



BOARD REPORT

May 12, 2016

Prepared on
May 5, 2016

TABLE OF CONTENTS

	Page
Minutes of Board Meeting of March 10, 2016	3
Career Centers Division	6
Training Division / Workforce Investment Act	8
Youth Services Division	8
Financial Reports	11

**North Shore Workforce Investment Board
Meeting Minutes**

March 10, 2016

Those in attendance: Arthur Bowes, Bob Bradford, Steve Falvey, Diane Palter Gill (for Pat Gentile), Vanessa Campbell (for Marcia Griesdorf), Susan Jepson, Bonnie Carr & Tom Iarrobino (for Cathy Latham), Dave Manning, Paul Mahoney, Mike McCarthy, Lauren Hubacheck (for Pat Meservey), Sandy Nolfi, Paula Reynolds, Laurie Roberto, Steve Shea, Diane Smith, Nancy Stager, Sarah Stanton, Jocelyn Tiberii, Bill Tinti, and Thelma Williams

Those not in attendance: Joe Bourgeois, Tracey Cahalane, Brian Cranney, Tim Doggett, Tony Dunn, Peggy Hegarty-Steck, Tom Lemons, Andrew Shapiro, Edward Tirrell, and Thelma Williams.

Staff: Mary Sarris, Maquisha Alleyne, Ed O’Sullivan, David McDonald, Katie Crowder, Paul Ventresca, Kate O’Malley, Will Sinatra, and Maribeth Forbes.

Special Guests: Secretary Ronald Walker - Executive Office of Labor and Workforce Development, Senator Joan Lovely, Sam Barrows - Rep. Tucker’s office, Katie Kass – Sen. McGee’s Office, and Mayor Kimberly Driscoll.

The meeting begins at 8:07am.

A quorum is present.

Approval of January 14, 2016 minutes: T. Lemons moved to approve the November minutes. S. Shea seconded. All members in attendance voted to approve the minutes, none opposed.

Chair’s Report

Nancy Stager welcomed Secretary Walker to the meeting and read his professional biography.

Secretary Walker’s role as Secretary of Labor and Workforce Development includes the oversight of 5 labor development agencies in the Commonwealth, the departments of Labor Standards, Unemployment Assistance, Industrial Accidents, Labor Relations, and Career Services. In addition, Sec. Walker oversees Commonwealth Corporation, and is charged with administering Workforce Training Funds.

Secretary Walker was recently appointed to lead two initiatives to meet the needs of employers and also targeted populations of unemployed residents. He chairs the Workforce Skills Cabinet where he joins with his counterparts from the Executive Office of Housing and Economic Development - Sec. Jay Ash, and Executive Office of Education – Sec. James Peyser in examining the state’s workforce development system and aligning economic and educational resources. He also leads the taskforce charged with improving access to jobs and training to populations that experience higher rates of unemployment or underemployment.

Secretary Ronald Walker – Update on Initiatives

Last year the Governor issued an executive order to establish a workforce skills cabinet. Now, along with Secretaries Peyser and Ash, Secretary Walker sits on a sub-cabinet that assists employers with meeting their workforce needs whether it be by providing tax credits or linking them with a properly trained workforce.

Massachusetts currently has a 4.7% unemployment rate, the best in the nation, and continues to go in the right direction in all the key sectors; healthcare, business, technology and education. There are still 168,000 residents still unemployed in the Commonwealth. There are populations that are chronically unemployed such as youth, people with disabilities, veterans, Latinos and Hispanics. A task force has been established to identify and created programs to ensure all residents of the commonwealth are prepared to be a part of the Commonwealth's workforce. The task force found that training skills, language, and education are key components to why people aren't in the workplace and that community based organizations do a great job in targeting and assisting these populations, but the State must do a better job in working with these organizations. In order to do that, the Governor has agreed in his budget to set funds aside to establish an economic fund through CommCorp to specifically target these populations so the State, the WIB's and Career Centers can partner more with CBO's.

Workforce Competitiveness Trust Fund, which focuses on the underserved and underemployed, has been sporadically funded through the years. The Governor has agreed to fund WCTF for the second year in a row with another couple million dollars.

