



# NORTH SHORE WORKFORCE BOARD

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Date: Dec. 20, 2018  
TO: Board of Directors  
FROM: Mary Sarris  
RE: January 10, 2019 Board meeting

The North Shore Workforce Board will meet on January 10, 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 State Workforce Board Meeting December 5 2018
- MassHire update – public outreach campaign and award opportunity
- Other

**2. NS Workforce Board Strategic Plan – review and discussion of document, any public comments, and final vote – please visit <https://masshire-northshorewb.com/north-shore-wioa-4-year-plan-available-for-comment/> to review.**

**3. Northeast Regional Plan – marketing of priority industries, inventory of services supporting priority industries, and development of performance measurement system to measure progress**

**4. Committee Reports – written summaries of activities**

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

- **March 14, 2019**
- **May 9, 2019**

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

**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**

**January 10, 2019**

Prepared on  
December 29, 2018

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**North Shore Workforce Investment Board  
Meeting Minutes**

**November 8, 2018**

**Those in attendance:** Tracey Cahalane, Andrew Nicasro (for Brian Cranney), Tom Daniel, John Flinn, Pat Gentile, Laurie Giardella, Dan Johnson (for Dave Gravel), Lauren Hubacheck (for John Keenan), Mickey Long, Ashley Ritchie (for Jenae Miklowcic), Steve Shea, Nancy Stager, Bill Tinti, Edward Tirrell, and Carissa Karakaedos (for Patrick Tutwiler).

**Those not in attendance:** Bob Bradford, Tim Doggett, Marcia Griesdorf, Dave Manning, Paul Mahoney, Robin Olson, Lisa Pais, Laurie Roberto, Diane Smith, Jocelyn Tiberii, Stan Usovicz, and Thelma Williams

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

**Special Guests:** Bonnie Carr of Essex Tech., Jon Thibault of Senator Crighton's office, Hannah Mori of Senator Lovely's office, Diane Palter Gill, Karen Hynick, and Jill Thornton of North Shore Community College, Tony Dunn former Board member, and Jonathon Feinberg of the North Shore Labor Council.

The meeting begins at 8:07am.

A quorum is present.

Tony Dunn will be retiring soon. Here today is Jon Feinberg who will be replacing him in January.

Nancy Stager entertained a motion to accept the minutes of the September meeting. Steve Shea moved to accept the minutes. Tracey Cahalane seconded the motion. All members voted in favor of approving the minutes of the September meeting. No members opposed.

**Chair's Report**

**MassHire Update**

Almost all the Workforce Boards and Career Centers have migrated over to the new brand. Those that have not already will make the transition by the end of November. The state wide launch, led by the Executive Office of Labor and Workforce Development, will be underway soon. There will be billboards and other information released.

The North Shore Workforce Investment Board has officially transitioned to our new name: North Shore Workforce Board. The career centers are officially the North Shore Career Centers. Both are part of the MassHire brand.

As part of the transition, our email suffices and website have changed to MassHire-northshorewb.com, but we have retained the old web address and suffices which will be redirected until further notice. There is a small grant from the state to be used for re-branding costs.

**Strategic Planning Update**

We are moving forward with our own Strategic Plan. All the committee goals have been approved and we are moving forward. Last month, the state required that all WB's support a 4-year plan. Our 4-year plan will be released for public review in December.

We are working with the Greater Lowell and Merrimack Valley Workforce Boards on year two of our Regional Plan. This will include, for example, the establishment of a cross-partner performance management system and an inventory of all the various economic development, workforce development, and education-related activities. We also anticipate participating in a state-wide health care network and developing apprenticeships in IT. The document resulting from these discussions will be released sometime in June.

#### 9th Annual Jobs and Workforce Summit

Mary, Ed, and Mark were in attendance for the October 24, 2018 event. Deloitte has released a study called The Future of Work and Changing Demographics in MA that reiterated what our own survey said but stressed the need for systems through which workers can continue to learn so periods of unemployment experienced can be made as brief as possible.

The Governor has created a commission on Digital Innovation and Lifelong Learning on which Mary sits. This commission has had a lot of discussions about how to make a system of learning available for people and companies.

Some other items discussed at the Summit:

- Workforce development for low income parents - the fear of a shortage of people in the workforce and the need to figure out how to bring more people into the workforce.
- Building a life science talent pipeline - presented by MassBIO and the MA Life Sciences Center. The presenter mentioned the need for diversity and how this field is predominately white and male.

P. Gentile: The MA Life Science Group has released an RFP for which North Shore Community College is interested in applying. The grant would be used to renovate a science lab to be used for Bio Tech and Med Tech. One of the requirements for the grant is to have some employer match. The renovation will cost somewhere around \$730,000 and the requested grant amount would be \$500,000 (the maximum amount). The college will also ask the College Foundation for financial assistance. The hope is to get 4 or 5 companies to commit \$25,000 to \$30,000 in match funds. Right now, neither SSU nor NSCC has the lab facilities needed to support a Bio Tech class. If anyone has ideas on what companies to approach it would be appreciated.

