



NORTH SHORE WORKFORCE BOARD

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DATE: 9/4/2025
TO: Board of Directors
FROM: Ed O'Sullivan
RE: September 11, 2025, Board Meeting

The North Shore Workforce Board will meet via Zoom on September 11, 2025, from 8 to 9 AM. The connection information is below and our agenda follows:

Time: Sep 11, 2025 08:00 AM Eastern Time (US and Canada)
Join Zoom Meeting
<https://us06web.zoom.us/j/89263872217?pwd=ltvSwBwkZQP8VBtFD7WrybiGNaBEsh.1>

Meeting ID: 892 6387 2217
Passcode: 513559

One tap mobile

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Join instructions
<https://us06web.zoom.us/join/89263872217?pwd=6TZJmTz6AxOEnxs9ghpbxllmSpGiSh1S1M7oybE9wQU>

AGENDA

1. Chair's Report
 - A. WIOA Update – Budget Updates
 - B. Youth Pilot Summer Private Sector Program FY 2026, 27, and 28 – Overview
 - C. Massachusetts Jobs and Workforce Summit – September 25th @ Northern Essex Community College
 - D. Updated LMI
2. WIOA Youth Procurement, **Update and Confirm Vote**
3. 2025 North Shore Youth Labor Market Blueprint
4. 2025 North Shore High Demand Occupations – Healthcare and Social Assistance Career Pathways
5. Program Updates
 - A. Mass Broadband Initiative Digital Literacy Project
 - B. Manufacturing
 - C. Healthcare (including Behavioral Health)
 - D. Offshore Wind/Renewable Energy
6. Upcoming Meeting Schedule for FY 2026
November 13, 2025 (in-person) – January 8, 2026 – March 12, 2026 – May 14, 2026

Mission: MHNS embraces innovative and flexible workforce development strategies that are equitable and effective to enable our future of work—ensuring a successful business climate and livable wage jobs/career pathways for all.



NORTH SHORE WORKFORCE BOARD

BOARD REPORT

September 11, 2025

Prepared on
August 30, 2025

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MassHire-North Shore Workforce Board of Directors

Meeting Minutes for May 8, 2025

Directors attending: Charles Anastos, Justin Anshewitz, Tracey Cahalane, Tom Daniel, John Flinn, Anna Freedman, Maricel Goris (for Evonne Alvarez), Bonnie Carr (for Heidi Riccio), Cecilia Gray, Meaghen Hamill, Emily Hayden, William Heineman, Lisa LaPorte-Pais, Paul Mahoney, Dave Manning, Steve Maser (for John Keenan), Tim Reilly (for Tom Sands), Neal Roderick, Josh Shepherd, Kara Sittig, Danya Smith, Diane Smith, Steve Zrike

Directors not attending: Karen Andreas, Jay Daley, Joy Livramento-Bryant, Laurie Roberto, Joe St. Pierre, Steve Shea, Bill Tinti

Others attending: Amanda Amaral (Northeast Employment Collaborative, Riverside Community Care [NEEC]), Lisa Berube (Essex Agricultural & Technical School), Judy Bower (MassHire Department of Career Services), Mayor Dominick Pangallo (City of Salem), Shannon Spinoza (Peabody Public Schools)

MHNS WB staff attending: Eliud Alcala, Katie Crowder, Sandra Efstratiou, Marcia Griesdorf, Kari Heen, Kathy Hoffman, Kate O'Malley, Ed O'Sullivan

The meeting format was virtual via Zoom.

A quorum was present with 23 members represented.

The meeting began at 8:03 AM.

CHAIR'S REPORT

(Presented jointly by Tracey Cahalane, Chair, and Ed O'Sullivan, Executive Director)

[A PowerPoint presentation is on file with highlights included below. Attendee comments are paraphrased.]

