



NORTH SHORE WORKFORCE BOARD

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Salem, MA 01970
978.741.3805

DATE: December 12, 2023
TO: Board of Directors
FROM: Mary Sarris
RE: January 11th, 2024, Board Meeting

The MassHire-North Shore Workforce Board will meet via Zoom from 8 to 9 AM on Thursday, January 11th, 2024: please see the Zoom connection information below. Our agenda follows.

Time: Jan 11, 2024 08:00 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us06web.zoom.us/j/82876720800?pwd=oQS01SOHQfVBIz1ipcoHC7OGz5AJm.1>

Meeting ID: 828 7672 0800

Passcode: 888182

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Passcode: 888182

Find your local number: <https://us06web.zoom.us/j/82876720800>

AGENDA

1. Chair's Report

- A. Labor market review
- B. Immigration activity
- C. Career Center Executive Director hiring process – seeking a few board members to participate in the final round of interviews
- D. Updated LMI

2. Regional Planning Discussion – small group discussion around pre/post pandemic challenges and best responses

3. Program Updates

- A. Offshore Wind
- B. Healthcare
- C. Manufacturing
- D. Current ITAs – consequences of increased maximum payments
- E. Other

4. Committee Reports – Summaries

5. Upcoming Meeting Schedule for FY 2024: March 14 and May 9, 2024

As always, your input and leadership are needed – particularly in these complicated and challenging times. Looking forward to seeing you on the 11th!

***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.*

www.MassHire-NorthShoreWB.com



NORTH SHORE WORKFORCE BOARD

BOARD REPORT

January 11, 2024

Prepared on
December 23, 2023

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MassHire-North Shore Workforce Board of Directors

Meeting Minutes for November 9, 2023

Directors attending: Charles Anastos, Justin Anshewitz, Bonnie Carr (Heidi Riccio), Tom Daniel, Jay Daley, John Flinn, Anna Freedman, Cecilia Gray, Joy Livramento-Bryant, Paul Mahoney, Dave Manning, Lisa Pais, Tom Sands, Steve Shea, Dianne Smith

Directors not attending: Karen Andreas, Tracey Cahalane, William Heineman, John Keenan, Laurie Roberto, Kara Sittig, Kathy Thurman, Bill Tinti, Stan Usovicz

Others attending: Dave Gagner (Lynn Public Schools), Teri Allen McDonough (Salem Housing Authority), Lisa Peterson (City of Salem)

MHNS WB staff attending: Rayshawna Battle, Katie Crowder, Sandra Efstratiou, Kari Heen, Tedi Markham, Michael May, Kate O'Malley, Ed O'Sullivan, Mary Sarris, Paul Ventresca

The meeting was in person at the MassHire-North Shore Career Center in Salem, MA.

A quorum was present with 15 members represented.

The meeting began at 8:00 AM.

Tom Daniel motioned to approve the September 14th meeting minutes, seconded by John Flinn. All approved.

CHAIR'S REPORT

(Presented jointly John Flinn, Clerk (subbing for Tracey Cahalane), and Mary Sarris, Executive Director)

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

[Mary Sarris]

- **LMI update**
 - North Shore unemployment decreased 1.1% from September, 2023, compared to September, 2022, from 3.5% to 2.4%. (September is typically a seasonal low point for MA unemployment.) MA labor force participation was 64.2% in September, 2023, 4.2% higher than the COVID-era rate of 60%. However, the labor force participation rate for the Hispanic/Latino sector declined 1.9% from September, 2021, to September, 2023, from 65.1% to 63.2%.
 - Currently there are 3,102 initial North Shore UI claims and 50,343 initial MA UI claims for the week ending 9/16/23.
 - The number of continuing claims in MA declined 10.3% in the past two years compared to a 15.6% decline for the North Shore during the same period.
 - The 5 sectors with the highest percentages of initial unemployment claims were Professional, Scientific, and Technical Services (16%), Administrative/Support and Construction (both at 10%), Retail Trade (9%), and Health Care/Social Assistance (8%).

