



NORTH SHORE WORKFORCE BOARD

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Date: August 28, 2019
TO: Board of Directors
FROM: Mary Sarris
RE: Sept. 12, 2019 Board meeting

The North Shore Workforce Board will meet on Sept. 12, 2019 at the City of Salem offices, 98 Washington St., First Floor, Salem. Our agenda for this meeting is below.

1. Chair's Report

- MassHire update – award status
- Funding status for FY2020

2. Organizational analysis of the North Shore WB – update from our May meeting

3. Regional Planning activity – how are we supporting Manufacturing, Health Care, and IT – while also supporting all industries

4. Committee Reports – written summaries of activities

5. Upcoming Meeting Schedule for FY 2018 – 8:00AM

- *November 14, 2019*
- *January 9, 2020*
- *March 12, 2020*
- *May 14, 2020*

As always your input and leadership is needed – looking forward to seeing you all on November 8th.

Mission: We put the North Shore to work

Through collaborative leadership, the North Shore WB ensures that programming across multiple organizations and educational institutions meets evidence-based business and worker needs for highly valued skills in our very competitive labor market.

c.c.: Dave McDonald, Edward O'Sullivan, Maribeth Forbes, Maquisha Alleyne, Mark Whitmore, Will Sinatra, Kate O'Malley, Katie Crowder



NORTH SHORE WORKFORCE BOARD

BOARD REPORT

September 12, 2019

Prepared on
August 30, 2019

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**MassHire - North Shore Workforce Board
Meeting Minutes**

May 9, 2019

Those in attendance: Bob Bradford, Tracey Cahalane, Brian Cranney, Tom Daniel, Tim Doggett, Jonathon Feinberg, John Flinn, Pat Gentile, Laurie Giardella, David Gravel, Marcia Griesdorf, Lauren Hubacheck (for John Keenan), David Manning, Paul Mahoney, Lyndsay Harris, Alison Troup (for Robin Olson), Heidi Riccio, Steve Shea, Diane Smith, Nancy Stager, Jocelyn Tiberii, Bill Tinti, and Stan Usovicz.

Those not in attendance: Mickey Long, Lisa Pais, Laurie Roberto, Edward Tirrell, Patrick Tutwiler, and Thelma Williams.

Staff: Katie Crowder, Maquisha Alleyne, Mark Whitmore, Maribeth Forbes, Ed O’Sullivan, Kate O’Malley, David McDonald, and Mary Sarris.

Special Guests: Hannah Mori of Senator Lovely’s office, and Bonnie Carr of Essex Tech, Kathy Thurman of Eastern Bank, and Dianne Palter Gill of North Shore Community College.

The meeting begins at 8:06am.

A quorum is present.

Chair’s Report - Nancy Stager

Nancy welcomed everyone to the last meeting of the season and the last meeting for her as Chair.

MassHire update – award status

As previously discussed, EOLWD will be giving out awards to Career Centers based on the MassHire values which are collaboration, respect, reliability, and ingenuity. Three finalists for each of the four awards have been announced. The winners will be announced at a June 18 event.

The NS Career Center had submitted on behalf of our region for the award based on collaboration and has been named a finalist. Our submission was for a job training customer that had many barriers that he needed to overcome in order to become employed. Mark put together a group of people from several different agencies to help him overcome his barriers and he is now employed in his dream job in manufacturing at his dream company.

We are also involved in a submission for the “Living the MassHire Award” submitted by the Greater Lowell WB on behalf of NAMC.

Funding status for FY2020

We are waiting for federal allocations. It looks like the state will receive about a 3% cut, so we should probably expect a slightly larger cut than 3%. The state budget is in the works and we are advocating for support for Career Centers, Youth Works, Connecting Activities, Workforce Competitiveness Trust Fund, Manufacturing Training funds, Re-entry Programs, and Apprenticeships.

