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Agenda

Skills Committee Meeting

February 28, 2017, 9:00AM 70 Washington Street, WIB Conference Room

Membership: Art Bowes; Tony Dunn; Laurie Roberto; Thelma Williams; Teury Merte; Laura Rubin; Nastaha Soolkin; Edward Terrill; Gail Divico; Gina Frey; Laura MacNeil; Bonnie Carr, Jacqueline Smith; Mary Zwiercan; Tracey Cahalane; Christy Sugarman

- I. Introductions
- II. Tasks and Objectives of the Skills Committee 2017:
 - Continue LMI training and information sessions with ABE providers and other workforce training vendors
 - Investigate the possibility of at least one non-credit program being offered to career center customers having credit offered as an outcome to begin educational pathway
 - Documented cases (examples) of transferable credits/work experience credit to be share with post-secondary education partners.
 - Continue to document cases on new programming happening in the region that is innovative and meets the needs of employers
 - Share new tools in forums held at the career center for staff of partners on the various tools available.
 - Survey of educators on ideas of potential career pathways models that can be replicated in our area.
- III. Adult Career Pathways *update – how best to survey educators on level of understanding and how best to replicate.*
- IV. Future of Work on the North Shore /Regional Planning – update
- V. Manufacturing initiatives *update*
- VI. Updates from Committee Members

Next Meeting: 4/25/17, 6/20/17

12-20-2016

Attendees:

Teury Merte, Bonnie Carr, Gina Frey, Jacqueline Smith, Gail Devico, Mary Zwiercan, Kyle Hawkins for Thelma Williams, Christie Sugarman, Laura Rubin- Mary Sarris, Ed O'Sullivan,

SKILLS COMMITTEE GOALS AND OBJECTIVES 2015 - 2017

GOAL 2: THE NORTH SHORE WIB WILL STRATEGICALLY UTILIZE RESOURCES AND FULLY ENGAGE THE BUSINESS SECTOR AND EDUCATORS (BOTH K-12 AND ADULT) TO CLOSE THE SKILLS GAP THAT EXISTS BETWEEN AVAILABLE WORKERS AND EMPLOYERS.

MAJOR THEMES

1. PROVIDE TRAINING FOR EDUCATORS AND OTHER TRAINING STAKEHOLDER ON COMPANY SKILL NEEDS AND OTHER LABOR MARKET INFORMATION.
2. ASSIST EDUCATORS TO UTILIZE NEW AND BETTER WAYS TO HELP ADULT LEARNERS LEARN EFFICIENTLY AND SUCCESSFULLY
3. ADVOCATE FOR THE PROVISION OF CREDIT FOR NON-CREDIT PROGRAMS AND FOR TRANSFERABLE COURSES AND CREDIT FOR LIFE EXPERIENCE
4. TRAIN CAREER CENTER STAFF ON BETTER SERVICE CUSTOMERS IN RELATION TO BOTH LMI AND NEW WAYS TO PROVIDE TRAINING
5. HELP COMPANIES DEVELOP CAREER PATHWAYS AND ANALYZE THEIR SKILL NEEDS IN RELATION TO LEVELS OF EDUCATION AND EXPERIENCE REQUIRED FOR HIRING

Tasks for 2017

- A. Continue LMI training and information sessions with ABE providers and other workforce training vendors
- B. Investigate the possibility of at least one non-credit program being offered to career center customers having credit offered as an outcome to begin educational pathway
- C. Tours of companies set up for ABE providers and their students - proving adult learners with opportunity to see new workplace environment in a critical industry

- D. Provide data and analysis on occupations and industries that have left area as well as new occupations developing –shared with educational providers to refine programming
- E. Continue to documented cases on new programming happening in the region that is innovative and meets the needs of employers

Objective #1: Collaborate with educational and training partners to increase available resources and align policies so that employer and worker needs are met.

Activity:	Timeframe:	Benchmarks/Indicators of Success	Updates
<p>Strengthen connection between Adult Ed and companies through various means including company tours, seminars, business speakers, etc. in order to help adult education providers teach current skills and better prepare students for successful transition to college and work.</p>	<p>2015 – 2017</p>	<ul style="list-style-type: none"> - 2 Tours per year of companies for Adult Basic Education providers staff - Establish speaker series for providers to learn about businesses needs and LMI 	<p>The committee reviewed the goals and objectives for FY17.</p>
<p>Advocate for innovation in the delivery methodologies of education and training – including more resources for more ESOL funding in higher levels, in particular level IV.</p> <ul style="list-style-type: none"> • Support fast-track academic remediation programs • Support career pathways/gateway methods for adult education 	<p>2015 – 2017</p>	<ul style="list-style-type: none"> - Documented cases on new programming happening in the region that is innovative and challenging - Survey of educators on ideas of potential career pathways models that can be replicated in our area. 	<p>The concept of universal customer service training was discussed by the committee. Customer service training is being incorporated in training programs. For examples, HVAC Students are learning sales training while they learn how to service.</p>

