents complete prior to and during group meetings. The program uses lectures, discussions and group exercises. In class assignments are discussed with fellow peers observed by assigned facilitator.

Journaling Programs

Managing My Life

Brief Description of Program: Managing my life - This Journal focuses on successful living skills. Financial responsibility, time management, physical health, living arrangements, legal issues, employment and coping skills are covered. Participants also work on developing 10 good habits for success.

Responsible Thinking

Brief Description of Program: In the *Responsible Thinking* Journal, participants consider the connection between their thinking and their involvement in the criminal justice system. They weigh the payoffs and costs of their negative behavior and consider possible errors in thinking that lead to irresponsible and criminal behavior. Participants learn how to challenge and change their self-talk and practice decision-making and problem-solving skills.

Core Skills

Brief Description of Program: In *Core Skills* participants focus on replacing irrational and criminogenic beliefs, improving self-control, practicing effective communication, building healthy relationships and creating a support network. Finally, they will have an opportunity to further commit to working their goals for positive change by developing a Statement of Change.

Submitted by: Cheryll Andrews, Executive Director,
Dismas Home Cheryll.andrews@dismashomenh.org,
(603) 491-9545 (cell)

Working Fields is now in Manchester, NH!

Working Fields was founded in 2016 by Vermont's first trained peer recovery coach (and former CFO of Ben and Jerry's and Seventh Generation) Stuart "Mickey" Wiles. To date, we've helped over 1,300 community members find careers.

As a mission-driven staffing agency, we help individuals overcome barriers to sustained employment and build careers with great-fit local employers. No matter the barrier, we provide support: substance use disorder, housing insecurity, past incarceration, work history gaps, and more.

Each of our associates is thoroughly vetted, carefully matched to a job, and backed by ongoing support — including direct account management, weekly meetings with a certified peer recovery coach, and community resources — throughout their employment.

This model enables employers to access an untapped pool of dedicated associates eager to prove themselves. We specialize primarily in hard-to-fill entry-level roles on a temp-to-perm model, with successful placements in a wide variety of industries.

To learn more about us, contact your Manchester account manager Tim Allen at 603-600-8515 or timothy@workingfields.com. Please pass any employee referrals to Stephanie Robtoy at 802-348-4610 or secondchances@workingfields.com.

Retired boomers who are looking for jobs either part-time or full-time

Todd Fahey, JD, State Director, AARP NH. Fahey, a New Hampshire native, is the State Director for AARP New Hampshire. With over 215,000 members, AARP New Hampshire strives to enhance the quality of life for all as we age. Fahey is responsible for the overall leadership of AARP in New Hampshire. Prior to joining AARP, Fahey practiced law for more than two decades, most recently as a director and shareholder with the Concord law firm Orr & Reno, P.A. with a focus on business and specialized areas of litigation. Fahey has also run small businesses and has engaged in various entrepreneurial endeavors. He brings an academic, practical and unique experience to AARP in his service to the organization and its members. Fahey holds a Bachelor's a degree in English from Columbia College, Columbia University and a Juris Doctor from the University of Maine School of Law. He lives in Bedford.

Todd C. Fahey, J.D. |State Director|AARP New Hampshire|45 South Main Street, Suite 202
Concord, New Hampshire 03301
O 603-230-4109|M 603-738-9260|F 603-224-6211
tfahey@aarp.org | www.aarp.org

Follow me on Twitter|@Todd_Fahey



Resources

<https://www.aarpinternational.org/growingwithage>

<https://www.aarp.org/work/employers>

<https://jobs.aarp.org>

<https://campaigns.aarp.org/employer-pledge-program>

<https://www.aarp.org/work>

<https://www.aarp.org/work/working-at-50-plus>

People of color/communities of color

James McKim is Managing Partner of Organizational Ignition, a Management Consulting practice. He is a sought-after organizational performance speaker, coach, and change manager. Over his 35+ year career, he has helped small and large organizations, for-profit and non-profit, spark efficiency and growth through the aligning of people, process, and technology. Mr. McKim is known nationally for his current focus on organizational and individual performance through diversity, equity, and inclusion (DEI). Recognized by industry watchers such as Atd, Brandon Hall, Bersin Associates, Axelos, and PMI for his dedication to creating win-win situations between organizations and their employees, he has guided organizations such as Cheshire Medical Center, Hewlett Packard Enterprise, and the Massachusetts Partnership for Diversity in Education through defining and executing DEI strategies. As the Chair of the Episcopal Church's National Executive Council Committee Anti-Racism & Reconciliation Mr. McKim was the principal writer of the church's guidelines on anti-racism and reconciliation. As President of the Manchester Branch of the NAACP, he works regularly with governments and businesses to eliminate discrimination. He is also well-versed in public speaking and performance from all perspectives. He is a frequent conference presenter, a guest on radio and television shows, serves as Chair of the Finance Committee of the NH PBS Board of Directors, and delights in being the vocalist for the jazz band The Episcocats.

