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New Hampshire Department of  
**BUSINESS AND  
ECONOMIC AFFAIRS**



July 29, 2025

Her Excellency, Governor Kelly A. Ayotte  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Business and Economic Affairs (BEA), Office of Workforce Opportunity (OWO) to enter into a **Retroactive** amendment to an existing **Sole Source** contract (contract # 1093270) with Southern New Hampshire Services (SNHS) – d/b/a Community Action Partnership Hillsborough and Rockingham Counties (CAPHR) (VC# 177198), Manchester, NH for the delivery of the Workforce Innovation and Opportunity Act (WIOA) Adult Program services by increasing the price limitation by \$420,159 from \$9,328,336 to \$9,748,495 with no change to the completion date of June 30, 2025, effective upon Governor and Council approval. The original contract was approved by the Governor and Council on December 18, 2020, Item #37 and amended on April 12, 2023, Item #5K, amended on November 29, 2023, Item #51, and amended on January 15, 2025, item #37. **100% Federal Funds.**

Funding is available in account, Office of Workforce Opportunity, as follows:

	<b><u>FY2026</u></b>
03-22-022-220510-14530000-102-500731-Contracts for Program Services	<b>\$420,159</b>

**EXPLANATION**

This request is **Sole Source** due to the successful delivery of WIOA Adult Program services provided by Southern New Hampshire Services (SNHS), d/b/a Community Action Partnership Hillsborough and Rockingham Counties (CAPHR). Increases in program participation are being seen due to the expansion of eligibility as well as to various outreach efforts that are underway.

This is a **Retroactive** request due to the contract expiration date of June 30, 2025, the timing of invoice receipt and the amount requested including funds needed to pay for the closeout of the program year to the vendor. The request will be funded from existing available federal award funding.

This contract between the Department of Business and Economic Affairs, Office of Workforce Opportunity (BEA/OWO) and SNHS is for the delivery of the WIOA Adult Program services. The amendment of the existing agreement increases the funding to reflect the increase in enrollment and services being provided to eligible participants along with increases in expenses due to the current federal level and rise in costs. Through various outreach initiatives and the expansion of eligibility, SNHS has far exceeded enrollment goals. The full amount required to retroactively satisfy the remainder of the program year's expenses was unable to be determined until invoices were received.

**Justification**

BEA respectfully submits this request to increase the price limitation on the contract with SNHS, to cover the program expenditures. Based on its exceptional program performance, SNHS surpassed its enrollment goals by an outstanding 243.64%, clearly reflecting a strong program impact, operational efficiency, and participant outcomes.

In addition to the enrollment goals, the performance measures established under the WIOA grant program are federally mandated to ensure that state-level programs are effectively serving participants and meeting national benchmarks. Consistent achievement of these measures not only demonstrates program effectiveness but also supports the state's continued eligibility for federal funding. Some of federally mandated performance measures are: (a) employment rate – 2<sup>nd</sup> quarter after exiting the program; (b) employment rate – 4<sup>th</sup> quarter after exiting the program; and (c) measurable skill gains. On average, the employment rate in the 2<sup>nd</sup> quarter after exiting the program was 82.05%, and 82% in the 4<sup>th</sup> quarter after exiting. An average of 81.85% of participants are making progress toward a credential or employment during the program year.

### **Background**

Since BEA acquired the contract with SNHS in April 2023, SNHS has exceeded its enrollment goals by 243.64%. (In 2024, SNHS began doing business as CAPHR.) Of those program participants who received career services through the program, 1,473 received occupational training in fields such as Healthcare, Hospitality, Construction and Trades, Information Technology, and Manufacturing. On average 82.05% were employed during the second quarter after exiting the program and 82% were employed during the fourth quarter after exiting the program. This initiative supports both the workforce needs of New Hampshire employers and the economic advancement of individual residents.

Under the Workforce Innovation and Opportunity Act (WIOA), USDOL allocates annual formula funds to each state for the Adult, Dislocated Worker, and Youth programs. These allocations are based on a formula that considers factors such as unemployment levels, poverty rates, and the size of the labor force.