Recidivism is also a big problem in the Commonwealth. Hamden County Sheriff's Department has a program working with over 3000 people coming out of prison. 60% of the individuals in the program now have jobs and are keeping those jobs. The task force has proposed investing in and creating a similar model that can be spread across the Commonwealth.

Workforce Skills Cabinet

The Cabinet has found that Career Centers do great work and WIBs give great advice but some businesses still don't know what the Career Centers do and what services they can provide to businesses. That can be mitigated by understanding the needs of businesses; what their challenges are and what their opportunities are.

- Governor's Bizworks 2.0 – is a program where a business can contact the State if they are having difficulties filling positions and the appropriate agencies (WIBs, Community Colleges, Career Centers, etc.) will work together to match workers to fill the positions.
- Skills Capital Grants – Community Colleges and State Universities and the Department of Education have regional planning models with job creation and retention as part of those plans. The task force found that none of the plans are aligned. There should be a collaborative regional planning model around job creation. \$9.3 million in grant funding has been set aside for Skills Capital Grants. This funding will be used by educational institutions to create and expand on existing vocational training programs to create a skilled workforce that meets the needs of the businesses within the region.

Economic Development Bill

The Governor set aside \$75 million in funds that relate to job creation and economic growth.

The State Workforce Board has been streamlined through legislation. The board is still lead by business, there are 17 business leaders on the board but is has been cut from 60 members to smaller group.

Secretary Walker discussed the State's preparation for WIOA.

Questions and Comments:

B. Tinti: You talked about regional planning and the issue of alignment. There is an issue of geographic alignment across the Commonwealth. Is there a plan to fix the misaligned regions?

Sec. Walker: Yes. The WSC has done some work on the issue and you should learn more about the plans for that soon.

K. Driscoll: Mayor Driscoll talked about the work on the State Board and the work being done at the NSWIB and thanked Sec. Walker for attending. She also asked if there were any plans to streamline funding sources and create flexibility so that WIBs don't have to bend over backwards to make existing program fit funding sources.

Sec. Walker: The issue had come up in discussions with the task force and there are plans to try to streamline.

Sen. Joan Lovely: Mentioned an amendment that was accepted that ensures the State WIB maintain diversity (women and people of color) based on the diverse makeup of the Commonwealth. She thanked the Secretary and Governor for accepting the amendment.

N. Stager: Nancy highlighted some issues the WIB has come across with receiving timely data from the state relating to program outcomes and a need for this and other difficult to obtain data to inform our data driven programs.

Sec. Walker: The Secretary has hired someone to look into the possibility of taking different state data and put it into one database to make the process more streamlined. It's very complicated but it is on the radar.

S. Jepson: It is implied in remarks that were made, but there is a need to address wrap around services such as dependent care issues and transportation issues. No one comes ready for work without other services.

Sec. Walker: There are a couple of wrap around service programs, at least one of which has been funded to help address that. The issue has come up to the task force and it is on the agenda to address.

Apprenticeship Grant

Creating an apprenticeship program that can move across sectors is the right thing to do but it is not simple. Through Mary's directions and perseverance, the WIB has moved forward with this grant. The Executive Committee has approved a sponsorship agreement. Mary has signed the agreement and is awaiting approval from the State. This grant will be administered through NAMC which covers three WIB regions. There are 15 companies signed up with 65 apprentices so far.

Customer Centered Design Project

The NSWIB team went to the White House, or the building next to the White House. 10 other WIBs across the country were in attendance. The NSWIB was the only WIB from the northeast.

The next step to that is, the MA WIB Association will be holding its Quarterly meeting in Lynn on April 4th where the process learned in the CCD project will be discussed.

Mary quickly went through a PowerPoint presentation discussing the CCD process and how the Career Center is implementing the strategies that resulted from that process.

Summaries of our sub-committee work were given to the group for review.

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

The meeting concluded at 9:11 am.

The next meeting is scheduled for May 12, 2016.

Respectfully Submitted by Maquisha Alleyne.

