



BOARD REPORT

January 12, 2017

Prepared on
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**North Shore Workforce Investment Board
Meeting Minutes**

November 10, 2016

Those in attendance: Arthur Bowes, Bob Bradford, Tracey Cahalane, Tim Doggett, Steve Falvey, Dianne Palter Gill (for Pat Gentile), Susan Jepson, Dave Manning, Pat Meservey, Sandy Nolfi, Paula Reynolds, Laurie Roberto, Steve Shea, Andrew Shapiro, Diane Smith, Nancy Stager, Sarah Stanton, Bill Tinti, and Edward Tirrell.

Those not in attendance: Joe Bourgeois, Brian Cranney, Tony Dunn, Marcia Griesdorf, Peggy Hegarty-Steck, Cathy Latham, Tom Lemons, Paul Mahoney, Mike McCarthy, Jocelyn Tiberii, Stan Usovicz, and Thelma Williams.

Staff: Katie Crowder, Kate O'Malley, Maribeth Forbes, Ed O'Sullivan, David McDonald, Maquisha Alleyne, and Mary Sarris

Special Guests: Lucas Santos, Congressman Moulton's office and Katie Kass, Senator Lovely's office.

The meeting begins at 8:12am.

A quorum is present.

Approval of September 22, 2016 minutes: P. Meservey moved to accept the minutes. T. Cahalane seconded the motion to approve the Sept. 22 minutes. All members in attendance voted to approve the minutes.

Nancy took time to acknowledge two members that will be leaving the Board.

Susan Jepson joined the WIB in 2009 as the representative for Senior Employment Programs. The state has made changes in the SEP providers, so Susan will be leaving in January. She has made a significant impact on the Board and on the Partnership committee and will be greatly missed. Susan was given a token of appreciation for her service with the WIB.

Arthur Bowes joined the WIB in 2004 as a representative of North Shore Medical Center. He became the Vice-Chair in 2012. He had years of experience working with the Boston PIC as the VP of Spaulding Rehab, so knew when he joined us what we were all about! Given the importance of health care to our workforce, Art has never failed to lead us in the right direction on educating and training our job seekers (young and not-so-young) with the most appropriate and needed skills possible. When Art could not make meetings, he always instructed his Union Hospital HR leader, Mary Zwiercan, to attend in his stead, recognizing that NSMC needed to be present and participating at all times. Some examples of projects Art has lead us through:

1. Technical Nurse Aid Training – in the middle of the recession, we worked with NSMC and NEHS to upskill there nurse aides to higher level skill at the bed side

- of acute care patients. This level of training is becoming the norm through acute care settings.
2. Working Cities Challenge Grant with the City of Salem, the Point Neighborhood residents working toward health care careers, and Spaulding Rehab. Art helped set this relationship up and provided us with advice and ideas throughout.
 3. Most importantly, Art jumped with both feet in to F1rstJobs, providing one of our most important and coveted summer placement programs for over 20 youth from Lynn and Salem, our most needy youth.

While we know NSMC will appoint a replacement for Art, we know he will never really be replaced. Art was given a token of appreciation for his service on the NSWIB.

Chair's Report

The WIB Association Quarterly Meeting and Workforce Summit took place on October 25th and 26th in Devens.

On October 25th the WIB Directors and Chairs met to discuss how the Career Centers could do a better job being demand-driven, meaning how they can better serve companies. There were a series of panel discussions. The NSWIB was able to get Andrew Nicastro the Marketing and Recruitment person from Cranney Companies to sit on one of the panels and discuss his thoughts and concerns for the construction industry. Andrew gave a presentation on why young people aren't choosing the trades. Two reasons he gave for this are they think the trades "aren't cool" and "aren't high tech" enough. The next panelist talked about "Tech" and mentioned how the trades are very high tech. Another panelist discussed the new "gig economy"- the continually growing trend for people to work for themselves on a project basis, and what this means for our labor force.