James T. McKim, Jr., PMP, ITIL
Managing Partner, Organizational Igniter - accelerating growth
www.organizationalignition.com
(603) 540-3988



Organizational Ignition

Organizations Helpful In Attracting & Retaining Diversity of Race/Ethnicity in NH

This document provides some a list of organizations that could be helpful In attracting and retaining diversity of race/ethnicity in NH.

Asian American

Organization	Web Address
New Hampshire Asian and American Association	http://www.awib.org/index.cfm?fuseaction=page.viewPage&pageID=856&nodeID=1
Northern New England: Asian Coalition:	https://www.nhcompanyregistry.com/companies/asian-and-american-association-of-northern-new-england/
Bhutanese Community of Manchester, NH	https://www.facebook.com/Bhutanese-Community-of-Manchester-NH-145999392095277/

Latinx

Organization	Web Address
Latinos Unidos De New Hampshire	https://www.facebook.com/Latinos-Unidos-De-New-Hampshire-113998925354526/
UNH MOSAICO Latinx Student Organization	https://wildcatlink.unh.edu/organization/MOSAICO
NHLN - The Online New Source of New Hampshire's Latinos	https://nhlatinonews.com/
Centro Latino de Hospitalid	https://grassrootsfund.org/groups/centro-latino-de-hospitalid
Latino Community Council	119 Lock St, Nashua, 03064
Latinos Unidos De New Hampshire	https://www.facebook.com/Latinos-Unidos-De-New-Hampshire-113998925354526/
Hispanic Association of Colleges and Universities	https://www.hacu.net/assnfe/CompanyDirectory.asp?STYLE=2&COMPANY_TYPE=1%2C5

African American – Established

African Americans who are able to trace ancestors in the U.S. >2 generations.

Organization	Web Address
Seacoast NAACP	https://www.seacoastnaacp.com/
Manchester NAACP	www.naacpmanchesternh.com
Nashua NAACP	https://www.nashuanaacp.org/
BLM Seacoast	https://www.blmseacoast.com/
BLM Manchester	https://blmmanchester.com/
BLM Nashua	https://blmnashua.com/
Historically Black Colleges & Universities	http://www.thehundred-seven.org/hbculist.html

African American – Recent

Recent immigrants from Africa do not consider themselves as “Black” the way that established African Americans are. They do not have the understanding of or lived history of oppression so should be approached differently.

Organization	Web Address
Welcoming New Hampshire	https://welcomingnh.org/
Ascentria Care Alliance	https://www.ascentria.org/locations/new-hampshire
International Institutes of New England (IINE)	https://iine.org/
South Sudan Community of NH	https://www.facebook.com/pages/category/Nonprofit-Organization/South-Sudan-Community-of-NH-489498931092725/
Building Community in NH	https://www.bcinnh.org/

Overall

Organization	Web Address/Email
Equity NH Distribution list	drttellez@gmail.com
Stay, Work, Play	https://stayworkplay.org/
UNH Student Organizations (e.g. Black Student Union, United Asian Alliance, etc.)	https://www.unh.edu/beauregardcenter/student-organizations
St. Anselm Multi-cultural Student Coalition	msc@anselm.edu
CDOs of the major academic institutions	https://nhcuc.org/contact-us/

For more information, please Web Address me at James.McKim@organizationalignition.com or <http://www.organizationalignition.com>.

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Easter Seals New Hampshire - Individuals with Disabilities and Veterans

Benjamin Adams, Director, Workforce Development and Youth Transitional Services at Easter Seals New Hampshire. Benjamin believes that when afforded the right opportunity, everyone can succeed in employment and that work can provide an individual much more than financial gain. Born in southern Maine and a graduate of Colby-Sawyer College, Benjamin spent 5 years working in special education and career development in public schools prior to joining Easter Seals where he has spent the past 13 years supporting individuals with disabilities, and veterans, in obtaining employment.

