



NORTH SHORE WORKFORCE BOARD

70 Washington Street Suite 314
Salem, MA 01970
978.741.3805

DATE: 4/28/2025
TO: Board of Directors
FROM: Ed O'Sullivan
RE: May 8, 2025, Board Meeting

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

Time: May 8, 2025 08:00 AM Eastern Time (US and Canada) Join Zoom Meeting

<https://us06web.zoom.us/j/83353408285?pwd=uyqNHlUdpNsYZ06EfMpudJPDaWQvjg.1>

Meeting ID: 833 5340 8285

Passcode: 771646

One tap mobile

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Meeting ID: 833 5340 8285

Passcode: 771646

AGENDA

1. Chair's Report

- A. WIOA Update – Budget Updates
- B. DCS Modernization Project – Overview
- C. Massachusetts Workforce Board Summit – April 3rd and 4th
- D. Updated LMI (attached)

2. Board Executive Committee, Update and **Vote**

3. One Stop Operator Procurement, Update and **Vote**

4. WIOA Youth Procurement, Update

5. Career Center Programming

6. Program Updates

- A. Mass Broadband Initiative Digital Literacy Project
- B. Manufacturing
- C. Healthcare (including Behavioral Health)
- D. Offshore Wind/Renewable Energy

7. Upcoming Meeting Schedule for FY 2026

September 11 & November 13, 2025 – January 8, March 12, & 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

May 8, 2025

Prepared on
April 30, 2025

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MassHire-North Shore Workforce Board of Directors

Meeting Minutes for March 13, 2025

Directors attending: Charles Anastos, Justin Anshewitz, Tracey Cahalane, Tom Daniel, John Flinn, Maricel Goris (for Evonne Alvarez), Bonnie Carr (for Heidi Riccio), Cecilia Gray, Emily Hayden, William Heineman, Dave Manning, Steve Maser (for John Keenan), Lisa LaPorte-Pais, Tom Sands, Josh Shepherd, Danya Smith, Joseph St. Pierre

Directors not attending: Karen Andreas, Jay Daley, Anna Freedman, Meaghen Hamill, Joy Livramento-Bryant, Paul Mahoney, Laurie Roberto, Neal Roderick, Steve Shea, Kara Sittig, Diane Smith, Bill Tinti, Steve Zrike

Others attending: Amanda Amaral (Northeast Employment Collaborative, Riverside Community Care [NEEC]), Lisa Berube (Essex Agricultural & Technical School), Judy Bower (MassHire Department of Career Services), Jennifer James Price (North Shore Community College), Shannon Spinoza (Peabody Public Schools)

MHNS WB staff attending: Eliud Alcala, Katie Crowder, Josh Crowder, Cheryl Dick, Sandra Efstratiou, Marcia Griesdorf, Kari Heen, Michael May, Kate O'Malley, Ed O'Sullivan, Maranda Smith

The meeting format was virtual via Zoom.

A quorum was present with 17 members represented.

Tracey Cahalane motioned to accept the January 9th WB meeting minutes as submitted, seconded by Tom Daniel. All in favor, none opposed.

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.]

- **Retirement Announcement [Tracey Cahalane]**
 - Tracey: I will be retiring from Microline Surgical in June and will also be retiring as Board Chair. There will be a vote at the May meeting to approve new Executive Committee members.
 - Ed O'Sullivan: There will be a thank-you gathering for Tracey in early June at the Salem Career Center (details to come).
- **WIOA Update [Tracey Cahalane]**
 - WIOA was last updated in 2014 with a 5-year authorization period concluding in 2019.
 - Since 2020, WIOA has been funded through temporary extensions in annual appropriations.