The following day was the Jobs and Workforce Summit that had about 300 people in attendance. Presentations included the Gender Pay Equity Law, a panel lead by young adults who had successfully participated in youth employment programs and are now in the primary labor market, and a panel on partnerships including Vertex and Walmart. Governor Baker spoke and mentioned his interest in the future of work. (Mary had a chance to speak with him after his presentation about our project and was able to send him more information on that.) Congressman Moulton was also in attendance and spoke about vocational education.

Transition Activities for the Workforce Innovation and Opportunities Act (WIOA)

Memorandum of Agreement with required partners

WIOA requires that WIBs gather all partner agencies in their local regions and begin discussions with them on how to share infrastructure costs at the Career Center. The State decided that the first year of WIOA the WIBs could set up an interim MOA to begin taking baby steps towards making the cost sharing work. The required partner agencies are Wagner Peyser (DCS), Vocational Rehab (MA Commission for the Blind and MRC), Adult Education (Operation Bootstrap), Mature Worker (Operation

A.B.L.E.), Unemployment Services, and DTA (added by Commonwealth of Massachusetts).

The NSWIB began working with the partner agencies over a year ago and came up with three basic goals for these partnerships that are included in the interim MOA and will be included in the final MOA on July 1. These are: building employer relationships, strengthening relationships between Partner and Career Center staff, and improve data collection. The WIB has also identified some products we wanted to have as deliverables at the end of the MOA period. These products are: cross train Career Center and Agency staff, create service crosswalks to identify where the crosswalks in services are, improve the referral process, and ensure that the final MOA will include agreements on the specific infrastructure shared costs.

The WIB has set up monthly meetings with all partner agencies. In an effort to learn more about the partner agencies, each agency will get a chance to present on their various services and workforce programming to the group. Through these meetings, the WIB and the agencies will develop a shared cost structure to present to the state. A final, signed MOA must be in place by June 26, 2017.

One-Stop Procurement Process

Proposals are due in the WIB office by November 14th at 10:00am. A review committee is being formed and will include 4 private sector board members representing critical industries and 3 WIOA partners. There will also be a non-voting advisory committee comprised of the remaining WIOA partners. The advisory committee will review the proposal and will provide advice to the review committee but will not vote on the proposals. Recommendations will be made to the Executive Committee in late February and a final vote will be made at the March 9, 2017 Board Meeting.

Future of Work

This presentation began at the last meeting, but due to time constraints we were unable to finish. We pick up where we left off with educator responses to the survey questions. A PowerPoint presentation showing the results can be found at northshorewib.com.

Educator Responses

When asked “What do you need to help college and career readiness standards for our students?”, educators said internships and exposure outside of the classroom are important. The WIB has a few programs like this (such as F1rstJobs at NSMC and an internship program at Medtronic) but there is a need to build more similar opportunities. “Externships for teachers to work at companies” was not rated as highly as expected even though the inability for students to understand the world of work is partly because teachers don’t understand it. The WIB has another round of Amp it Up externships planned.

Other responses include:

- Lack of understanding by some faculty of labor force needs in region.
- 83% of our students work - Getting started in a career path is difficult.
- Students/staff need constant communication and exposure to the needs of today's workforce. Student internships, teacher externships, career fairs, etc. are all

methods of bringing this about.

- The need to keep vocational schools in the loop with new industries/companies that are coming to area.

A discussion ensued. Some topics brought up were:

- The lack of knowledge of business practices in both students and teachers.
- The idea to make internships more like co-ops.
- The GE program with Salem State Business School where 4 students work 20 hour weeks in a paid internship as Cell Leaders.
- The inability of some industries that rely on public funding (such as healthcare) to pay interns.

Economic Development Responses

When asked “What is missing from your array of services that would address your unmet needs?”, workforce housing, expanded services and funding for transportation were the top answers. Transportation came up when speaking with almost all groups and is a huge issue on the North Shore.

Workforce housing is also a recurring concern across demographics.

Social Service Agency Responses

When asked “What are the biggest barriers that are keeping your constituents from finding and keeping full time employment?” lack of skills and transportation came up as the biggest barriers. More on-the-job learning opportunities and more free/low cost transportation were the top answers for what works or would work best to move constituents successfully into employment.

Transportation - a non-workforce development issue that is effecting our workforce.