Benjamin Adams

Director

Workforce Development & Youth Transitional Services

Easterseals New Hampshire

555 Auburn Street Manchester, NH 03103

Cell - (603) 748 - 0071



Employment Supports for Individuals with Disabilities

[Easterseals Workforce Development \(WFD\)](#)

badams@eastersealsnh.org (603)-748-0071

Easterseals has provided workforce development services since 1974. We offer a variety of services that help individuals achieve meaningful career outcomes while meeting the needs of the business community.

- **Customized Employment:** *Easterseals Workforce Development staff can collaborate with employers to conduct task analysis and break down job descriptions / processes into specific tasks. Individuals who may not be a good fit for a traditional job description, may excel at certain tasks and create efficiencies for employers.*
- **Supported Employment:** *Post hire, individuals may be accompanied by a Worksite Instructor who supports them in ensuring they know the job and are performing well. Easterseals provides a Certificate of Insurance which covers liability and workman's compensation insurance for Worksite Instructors.*
- **Work Based Learning:** *Students have the opportunity to perform a job at a for-profit business. The employer does not pay students for the work they perform. Students gain experience and a better idea whether the job is a good fit for them.*

[New Hampshire Vocational Rehabilitation \(VR\)](#)

Tracey.Frye@doe.nh.gov (603)-271-2930

The Bureau of Vocational Rehabilitation assists eligible New Hampshire citizens with disabilities to secure suitable competitive integrated employment and financial and personal independence by providing rehabilitation

Manchester/Nashua Regional Office

One Sundial Avenue, Suite 201N
Manchester, NH 03103
(603) 669-8733(V/TTY)
1-800-627-9304

Berlin Regional Office

650 Main Street
Berlin, NH 03570
(603) 752-2271(V/TTY)
1-888-300-9550

Concord Regional Office

NH Vocational Rehabilitation
21 South Fruit Street Suite 20
Concord, NH 03301
(603) 271-2327 or 1-800-299-1647

Keene Regional Office

Mailing address:

149 Emerald Street, Suite T Keene, NH 03431

Entrance and physical address:

The Center at Colony Mill, Gilbo Avenue
(603) 357-0266(V/TTY)
1-800-620-7688

Portsmouth Regional Office

215 Commerce Way, Suite 3
Portsmouth, NH 03801
(603) 436-8884(V/TTY) 2
1-800-882-2744

Area Agency Offices in New Hampshire

<http://www.dhhs.nh.gov/dcbcs/bds/agencies.htm>

Area Agencies in New Hampshire provide services to individuals with developmental disabilities and acquired brain disorders. All developmental services offered are provided by contractual agreement between Bureau of Developmental Services and the following designated non-profit area agencies located throughout NH. These agencies are committed to strengthening and supporting individuals and families within the context of their lives and within their own communities.

Region I

Northern Human Services Eric Johnson, Executive Director
87 Washington Street, Conway, NH 03818
Telephone: (603) 447-3347 Fax: (603) 447-8893

Region II

Path Ways of the River Valley Mark Mills, Executive Director
654 Main Street, Claremont, NH 03743
Telephone: (603) 542-8706 Fax: (603) 542-0421

Region III

Lakes Region Community Services Rebecca Bryant, Executive Director
719 North Main Street, PO Box 509, Laconia, NH 03247
Telephone: (603) 524-8811 or (800) 649-8817 Fax: (603) 524-0702

Region IV

Community Bridges Ann Potoczak, Executive Director
70 Pembroke Road, Concord, NH 03301
Telephone: (603) 225-4153 or (800) 499-4153 Fax: (603) 225-0376

Region V

Monadnock Developmental Services, Inc. Alan Greene, Executive Director
121 Railroad Street, Keene, NH 03431
Telephone: (603) 352-1304 or (800) 469-6082 Fax: (603) 352-1637

Region VI

Gateways Community Services Sandra Pelletier, Executive Director
Nzenalu Obinelo, VP of Individual & Family Services
144 Canal Street Nashua, NH 03064
Telephone: (603) 882-6333 Fax: (603) 889-5460

Region VII

The Moore Center Janet Bamberg, President & CEO
195 McGregor Street, Unit 400 Manchester, NH 03102
Telephone: (603) 668-5423 Fax: (603) 206-2700