- **Immigration/Migrant Program Activity**

Goal: expand/increase the North Shore labor force to meet the current and anticipated needs of North Shore employers: *update on current MHNS Career Center work with immigrants and outreach to Environmental Justice (EJ) neighborhoods*

- The MHNS Career Center staff have been working with immigrant families (mainly Creole-speaking from Haiti) housed in temporary motel lodging in Danvers and Peabody and at SSU's Bates Complex in Salem. 327 of these residents are adults age 24 or older.
- Spanish-speaking Career Center counselors are continuing to assess the residents' training and employment needs for career-readiness.
- Recent orientations provided by the Career Center had 60 adult immigrants (age 24 or older) attending in Danvers and 60 in Peabody. Of those 60 attendees, 27 from Danvers and 33 from Peabody indicated that they are now authorized to work.
 - **Dave Manning:** Work authorization is required to access federal training funds. To help expedite the process, the state (with the Department of Homeland Security) is providing a series of work authorization clinics for migrants starting this month at Camp Curtis Guild in Reading. Transportation and childcare will be provided for those attending.
- Previous work experience reported by the adult immigrants includes the following sectors: food/food retail (30.8%), CNA/health (22.1%), cleaning/housekeeping (20.2%), construction (17.3%). Previous work experience in welding and plumbing (1.9% each) and education (1%) was also reported.
- The MHNS Career Center helped set up partner connections including ESL classes for Bates residents 2 evenings a week on the SSU campus provided by The House of Seven Gables Settlement Program and are looking into additional options.
 - **Lisa Pais:** Maybe providing onsite access to self-paced English language instruction online or on DVD would be possible as well, perhaps with volunteer assistance from the WB and/or other partners?
 - **Mary Sarris:** Since transportation to offsite classes is an issue (especially for the motel residents), we are looking into other delivery options for onsite language instruction and will explore this idea.

- **Regional Planning**

- 3 WBs (Merrimack Valley, Greater Lowell, and the North Shore) will be collaborating on a new 2024 regional blueprint for Northeast MA.
- Information on LMI for our priority industries, job openings, and supply-side data will be included to help determine how to best address regional needs going forward.

- **Offshore Wind Updates:**

- Our contract is in place with the Massachusetts Clean Energy Center (MACEC).
- A Training Manager candidate has been selected: many thanks to our partners who participated in the search process (Salem Planning Department, ECCF, the UMass Amherst Gloucester Marine Station, and SAFE).
- Next steps include working with Essex Tech to implement the pre-apprenticeship program, including recruitment, etc.

- **2 New Healthcare Hub Grants** (as of January, 2024)

- 1) North Shore WB as lead (partnering with Greater Lowell and Merrimack Valley WBs): funding for training opportunities in the general healthcare industry like CNA/MA positions with a pathway to nursing, various certificate programs, supervisor training, etc.
 - 2) Behavioral Health with Great Lowell WB as lead (with North Shore and Merrimack Valley WBs): community health worker and recovery coach training including specific skill training in de-escalation methods, etc.
- **Youth Program Updates**
 - New YCC leadership: Ann-Marie O’Keefe, long-standing manager of our Youth Career Center (the best in the state!) has retired but leaves a great staff. Michael May is the new manager for the YCC team: welcome Michael!
 - Potential YouthWorks funding: 518 youth were placed in summer and year-round employment this past year and we are looking to increase that number going forward!
 - **Congratulations to Mary Sarris [from Ed O’Sullivan]**
 - On October 26th, Mary was honored at the 14th Annual MA Jobs and Workforce Summit in Devens.
 - For her strong leadership, perseverance, and congeniality, Mary received the Kathie Mainzer Award for excellence in Workforce Development (presented by Lt. Governor Kim Driscoll).

Motion to adjourn.

The meeting ended at 9:00 AM.

After the meeting, attendees toured the newly-renovated Career Center facilities with Career Center employees providing an overview of business services and training options, as well as demonstrations of resource room equipment (including virtual headsets).