- **WIOA Update and Our Budget [Tracey Cahalane]**
 - No word on WIOA reauthorization yet: we will keep you in the loop. [Since 2020, WIOA has been funded through temporary extensions in annual appropriations.]
 - We are anticipating a 10% reduction in WIOA funding for FY26 and level state funding.
 - Hiring is on hold until late summer: plans to fill vacant positions will be reassessed when our funding and budget constraints are known.
 - We are seeking additional grant funding in climate tech/manufacturing, and IT, etc. from Fidelity Foundation, CommCorp, and MassCEC.
- **Database Modernization Project [Tracey Cahalane]**
 - MassHire uses the Massachusetts One-Stop Operator System (MOSES) for all customer transactions.
 - Due to its age, the MOSES system needs updates and a possible overhaul which would be a huge project.

- Ernst & Young is analyzing the state's system and the possibility of updates to enhance the customer experience, data tracking, and performance analysis. MassHire staff and Board members have participated in related focus groups over the past month.
- Recommendations for the scope of the modernization project are expected later this summer.
- **Annual Workforce Board Summit [Tracey Cahalane]**
 - This year's summit was held April 3rd and 4th on the Cape in Brewster.
 - Summit topics included updates from Secretary Lauren Jones, a healthcare panel with Cape employers, federal and state funding updates, and the introduction of new MDCS Director Beth Goguen.
 - We hope next year's summit will be held in a location that is more convenient for MHNS board members who would like to attend.
- **Labor Market Information [LMI]: North Shore Unemployment [Ed O'Sullivan]**
 - North Shore unemployment increased 1.3% from February, 2023, to February, 2024.
 - Additional LMI slides are included at the end of this PPT for those who would like more detail.
- **LMI Research Projects [Ed O'Sullivan]**
 - MHNS is collaborating with the North Shore Alliance for Economic Development on an 8-page guide for teens, *Choosing Your Career*, designed/simplified for youth and useful summary for adults as well with links to additional resources. The guide provides information on career pathways, including salaries and educational requirements: the content is being reviewed by YCC staff now and it should be available early this summer in final form.
 - Also in collaboration with the North Shore Alliance for Economic Development and the UMass Donahue Institute, MHNS is developing a "North Shore Health Care Occupational Deep Dive" with an expected release later this summer. Thanks to board members Paul Mahoney [BaneCare] and Meghan Hamill [Lynn Community Health Center] who were interviewed as part of the project. Upcoming interviews with Tim Reilly [Beth Israel Lahey Health], Jenn Price [North Shore Community College], and MHNS's Marcia Griesdorf will also be part of this research.
- **Vote: Board of Directors Approves New Executive Committee Members [Ed O'Sullivan]**
 - Nominated for Executive Committee Chair: Lisa LaPorte-Pais, Krohne Inc. [replacing Tracey Cahalane]
 - Nominated for Executive Committee Vice Chair: Tom Sands, Beth Israel Lahey Health [replacing Dave Gravel]
 - *Motion by Charles Anastos, seconded by Justin Anshewitz, all in favor/none opposed*
 - There will be a reception for retiring chair Tracey Cahalane on June 3rd: an evite will be forthcoming with more details.
 - *Lisa LaPorte Pais*: we wish Tracey all the best with her well-earned retirement!
 - *Tracey Cahalane*: My replacement at Microline Surgical has been hired and I will stress to her how critical the WB relationship is to Microline's success.