<ul style="list-style-type: none"> Support appropriate ways to use technology for adult learners <p>Support workplace education programs</p>			
<p>Build better understanding of credit programs and relationships to non-credit programs for education providers and companies</p>	<p>2015 – 2017</p>	<p>- At least one non-credit program being offered to career center customers having credit offered as an outcome to begin educational pathway.</p>	<p>Christie Sugarman from NSCC presented to the committee the process by which NSCC gives credit for non-credit programming. The transfer of non-credit to credit is an organic process conducted by faculty. Courses may be bundled together to give 3 academic credits or a single non-credit course can be transferred to 3 academic credits on a 1 for 1 basis. Determination is based on course syllabus and faculty judgement. The committee asked about transferring foreign credits. These courses are transferred a case by case basis and involve third party evaluation/translation. Institutions may enter into MOU with the college to facilitate course transfers between both institutions. Course credit can also be given for experimental</p>

<p>Build a better understanding of transferrable credits, and credit for work experience, and how these work and how they can work better for adult learners.</p>	<p>2015 – 2017</p>	<ul style="list-style-type: none"> - Documented cases (examples) of transferable credits/work experience credit to be share with post-secondary education partners. 	<p>learning, volunteer work, and experience. An example was given of a student who is an EMT with 10yrs experience and holds a certificate. This student would receive academic credits for EMS 101 & 102 based on experience & their certificate. Work experience and certificate would both need to be evaluated and documented.</p> <p>During the December 20th meeting Christine continued her presentation to the committee and will share the powerpoint with links to the various online tools that are available.</p>
<p>Develop CommUniverCity fully</p>	<p>2015 – 2017</p>	<ul style="list-style-type: none"> - Participate in the implementation of this model and provide assistance when needed with regards to the workforce development system 	

Training data analyzed with more details on industry clusters on placements and wages – information for Case Managers to share with potential training customers.	2016	- Training data analyzed and shared with Career Center management and staff.	
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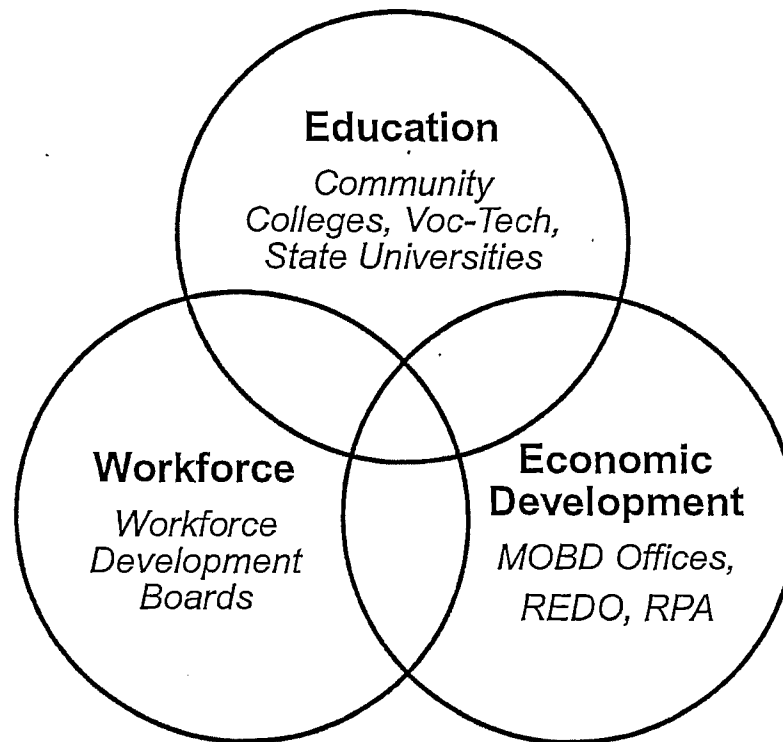
Objective #2: Facilitate alignment of education, training, workforce and economic development activities so that employer and worker needs are met through LMI and other research-based facts and data