As a single-state workforce board under the State Workforce Innovation Board (SWIB), BEA does not sub-allocate funds to local workforce boards. Instead, the state directly manages and oversees the delivery of WIOA-funded services. This centralized structure allows for coordinated planning, program oversight, and resource deployment statewide. Each WIOA program year (PY) allocation comes with a three-year period of availability. This request falls within the three-year period of availability with these funds.

### **Program Funding and Oversight**

The USDOL awards approximately \$7,000,000 WIOA funds to BEA/OWO annually, which serves as the state grant recipient. The State of New Hampshire received approximately \$24,000,000 in WIOA funds across multiple state agencies including BEA. The WIOA Adult Program is overseen by the SWIB, in accordance with federal regulations. The SWIB, whose members are appointed by the Governor, ensures proper use of WIOA federal funds. Additionally, SWIB provides strategic oversight for the workforce system.

### **Procurement Process**

The contract between SNHS, d/b/a CAPHR, was competitively procured. Most recently, a four-year contract was approved by the Governor and Council on June 4, 2025, after competitive procurement. BEA competitively procures all WIOA programming, this proposed contract amendment is on a contract that was competitively procured.

SNHS, d/b/a CAPHR, is a non-profit organization, which BEA has confirmed as registered and in good standing with the Department of Justice's Charitable Trust Unit.

BEA has further determined that SNHS is in good standing with the Secretary of State's Office, has secured the required levels of insurance, and has provided evidence of authority to execute and be bound by the contract. Documents supporting these assertions are available at the agency, for review upon request.

The Attorney General's office has reviewed and approved this document as to form, substance and execution.

In the event Federal Funds are no longer available, General Funds will not be requested to support this program,

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "T. Caswell", with a stylized initial "T" and "C".

Taylor Caswell  
Commissioner

NEW HAMPSHIRE DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS  
OFFICE OF WORKFORCE OPPORTUNITY

SUBJECT: WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ADULT PROGRAM CONTRACT  
SOUTHERN NEW HAMPSHIRE SERVICES, INC.

AMENDMENT

This Amendment dated June 30, 2025, is between the State of New Hampshire Department of Business and Economic Affairs, Office of Workforce Opportunity, 100 North Main Street, Suite 100, Concord, Merrimack County, New Hampshire 03301 (hereinafter referred to as the "State") and Southern New Hampshire Services, Inc. – d/b/a Community Action Partnership Hillsborough and Rockingham Counties, 40 Pine Street, Manchester, Hillsborough County, New Hampshire 03106 (hereinafter referred to as the "Contractor").

Pursuant to an Assignment of Agreement (hereinafter referred to as the "Agreement"), as approved by Governor and Council on December 18, 2020, Item #37, amended three times on April 12, 2023, Item 5K (Consent Calendar), November 29, 2023, Item #51 and January 15, 2025, Item #37, the Contractor has agreed to provide certain Services, per the terms and conditions specified in the Agreement and in consideration of payment by the State of certain sums as specified therein.

WHEREAS, pursuant to the provisions of Item 5 of the Agreement, the State and the Contractor have agreed to amend the Agreement in certain respects;

NOW THEREFORE, in consideration of the foregoing and of the covenants and conditions in the Agreement as set forth herein, the parties agree to the following:

1. **Amendment and Modification of Agreement.** The Agreement is amended and modified as follows:
  - A) **Price Limitation:** Amend the Agreement by striking the corrected price limitation of \$9,328,336 and inserting in place thereof the amount of \$9,748,495.
2. **Continuance of Agreement.** Except as specifically amended and modified by the Terms and Conditions of this Amendment, obligations of the parties hereunder shall remain in full force and effect in accordance with the terms and conditions set forth in the Agreement as it existed immediately prior to this Amendment.

SNHS Amendment  
WIOA Adult  
CFDA: 17.258

Contractor Initials: DC  
Date: 7/30/25

NEW HAMPSHIRE DEPARTMENT OF BUSINESS AND ECONOMIC AFFAIRS  
OFFICE OF WORKFORCE OPPORTUNITY

SUBJECT: WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) ADULT PROGRAM CONTRACT  
SOUTHERN NEW HAMPSHIRE SERVICES, INC.