- Seeing hints that the next reauthorization push may be in May, 2025, and it could happen quickly. We will continue to share any updates.
- **Resources for Federal Employees [Tracey Cahalane]**
 - Governor Healey launched a new website [mass.gov/fedup] to connect federal workers affected by layoffs with MassHire and additional resources to navigate career transitions with confidence.
 - Resources include MA state and municipal job opportunities, information on careers in high-growth industries, and MassHire workshops and services including résumé writing, interview preparation, and personalized job search assistance.
- **Annual Workforce Board Summit [Tracey Cahalane]**
 - Last year's summit was held in Salem: this year's will be held April 3rd and 4th on the Cape in Brewster.
 - Summit topics include 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.
- **New Funding for Advanced Manufacturing [Ed O'Sullivan]**
 - At a public event held at LVTI on February 28th, Meghan Thurlow, GE Aerospace Global Head of Public Affairs and President, GE Aerospace Foundation, announced \$1 million in additional foundation funding to move AMTEP programming into 2026 and 2027 with additional training cohorts in our region.
 - Event attendees included special guests Seth Moulton, Lynn Mayor Jared Nicholson, Salem Mayor Dominick Pangallo, Lynn Superintendent Evonne Alvarez, and many AMTEP partners (ECCF, LVTI, E-Team, NSCC, Essex Tech, and Career Center staff).
- **Manufacturing Training/AMTEP [Kate O'Malley]**
 - 650 AMTEP enrollees to date in 5 years (with an average of 100 to 125 trainees each year) and going strong thanks to the Essex Tech, E-Team & LVTI, North Shore Community College, MassHire, and ECCF partnership.
 - At the 2/28 GE announcement event, a former AMTEP graduate/single mother from Salem gave a very articulate and inspirational speech about how she struggled to put herself through school and after completing the AMTEP program, found employment as a quality engineer.
 - **Charles Anastos:** Before the AMTEP program, it was difficult for manufacturers to find employees and that's changing as a result of these training opportunities.
 - **John Flinn:** There needs to be an ongoing 20- to 30-year investment in manufacturing training, including state and federal funding.
 - **Tracey Cahalane:** One of the first AMTEP graduates is still with Microline Surgical and has been a model employee.
 - **Ed O'Sullivan:** We'll share upcoming AMTEP graduation dates since it is so uplifting to hear about students' progress.
 - **Kate O'Malley:** Prospective students are now coming to us after hearing about the program through positive word-of-mouth reviews from other enrollees so that's very encouraging.
- **Labor Market Information (LMI) [Ed O'Sullivan]**

- North Shore unemployment increased .9% from 12/2023 to 12/2024.
- The 12/2024 labor force participation rate of 66.4% is 6.4% higher than the Covid-era rate of 60% and has increased 1.5% over the past year.
- Workers aged 18 and over are included in this labor force participation rate.
- **F1rst Jobs Introduction [Ed O’Sullivan]**
 - WB/Career Center staff and Board members shared examples of their first jobs and entered key takeaways from their first work experiences in Mentimeter.
 - The top responses to the question “What did you carry forward from your first job?” included responsibility, organization, work ethic, attention to detail, teamwork/be a good team player, time management, collaboration, and customer service.
- **F1rst Jobs History [Ed O’Sullivan]**
 - Summer jobs program began in 2005 with about 135 placements funded by foundations, businesses, and individuals through ECCF (no state funding).
 - MA state “YouthWorks” funding was added later and peaked in 2021. After a funding plateau through 2023, there’s a decrease for 2024 and 2025 and a significant projected drop-off for the summer of 2026.
 - We will likely need to revert to foundation support for future years and may not be able to support 600 youth as now but still want to keep the numbers as high as possible.
 - **Charles Anastos:** It helps to pair students with experienced workers so the students can learn how to take direction.
 - **Katie Crowder:** Everyone needs soft skills, no matter what age.
- **F1rst Jobs Summer 2025 [Katie Crowder]**
 - Funding is expected to be similar to last year’s \$1.3 million that placed 426 youth at \$15/hour (typically for 100 to 140 hours).
 - Contracts begin in May and run through June 30, 2026. Overlap with next year’s contract should begin in April of 2026.
 - Additional state or foundation funds will need to be secured to keep up with demand going forward. Even with level funding, we aren’t able to place all of the youth who are looking for employment as applications have increased due to word-of-mouth interest in the program. One option may be shortening the number of working hours to accommodate more youth.
 - Examples of F1rst Jobs 2025 placements include visitor center/tour guide, front desk/office assistant, and technology assistant. Youth can do very well in these and other roles with impressive results on par with those of adult workers.
- **F1rst Jobs in the Future [Katie Crowder]**
 - We will prepare for a steep decline in funding while continuing positive conversations about teen employment and the importance of early work experiences.
 - We plan to offer more job fairs, job shadows, and career exploration options (even 1 day can be helpful!) as well as giving employers short-term/low-lift options for employing teens to create more opportunities.
- **One-stop Procurement [Ed O’Sullivan]**
 - The Career Center RFP Operator/Provider will need to be completed for FY25 for the North Shore Area (required every 4 years per WIOA mandate).