- **WIOA Regulations: One-Stop Operator Procurement [Ed O’Sullivan]**
 - WIOA requires that One-Stop Operators be competitively procured by the WB at least once every 4 years through a competitive process, not assigned or appointed directly.
 - WBs must be fair and impartial, avoid conflict of interest, and maintain clear records of the procurement process.
 - **What Does an Operator Do?**
 - A One-Stop Operator coordinates partners and oversees their service delivery, monitors compliance and performance, and coordinates reporting and communications.
 - A One-Stop Operator does not provide direct services (like job training or case management) but coordinates the agencies and providers who do provide direct services.
 - **Operator Scope of Work: \$15,000 Annual Award**
 - Convene up to 5 meetings per year of mandated partners to support the MOU, including developing meeting agendas and activities, facilitate meetings, and provide meeting notes;
 - Convene regular meetings with One-Stop Career Center management to coordinate and ensure the delivery of services related to WIOA;
 - Conduct an annual independent performance evaluation of the Career Center for review by MHNSWB.
 - **One-Stop RFP Responses**
 - Received 2 responses
 - Review committee of 3 board members [Tracey Cahalane, Lisa Pais, and Dave Manning] evaluated the proposals and reviewed references
 - Review committee recommends Volunteers of America Massachusetts (VOAMASS) to be the Operator
 - Comments from *Tracey Cahalane* and *Dave Manning*: Focusing on just the Operator role was a more streamlined/specific process and we thought the review went very well.
 - Special thanks to the City of Salem’s Chief Procurement Officer, Anthony Delaney, and his team for their very helpful guidance and support throughout this RFP process: it is much appreciated.
 - **Overview of VOMASS**
 - 501(c)(3) nonprofit leader in behavioral health and wraparound services since 1934 and provider of workforce development programs since 2012 so familiar with WIOA funding guidelines, partners, and priorities
 - Extensive experience managing large federal, state, and private grants: currently administers 7 federal grants with USDOL and USDOJ
 - Experience serving as an Operator with MassHire-Metro Southwest and has also partnered with MassHire-Merrimack Valley
 - **Vote: Board of Directors Approves VOMASS as MHNS’s One-Stop Operator [Ed O’Sullivan]**
 - *Motion by Lisa La-Porte Pais, seconded by Tracey Cahalane*
 - *All in favor/none opposed*

- **Vote: Board of Directors Approves March 13th Meeting Minutes [Ed O'Sullivan]**
 - *Danye Smith motioned to accept the March 13th WB meeting minutes as submitted, seconded by Lisa LaPorte-Pais.*
 - *All in favor, none opposed*
- **WIOA Youth Vendor RFP**
 - Currently waiting for WIOA funding allocation to award contracts for vendor programs providing year-round services to out-of-school youth ages 16-24 for HiSET/GED attainment so they can move on to training, college, the military, or employment
 - Mandated to go out to bid every 2 years: 3 responses were received to April's RFP, all from current vendors
 - Review process expected to begin next week with objective reviewers from the Youth Pipeline Committee
 - The review committee's ranking of the vendor responses will be sent to the Board of Directors for an electronic vote this summer with contracts expected to start July 1st.
 - Thank you again to the City of Salem's Chief Procurement Officer, Anthony Delaney, and his team for their very helpful guidance and support throughout the Youth RFP process as well.
- **Career Center (CC): Popular Services and Resources for Jobseekers [Sandra Efstratiou]**
 - The MHNS Career Centers cover the North Shore service area (19 cities and towns) with a headquarters in Salem, MA, and an additional adult access point and Youth Career Center in Lynn at North Shore Community College.
 - CC Resource rooms offer job search assistance (staff-assisted or self-directed) including access to webinars, on-demand videos, and UI-required services/information.
 - Traditional career readiness workshop webinars are offered on resume writing, interview skills, job search optimization, and online job search. Non-traditional workshop webinars are offered on salary negotiation, using age to your advantage, and job search with AI.
 - Veterans' services, including those provided by a dedicated DVOP (Disabled Veteran's Outreach Program) Specialist, include priority services, vocational guidance, and referral services.
 - *Charlie Anastos:* MassMEP [Massachusetts Manufacturing Extension Partnership] is doing outreach for placement of veterans.
 - *Sandra Efstratiou:* I will pass this information on to the DVOP.
 - For North Shore residents, training services provided through federal and state training funding include certifications for career-changers, upskilling options, and adult basic education/ESOL referrals.
 - Partner agencies include the Department of Unemployment, the Department of Transitional Assistance, MassAbility, the MA Commission for the Blind, and more with some agencies offering onsite assistance in the Career Center.
 - For North Shore residents, industry-specific trainings include **Healthcare** (CNA, Phlebotomy/EKG, Central Sterile Technician, CMA), **Advanced Manufacturing Training Expansion Program [AMTEP]** (Machining, Welding, Electro Mechanical Assembly), **Trades** (Carpentry, Plumbing, Building Property Maintenance, Culinary Arts, Automotive Technician)