AMENDMENT (page 2 of 3)

IN WITNESS WHEREOF, the parties have hereunto set their hands as of the day and year first above written.

STATE OF NEW HAMPSHIRE  
NH Department of Business and Economic Affairs

By: [Signature]  
Taylor Caswell, Commissioner

Southern New Hampshire Services, Inc.

By: [Signature]  
DonnaLee Lozeau, Executive Director

State of New Hampshire  
County of Hillsborough

On this 30<sup>th</sup> day of July, 2025, before me, DonnaLee Lozeau the undersigned officer, personally appeared DonnaLee Lozeau who acknowledged himself/herself to be the CEO of Southern NH Services Inc. a corporation, and that he/she, being authorized so to do, executed the foregoing instrument for the purposes contained therein.

IN WITNESS WHEREOF, hereon set my hand and official seal.



[Signature]  
Notary Public/Justice of the Peace  
My Commission expires:

Approved as to form, execution and substance:

OFFICE OF THE ATTORNEY GENERAL

By: [Signature], Assistant Attorney General  
Date: 8/11/25

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December 17, 2024

Her Excellency, Governor Kelly A. Ayotte  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Business and Economic Affairs, Office of Workforce Opportunity to enter into a **Sole Source** amendment to an existing contract (contract # 1093270) with Southern New Hampshire Services (SNHS) – d/b/a Community Action Partnership Hillsborough and Rockingham Counties (CAPHR) (VC# 177198) , Manchester, NH for the delivery of the Workforce Innovation and Opportunity Act (WIOA) Adult Program services by increasing the price limitation by \$220,273 from \$8,818,490 to \$9,038,763 with no change to the completion date of June 30, 2025 effective upon Governor and Council approval. The original contract was approved by Governor and Council on December 18, 2020, Item #37 and amended on April 12, 2023, Item #5K and amended on November 29, 2023, Item #51. **100% Federal Funds.**

Funding is available in account, Office of Workforce Opportunity, as follows:

	<b><u>FY2025</u></b>
03-22-022-220510-14530000-102-500731-Contracts for Program Services	<b>\$220,273</b>

**EXPLANATION**

This request is **Sole Source** due to the successful delivery of WIOA Adult Program services provided by Southern New Hampshire Services (SNHS), d/b/a Community Action Partnership Hillsborough and Rockingham Counties (CAPHR), as SNHS exceeded enrollment goals last year and is again on target to surpass this year's goals. These increases are being seen due to the expansion of eligibility as well as through various outreach efforts that are underway.

This contract between the Department of Business and Economic Affairs, Office of Workforce Opportunity (BEA/OWO) and Southern New Hampshire Services (SNHS) is for the delivery of the WIOA Adult Program services. The amendment of the existing agreement increases the funding to reflect the increase in enrollment and services being provided to eligible participants. Through various outreach initiatives and the expansion of eligibility, SNHS has far exceeded enrollment goals.

The Attorney General's office has reviewed and approved this document as to form, substance and execution.

In the event Federal Funds are no longer available, General Funds will not be requested to support this program.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'T. Caswell'.

Taylor Caswell  
Commissioner



October 27, 2023

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Business and Economic Affairs, Office of Workforce Opportunity to enter into a **Sole Source** amendment of an existing contract (Contract #1093270) with Southern New Hampshire Services (SNHS) (VC#177198), Manchester, NH, for the delivery of the Workforce Innovation and Opportunity Act (WIOA) Adult Program services by increasing the price limitation by \$2,918,490 from \$5,900,000 to \$8,818,490 and by extending the completion date from June 30, 2024 to June 30, 2025 effective upon Governor and Council approval. The original contract was approved by Governor and Council on December 18, 2020, Item #37, and amended on April 12, 2023, Item #5K. **100% Federal Funds.**

Funding is available in account Office of Workforce Opportunity for Fiscal Year 2024 and Fiscal Year 2025 with the authority to adjust encumbrances between fiscal years within the price limitation through the Budget Office, if needed and justified.