- Operator: the basic Operator role coordinates the service delivery of required MassHire partners and service providers. MassHire Boards may establish additional Operator roles including, but not limited to, coordinating service providers within the MassHire Career Center.
- The contract needs to be in place for July 1, 2025.
- Basic duties of the Operator
 - Coordinate the region's MassHire One-stop career Center partnerships to increase operational effectiveness and efficiency;
 - Convene 5 regional WIOA partner meetings per year to support the MOU, including developing meeting agendas (in conjunction with MHNSWB staff, meeting facilitation, and creation of meeting notes;
 - Coordinate Career Center partner staff professional development and cross-program training at a minimum of once annually;
 - Coordinate Career Center partner joint customer performance documentation at a minimum of twice annually and with MHNSWB staff, develop an annual report to the MHNSWB on the progress and performance of the partnerships across the system.
- RFP Timeline
 - RFP released: 3/3/25
 - Bidders conference: 3/13/25
 - Proposals due: 4/4/25 (by 11 AM)
 - Proposal review: April
 - Executive Committee recommendations: April
 - Full board vote: May
 - New contract in place: 7/1/25
- **Mass Broadband Initiative (MBI) Digital Equity Project [Josh Crowder]**
 - Funded by the Massachusetts Broadband Institute, over \$4.1 million was awarded through June, 2026 (with MetroNorth as the lead WB) to assist those who have limited access to digital equipment and the internet.
 - 3 program components here on the North Shore:
 - Digital navigation services: Community-facing IT help desks are located at Pathways in Lynn and at Wellspring in Gloucester.
 - Digital literacy: Courses to be offered in Lynn, Gloucester, and Sale.
 - Digital Access: Refurbished laptops are provided at no cost through the nonprofit Computers 4 People [www.computers4people.org] which upcycles nearly-new computers donated by corporations, etc., when equipment is upgraded/restocked.
 - In addition to Metro North, MHNS partners include the Digital JEDI Consortium, North Shore Community College (NSCC), Pathways Inc. in Lynn, Wellspring House in Gloucester, and the MHNS Career Center.
 - Through NSCC, 4 courses are planned for the 1/2025 to 6/2026 timeframe with 30 to 60 hours of instruction with the curriculum developed by La Colaborativa in Chelsea.
 - The intermediate course (Windows 101/Microsoft Office) started in January and is running 7 times. Advanced courses (UI/UX Design, Front End Web Development, and

Microsoft Excel (advanced topics) will run 1 time each starting in the spring of 2026.
[See PPT for schedule details.]

- **Healthcare/BH Hub Review** [skipped due to time constraints/see PPT for details]
- **MA CEC Offshore Wind/Clean Energy Grant** [skipped due to time constraints/see PPT for details]
- **Upcoming Meeting Schedule for FY25: 2nd Thursdays of alternating months at 8 AM, September through May**
 - May 8, 2025

The meeting ended at 9:01 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
- Immigration/Migrant Program Activity

CAREER CENTER OVERVIEW

North Shore One-Stop Total	March 25		Actual YTD		March 24 YTD
	Actual	Plan	YTD	Plan thru 6/30/25	Actual
New Customers	630	287	4,405	3,446	3,811
Total Customers	1,489	583	6,032	4,497	5,191

Youth Career Center	March 25		Actual YTD		March 24 YTD
	Actual	Plan	YTD	Plan thru 6/30/25	Actual
New Customers	755	49	1,554	585	967
Total Customers	800	209	2,077	2,503	2,843

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

Job Seeker Satisfaction – February 2025 / March 2025

System-Wide (n = 106)	Highly Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Highly Dissatisfied
How would you rate your level of satisfaction with MHNSCC?	59 (56%)	25 (24%)	12 (11%)	1 (1%)	8 (8%)

Employer Satisfaction – February 2025 / March 2025

System-Wide (n = 3)	Highly Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Highly Dissatisfied
Overall satisfaction with Career Center services	3 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

Employer Services

	March, 25		Actual YTD		March, 24 YTD
	Actual	Plan	YTD	Plan thru 6/30/25	Actual
New Employer Accounts	30	71	306	850	633
Total Employers Served	85	188	729	2,250	1,568
Number of Employers Listing Job Orders	12	42	151	500	202