CENTERS DIVISION

CAREER Customer Count

New Customers

	Mar, 16		Actual YTD		Mar, 15 YTD
	Actual	Plan+	Actual YTD	Plan thru 6/30/16+	Actual
Youth Career Center	29	-	181	-	-
Salem – The Hub	394	-	4,040	-	5,118
Gloucester -AP	45	-	432	-	346
NSCC – AP	107	-	626	-	150
Family Success Center -AP	21	-	154	-	28
Peabody Institute -AP	10	-	89	-	-
Total	606	412	5,522	4,940	5,642

+The WIB is reviewing customer inflows at the Access Points in order to develop better planning figures

Total Customers Served

	Mar, 16		Actual YTD		Mar, 15 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/16	Actual
Youth Career Center	127	-	181	-	-
Salem – The Hub	1,221	-	6,361	-	8,150
Gloucester -AP	146	-	672	-	594
NSCC – AP	202	-	732	-	150
Family Success Center -AP	24	-	164	-	28
Peabody Institute -AP	10	-	91	-	-
Total	1,730	780	8,201	9,350	8,892

+The WIB is reviewing customer inflows at the Access Points in order to develop better planning figures

Customer Placements (#/% of total customers served)

	Mar, 16		Actual YTD		Mar, 15 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/16	Actual
Youth Career Center	1	-	8	-	-
Salem–The Hub	142	-	1,134	-	1,060
Gloucester-AP	12	-	98	-	78
NSCC –AP	15	-	99	-	2
Family Success Center-AP	4	-	22	-	2
Peabody Institute-AP	2	-	18	-	-
Total	176/10%	101/13%	1,379/17%	1,216/13%	1,142/13%

+The WIB is reviewing customer inflows at the Access Points in order to develop better planning figures

Customer Satisfaction – Results for March 2015

Job Seeker

System-Wide (n = 133)	Excellent	Good	Fair	Poor
Were you satisfied with the results of your visit?	78 (59%)	46 (35%)	7 (5%)	2 (1%)
Gloucester (n= 16)	13 (81%)	3 (19%)	0 (0%)	0 (0%)
Salem (n= 113)	61 (54%)	43 (38%)	7 (6%)	2 (0%)
Access Points (n=4)	4 (100%)	0 (0%)	0 (0%)	0 (0%)

Employer

System-Wide(n = 6)	Excellent	Good	Fair	Poor
Overall satisfaction with Career Center services.	5 (83%)	0 (0%)	1 (17%)	0 (0%)

Employer Services

	Mar, 16		Actual YTD		Mar, 15 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/16	Actual
New Employer Accounts	75	50	594	600	470
Total Employers Served	120	117	959	1,400	775
Number of Employers Listing Job Orders	62	42	441	500	365

TRAINING DIVISION / WORKFORCE INVESTMENT ACT

Overall WIA Activity

	YTD Actual	Planned Thru End of Grant	Mar, 15 YTD
Adult	87	172	124
Dislocated Worker	154	209	154

Overall WIA Placement

	YTD Actual	Planned Thru End of Grant	Mar, 15 YTD
Adult	37	76	33
Dislocated Worker	29	91	45

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

Vendor	Number Served	Placement Rate	Average Wage	Number Served in FY 15
North Shore CC	64	100%	20.20	91
William George	14	100%	66.67	2
Millennium	12	100%-	18.00	12
New England Tractor Trailer	8	100%	21.00	14
Salem State University	6	n/a	n/a	4
American Red Cross	4	100%	12.63	8

YOUTH DIVISION

Workforce Investment Act Programs

Vendor	Number Served	Number Exited	Number placed/Average Wage	Number Served in FY 15
Action, Inc.	33	5	3/10.23	27
Catholic Charities	42	14	5/10.60	45
Girls, Inc.	24	7	n/a	27
North Shore CDC	1	n/a	-n/a	0

	Goal	Actual
Student Work and Learning Experiences	300	529

WBLP and Career Development Activities:

Connecting Activities (CA) staff, together with school liaisons, continued work with students from Marblehead High School, Peabody Learning Academy, Peabody Community High School, New Liberty Charter School, Salem Vocational High School, Fecteau Leary Alternative High School in Lynn and new schools/departments starting this quarter, Beverly High School and Salem High School Special Education. Staff met with students weekly to provide some 80 Career Awareness and Career Exploration workshops to assist students with work readiness development and job search activities. CA staff facilitates the Signal Success curriculum, supplemented by Youth Career Center created workshops. Commonwealth Corporation team members observed, and in some cases co-facilitated workshops with CA staff. In addition, CA staff facilitated planning meetings with Lynn Vocational Technical Institute for their large-scale job fair.