Upcoming Board meeting for FY24: 2nd Thursdays of alternating months at 8 AM
January 11th, March 14th, and May 9th, **2024**

CAREER CENTER OVERVIEW

| North Shore One-Stop Total | Nov, 23 | | Actual YTD | | Nov, 22 YTD |
|-------------------------------|---------|------|------------|-------------------|-------------|
| | Actual | Plan | YTD | Plan thru 6/30/24 | Actual |
| New Customers | 426 | 190 | 2,089 | 2,278 | 342 |
| Total Customers | 1,061 | 286 | 3,115 | 3,434 | 855 |

| Youth Career Center | Nov, 23 | | Actual YTD | | Nov, 22 YTD |
|---------------------|---------|------|------------|-------------------|-------------|
| | Actual | Plan | YTD | Plan thru 6/30/24 | Actual |
| New Customers | 95 | 98 | 837 | 1,176 | 62 |
| Total Customers | 218 | 256 | 2,535 | 3,066 | 239 |

| One-Stop Placements | Q1FY23 | Q2FY23 | Q3FY23 | Q4FY23 |
|---------------------|--------|--------|--------|--------|
| FY 23 | 61% | 63% | 65% | 67% |

Job Seeker Satisfaction – October 2023 / November 2023

| System-Wide (n =96) | Highly Satisfied | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Highly Dissatisfied |
|--|------------------|--------------------|----------|-----------------------|---------------------|
| How would you rate your level of satisfaction with MHNSCC? | 42 (44%) | 25 (26%) | 10 (11%) | 4 (4%) | 15 (16%) |

Employer Satisfaction – October 2023 / November 2023

| System-Wide (n =4) | Highly Satisfied | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Highly Dissatisfied |
|--|------------------|--------------------|---------|-----------------------|---------------------|
| Overall satisfaction with Career Center services | 3 (75%) | 0 (0%) | 0 (0%) | 1 (25%) | 0 (0%) |

Employer Services

| | Nov, 23 | | Actual YTD | | Nov, 22 YTD |
|--|---------|------|------------|-------------------|-------------|
| | Actual | Plan | YTD | Plan thru 6/30/23 | Actual |
| New Employer Accounts | 55 | 75 | 296 | 900 | 359 |
| Total Employers Served | 183 | 179 | 821 | 2,150 | 926 |
| Number of Employers Listing Job Orders | 17 | 42 | 127 | 500 | 162 |

TRAINING DIVISION / WORKFORCE INNOVATION AND OPPORTUNITY ACT

Overall WIOA Activity

| | YTD Actual | Planned Thru End of Grant | Nov, 22 YTD |
|-------------------|------------|---------------------------|-------------|
| Adult | 43 | 95 | 33 |
| Dislocated Worker | 88 | 122 | 61 |

Overall WIOA Placement

| | YTD Actual | Planned Thru End of Grant | Nov 22 YTD |
|-------------------|------------|---------------------------|------------|
| Adult | 2 | 53 | 0 |
| Dislocated Worker | 6 | 78 | 5 |

Preferred Vendor Performance (top 4 vendors in terms of enrollments)

| Vendor | Number Served | Number Exited | Number Placed | Placement Rate | Average Wage | Number Served in FY 23 |
|---|---------------|---------------|---------------|----------------|--------------|------------------------|
| North Shore CC | 21 | 0 | | | | 28 |
| Visible Edge | 12 | 0 | | | | 14 |
| Millennium | 4 | 0 | | | | 7 |
| BCI | 3 | 0 | | | | 6 |
| CMSC Trucking (formerly Parker Driving School) | 1 | 0 | | | | 3 |
| Network Technologies | 1 | 0 | | | | 2 |

YOUTH DIVISION

Workforce Investment Act Programs

| Vendor | Number Served | Number Exited | Number placed/Average Wage | Number Served in FY 23 |
|--------------------|---------------|---------------|----------------------------|------------------------|
| Action, Inc. | 19 | 1 | 0 | 20 |
| Catholic Charities | 20 | 3 | 2/\$17.50 | 24 |
| North Shore CDC | 13 | 0 | NA | 11 |

| | Goal | Actual |
|---------------------------------------|------|--------|
| Student Work and Learning Experiences | 475 | 800 |