Region VIII

One Sky Community Services Matthew Cordaro, CEO
755 Banfield Road, Suite 3, Portsmouth, NH 03801
Telephone: (603) 436-6111 Fax: (603) 436-4622

Region IX

Community Partners Brian Collins, Executive Director Forum Court
113 Crosby Road, Suite #1, Dover, NH 03820-437
Telephone: (603) 749-4015 Fax: (603) 743-3244

Region X

Community Crossroads Cynthia Mahar, Executive Director
8 Commerce Drive, Atkinson, NH 03811
Telephone: (603) 893-1299 Fax: (603) 893-5401

Employment Supports for Veterans

Easterseals Military & Veterans Services (MVS)
mvsintake@eastersealsnh.org (603)-315-4354

Easterseals Military & Veterans Service, in partnership with Veteran Count, responds rapidly, efficiently and effectively to the unmet needs of service members, veterans and their families to ensure that they can thrive in their communities. We developed a one-of-a-kind Care Coordination program that provides free and confidential support designed to meet the unique needs of service members, veterans and their families. Our program works in conjunction with existing military, VA and community programs, and is an important part of the full range of service member/family support services.

- Links to benefits and services
- Counseling and emotional support
- Military sexual trauma
- Substance use disorders
- Crisis intervention
- Housing stabilization
- Employment
- Legal concerns
- Parenting
- Child care
- Aging and senior needs
- Respite care
- Disability services
- Transportation
- Budgeting and financial management
- Emergency financial assistance through Veterans Count

[Employer Support of the Guard and Reserve \(ESGR\)](#)

OSD.USERRA@mail.mil 1-800-336-4590

Employer Support of the Guard and Reserve is a Department of Defense program that develops and promotes supportive work environments for service members in the Reserve Components through outreach, recognition, and educational opportunities that increase awareness of applicable laws. It also provides assistance in resolving conflicts between service members and their employers.

[Harbor Care Veterans First Services](#)

hope@harborcarenh.org 603-459-6958

The Homeless Veterans Reintegration Program (HVRP) helps veterans gain the skills, materials, education and training, connections, and on-going support they need to land jobs. The program helps not only veterans, but also local employers seeking dedicated staff members. We serve veterans in Hillsborough County, NH, which includes Manchester and Nashua; and also in Plymouth NH.

[Veterans Inc](#)

careers@veteransinc.org 1-800-482-2565

Veterans Inc. is a national leader in ending homelessness among veterans. We have one of the highest rates in the nation – 85% – for transitioning veterans out of homelessness. Veterans Inc.'s clinical case management approach addresses the “total veteran,” incorporating job training and employment services, health and wellness, and supportive services ranging from transportation to legal advice.

New Hampshire Employment Security (NHES)

Manchester: Jonathan.N.Alexander@nhes.nh.gov 603-229-4407

All that NHES does, it does first and foremost for veterans. Veterans and eligible spouses receive access, on a priority of service basis, to the full range of public employment and training services, including job search assistance, workshops, resume assistance, labor market information, career guidance, job referral, and referral to other supportive and training resources. Veterans are given preference in each of our local offices in the referral to job orders. Staff assesses the needs of each veteran and makes it a priority to educate the veterans of New Hampshire, especially for those veterans returning from active duty, on services available through NHES. Our Disabled Veterans' Outreach Program Specialists (DVOPs) serve those veterans who need intensive services in order to obtain or retain employment that supports their self-sufficiency by providing those services and referrals as appropriate. In addition, these specialists will network with other veterans' social and supportive service agencies to get assistance for their veteran customers. Local Veterans' Employment Representative (LVER) staff conducts outreach to employers, employer associations and business groups to promote the advantages of hiring veterans and to assist veterans in gaining employment. There are veterans who need referrals to other supportive services and NHES tries to facilitate and expedite these processes as much as possible. Every NHES office has space for representatives from the State of New Hampshire Division of Veterans Services to meet with veterans, providing veterans access to their services locally and on a regular basis.