Powerpoint slides showing the amount of people living in the North Shore and specific cities, such as Lynn, Beverly, Peabody, Salem, and Gloucester in comparison to the amount that work in and outside of the North Shore and those specific cities.

A brief discussion of the transportation challenges ensued and will be discussed, in-depth, at a later meeting.

Committee reports were distributed to the group.

S. Shea moved to adjourn the current meeting. T. Doggett seconded. All members in attendance voted to adjourn. None opposed.

The meeting concluded at 9:05 am.

The PowerPoint presentation followed in this meeting can be found at northshorewib.com.

The next meeting is scheduled for January 12, 2017.

Respectfully Submitted by Maquisha Alleyne.

CENTERS DIVISION

CAREER Customer Count

New Customers

	Nov, 16		Actual YTD		Nov, 15 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/17	Actual
Youth Career Center	7	59	87	708	97
Salem – The Hub	363	283	1698	3391	2374
Gloucester -AP	32	34	170	413	238
NSCC – AP	88	45	75	542	325
Family Success Center-AP	26	10	156	112	106
Peabody Institute -AP	16	6	52	74	45
Total	532	417	2238	5002	3185

Total Customers Served

	Nov, 16		Actual YTD		Nov, 15 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/17	Actual
Youth Career Center	108	122	384	1460	97
Salem – The Hub	1072	426	3082	5117	4201
Gloucester -AP	97	50	353	601	418
NSCC – AP	200	52	553	619	417
Family Success Center-AP	69	10	157	117	114
Peabody Institute -AP	18	6	55	75	47
Total	1564	583	4584	7000	5294

Customer Placements (#/% of total customers served)

	Nov, 16		Actual YTD		Nov, 15 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/17	Actual
Youth Career Center	5	6	25	73	2
Salem–The Hub	94	57	474	687	673
Gloucester-AP	9	5	70	62	64
NSCC –AP	24	6	98	65	58
Family Success Center-AP	9	1	20	13	8
Peabody Institute-AP	1	1	7	10	9

Total	142/9%	76/13%	694/15%	910/13%	814/15%
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Customer Satisfaction – Results for October 2016 to November 2016

*Job Seeker**

System-Wide (n = 122)	Excellent	Good	Fair	Poor
Were you satisfied with the results of your visit?	77 (63%)	38 (31%)	3 (3%)	4 (3%)
Gloucester (n=11)	6 (55%)	3 (27%)	1 (9%)	1 (9%)
Salem (n=104)	67 (64%)	33 (32%)	1 (1%)	3 (3%)
Access Points (n=7)	4 (57%)	2 (29%)	1 (14%)	0 (0%)

Employer

System-Wide(n = 4)	Excellent	Good	Fair	Poor
Overall satisfaction with Career Center services.	2 (50%)	2 (50%)	0 (0%)	0 (0%)

Employer Services

	Nov, 16		Actual YTD		Nov, 15 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/16	Actual
New Employer Accounts	86	50	342	600	607
Total Employers Served	199	117	872	1400	112
Number of Employers Listing Job Orders	68	42	326	500	280

TRAINING DIVISION / WORKFORCE INVESTMENT ACT

Overall WIA Activity

	YTD Actual	Planned Thru End of Grant	Sept, 15 YTD
Adult	52	97	75
Dislocated Worker	160	120	106

Overall WIA Placement

	YTD Actual	Planned Thru End of Grant	Sept, 15 YTD
Adult	5	54	18
Dislocated Worker	15	73	14

Preferred Vendor Performance (top 6 vendors in terms of enrollments)

Vendor	Number Served	Placement Rate	Average Wage	Number Served in FY 16
North Shore CC	22	100%	17.69	105
William George	5	100%	72.12 (150,00/Yr)	16
Millennium	4	NA	NA	17
Salem State University	4	NA	NA	9

American Graphics Institute	3	NA	NA	1
American Red Cross	3	100%	13.75	7
New England Tractor Trailer	3	100%	35.00	10