- and **Clean Energy** (Construction Pre-apprenticeship including Offshore Wind and Clean Energy Introduction).
- Note that trained workers are always in demand, particularly in healthcare, and students are now also seeking training in the trades, manufacturing, and clean energy given the earning potential and changing profile for related jobs.
- *Meghan Hamill*: Lynn Community Health Center is launching a student fellowship this year with 250 applicants for 70 slots, so there's strong interest in healthcare careers and we are looking forward to continuing to work with MassHire in this sector and thank Eliud Alcala for his involvement.
- The Career Center is happy to help employers find good workers and employers are welcome to come for an in-person tour to see what we do, including setting up recruiting events and mini-job fairs. For instance, Neal Roderick [Eastern Bank] will be visiting soon.
- **Career Center (CC): Business Engagement [Eliud Alcala]**
 - The CC offers valuable resources at no cost to employers including a dedicated business engagement team to help with outreach to jobseekers and prescreening of qualified candidates, a space for in-person or virtual information sessions/recruitment events, access to job fairs, online job postings through MA JobQuest/MassTalent/Career Central/social media, and connection to labor market information and workforce training funds.
 - A new CC initiative is a series of Coffee Connections with the first event scheduled in collaboration with the Salem Chamber of Commerce on May 15th from 8 to 9 AM at the CC in Salem: this is chance for local employers to learn more about CC services and engage with trainee/graduate cohorts. The next Coffee Connection will be held at the North Shore Latino Business Association in Lynn in collaboration with the Lynn Chamber of Commerce.
 - The CC's business engagement team also facilitates company tours and employer visits for students in our training programs and holds job fairs for students at the end of each training cohort. Special thanks to the employers who have already provided students with tours of their facilities and participated in job fairs.
- **Youth Career Center (YCC) [Eliud Alcala, Katie Crowder, and Ed O'Sullivan]**
 - The YCC serves youth ages 14 to 24 and is located at North Shore Community College in Lynn so students are introduced to a college atmosphere, including those in an early college program, which is especially helpful for students who may be the first in their family to pursue higher education. YCC staff also regularly visit North Shore schools to provide onsite services.
 - YCC services include career exploration and planning, job application assistance, interview preparation, 1-on-1 career coaching, referral to HiSET/GED programs, F1rstJobs Program (including summer jobs), job fairs, and resume assistance.
 - The PPT slide photo shows President Keenan from Salem State University with a group of students from Salem High School who are in the early college program. President Keenan was part of the speaker series that gives students the opportunity to hear community leaders speak about their backgrounds and career paths and gives students a chance to have a dialog with speakers around related questions.

Updates: Healthcare/Behavioral Healthcare Hub [Marcia Griesdorf]

- MHNS is the lead in the Healthcare grant with the Greater Lowell and Merrimack Valley MassHires as subcontractors. Year 2 started January 2025 and as of May we have 131 participants (Greater Lowell/36, North Shore/83, and Merrimack Valley/12).
- Greater Lowell is the lead on the Behavioral Healthcare Hub continuation grant with the North Shore focusing on training community healthcare workers and recovery coaches (4 enrolled, 6 pending).
- Recently we arranged for the Beverly Hospital lab manager to speak with 13 students in healthcare training at North Shore Community College so the students heard about her on-the-job experiences and there was an opportunity for Q & A related to career pathways.