We have received requests from other High Schools in the area, Swampscott and Lynnfield. Staff met with their guidance departments and provided an overview of Connecting Activities services.

We completed another round of “Amp it Up” a professional development opportunity designed to improve science and math instruction while introducing students to careers in manufacturing and other STEM industries. Seven teachers from Peabody, Beverly and Lynn English High Schools as well as Catholic Charities HiSet program attended professional development sessions in November and April and completed a one day externship at a STEM company this winter. Lesson plans are being finalized and will be on our website this month.

In February, we kicked off our 11th year of our First Jobs, summer jobs program. RFP’s have gone out to non-profits and municipalities, with responses due April 29th. Youth Employment applications are available and have started to be returned. Our Signal Success Workshops begin in April and will be held weekly in Lynn, Salem and Peabody, throughout the program.

Professional Development:

- Staff attended the Connecting Activities Leadership Conference in February, Community meetings for Salem Public Schools, Shannon Committee, Safe & Successful Youth Initiative (SSYI) and Salem Hope.
- Staff attended trainings and meetings on MBTI, and Social Media which included Facebook, LinkedIn and Website development.

Employer Outreach:

Meetings with local businesses to identify employer needs and opportunities include American Office Furniture, Chevy Service, DAmicis’ Bakery, Eastern Bank, Kelly Auto Service Center, LEO, Metro Credit, Rossetti’s Restaurant, RPR Computer, Russo Plumbing, The Blue Ox and Walmart in Lynn, Bonkers in Peabody, Bank of America in Swampscott and Home Depot in Salem.

The YCC has had continued success with our Facebook page our site reached 1,060 LIKES! Youth jobs are posted on a regular basis. The feedback from postings has been positive and we find that social media is another way to reach youth. In addition, our business partners have embraced us posting their job opportunities on our page.

Highlights:

WIB and Career Center staff participated in a 10 week “Human Centered Design” project. The WIB convened a team with three of our staff as well as the Career Centers, North Shore Community College, North Shore Community Action Programs, DCS, our board chair (Eastern Bank) and Vice Chair (North Shore Medical Center). This team completed a Customer

Centered Design Challenge through the Dept. Of Labor with the central question: *How might we design a system to put employers in the center of our sector strategies and career pathway work?* Our Team was one of 10 teams nationwide selected to participate in a Learning Exchange and Celebration at the White House on February 16th, 2016. The Lynn Item, our local newspaper, featured a story about our experience, and we are set to present to the MAWIB Association on April 4th.

Medtronic, an international medical device company, specializing in manufacturing of cardiac catheters, has agreed to host 6 interns again next school year. There are currently six female students participating in this paid engineering internship.

Budget-Actual Summary by Expense Category
As of March 31, 2016

	Budget	Actual	Obligations	\$ Remaining	%Rem.
<u>REVENUE</u>					
Current Year Grants	\$3,965,014	\$1,587,365	-	\$2,377,649	60.0%
Current Year Income	157,394	120,611	-	36,783	23.4%
Prior Year Carry-in	2,702,773	2,051,295	-	651,478	24.1%
Total Revenue	\$ 6,825,181	\$3,759,272	-	\$3,065,909	44.9%
<u>EXPENSES + OBLIGATIONS</u>					
<i><u>Admin Expenses</u></i>					
Personnel	\$312,812	\$209,196		\$103,617	33.1%
Expenses	89,861	42,819	-	47,042	52.4%
Total Admin Expenses	\$ 402,673	\$252,014		\$150,659	37.4%
<i><u>Program Expenses</u></i>					
Personnel	1,773,023	\$1,153,644	6,715	612,664	34.6%
Individual Training Accounts	798,403	277,082	306,815	214,505	26.9%
Supportive Services	45,909	3,966	29	41,914	91.3%
Youth Jobs	435,949	381,336	38,325	16,287	3.7%
Other Training	1,066,246	461,263	351,886	253,097	23.7%
Other Program Costs	1,376,538	709,108	359,893	307,537	22.3%
Business Services Costs	90,218	80,926	-	9,292	10.3%
Total Program Expenses	\$5,586,286	\$3,067,326	\$1,063,664	\$1,455,297	26.1%
Total Expenses & Obligations	\$5,988,960	\$3,319,340	\$1,063,664	\$1,605,955	26.8%
Planned Carry-Out	\$836,221				