- Panel of youth involved in workforce advocacy – including Teens Leading the Way and I Have A Future. The panel included youth of color.
- Forecast for the Mid-Term Elections – with the Institute of Politics at Harvard. The presenter predicted that the House would go democratic this election but also predicted that Hilary Clinton would win two years ago.
- Mini sessions on:
  - Reimagining Retail, Hospitality, and Culinary – with the Gap, Barnes and Noble, and MGM Springfield
  - Alternative Career Pathways, focusing on apprenticeships and vocational/technical training
- Keynote address by Governor Charlie Baker
- Impact of caregiving on the workplace – with MA Business Roundtable, Archangels, and UMass

#### Early College on the North Shore

The concept of high school kids going to college while still in high school has been around for a long time. There are two very different models being used in our area. Salem State University along with Salem Public Schools has a model that will be presented today. North Shore Community College along with Lynn Public Schools has a different model that will also be presented today.

#### Salem State University Early College Program – Gail Gasparich – Dean of the College of Arts and Sciences

SSU has the highest number of Pell eligible students and the highest number of students of color of all the Commonwealth's State Colleges and Universities. SSU's partner in the Forten Scholar Early College Program, named after Charlotte Forten, the first African American graduate of SSU, is Salem High School. Salem High consists of students that 50% are from underrepresented populations and almost 50% are socio-economically disadvantaged. This is the target population the program.

The two tracks that the program focuses on are Health Care and Business Information Technology. The students are recruited in the 10<sup>th</sup> grade and have to be on track to graduate on time and be at a level 3 in language proficiency. There is a cohort of 50 students, half of which are in each career track. In the 11<sup>th</sup> grade the students take an English and a History class which is taught in the high school by a team consisting of a high school teacher and a college professor. In the 12<sup>th</sup> grade the students begin to attend classes more specific to their track as a cohort on the Salem State campus. The courses that are taken are transferrable to many different courses of study.

Prior to the first year of the program, students attend a "summer boot camp" to prepare them for and provide them with expectations of the program. Mondays during the second semester the Youth Career Center staff performs workshops for the students that focus on career readiness and career exploration. In the spring, Leap 4 Education provides workshops that focus on time management. In the summer between junior and senior years there is an additional "boot camp" during which the students focus on college applications and essays.

If the student is successful in the second year they are automatically accepted to attend SSU the following spring. The programs benefits the students by allowing them to complete courses at no cost and provide them with supports and confidence to continue their education. The benefit for the college is they focus on the target population for enrollment.

#### Early College Opportunities at North Shore Community College – Pat Gentile, President

When Pat first started at NSCC 5 years ago, there was a small model of early college in the Lynn Public Schools. NSCC works with school districts across the north shore including Revere, Peabody, Gloucester, and others. NSCC has many early college models.

The Early College at Lynn model takes place entirely on the NSCC campus. The program has grown to 250 students that take classes after school and on Saturdays. They are cohorted but may not be from the same high school. There are imbedded tutors in the classes because there are college students in the classes as well. The faculty knows the students are high school level but the rigor in classes is college level.

STEM Starter Academy is a model focused on STEM courses. It is a year-round program with emphasis on summer programming.

General Dual Enrollment model has been around for a long time. Students sign up as individuals and take college courses in addition to their high school classes.

AP and Articulated Credit classes are high school classes that are generally harder and more rigorous. At the end of the class you have to take a test and receive a certain score to be eligible for college credits. Some colleges will take the credits but not all. NSCC gives credit for AP courses.

The goal for the early college programs at NSCC is to give students as much opportunity as possible to earn up to 30 credits (one year of college courses) for free while still in high school and while they have supports around them to help them be successful.

Gateway to College is the newest model at NSCC. This model is for students that are at risk of dropping out or that have dropped out but are under 21. The students are cohorted and supported by specific support staff. Staff works closely with the high schools and provide them with a high school degree and college courses.

Students in all early college models at NSCC are considered NSCC students and are provided with ID's which give them access to all NSCC has to offer.

The findings of students in early college programs are:

- Higher high school graduation rates
- Higher college going rates
- Lower rates of college remediation
- Higher college completion rates
- Improved affordability
- Shortened time to degree completion
- Power of location for first generation

NSCC applied for the New College Early Designation School. Still in the application process. The college is proposing a hybrid model. The shell of the course will be created by NSCC faculty and the high school staff will co-facilitate. Students will still come to campus at scheduled times, but that will be worked out with each high school as they operate on different schedules. This program will include a college math and composition course as well as career exploration and a new course called "Understanding Higher Education".

### Summary – Mary Sarris

Post-secondary education of some sort – lifelong learning – has to be part of each individual's mind-set. You can't get out of high school and think it ends there. The beauty of programs like this, as well as the apprenticeship programs we learned about at the last meeting, is it allows people to do post-secondary stuff in a unique way that works for them.