Activity:	Timeframe:	Benchmarks/Indicators of Success	Status
Series of Seminars cover LMI related topics given to vendors and CBO's, including basic LMI presentation, backed up by company presentations.	2015 – 2017	- Establish speaker series for providers to learn about businesses needs and LMI	
Provide data and analysis on occupations and industries that have left area as well as new occupations developing –shared with educational providers to refine programming	2016	- Training data analyzed and shared with adult ed. Providers and other CBO's	
Improve vendor and CBO understanding and use of Technology related resources to help customers gain skills needed to succeed in the workplace. These include National Career Readiness, TORQ , HWOL, and Interview Stream.	2016	- Share study of On-line learning (held across SSU, NSCC and Endicott) with educational providers and CBO's in the region.	
Promote these products with employers as well	2016	- Share new tools in forums held at the career center for staff of Adult education providers and	

		CBO's on the various tools available.	
Develop skills of Career Center staff to assist customers on using a variety of learning methods that work best for adult learners, including career pathways, online learning, fast track, etc.	2015 – 2017	- Have a dedicated staff person to assist customers with Microsoft office products and share tips on how to do this with staff (4 brown bags info sessions per year)	

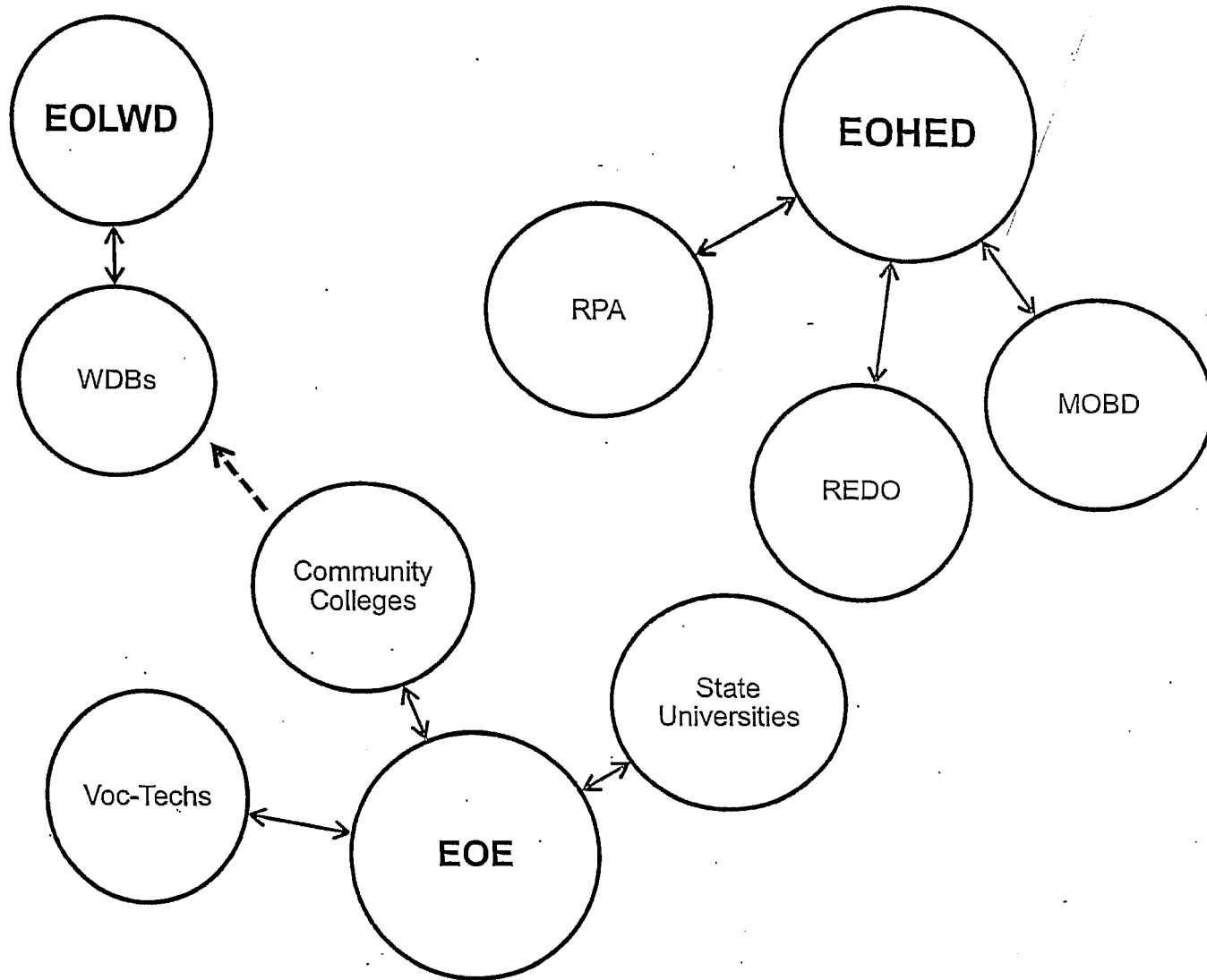
Executive Summary

The regional planning process, an initiative of the Workforce Skills Cabinet, will bring together regional partners in...