Berlin

151 Pleasant Street
Berlin, NH 06570-0159
Telephone: 603-752-5500
Fax: 603-752-5536

Claremont

404 Washington Street
Claremont, NH 03743-2261
Telephone: 603-543-3111
Fax: 603-543-3113

Concord

45 South Fruit Street
Concord, NH 03301-1140
Telephone: 603-228-4100
Fax: 603-229-4353

Conway

518 White Mountain Highway
Conway, NH 03818-4205
Telephone: 603-447-5924
Fax: 603-447-5985

Keene

149 Emerald Street
Keene, NH 03431
Telephone: 603-352-1904
Fax: 603-352-1906

Laconia

426 Union Avenue, Suite 3
Laconia, NH 03246-2894
Telephone: 603-524-3960
Fax: 603-524-3963

Littleton

646 Union Street, Suite 100
Littleton, NH 03561-5314
Telephone: 603-444-2971
Fax: 603-444-6245

Manchester

300 Hanover Street
Manchester, NH 03104-4957
Telephone: 603-656-7841
Fax: 603-627-7982

Nashua

6 Townsend West
Nashua, NH 03063-1215
Telephone: 603-882-5177
Fax: 603-880-5256

Portsmouth

2000 Lafayette Road
Portsmouth, NH 03801-5673
Telephone: 603-436-3702
Fax: 603-436-3754

Salem

29 South Broadway
Salem, NH 03079-3026
Telephone: 603-893-9185
Fax: 603-893-9212

Somersworth

243 Route 108
Somersworth, NH 03878
Telephone: 603-742-3600

New Hampshire State Office of Veterans Services

<https://www.legion.org/veteransbenefits/newhampshire> 603-624-9230

The mission of the New Hampshire State Office of Veterans Services is to assist veterans who are residents of New Hampshire or their dependents in securing all benefits or preferences to which they may be entitled under any state or federal laws or regulations.

Veterans Employment Toolkit

<https://www.va.gov/vetsinworkplace/resources.asp>

This toolkit provides a variety of outside resources for employers, managers or supervisors, and human resource professionals.

Military Skills Translators

<https://www.military.com/veteran-jobs/skills-translator>

Understanding how the skills individuals learned in the military translate to the civilian workforce. Military.com features a powerful tool that breaks down the unique abilities inherent to any military occupational specialty (MOS)

Veterans or those completing their service with the military/national guard

James Fortin, Assistant Director – Employment Services Bureau, New Hampshire Employment Security. James Fortin has been with NH Employment Security for two years and is now an Assistant Director for the Employment Service Bureau focused on workforce development. Jim started with NHES as a Disabled Veteran Outreach Specialist, dedicated to case management and re-employment for veterans with significant barriers to employment. Prior to joining the State of NH, Jim worked in the private sector as an information technology sales representative in the Washington, D.C. metro area. He is a U.S. Marine Corps veteran, who served for 9 years as an infantry rifleman and served on one combat tour in Iraq.

The information listed below includes a quick resource guide for potential contacts for employers. Also included is the NH Veteran Guide which NHES updates and publishes. This resource guide is available for download on the NHES website. Most of our partners print it and make it available for staff and veterans.

Resources

NH Veterans' Resource Directory <https://www.nhes.nh.gov/forms/documents/nhes-0313.pdf>

ORGANIZATION	WEB ADDRESS	CONTACT	TITLE	TELEPHONE
Harbor Care	www.harborcarenh.org	Andrea Reed	Program Manager	603-459-9658
Clear Path for Veterans New England		Randy Carter	HVRP Program Manager	978-384-8800
Veterans Inc.	www.vets-inc.com	Danielle Atkinson	Program Manager	802-272-5375
US Department of Labor - Veterans' Employment and Training Service (VETS)	https://www.dol.gov/agencies/vets	Donna Nobrega	NH Director (DVET)	603-225-1424
New Hampshire Employment Security (NHES)	www.nhes.nh.gov	Jon Alexander	JVSG Program Coordinator	603-229-4407
NH State Division of Veterans Services	www.dmavs.nh.gov			
Office Of Workforce Opportunity (OWO)	www.nhworks.org/			
Community College System of New Hampshire (CCSNH)				
Easter Seals' Veterans Count	www.vetscount.org			603-315-4354
Veterans Northeast Outreach Center	www.vneoc.org			978-372-3626
The Military Coalition	www.themilitarycoalition.org			
ESGR (Employer Support of the Guard and Reserve)	https://www.esgr.mil/About-ESGR/Contact/Local-State-Pages/New-Hampshire	Kerri Pacheco	Volunteer Support Technician	603-225-1892
Disabled American Veterans	www.dav.org			603-927-4231
NH Dept. of Education - Hire a Vet	https://www.education.nh.gov/who-we-are/division-of-educator-support-and-higher-education/higher-education/hire-vet	Jeffrey S. Newman	Administrator	603-271-8508
NH National Guard		Todd S. Kuhlhoff	New Hampshire Transition Assistance Advisor (TAA)	603-225-1309
Southern NH University	https://www.snhu.edu/	Michael McGandy	Veteran Support Services Coordinator	603-645-9648