Mass Workforce Association Annual Meeting

The first Annual Meeting for the Mass Workforce Association will be held on May 16-17. Some topics at the meeting include: an interactive presentation on “The Robots are Coming Or Are They?”, Updates

from Washington, D.C., a panel discussion on the upcoming census and its impact of Massachusetts, and discussion about the MWA strategic plan.

Mary will be in attendance. If anyone else would like to attend, please contact the WB and they will assist you.

FY 2020 WIOA Youth Procurement – vote

The North Shore WB is responsible for providing services, under the Workforce Innovation and Opportunity Act’s youth component, to primarily out of school youth who meet other eligibility criteria. These are young people who need a lot of support to complete their high school equivalency and either get a job or attend college.

Every two years we are required to go out to bid for agencies to provide the necessary services to these youth. We follow the City of Salem’s procurement policy to ensure we do it correctly. There was a volunteer committee that read and reviewed the proposals. The reviewers were: Laurie Roberto, Susan Curry, Sean Emberly, and Bonnie Carr.

Four proposals were received by the City of Salem on time. Only 3 were forwarded to the WB as the City deemed one of them did not meet the minimum requirements.

Katie Crowder quickly went through the proposals received, the current amount of youth contracted to be served and the recommendation of the Youth Pipeline Committee for funding (recommended amount is bold).

Organization	Meeting Minimum Requirements for Review	Youth Service: Current/Proposed/ recommendation	Strengths/ Challenges
Action Inc.	Yes	14/25/ 16	-Flexible schedule, occupational focus <i>-Transient youth lead to negative exits</i>
Catholic Charities North	Yes	45/50/ 43	-Community connections, accessible <i>-new staff need time to ramp up</i>
College Application Education Project	No	n/a	Not accepted by the City due to incomplete response
North Shore CDC	Yes	9/35/ 14	-occupational focus, name recognition <i>-students are enrolled for long periods</i>

Strengths and Challenges – Ed O’Sullivan

Action Inc.

- Strengths – they operate on a very flexible schedule which is good for the youth population as they can come and go when they are able. They are really occupational focused and want their students to enroll in CNA programs, truck driving school, or programs of that nature.
- Challenges – The youth are really transient and it is hard to keep in touch with them

Catholic Charities

- Strengths – their strengths are their community connections and they are very accessible.
- Challenges – they have a fairly new staff and it takes some time for staff to get completely familiar with the DOL rules and regulations.

North Shore CDC

- Strengths – they have a strong program that is really occupationally focused on construction trades but they also know they need to break out of that into other sectors which was referred to in their proposal. They receive YouthBuild, a grant from DOL, which is their primary source of funding.
- Challenges – the students are enrolled for a long time. We would like our students to be enrolled, get their hi-set/GED, get training/become employed and move on.

Mary Sarris informed the group that the recommendations of the Youth Pipeline Committee for the number of youth to be funded for each organization (shown in the chart above) is estimated. The group is asked to vote to approve these vendors as providers and allow the staff to develop the final allocations based on the WB’s allocations and report back to the group in September.

Youth Vendor Vote

Brian Cranney moved to accept Action, Inc., Catholic Charities North, and North Shore CDC as vendors and allow final allocations to be determined based on the WB’s allocations. Pat Gentile seconded the motion. All members in attendance voted in favor of the motion. No members in attendance opposed.

P. Gentile mentioned other youth programs (Gateway to College and Year Up) for similar populations and the need tie them together in order to better serve these youth.

N. Stager entertained a motion to accept the minutes of the March 14 meeting. T. Doggett moved to accept the March 14 minutes. S. Shea seconded the motion to approve the minutes. All members in attendance voted in favor of approving the minutes. No members in attendance opposed.

Organizational analysis of the North Shore WB

Nancy and Mary met and identified what changes the North Shore is experiencing and how we are preparing to address the changing nature of our work.

Examples of Change which are cyclical:

1. Low unemployment rate – strong economy with growth seen in most industry sectors
2. Political changes in Massachusetts and in the US – state attention/support for WD has increased (good!); unclear federal commitment although general WIOA funding is assumed and apprenticeship funding seems to be on the rise

J. Fienberg asked about the use of the unemployment rate as a gauge and pointed out the workforce participation rate is really low and getting close to post World War II rates.