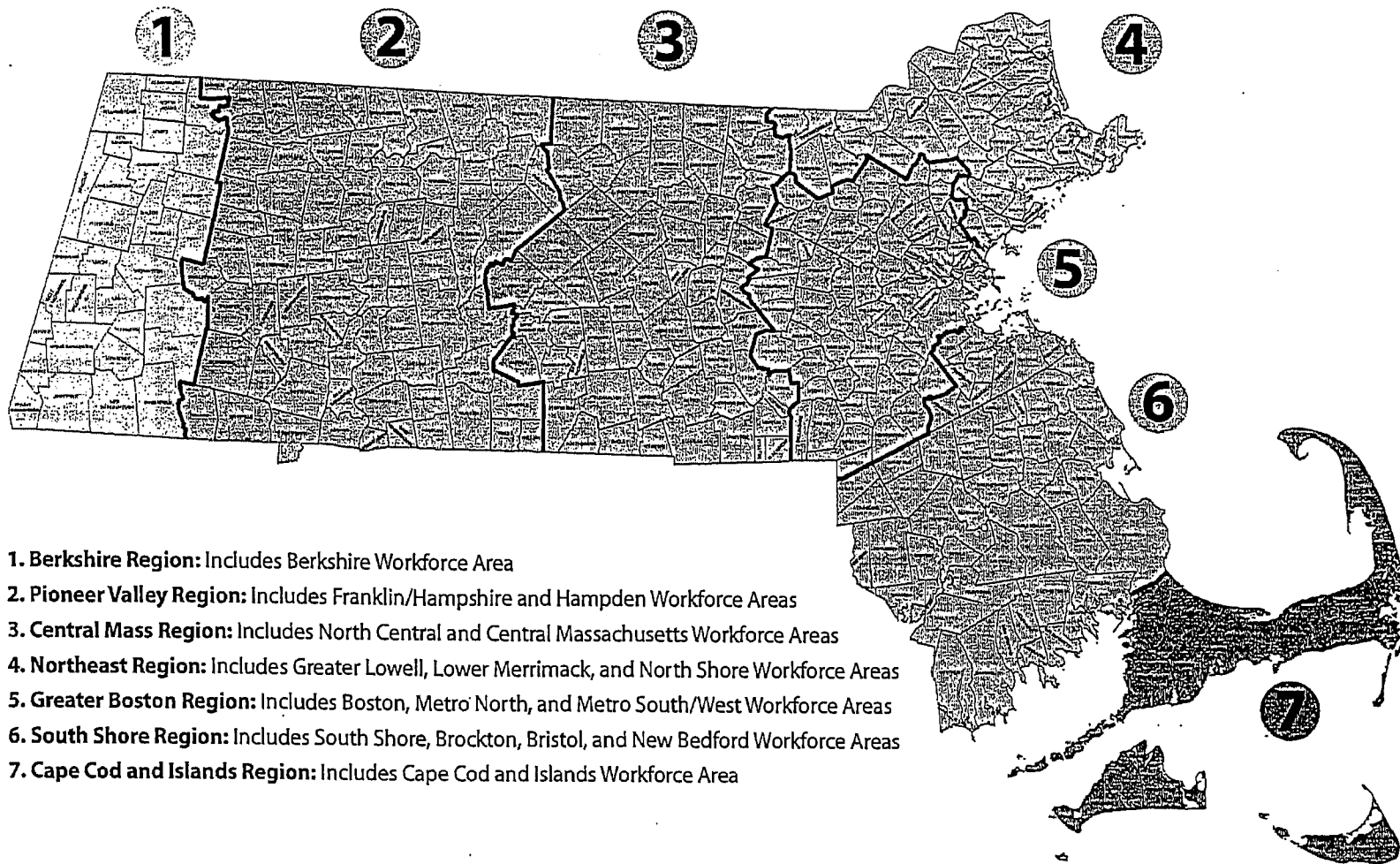


...in order to **collectively determine high priority regional career pathways** and **craft collaborative solutions** to meet the Commonwealth's jobseeker and employer needs.