Jim Fortin

Assistant Director - Employment Service Bureau/Operations
 New Hampshire Employment Security
 Phone. 603.228.4137 | Fax. 603.223.2338
 Email: James.R.Fortin@NHES.NH.GOV

Community College System of New Hampshire

Vanessa Rashid, ApprenticeshipNH Outreach and Resource Coordinator 20+ years in education and social services, specifically with immigrants and refugees. A former ESL teacher and Adult Education Manager at a local refugee resettlement agency, she currently supports workforce development opportunities in apprenticeship for underserved populations.

Kristine Dudley, Director of Workforce Development at Manchester Community College, where she oversees business and industry non-credit training. Kristine is also the Executive Director of 10,000 Small Businesses Program, a training grant supporting the growth of small business in NH. She has also spent 10 years facilitating Manchester Community College's instructor-led and online business courses. Kristine previously served as Development Director at Saint Catherine's School in Manchester and as Training Director at Fidelity Investments in Boston.

ApprenticeshipNH Team Members

Each member of the ApprenticeshipNH team serves a vital role in the apprenticeship process. Employers would first reach out to Tracey Jackson, the Grant Manager, to inquire about apprenticeships. Jeff Casey would then follow up with healthcare, manufacturing, and IT employers to understand employer needs. Loula Kalampalikis would follow up with construction employer needs. The high school team would work with employers on developing a pipeline of potential applicants from the youth population. The other members of the team would become involved with different aspects of recruitment and funding resources to alleviate costs for the employers once the apprenticeship has been established.

Rebecca (Becky) Lewis

Director of Workforce Development
blewis@ccsnh.edu
P: 603.230.3515
C: 215.896.7202

Anne Banks

High School Apprenticeship Grant Manager
abanks@ccsnh.edu
603.230.3544

Angela (Loula) Kalampalikis

Workforce Development Administrator
akalampalikis@ccsnh.edu
603.230.3534

Tracey Jackson

ApprenticeshipNH Grant Manager
tjackson@ccsnh.edu
P: 603.230.3526
C: 603.682.1910

Kathy Totten

American Association of Community Colleges (AACC) Grant Coordinator
ktotten@ccsnh.edu
603.427.7748

Jeff Casey

Business Outreach Specialist
jcasey@ccsnh.edu
617.947.6918

Vanessa Rashid

Apprentice Outreach and Resource Coordinator
vrashid@ccsnh.edu
603.289.9429

Liz Arcieri

High School Youth Apprentice and Business Outreach Specialist
larcieri@ccsnh.edu
603.230.3500

Mary Ann Gaschnig

High School Youth Apprentice and Business Outreach Specialist

mgaschnig@ccsnh.edu

603.230.3536

Theresa McGowan

ApprenticeshipNH Program Assistant

tmcgowan@ccsnh.edu

603.230.3527

Workforce Development/Business & Training Center Team Members

The Workforce Development Centers and Business & Training Centers at each of the 7 Community Colleges in NH foster strategic partnerships that lead to quality, learner-centered professional and personal growth opportunities for the community in the areas of personal enrichment, professional development, and corporate and customized training. These offices within the community college system respond quickly to the changing needs of business and industry and provide lifelong learning and professional development opportunities. The centers provide training for people who need to sharpen their existing skills or learn new ones, maintain professional licenses or certifications and for people who are looking for advancement or a new career challenge. Some of the many innovative and exciting workshops, seminars, courses and certificates address the educational requirements of business professionals, managers and supervisors, office staff, computer and information technology professionals, teachers, medical professionals, and many of the trades such as electricians, welders and HVAC professionals.