Mary explained the WB plans on looking into that very soon, agreed about the workforce participation rate, and spoke about pointed out that underemployment and other related issues were talked about in the more long-term.

Nancy pointed out that this is the beginning of the process and just a means to identify needs secular and not cyclical.

Examples of Change which are long-term if not permanent:

1. Low unemployment rate reflective not only on strong economy but also exacerbated by high retirement and slow birth rates
2. Business talent needs are changing at an ever-increasing rate so training for new and incumbent workers more important than ever
3. Smaller Supply Side reflects complex issues such as lack of occupational skills, lack of academic skills, confusion in general over careers and over making connections to careers; many are underemployed making education/training for skills development difficult
4. Funding paths have become much more competitive rather than formula based
5. Partnerships and/or general communication even more critical to address these changes – but Partnerships and Communication are challenging to manage
6. Compliance requirements growing more complex on local level and putting pressure on time for creativity and collaboration

Response Discussion:

1. How to build partnerships and create responses to workforce needs while also being compliant with federal/state rules and regulations
2. How to communicate better with our local/regional partners to support our region
3. How to communicate better with our state and federal partners when policies, procedures, mandates, and movements conflict with each other and with local/regional priorities
4. How to increase resources to the organization that focus on our goals but also provide flexibility to be creative and find new solutions
5. How to better inform companies, job seekers, educators, civic leaders, and the general public about workforce development and how to succeed in our current economy

Office Elections - Vote

The Board must vote on a new slate of officers every two years. The following members have agreed to accept the following posts if voted in.

Chair – Tracey Cahalane, Microline Surgical

Vice Chair – David Gravel, Gravoc Inc.

Treasurer – Laurie Giardella, City of Salem

Secretary – John Flinn, Innovent

B. Tinti moved to accept the new slate of officers. T. Doggett seconded the motion to accept. All members in attendance voted in favor. No members opposed.

Nancy Stager was presented with a gift for her service on the Board since 2002 and as Chair since 2012. Mary Sarris, Mark Whitmore, and Ed O’Sullivan highlighted the many accomplishments achieved under her guidance. Nancy thanked Mary, Mark, Ed, all the staff, and other Board members for making her time as Chair enjoyable. She gave Tracey Cahalane advice as the incoming Chair and remarked that she has joined Bill Tinti in his role as Former Chair.

Committee Reports

Written reports were given to the group for review.

Upcoming Meeting Schedule for FY 2018 – 8:00AM

- September 12, 2019
- November 14, 2019
- January 9, 2020
- March 12, 2020
- May 14, 2020

Adjournment

Tracey Cahalane, the new Chair, requested a motion to adjourn. T. Doggett moved to adjourn the meeting at 9:10am. S. Shea seconded the motion. All members in attendance voted in favor of adjournment. No members opposed. The meeting adjourned at 9:10am.

Respectfully submitted by Maquisha Alleyne.

CAREER CENTER OVERVIEW

Youth Career Center ¹	June, 19		Actual YTD		June, 18 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Customers	96	30	1,712	360	1,047
Total Customers	495	102	5,373	1,220	3,552

North Shore One-Stop Total ²	June, 19		Actual YTD		June, 18 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Customers	451	444	4,742	5,334	5,545
Total Customers	1,244	604	6,817	7,280	7,568

One-Stop Placements	Q1	Q2	Q3	Q4
FY19	4,383/62%	4,467/62%	4,420/62%	

Job Seeker Satisfaction

System-Wide (n = 81)	Excellent	Good	Fair	Poor	No Response
Were you satisfied with the results of your visit?	48 (60%)	23 (28%)	5 (6%)	5 (6%)	0 (0%)

Employer

System-Wide(n = 6)	Excellent	Good	Fair	Poor
Overall satisfaction with Career Center services.	2 (33%)	4 (67%)	0 (0%)	0 (0%)

Employer Services

	June, 19		Actual YTD		June, 18 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Employer Accounts	31	54	784	650	916
Total Employers Served	73	138	1,904	1,650	1,401
Number of Employers Listing Job Orders	46	42	559	500	376

*NSWB is currently in discussion with the Career Center Management Team on strategies to increase the number of employers listing jobs.