Updates: MA CEC Offshore Wind/Clean Energy Grant [Ed O'Sullivan]

- Second cohort graduates tomorrow/May 9th (started January 21st at Salem High School)
- Already recruiting for the third cohort (starting in June at Essex Tech)
- Cohort training includes an introduction to the trades and clean energy, professional skills (resume writing, interviewing, salary negotiation, time management, etc.), certifications in Hot Works, OSHA 30, Hilti, and CPR/First Aid/AED, MA hoisting introduction, basic tool skills and job site awareness/safety, and basic construction (metals/wood/concrete/HVAC/welding).
- Mayor Pangallo will be speaking to the cohort tomorrow night along with auto tech/building maintenance students.

Updates: AMTEP [skipped due to time constraints/see PPT for details]

Updates: Digital Literacy Courses [skipped due to time constraints/see PPT for details]

Upcoming Meeting Schedule for FY26:

- 2nd Thursdays of alternating months at 8 AM, September through May
- September 11 and November 13, 2025
- January 8, March 12, and May 14, 2026

The meeting ended at 9:04 AM.

Please see the PowerPoint slides for Labor Market Information (LMI) not covered due to meeting time constraints (as follows):

- Labor Force Participation
- Massachusetts Labor Force Participation & Unemployment by Race
- Initial Unemployment Insurance Claims (2 slides)
- Immigration/Migrant Program Activity

CAREER CENTER OVERVIEW

North Shore One-Stop Total	June 25		Actual YTD		June 24 YTD
	Actual	Plan	YTD	Plan thru 6/30/25	Actual
New Customers	383	287	5,929	3,446	5,030
Total Customers	1,082	583	7,784	4,497	6,619

Youth Career Center	June 25		Actual YTD		June 24 YTD
	Actual	Plan	YTD	Plan thru 6/30/24	Actual
New Customers	309	49	1863	585	1,533
Total Customers	371	209	2448	2,503	3,685

One-Stop Placements	Q2FY24	Q3FY24	Q4FY24	Q1FY25
FY 24 & FY 25	67%	66%	66%	68.1%

Job Seeker Satisfaction – May 2025 / June 2025

System-Wide (n = 97)	Highly Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Highly Dissatisfied
How would you rate your level of satisfaction with MHNSCC?	64 (66%)	17 (18%)	7 (7%)	5 (5%)	4 (4%)

Employer Satisfaction – May 2025 / June 2025

System-Wide (n =5)	Highly Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Highly Dissatisfied
Overall satisfaction with Career Center services	3 (60%)	1 (20%)	0 (0%)	0 (0%)	1 (20%)

Employer Services

	June 25		Actual YTD		June 24 YTD
	Actual	Plan	YTD	Plan thru 6/30/25	Actual
New Employer Accounts	41	71	399	850	779
Total Employers Served	87	188	997	2,250	1,907
Number of Employers Listing Job Orders	40	42	208	500	247

TRAINING DIVISION / WORKFORCE INNOVATION AND OPPORTUNITY ACT

Overall WIOA Activity*

	YTD Actual	Planned Thru End of Grant	June 24 YTD
Adult	66	86	59
Dislocated Worker	94	95	121

Overall WIOA Placement*

	YTD Actual	Planned Thru End of Grant	June 25 YTD
Adult	14	49	10
Dislocated Worker	31	72	42

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 24
North Shore CC	37	8	7	88%	24.42	28
Visible Edge	35	12	11	91%	37.21	14
CMSC Trucking (formerly Parker Driving School)	10	7	6	86%	27.58	3
Millennium	7	1	1	100%	28	7
BCI	6	0				6
Network Technologies	4	2	2	100%	75	2

YOUTH DIVISION**WIOA- Out of School programs**

Vendor	Number Served	Number Exited	Number placed/Average Wage	Number Served in FY 24
Action, Inc.	25	9	7/18.04	20
Catholic Charities	32	11	6/18.33	24
North Shore CDC	23	4	2/19.00	11