Budget-Actual Summary by Program
As of March 31, 2016

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<u>Federal Funds</u>				
Disability Employment Initiative (DEI), FY13	258,851	185,589	73,262	28.3%
DOT Transportation Grant - FY15 New Freedom	686,834	686,834	0	0.0%
Emergency Unemployment Comp. - REA: FY13	13,288	-	13,288	100.0%
Emergency Unemployment Comp. - REA: FY14	1,140	-	1,140	100.0%
FY 15 Job Driven NEG	76,629	71,765	4,864	6.3%
NAMC Apprenticeship Grant	107,639	0	107,639	100.0%
Rapid Response – State Staff, FY16	12,944	10,878	2,066	16.0%
Re-employment Eligibility Assessments, FY16	62,830	59,586	3,244	5.2%
Sector Partnership NEG – FY16	128,000	18,113	109,887	85.8%
Trade Adjustment Assistance Case Management, FY15	6,378	6,378	0	0.0%
UI Walk-in, FY15	20,709	12,805	7,904	38.2%
Vets: Disabled Veterans Outreach Program, FY16	19,379	3,024	16,355	84.4%
Wagner Peyser ES 90%, FY15	2,225	1,950	275	12.3%
Wagner Peyser ES 90%, FY16	59,818	27,468	32,350	54.1%
Wagner Peyser ES, 10% FY16	80,572	14,595	65,977	81.9%
WIA Formula Funds: Adults	914,462	569,679	344,783	37.7%
WIA Formula Funds: Dislocated Workers	905,712	706,512	199,200	22.0%
WIA Formula Funds: Youth	783,876	662,253	121,623	15.5%
WIA Incentive, FY15	11,636	8,780	2,856	24.5%
WIA/WIOA Formula Funds: Administration	232,981	158,326	74,655	32.0%
<i>Total Federal Funds</i>	<i>\$4,385,903</i>	<i>\$3,204,534</i>	<i>\$1,181,369</i>	<i>26.9%</i>

Budget-Actual Summary by Program
As of March 31, 2016

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<i>State & Local Funds</i>				
Advanced Manufacturing: Amp-It-Up, FY15	9,655	6,990	2,665	27.6%
DESE: Adult Career Pathways, Program 541, FY16	157,590	152,631	4,959	3.1%
DESE: Connecting Activities, FY16	98,781	73,972	24,809	25.1%
DTA FY16 Competitive Integrated Employment Services	125,150	63,308	61,842	49.4%
Earned Funds	22,327	22,327	0	0.0%
HCWTF Training, FY15	213,449	131,623	81,826	38.3%
NAMC -Pipeline Outreach Program	41,333	15,306	26,027	63.0%
SSYI - Lynn	6,400	58	6,342	99.1%
State One-Stop Career Centers, FY16	273,210	138,627	134,583	49.3%
WCTF: Middle Skills Gap	68,265	48,740	19,525	28.6%
Workforce Training Fund: WIB Support, FY16	95,000	51,665	43,335	45.6%
YouthWorks - Summer 2015	429,054	410,380	18,674	4.4%
YouthWorks - Year Round FY 16	62,843	62,843	0	0%
<i>Total State Funds</i>	<i>\$1,603,057</i>	<i>\$1,178,471</i>	<i>\$424,587</i>	<i>26.5%</i>
<hr/>				
TOTAL FUNDS	\$5,988,960	\$4,383,004	\$1,605,955	26.8%