| Budget - Actual Summary by Program | | | | | | |
|------------------------------------|--|------------------------|------------------------|------------------------|-------------------|---|
| As of November 30, 2023 | | | | | | |
| | | | | | | |
| FY | Program Description | Budget | Spent & Obligated TD | Amount Remaining | Percent Remaining | |
| | | | | | | |
| Federal Funds | | | | | | |
| 2023 | WIOA Formula Funds: Adults | \$ 715,082.40 | \$ 452,855.39 | \$ 262,227.01 | 36.7% | * |
| 2023 | WIOA Formula Funds: Dislocated Workers | 789,588.00 | 682,000.21 | 107,587.79 | 13.6% | * |
| 2023 | WIOA Formula Funds: Youth | 794,027.70 | 792,707.34 | 1,320.36 | 0.2% | * |
| 2023 | WIOA Formula Funds: Administration | 255,410.90 | 190,874.63 | 64,536.27 | 25.3% | * |
| 2024 | WIOA Formula Funds: Adults | 786,651.30 | - | 786,651.30 | 100.0% | * |
| 2024 | WIOA Formula Funds: Dislocated Workers | 654,522.30 | 32,913.00 | 621,609.30 | 95.0% | * |
| 2024 | WIOA Formula Funds: Youth | 850,576.50 | 444,758.69 | 405,817.81 | 47.7% | * |
| 2024 | WIOA Formula Funds: Administration | 254,638.90 | 2,083.04 | 252,555.86 | 99.2% | * |
| 2022 | DUA Technology UI Deployment Tech | 26,000.00 | - | 26,000.00 | 100.0% | |
| 2022 | TAA Case Management | 66,871.28 | 60,884.03 | 5,987.25 | 9.0% | |
| 2023 | TAA Case Management-Retained by DCS | - | - | - | N/A | |
| 2023 | Wagner Peyser ES, 10% - Partial Contracted | 14,085.12 | 14,085.12 | - | 0.0% | |
| 2024 | Wagner Peyser ES, 10% - Retained by DCS | - | - | - | N/A | |
| 2023 | Upskilling Navig ARPA | 379,236.50 | 134,189.25 | 245,047.25 | 64.6% | * |
| 2023 | WCTF FY21 Donnelly Training BH | 319,880.00 | 239,410.61 | 80,469.39 | 25.2% | * |
| 2024 | Vets: Disabled Veterans Outreach Program | 28,756.00 | 5,650.55 | 23,105.45 | 80.4% | |
| 2024 | WCTF HEALTH CARE BH | 107,477.21 | 99,674.88 | 7,802.33 | 7.3% | |
| 2024 | BH Expansion | 35,000.00 | 25,721.49 | 9,278.51 | 26.5% | |
| | | | | | | |
| | Total Federal Funds | \$ 6,077,804.11 | \$ 3,177,808.23 | \$ 2,899,995.88 | 47.7% | |
| | | | | | | |
| | | | | | | |
| State & Local Funds | | | | | | |
| CY2024 | GE Foundation | \$ 416,448.46 | \$ 329,413.44 | \$ 87,035.02 | 20.9% | |
| 2023 | Youth HSSEIP -DESE | 330,000.00 | 210,576.94 | 119,423.06 | 36.2% | |
| 2023 | STEM | 180,000.00 | 69,484.96 | 110,515.04 | 61.4% | |
| 2023 | FY 23-24 Youth Works | 2,046,924.00 | 1,816,383.11 | 230,540.89 | 11.3% | |
| 2024 | Connecting Activities | 349,790.00 | 41,022.63 | 308,767.37 | 88.3% | |
| 2024 | Workforce Training | 95,000.00 | 39,820.41 | 55,179.59 | 58.1% | |
| 2024 | State One Stop | 387,403.00 | 194,362.85 | 193,040.15 | 49.8% | |
| 2024 | Early College | 8,000.00 | 5,292.36 | 2,707.64 | 33.8% | |
| 2024 | DTA CIES | 110,904.00 | 56,581.13 | 54,322.87 | 49.0% | |
| 2024 | WPP SNAP Expansion | 4,827.20 | 4,827.20 | - | 0.0% | |
| 2024 | Off Shore Wind 3yr. | 1,196,397.00 | - | 1,196,397.00 | 100.0% | * |
| | | | | | | |
| | Total State Funds | \$ 5,125,693.66 | \$ 2,767,765.03 | \$ 2,357,928.63 | 46.0% | |
| | | | | | | |
| * Multi-Year Grant | | | | | | |
| | | | | | | |