YOUTH DIVISION

Workforce Investment Act Programs

Vendor	Number Served	Number Exited	Number placed/Average Wage	Number Served in FY 16
Action, Inc.	19	3	3/\$10.67	35
Catholic Charities	31	10	4/\$10.75	47
Girls, Inc.	17	4	NA	24
North Shore CDC	6	1	1/\$10.00	6

	Goal	Actual
Student Work and Learning Experiences	350	380

WBLP and Career Development Activities:

During this quarter, Connecting Activities (CA) staff, together with school liaisons, planned and conducted Career Development Education activities for students at Beverly High School, Fecteau Leary Alternative High School in Lynn, Lynn Classical High School, Marblehead High School, Peabody Learning Academy, Peabody Community High School, and Salem High School. Youth Career Center and the main Career Center staff partnered to plan and deliver three sessions to KIPP Academy seniors to review the Critical Growth Industries to assist with providing career direction to these 2017 graduates. CA staff accompanied LVTI students and staff on a visit to Microline Surgical in Beverly.

Staff met weekly to provide approximately 40 Career Awareness and Career Exploration workshops to assist students with work readiness development and job search activities. In addition, at Beverly, Marblehead and Salem High Schools, office hours were held for the student population at-large to meet with CA staff for individual assistance with their job search. CA staff typically facilitates the Signal Success curriculum, supplemented by Youth Career Center workshops.

Youth Career Center staff worked with employers to provide instruction on the usage of the MA WBLP as needed over the summer. As employer partners continue to hire each year, they have become familiar with the WBLP and require less assistance from our staff. Any new employers are introduced to the evaluation tool and we have received positive feedback. We had great feedback from employers for the Summer WBLPs.

Professional Development:

- Department of Criminal Justice Information Services CORI Training
- Annual Joint Domestic Violence Roundtable
- Youth Works Summer Debriefing Meeting
- WIOA Performance Accountability Webinar
- Meetings with Salem Public Schools, Lynn Shannon Steering Committee, Lynn Safe & Successful Youth Initiative (SSYI), North Shore Continuum of Care and Lynn Continuum of Care Youth & Education Sub-Committee

Employer Outreach:

Communication with local businesses to identify employer needs and opportunities included Bertini Restaurant, Dunkin Donuts, Gregg House, Kelly Honda, Lynn YMCA, Perfect Parties, Rocco Festa Construction, UPS and Walgreens. Outreach to three local shopping malls in Danvers, Peabody and Saugus has been completed so we have current information for all seasonal hiring. Listings have been created to include business, open positions and minimum age requirements. These listings are provided to all youth who walk into the YCC and provided in schools during our weekly sessions in the classrooms, as well as via office hours. We also post daily to our YCC Facebook page for job opportunities in our area.

Highlights:

- Last year's pilot program, Women in Engineering internship at Medtronic was a success and Medtronic agreed to host another six (6) paid interns again this school year. However, they decided to take on nine interns this school year, all of which started September 16th. We are working with another company who would like to use this model for a similar internship program, and we will bring them to visit Medtronic in October.
- We finished our 12th year of our F1rst Jobs summer jobs program. This year we placed 343 subsidized and 248 unsubsidized youth at 176 employers throughout our region, mainly in our gateway cities of Lynn Salem, and Peabody.
- We learned that our 2007 "F1rstJobs" intern at the WIB office is now working at the office of Congressman Seth Moulton.