Status Quo



WSC Regions



- 1. **Berkshire Region:** Includes Berkshire Workforce Area
- 2. **Pioneer Valley Region:** Includes Franklin/Hampshire and Hampden Workforce Areas
- 3. **Central Mass Region:** Includes North Central and Central Massachusetts Workforce Areas
- 4. **Northeast Region:** Includes Greater Lowell, Lower Merrimack, and North Shore Workforce Areas
- 5. **Greater Boston Region:** Includes Boston, Metro North, and Metro South/West Workforce Areas
- 6. **South Shore Region:** Includes South Shore, Brockton, Bristol, and New Bedford Workforce Areas
- 7. **Cape Cod and Islands Region:** Includes Cape Cod and Islands Workforce Area

Master List - (updated 2 -27-17)

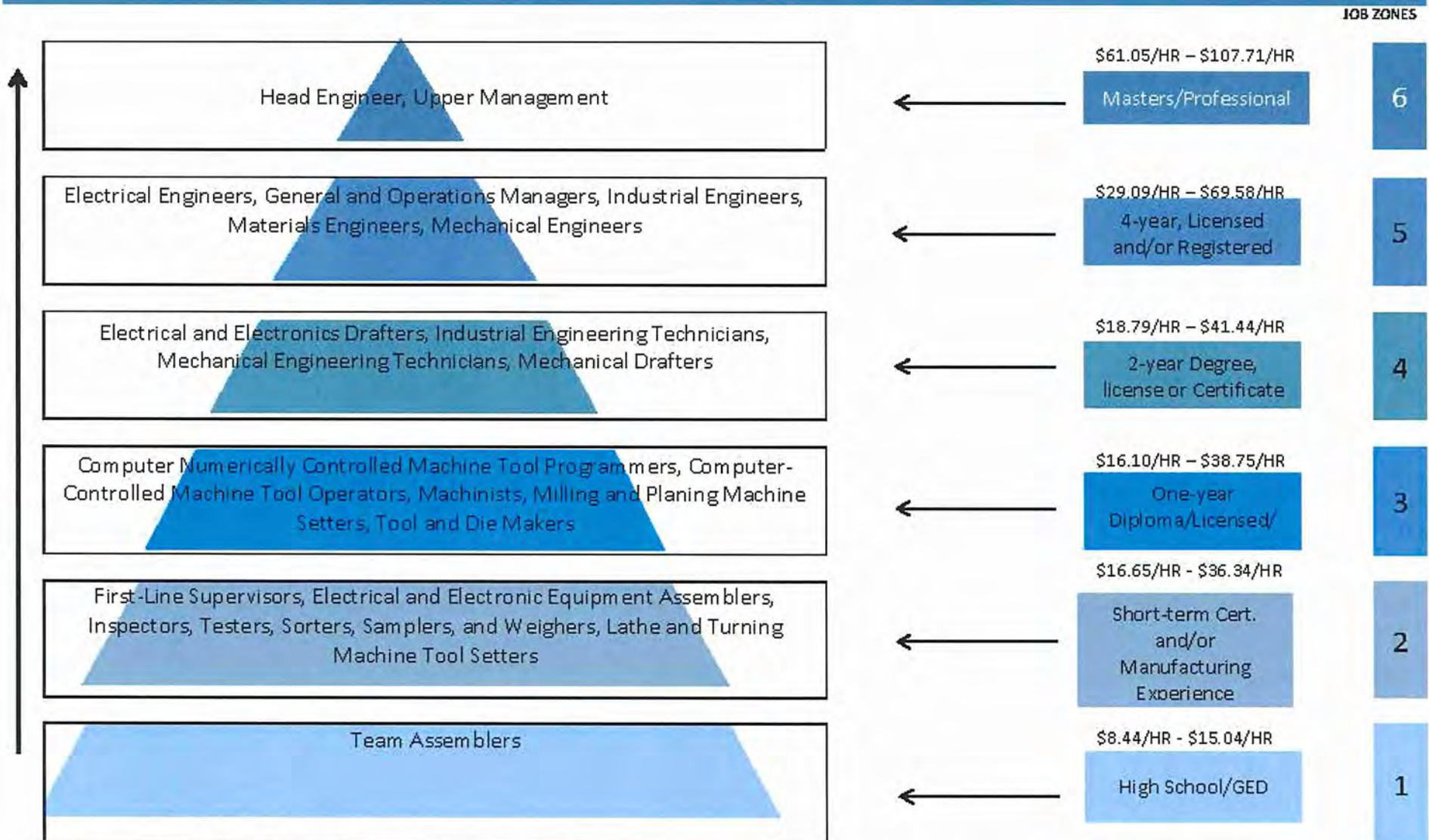
	Responses	Quota	Needed
Elected Official or City/Town Manager	14	14 75% of 19 cities/towns	0
Business	180	550 500-600	370
Student/Parent (K-12, Post-Secondary and Adult Learner)	237	1000 5% of 20,000 HS students	763
		5% of approx 700 = 35 adult learners want approx 250 parents	
Veteran	0	100 25% of last year's 400	100
Economic Development Professional	22	14 75% of 19 cities/towns	-8
Educational Leader	66	130 90% of 140 K-12 contacts = 126, 100% local colleges	64
Social Service agency	84	50 50 agencies	-34
Housing Expert	7	15 75% of 19 cities/towns	8
Community Leader	26	100 at least 100	74
Job Seeker	49	350	301
		0	0
Totals	685	2323	1638