¹ Youth Career Center New Customer is an unduplicated count while total customers is a count of customers each time a youth received a service.

² North Shore One-Stop New & Total Customers is an unduplicated count of customers who received a service from the either the Salem Hub or an Access Point.

ACCESS POINT OVERVIEW

Salem – The Hub	June, 19		Actual YTD		June, 18 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Customers	278	331	3,684	3,735	4,437
Total Customers	858	459	5,679	5,512	6,548

Gloucester -AP	June, 19		Actual YTD		June, 18 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Customers	27	40	533	477	772
Total Customers	85	53	776	637	1,031

NSCC – AP	June, 19		Actual YTD		June, 18 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Customers	179	60	1,509	723	1,573
Total Customers	349	71	1,853	852	1,854

Family Success Center-AP	June, 19		Actual YTD		June, 18 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Customers	0	6	19	76	14
Total Customers	11	15	35	178	15

Peabody Institute -AP	June, 19		Actual YTD		June, 18 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Customers	7	8	71	100	79
Total Customers	7	8	75	100	81

TRAINING DIVISION / WORKFORCE INNOVATION AND OPPORTUNITY ACT

Overall WIOA Activity

	YTD Actual	Planned Thru End of Grant	June, 18 YTD
Adult	80	104	94
Dislocated Worker	188	165	191

Overall WIOA Placement

	YTD Actual	Planned Thru End of Grant	June, 18 YTD
Adult	19	59	12
Dislocated Worker	59	84	57

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

Vendor	Number Served	Number Exited	Number Placed	Placement Rate	Average Wage	Number Served in FY 18
Salem State University	32	8	8	100%	\$37.84/Hr	16
North Shore CC	23	6	5	83%	\$19.42/Hr	55
William George	13	7	7	100%	\$45.50/Hr	17
Essex Tech	12	6	6	100%	\$19.58/Hr	0
American Red Cross	10	6	6	100%	\$14.70/Hr	8
New Horizons Boston	9	4	4	100%	\$56.13/Hr	8

YOUTH DIVISION

Workforce Investment Act Programs

Vendor	Number Served	Number Exited	Number placed/Average Wage	Number Served in FY 18
Action, Inc.	18	6	4/12.25/Hr	12
Catholic Charities	32	16	9/13.87/Hr	45
Girls, Inc.				5
North Shore CDC	16	9	6/14.83/Hr	10

*Girls Inc. – no longer a vendor

	Goal	Actual
Student Work and Learning Experiences	450	562

Budget-Actual Summary by Expense Category
As of June 30, 2019

	Budget	Actual	Obligations	\$ Remaining	%Rem.
<u>REVENUE</u>					
Current Year Grants	\$3,756,404	\$2,747,717	-	\$1,008,687	26.9%
Current Year Income	155,848	135,104	-	20,744	13.3%
Prior Year Carry-in	2,334,556	2,334,556	-	0	0.0%
Total Revenue	\$6,246,809	\$5,217,378	-	\$1,029,431	16.5%
<u>EXPENSES + OBLIGATIONS</u>					
<i><u>Admin Expenses</u></i>					
Personnel	\$289,705	\$248,097	-	\$41,609	14.4%
Expenses	85,510	83,435	-	2,075	2.4%
Total Admin Expenses	\$375,216	\$331,532	-	\$43,684	11.6%
<i><u>Program Expenses</u></i>					
Personnel	1,913,542	\$1,586,673	0	326,869	17.1%
Individual Training					
Accounts	600,927	473,444	84,143	43,340	7.2%
Supportive Services	115,849	92,169	2,500	21,180	18.3%
Youth Jobs	386,507	385,105	0	1,402	0.4%
Other Training	1,151,660	785,927	275,717	90,016	7.8%
Other Program Costs	600,342	510,566	15,036	74,740	12.4%
Business Services Costs	150,613	136,339	125	14,149	9.4%
Total Program Expenses	\$4,919,439	\$3,970,223	\$377,521	\$571,695	11.6%
Total Expenses & Obligations	\$5,294,654	\$4,301,755	\$377,521	\$615,379	11.6%
Planned Carry-Out	\$952,156				