TRAINING DIVISION / WORKFORCE INNOVATION AND OPPORTUNITY ACT

Overall WIOA Activity*

	YTD Actual	Planned Thru End of Grant	March 24 YTD
Adult	***	86	51

Dislocated Worker	***	95	122
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*WIOA data not available due to AWS error within the MOSES database

Overall WIOA Placement*

	YTD Actual	Planned Thru End of Grant	March 24 YTD
Adult	***	49	5
Dislocated Worker	***	72	20

*WIOA data not available due to AWS error within the MOSES database

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
Visible Edge	28	6	6	100%	45.01/hr.	35
North Shore CC	9	2	1	50%%	24.04/hr.	37
Unique Systems	6	2	2	100%	49.78/hr.	2
Millennium	4	1	1	100%	33.00/hr	7
CMSC Trucking (formerly Parker Driving School)	4	1	1	100%	50.00/hr	10
BCI	3	0	0	NA	NA	4

YOUTH DIVISION

WIOA- Out of School programs

Vendor	Number Served	Number Exited	Number placed/Average Wage	Number Served in FY 24
Action, Inc.	23	6	5/15.50	25
Catholic Charities	36	11	7/17.21	32
North Shore CDC	25	2	1/18.91	23

DESE- In School Programs

	Goal	Actual
Student Work and Learning Experiences	475	588

Budget - Actual Summary by Program					
March 31, 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	33,575.98	603,318.92	94.7% *
2025	WIOA Formula Funds: Dislocated Workers	611,301.60	126,054.82	485,246.78	79.4% *
2025	WIOA Formula Funds: Youth	693,529.20	414,837.14	278,692.06	40.2% *
2025	WIOA Formula Funds: Administration	215,747.30	1,305.67	214,441.63	99.4% *
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	RESEA Performance allocation	75,000.00	18,168.91	56,831.09	75.8% *
2024-25	Wagner Peyser ES, 10%	76,703.34	54,781.36	21,921.98	28.6% *
2023	Upskilling Navig ARPA	457,170.83	351,399.94	105,770.89	23.1% *
2023	WCTF FY21 Donnelly Training BH	319,880.00	289,340.51	30,539.49	9.5% *
2025	Vets: Disabled Veterans Outreach Program	16,560.00	13,237.09	3,322.91	20.1%
2025	SNAP WPP Expansion	3,153.57	-	3,153.57	100.0%
2024	HC HUB Continuation	2,413,205.00	1,313,482.11	1,099,722.89	45.6% *
2024	HC BH HUB Continuation	558,114.47	42,727.49	515,386.98	92.3% *
	Total Federal Funds	\$ 8,741,899.21	\$ 5,264,086.49	\$ 3,477,812.72	39.8%
State & Local Funds					
2025	State One Stop	612,583.53	441,290.68	171,292.85	28.0%
2025	Workforce Training	95,000.00	85,737.77	9,262.23	9.7%
2025	DTA CIES	129,047.00	69,387.12	59,659.88	46.2%
2024	Off Shore Wind 3yr.	1,196,397.00	323,088.98	873,308.02	73.0% *
2024	FY 24-25 Youth Works	1,321,701.00	1,160,208.09	161,492.91	12.2%
2025	Connecting Activities	396,061.00	209,264.37	186,796.63	47.2%
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%
2024	GE Foundation	462,070.27	437,363.19	24,707.08	5.3%
CY2025	GE Foundation	561,569.00	107,533.27	454,035.73	80.9%
2025	WCTF FY25 Manufacturing Training	500,000.00	163,306.06	336,693.94	67.3% *
2025	Digital Literacy	157,310.00	103,421.01	53,888.99	34.3% *
2025	Apprenticeship Expansion	26,000.00	16,085.32	9,914.68	38.1%
2025	WIOA Partners	21,805.20	12,447.60	9,357.60	42.9%
2025	DTA WPP	4,574.27	445.18	4,129.09	90.3%
2024	FY24 EA Shelter	124,616.45	124,616.45	-	0.0%
2025	FY25 EA Shelter	124,911.34	62,598.90	62,312.44	49.9% *
	Total State Funds	\$ 5,921,557.71	\$ 3,471,023.94	\$ 2,450,533.77	41.4%
* Multi-Year Grant		14,663,456.92	8,735,110.43	5,928,346.49	
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