29.49 Percent of total

Responses outside CC

Tourism 4/25/16	10
Link 7/20/16	25 social services
AIM	18 businesses
	53

North Shore Workforce Investment Board Manufacturing Pathways



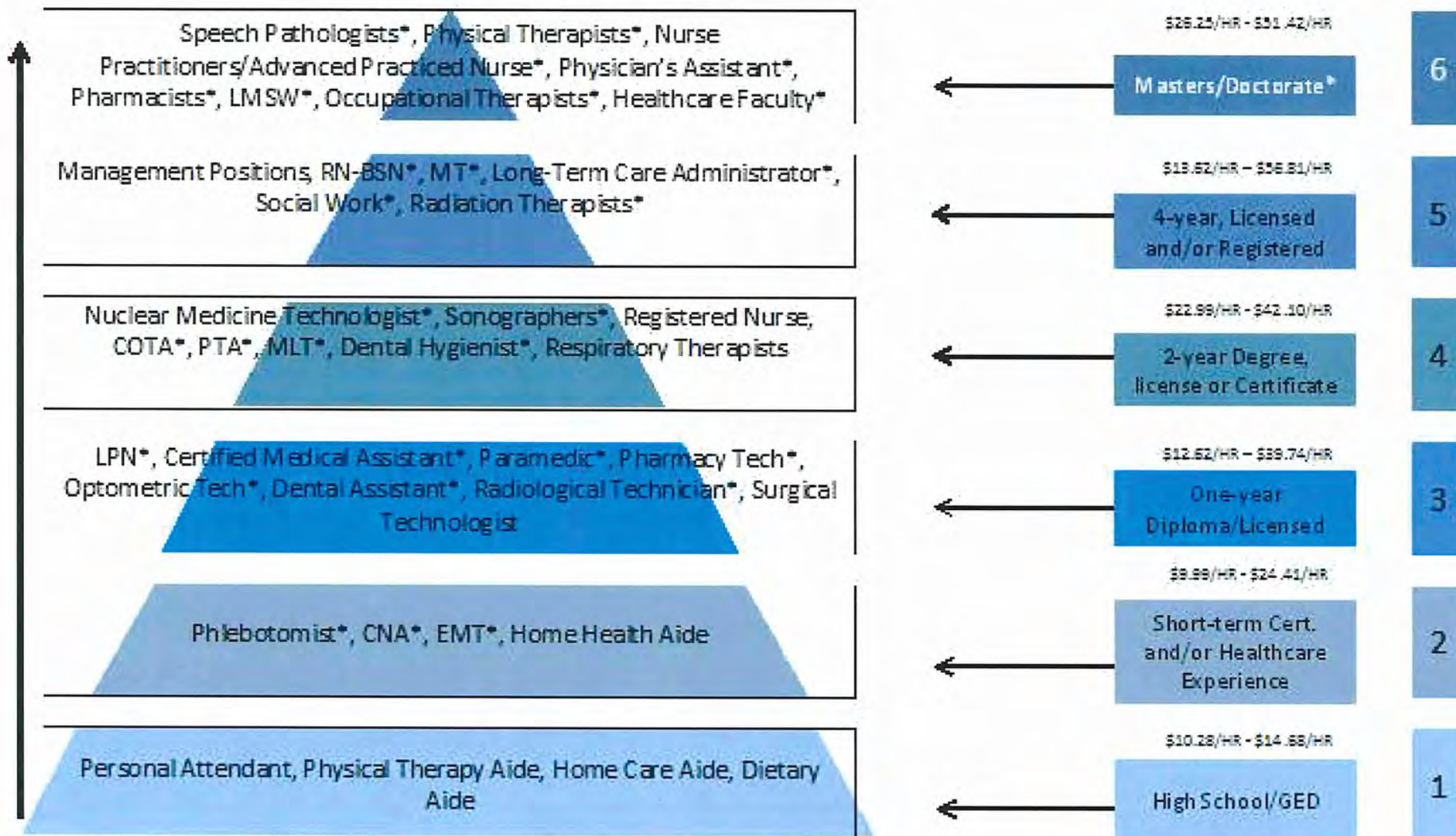
* Requires certificate, license, registration or specific degree.