Budget-Actual Summary by Expense Category

As of November 30, 2016

	Budget	Actual	Obligations	\$ Remaining	%Rem.
<u>REVENUE</u>					
Current Year Grants	\$4,008,007	\$866,037	-	\$3,141,970	78.4%
Current Year Income	148,472	148,472	-	0	0%
Prior Year Carry-in	1,574,536	1,153,511	-	421,025	26.7%
Total Revenue	\$ 5,731,015	\$2,168,020	-	\$3,562,994	62.2%
<u>EXPENSES + OBLIGATIONS</u>					
<u>Admin Expenses</u>					
Personnel	\$290,909	\$116,681	-	\$174,228	59.9%
Expenses	74,172	27,934	-	46,238	62.3%
Total Admin Expenses	\$ 365,080	\$144,615	-	\$220,466	60.4%
<u>Program Expenses</u>					
Personnel	1,715,388	\$667,917	-	1,047,470	61.1%
Individual Training Accounts	695,990	178,282	196,822	320,886	46.1%
Supportive Services	66,174	19	34,295	31,860	48.1%
Youth Jobs	459,249	392,626	30,560	36,063	7.9%
Other Training	706,357	149,227	371,598	185,531	26.3%
Other Program Costs	634,378	284,355	33,416	316,608	49.9%
Business Services Costs	113,949	42,296	72	71,581	62.8%
Total Program Expenses	\$4,391,484	\$1,714,722	\$666,763	\$2,009,999	45.8%
Total Expenses & Obligations	\$4,756,564	\$1,859,337	\$666,763	\$2,230,465	46.9%
Planned Carry-Out	\$974,450				

Budget-Actual Summary by Program

As of November 30, 2016

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<u>Federal Funds</u>				
Disability initiative Project (DIP), FY 16	\$108,578	\$37,517	\$71,062	65.4%
DOT Transportation Grant - FY15 New Freedom	138,784	138,784	0	0.0%
Emergency Unemployment Comp. - REA: FY13	13,288	-	13,288	100.0%
Emergency Unemployment Comp. - REA: FY14	1,140	1,140	0	0.0%
FY 15 Job Driven NEG	13,200	13,200	0	0.0%
NAMC Apprenticeship Grant	322,917	47,773	275,143	85.2%
Rapid Response – State Staff, FY17	13,991	0	13,991	100.0%
Re-employment Eligibility Assessments, FY17	55,426	47,693	7,733	14.0%
Sector Partnership NEG – FY16	79,175	30,226	48,949	61.8%
Talent Connect – FY 17	13,242	7	13,235	100.0%
Trade Adjustment Assistance Case Management, FY17	20,791	13,009	7,782	37.4%
UI Walk-in, FY17	18,391	6	18,385	100.0%
Vets: Disabled Veterans Outreach Program, FY16	16,356	16,356	0	0.0%
Vets: Disabled Veterans Outreach Program, FY17	12,896	13	12,883	99.9%
Wagner Peyser ES 90%, FY16	31,073	1,367	29,706	95.6%
Wagner Peyser ES 90%, FY17	42,761	14,644	28,117	65.8%
Wagner Peyser ES, 10% FY17	23,206	9,757	13,449	58.0%
WIOA Formula Funds: Adults	750,572	233,639	516,933	68.9%
WIOA Formula Funds: Dislocated Workers	838,752	499,937	338,815	40.4%
WIOA Formula Funds: Youth	573,094	414,500	158,594	27.7%
WIA/WIOA Formula Funds: Administration	187,947	75,413	112,534	59.9%
<i>Total Federal Funds</i>	<i>\$3,275,580</i>	<i>\$1,594,981</i>	<i>\$1,680,599</i>	<i>51.3%</i>

Budget-Actual Summary by Program

As of November 30, 2016

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<u>State & Local Funds</u>				
DCS – Jobs for Veterans State Grant	6,125	72	6,053	98.8%
DESE: Adult Career Pathways, Program 541, FY17	157,590	146,610	10,980	7.0%
DESE: Connecting Activities, FY17	95,189	16,342	78,847	82.8%
DTA FY17 Competitive Integrated Employment Services	170,607	40,552	130,055	76.2%
Earned Funds	7,368	2,946	4,422	60.0%
HCWTF Training, FY15	103,399	33,768	69,631	67.3%
State One-Stop Career Centers, FY17	234,625	77,630	156,995	66.9%
Workforce Training Fund: WIB Support, FY17	95,000	34,753	60,247	63.4%
YouthWorks – Summer 2016	545,113	544,635	478	0.1%
YouthWorks – Year Round	65,968	33,810	32,158	48.7%
<u>Total State Funds</u>	<u>\$1,480,984</u>	<u>\$931,118</u>	<u>\$549,866</u>	<u>37.1%</u>
<hr/>				
TOTAL FUNDS	\$4,756,564	\$2,526,100	\$2,230,465	46.9%