DESE- In School Programs

	Goal	Actual
Student Work and Learning Experiences	475	542

Budget - Actual Summary by Program						
June 30, 2025						
FY	Program Description	Budget	Spent & Obligated TD	Amount Remaining	Percent Remaining	
Federal Funds						
2024	WIOA Formula Funds: Adults	786,651.30	786,651.30	-	0.0%	*
2024	WIOA Formula Funds: Dislocated Workers	654,522.30	654,522.30	-	0.0%	*
2024	WIOA Formula Funds: Youth	850,576.50	850,576.50	-	0.0%	*
2024	WIOA Formula Funds: Administration	254,638.90	254,638.90	-	0.0%	*
2025	WIOA Formula Funds: Adults	636,894.90	182,362.72	454,532.18	71.4%	*
2025	WIOA Formula Funds: Dislocated Workers	611,301.60	225,983.57	385,318.03	63.0%	*
2025	WIOA Formula Funds: Youth	693,529.20	443,956.20	249,573.00	36.0%	*
2025	WIOA Formula Funds: Administration	215,747.30	62,792.53	152,954.77	70.9%	*
2022	DUA Technology UI Deployment Tech	26,000.00	-	26,000.00	100.0%	
2023	RESEA Performance allocation	92,250.00	58,786.47	33,463.53	36.3%	*
2024-25	Wagner Peyser ES, 10%	76,703.34	65,468.74	11,234.60	14.6%	*
2024	RESEA Performance allocation	125,000.00	41,089.83	83,910.17	67.1%	*
2023	Upskilling Navig ARPA	457,170.83	381,037.42	76,133.41	16.7%	*
2023	WCTF FY21 Donnelly Training BH	319,880.00	253,775.79	66,104.21	20.7%	*
2025	Vets: Disabled Veterans Outreach Program	16,560.00	16,560.00	-	0.0%	
2025	SNAP WPP Expansion	5,859.38	-	5,859.38	100.0%	
2024	HC HUB Continuation	2,413,205.00	1,353,355.10	1,059,849.90	43.9%	*
2024	HC BH HUB Continuation	558,114.47	77,630.48	480,483.99	86.1%	*
2025	FP OIFSP	50,000.00	696.39	49,303.61	98.6%	*
	Total Federal Funds	\$ 8,844,605.02	\$ 5,709,884.24	\$ 3,134,720.78	35.4%	
State & Local Funds						
2025	State One Stop	612,583.53	612,583.53	-	0.0%	
2025	Workforce Training	95,000.00	95,000.00	-	0.0%	
2025	DTA CIES	158,708.00	135,611.00	23,097.00	14.6%	
2024	Off Shore Wind 3yr.	1,196,397.00	451,023.79	745,373.21	62.3%	*
2024	FY 24-25 Youth Works	1,321,701.00	1,232,393.67	89,307.33	6.8%	
2025	FY 25-26 Youth Works	1,320,200.00	13,795.03	1,306,404.97	99.0%	
2025	Connecting Activities	396,061.00	336,990.37	59,070.63	14.9%	
2024	FY 24-25 STEM	179,911.65	146,229.95	33,681.70	18.7%	*
2025	Early College	8,000.00	8,000.00	-	0.0%	
CY2024	GE Foundation	462,070.27	437,363.19	24,707.08	5.3%	
CY2025	GE Foundation	561,569.00	242,388.59	319,180.41	56.8%	
2025	WCTF FY25 Manufacturing Training	500,000.00	184,804.21	315,195.79	63.0%	*
2025	Digital Literacy	157,310.00	107,263.17	50,046.83	31.8%	*
2025	Apprenticeship Expansion	26,000.00	16,085.32	9,914.68	38.1%	
2025	WIOA Partners	23,731.87	23,731.87	-	0.0%	
2025	DTA WPP	4,574.27	1,110.30	3,463.97	75.7%	
2024	FY24 EA Shelter	124,616.45	124,616.45	-	0.0%	
2025	FY25 EA Shelter	124,911.34	93,316.76	31,594.58	25.3%	*
	Total State Funds	\$ 7,273,345.38	\$ 4,262,307.20	\$ 3,011,038.18	41.4%	
* Multi-Year Grant		16,117,950.40	9,972,191.44	6,145,758.96		
			-			