	<u>FY 2024</u>	<u>FY2025</u>
03-22-22-220510-14530000-102-500731-Contracts for Program Services	\$1,125,000	\$1,793,490

**EXPLANATION**

This request is **Sole Source** due to the successful delivery of WIOA Adult Program services provided by Southern New Hampshire Services (SNHS), as SNHS exceeded enrollment goals last year and is again on target to surpass this year's goals. These increases are being seen due to the expansion of eligibility as well as through various outreach efforts that are under way. In addition, the transfer of administration of WIOA Title I services from NHES to BEA occurred late in program year 2022.

This contract between the Department of Business and Economic Affairs, Office of Workforce Opportunity (BEA/OWO) and Southern New Hampshire Services (SNHS) is for the delivery of the WIOA Adult Program services. The amendment of the existing agreement increases the funding to reflect the increase in enrollment and services being provided to eligible participants. Through various outreach initiatives and the expansion of eligibility, SNHS has far exceeded enrollment goals. The amendment will also extend the existing agreement by one program year to allow for the continuation of planned deliverables with minimal disruptions.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council

October 27, 2023  
Page 2 of 2

The Attorney General's office has reviewed and approved this document as to form, substance and execution.

In the event Federal Funds are no longer available, General Funds will not be requested to support this program.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "T. Caswell". The signature is written in a cursive style with a large initial "T" and "C".

Taylor Caswell  
Commissioner



ADMINISTRATIVE OFFICE  
45 SOUTH FRUIT STREET  
CONCORD, NH 03301-4857



5K

GEORGE N. COPADIS, COMMISSIONER  
RICHARD J. LAVERS, DEPUTY COMMISSIONER

March 28, 2023

His Excellency, Governor Christopher T. Sununu  
and the Honorable Executive Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the NH Department of Employment Security (NHES) to amend an existing contract between NHES and Southern NH Services (SNHS), VC#177198, by reassigning the contract from NHES to the NH Department of Business and Economic Affairs, Office of Workforce Opportunity (BEA/OWO), with no change to the price limitation, effective upon Governor and Council approval through June 30, 2024. The original contract was approved as Item #37 by the Governor and Council on December 18, 2020. 100% Federal Funds.

Funds are available in the following account for Fiscal Year 2023 and are anticipated to be available in Fiscal Year 2024, upon continued appropriation of funds in the future operating budget with the authority to adjust encumbrances between fiscal years within the price limitation through the Budget Office, if needed and justified.

03-22-22-220510-14530000, Office of Workforce Opportunity

	<u>FY 2023</u>	<u>FY 2024</u>
102-500731 Contracts for Program Services	\$839,241.23	\$220,000.00

**EXPLANATION**

Amendment #1 to the Memorandum of Understanding between BEA/OWO and NHES regarding federal workforce programs is intended to provide for the transfer of responsibilities for overseeing the Workforce Innovation and Opportunity Act (WIOA) Adult Program from NHES to BEA/OWO. In furtherance of this intent, and to achieve greater efficiencies in administration, the contract between NHES and SNHS for the delivery of WIOA Adult program services must also be assigned to BEA/OWO.

The contract with SNHS is a three and one-half year cost-reimbursement contract for services to ensure program continuity. For major WIOA service contracts, efficiency in operations is a paramount policy consideration, as disruption in service would adversely affect program

clientele. Funds are allocated for operating a standardized program that requires significant training and program management experience and understanding. As reflected in Amendment #1 to the MOU, BEA/OWO will now be responsible for overseeing the direct delivery of WIOA Adult program services and WIOA monitoring and reporting functions without an intermediate level of program administration by NHES.

In the event Federal funds become no longer available, General funds will not be requested to support this contract.

The Attorney General's Office has reviewed and approved this contract as to form, substance and execution.