Budget-Actual Summary by Program
As of June 30, 2019

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<u>Federal Funds</u>				
Garelick Farms NEG	\$361,156	\$175,437	\$185,719	51.4%
MassHire Branding FY19	31,823	31,823	0	0.0%
NAMC Apprentice Continuation Grant	183,500	134,760	48,741	26.6%
NAMC Apprenticeship Expansion Grant –	168,179	168,179	0	1.4%
NAMC Apprenticeship Grant	333,489	287,646	45,843	13.7%
Rapid Response – State Staff, FY19	13,991	13,991	0	0.0%
Re-employment Eligibility Assessments, FY19	53,380	53,380	0	0.0%
Trade Adjustment Assistance Case Management, FY17	22,415	19,228	3,187	14.2%
Trade Adjustment Assistance Case Management, FY18	20,744	20,744	0	0.0%
Trade Adjustment Assistance Case Management, FY19	26,751	2,662	24,089	90.0%
UI Walk-in, FY19	19,000	19,000	0	0.0%
Vets: Disabled Veterans Outreach Program, FY19	28,712	28,712	0	0.0%
Wagner Peyser ES 90%, FY18	17,949	17,949	0	0.0%
Wagner Peyser ES 90%, FY19	1,143	1,143	0	0.0%
Wagner Peyser ES, 10% FY19	51,225	51,225	0	0.0%
WIOA Formula Funds: Adults	691,425	582,037	109,388	15.8%
WIOA Formula Funds: Dislocated Workers	611,089	605,414	5,675	0.9%
WIOA Formula Funds: Youth	640,229	530,869	109,360	17.1%
WIA/WIOA Formula Funds: Administration	156,276	156,276	0	0.0%
<i>Total Federal Funds</i>	<i>\$3,432,475</i>	<i>\$2,900,475</i>	<i>\$532,000</i>	<i>15.5%</i>

Budget-Actual Summary by Program
As of June 30, 2019

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<i>State & Local Funds</i>				
Amp it up FY18	8,867	8,867	0	0.0%
Apprentice Innovation	83,300	79,435	3,865	4.6%
Apprentice RTI	89,750	89,750	0	0.0%
DESE: Connecting Activities, FY18	202,398	202,398	0	0.0%
DTA FY19 Competitive Integrated Employment Services	138,530	111,073	27,457	19.8%
DTA – TAO FY19	53,445	53,445	0	0.0%
Early College	12,215	3,039	9,176	75.1%
Earned Funds	130,321	130,321	0	0.0%
EOHED FY19	48,700	45,543	3,157	6.5%
Job Corps FY19	5,000	0	5,000	100.0%
Regional Planning FY19	14,250	13,790	460	3.2%
Retention Grant FY19	25,000	14,003	10,997	44.0%
Retention Grant FY18	27,480	27,480	0	0.0%
ROCA – FY 19	5,775	5,151	624	10.8%
State One-Stop Career Centers, FY19	243,594	243,594	0	0.0%
STEM Focused Internships FY 19	40,000	40,000	0	0.0%
Tech Hire FY 17	112,381	95,802	16,579	14.8%
Vets Incentive	11,000	6,336	4,664	42.4%
WIOA Partners FY 19	20,865	20,865	0	0.0%
Workforce Training Fund: WIB Support, FY19	95,000	95,000	0	0.0%
Youth Works – Summer 2018	494,309	492,908	1,401	0.3%
Total State Funds	\$1,862,179	\$1,778,800	\$83,379	4.5%
TOTAL FUNDS	\$5,294,654	\$4,679,276	\$615,379	11.6%