Source: Wanted Technologies, Wanted Analytics. Massachusetts Executive Office of Labor and Workforce Development, Occupational Employment and Wages, May 2013. Department of Labor, Employment and Training Administration, O*Net Online. Analysis by Will Sinatra, North Shore Workforce Investment Board

North Shore Workforce Investment Board Healthcare Career Pathways Diagnostic/Therapeutic

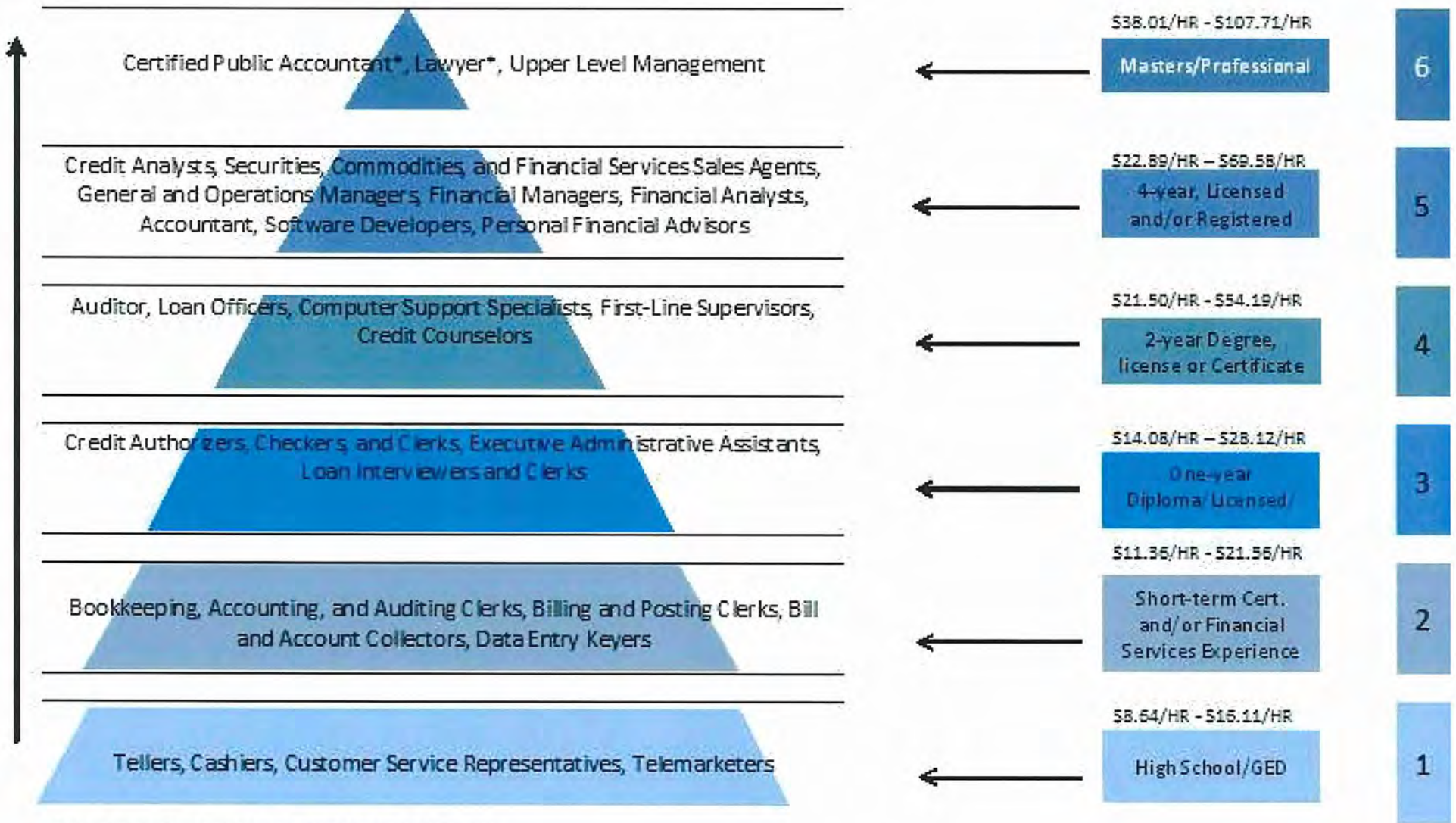
(Careers with Consistent Demand and Growth)