Respectfully submitted,



George N. Copadis  
Commissioner  
NH Employment Security

Respectfully submitted,



Taylor Caswell  
Commissioner  
Business and Economic Affairs



DEC03'20 AM 11:02 RCVD  
**ADMINISTRATIVE OFFICE**  
 45 SOUTH FRUIT STREET  
 CONCORD, NH 03301-4857



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GEORGE N. COPADIS, COMMISSIONER  
 RICHARD J. LAVERS, DEPUTY COMMISSIONER

December 2, 2020

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Executive Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the New Hampshire Department of Employment Security (NHES) to enter into a contract for services with Southern NH Services, Inc. (SNHS) (VC#177198) 40 Pine Street, Manchester NH, for \$5,900,000, for the delivery of Workforce Innovation and Opportunity Act (WIOA) Adult Program services effective January 1, 2021 through June 30, 2024 upon Governor and Council approval. The United States Department of Labor (USDOL) funds this program. 100% Federal funds.

Federal funds available for these services will be expended as follows, contingent upon availability and continued appropriations for fiscal year 2021 forward with the authority to adjust encumbrances between State fiscal years through the Budget Office if needed and justified:

		State Fiscal Year	
		2021	2022
02-27-27-270010-8040	DEPT. OF EMPLOYMENT SECURITY		
10-02700-80400000-102-500731	Contract for Program Services	\$1,475,000	\$1,475,000
		2023	2024
		\$1,475,000	\$1,475,000

**EXPLANATION**

This contract between NHES and SNHS for the delivery of WIOA Adult program services is in response to Request for Proposal (RFP) #WIOA-ADULT-01-08-26-2020, which was issued jointly by NHES and the New Hampshire Department of Business and Economic Affairs (BEA) on August 27, 2020. BEA is the State grant recipient for WIOA federal funds awarded by the USDOL. NHES is the sub-recipient of the grant funds pursuant to an MOU between BEA and NHES. The State Workforce Innovation Board (Board) is the oversight body established in federal regulation to oversee the appropriate use of WIOA federal funds received by BEA.

Four organizations submitted proposals prior to the RFP closing deadline. A sub-committee of the Board served as the RFP review panel. The following Board members served on the RFP review committee:

- Mr. Dave Cioffi – Former Small Business Owner
- Ms. Kelly Clark – AARP NE Regional Director
- Mr. John Hennessey – Littleton Coin Company, Inc.
- Mr. Michael Somers – President & CEO, New Hampshire Lodging & Restaurant Association
- Bonnie St. Jean, BEA/OWO Program Administrator served as staff to the review committee

The evaluation scoring was as follows:

SECTION	RANGE OF POINTS
Adult Program Services	0-35
Demonstrated Ability & Past Performance	0-20
Conflict of Interest	0-05
Budget	0-40
Total Points	100

The four organizations' proposals were reviewed, scored by the review committee and ranked as follows:

VENDOR	RANK
Southern NH Services	1
Adams and Associates, Inc.	2
Abor E&T, LLC d/b/a Equus Workforce Solutions	3
Grant Associates	4

In executing its responsibilities for WIOA Adult Program funds, the Board, through BEA and NHES, designates specific operational and fiscal responsibilities for WIOA funds to SNHS through this contract agreement. As a condition of this agreement, SNHS assumes responsibility for the specific operational, fiscal, and monitoring responsibilities outlined in the contract for the purpose of delivering services to WIOA eligible customers, and agrees to carry out these duties consistent with all the conditions and terms of this contract, and all applicable federal and state laws, regulations, and requirements.

This is a three and one-half year cost-reimbursement contract for services to ensure program continuity. For major WIOA service contracts, efficiency in operation is a paramount policy consideration for the Board, as disruption in service would adversely affect program clientele. Funds are allocated for operating a standardized program that requires significant training and program management experience and understanding, along with sufficient resources to reimburse the state for any disallowed costs incurred as a result of erroneous eligibility determinations.

In the event Federal funds become no longer available, General funds will not be requested to support this contract.

The Attorney General's Office has reviewed and approved this contract as to form, substance and execution.

Respectfully submitted,



George N. Copadis  
Commissioner