Rebecca (Becky) Lewis – Director of Workforce Development for the Community College System of NH

blewis@ccsnh.edu

P: 603.230.3515

C: 215.896.7202

Great Bay Community College

<https://www.greatbay.edu/business-community/business-training-center/>

Lynn Szymanski – Director of Workforce Development

lszymanski@ccsnh.edu

P: 603.427.7737

Lakes Region Community College

Andy Duncan – Workforce Development and Energy Programs

aduncan@ccsnh.edu

P: 603.724.4977

Manchester Community College

<https://www.mccnh.edu/wdc>

Kristine Dudley – Director of Workforce Development

kdudley@ccsnh.edu

P: 603.206.8161

Nashua Community College

<https://www.nashuacc.edu/workforce-development>

Jon Mason – Corporate, Community/Continuing Education Coordinator

jmason@ccsnh.edu

P: 603.717.1490

NHTI – Concord’s Community College

<https://www.nhti.edu/workforce-development/>

Kathy Taylor – Director of Workforce and Community Education

kjtaylor@ccsnh.edu

P: 603.230.4422

River Valley Community College

<https://www.rivervalley.edu/communityandworkforce/business-training/>

Dan Osborn – Coordinator of Workforce Development

dosborn@ccsnh.edu

P: 603.542.7744, Ext. 5347

White Mountains Community College

<https://www.wmcc.edu/workface-training/business-industry-training/>

Tamara Roberge – Coordinator of Workforce Development and Community Education

troberge@ccsnh.edu

P: 603.342.3062

NH Job Training Fund Information

The Job Training Fund is available to businesses located in New Hampshire and businesses intending to locate in the State, and who pay quarterly taxes into the NH Unemployment Trust Fund. **The fund provides a 50% reimbursement back to companies for employee training and upskilling.** Training programs may include, but shall not be limited to: structured, on-site laboratory or classroom training; basic skills; technical skills; quality improvement; safety; management and supervision; English as a second language. The minimum grant allowed is \$750. The maximum grant that can be requested is \$100,000. Any grant award of \$70,000 or more has to be approved by the Governor and Executive Council, which will add at least one month to the process before training can begin.

<https://www.nhjobtrainingfund.org/>

Kate LaPierre, Bureau Operations Specialist, Job & Resource Fair Coordinator

NH Employment Security, 45 S. Fruit St., Concord, NH 03301

603-228-4083

Fax - 603-223-2047

Kathryn.A.Lapierre@nhes.nh.gov

NH Works Partners Contact Information

These NH Works partners coordinate with the ApprenticeshipNH team to help **fund** eligible participants selected for an apprenticeship. Vanessa Rashid, Apprentice Outreach and Resource Coordinator, works with the employer, the participant, and the NH Works partner to ensure that all necessary paperwork and documentation is completed to expedite the funding of certain apprenticeship costs, essentially alleviating some of the employer's financial obligations.

Kate LaPierre

Bureau Operations Specialist
Job & Resource Fair Coordinator
NH Employment Security
45 S. Fruit St.
Concord, NH 03301
603-228-4083
Fax - 603-223-2047
Kathryn.A.Lapierre@nhes.nh.gov

Nicholas Masi

Nick Masi
NHES Program Specialist III (Dislocated Worker Program)
603-228-4112
Nicholas.J.Masi@nhes.nh.gov

Michelle Hart

WIOA Program Manager
SNHS
NHWORKS
cell-207-475-2363
mhart@snhs.org

Courtney Brisson

Program Specialist (Work Now NH)
NH Employment Security
45 S Fruit St
Concord, NH 03301
(603) 228-4111
Courtney.Brisson@nhes.nh.gov

Katrina Murray

NH Employment Program
Statewide OJT Development Manager
18 Technology Way, 2nd Floor
Nashua, NH 03060
Cell (603) 345-0861
kmurray@snhs.org

Terri Tedeschi

Business Relations Consultant
NH Vocational Rehabilitation
21 South Fruit Street
Concord, NH 03301
Office 603-271-6719
Cell 603-419-0277
Terri.L.Tedeschi@doe.nh.gov



Vanessa Rashid

Apprentice Outreach and Resource ApprenticeshipNH
Community College System of NH
26 College Drive
Concord, NH 03301
(603) 230-3533 Internal 7033
vrashid@ccsnh.edu

CHOOSE COMMUNITY

Kristine Dudley

Director, Workforce Development Center
(603) 206-8161 | kdudley@ccsnh.edu

Manchester Community College

1066 Front Street, Manchester, NH 03102
(603) 206-8000 | www.mccnh.edu