JOB ZONES



North Shore Workforce Investment Board Financial Services Pathways

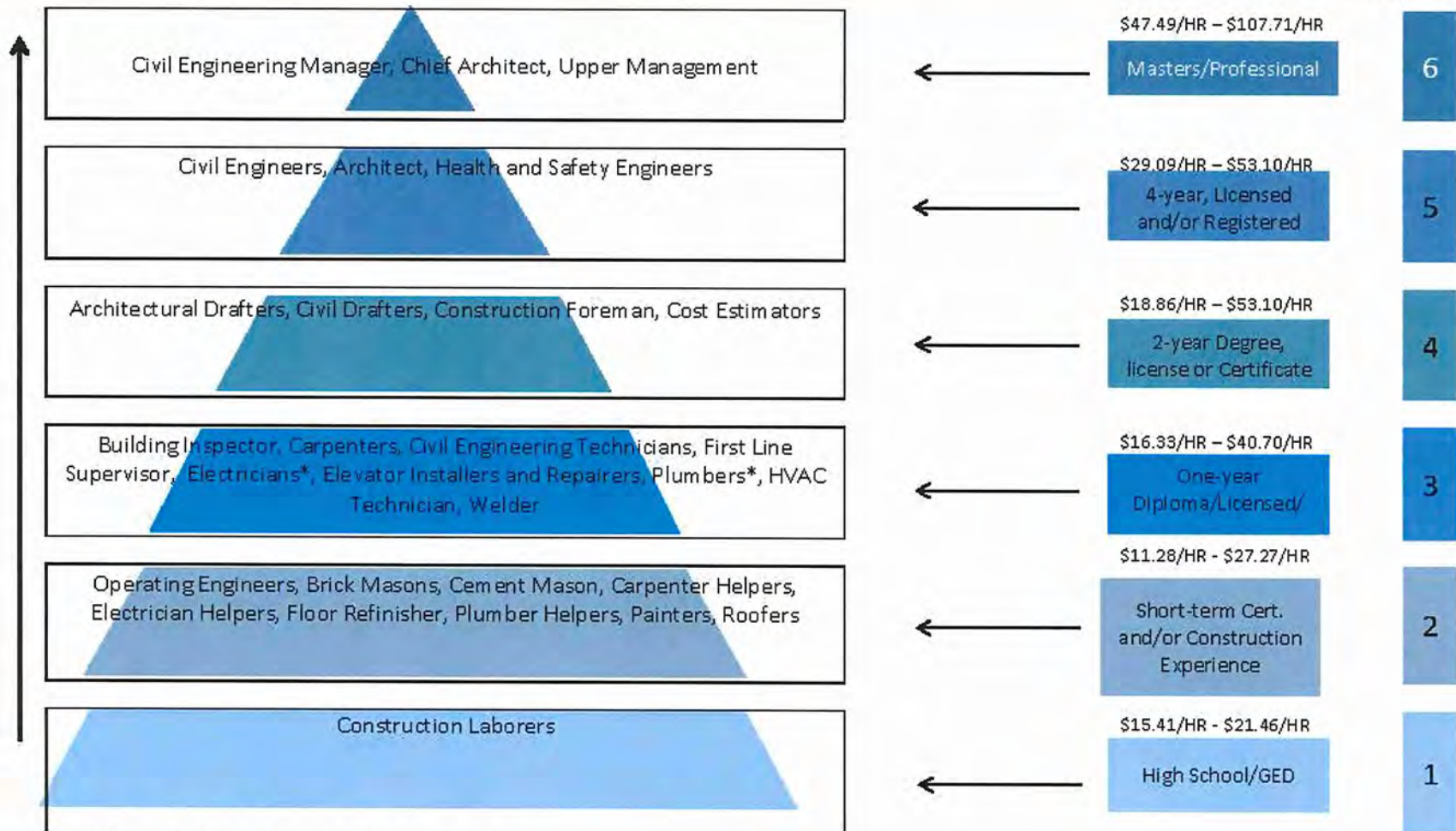
JOB ZONES



* Requires certificate, license, registration or specific degree.

North Shore Workforce Investment Board Construction Pathways

JOB ZONES



*Requires certificate, license, registration or specific degree.