### Other News

A staff member in the Career Center has received a major award. The Commonwealth of Massachusetts Human Resources division presents awards in 5 different categories. Every Secretariat across the Commonwealth is invited to have their State employees nominate someone. Junardy Jean-Charles was nominated for the Commonwealth Citation for Outstanding performance award. Once she was given that award her supervisors were encouraged to submit an application on her behalf for the Eugene H. Rooney Award. This is an award given in recognition of someone that best exemplifies excellence in the human resources development field. We found out that she has also received this award. She will go to the State House for a ceremony and to be presented with the award.



Nancy Stager entertained a motion to send Junday a letter of recognition on behalf of the Board. P.Gentile moved to send Junardy a recognition letter. The motion was seconded by L. Giardella. All members in attendance voted to send the letter to Junardy. No members in attendance opposed.

#### Committee Reports

Written summaries for each of the sub-committees was given to the group in the form of a PowerPoint presentation which is available by contacting the North Shore WB.

#### Adjournment

L. Giardella moved to adjourn the meeting at 9:14 am. S. Shea seconded the motion. All members in attendance voted to adjourn the meeting. No member opposed.

The meeting concluded at 9:14 am.

The next meeting will be Thursday, January 10, 2019 at 8:00am.

The upcoming meetings for FY19 are:

- March 14<sup>th</sup>, 2019
- May 9<sup>th</sup>, 2019

Respectfully submitted by Maquisha Alleyne.

## CAREER CENTER OVERVIEW

Youth Career Center <sup>1</sup>	Nov, 18		Actual YTD		Nov, 17 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Customers	22	30	192	360	60
Total Customers	241	102	1808	1,220	425

North Shore One-Stop Total <sup>2</sup>	Nov, 18		Actual YTD		Nov, 17 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Customers	369	444	2111	5,334	1732
Total Customers	1104	604	3546	7,280	3110

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

### Job Seeker Satisfaction

System-Wide (n = 105)	Excellent	Good	Fair	Poor	No Response
Were you satisfied with the results of your visit?	64 (61%)	32 (30%)	7 (7%)	2 (2%)	0 (0%)

### Employer

System-Wide(n = 5)	Excellent	Good	Fair	Poor
Overall satisfaction with Career Center services.	2 (40%)	3 (60%)	0 (0%)	0 (0%)

### Employer Services

	Nov, 18		Actual YTD		Nov, 17 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Employer Accounts	47	54	444	650	333
Total Employers Served	174	138	810	1,650	538
Number of Employers Listing Job Orders	18*	42	103	500	163

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

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

<sup>2</sup> 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	Nov, 18		Actual YTD		Nov, 17 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Customers	260	331	1681	3735	1257
Total Customers	872	459	3068	5512	2343

Gloucester -AP	Nov, 18		Actual YTD		Nov, 17 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Customers	47	40	208	477	250
Total Customers	136	53	360	637	318

NSCC – AP	Nov, 18		Actual YTD		Nov, 17 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Customers	97	60	627	723	486
Total Customers	220	71	848	852	656

Family Success Center-AP	Nov, 18		Actual YTD		Nov, 17 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Customers	1	6	6	76	6
Total Customers	10	15	22	178	37

Peabody Institute -AP	Nov, 18		Actual YTD		Nov, 17 YTD
	Actual	Plan	YTD	Plan thru 6/30/19	Actual
New Customers	7	8	34	100	30
Total Customers	7	8	34	100	32

## TRAINING DIVISION / WORKFORCE INNOVATION AND OPPORTUNITY ACT

### Overall WIOA Activity

	YTD Actual	Planned Thru End of Grant	Sept, 17 YTD
Adult	58	104	36
Dislocated Worker	140	165	115

## Overall WIOA Placement

	YTD Actual	Planned Thru End of Grant	Sept, 17 YTD
Adult	1	59	2
Dislocated Worker	6	84	0

## 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
North Shore CC	11	0				55
William George	10	0				17
Salem State University	8	0				16
American Red Cross	7	0				8
<i>New Horizons</i>	6	0	1	100%	89.90	4
New England TT	5	0	1	100%	57.69	12

## YOUTH DIVISION

### Workforce Investment Act Programs

Vendor	Number Served	Number Exited	Number placed/Average Wage	Number Served in FY 18
Action, Inc.	4	1	1/12.00	12
Catholic Charities	20	4	3/12.11	45
North Shore CDC	13	0	0	10

\*Girls Inc. – no longer a vendor

	Goal	Actual
Student Work and Learning Experiences	475	324

**Budget-Actual Summary by Expense Category**  
**As of November 30, 2018**

	Budget	Actual	Obligations	\$ Remaining	%Rem.
<b><u>REVENUE</u></b>					
Current Year Grants	\$3,399,520	\$911,818	-	\$2,487,702	73.2%
Current Year Income	113,667	113,667	-	0	0.0%
Prior Year Carry-in	2,220,747	1,637,890	-	582,857	26.2%
Total Revenue	\$ 5,733,933	\$2,663,374	-	\$3,070,559	53.6%
<b><u>EXPENSES + OBLIGATIONS</u></b>					
<b><u>Admin Expenses</u></b>					
Personnel	\$288,219	\$114,273	-	\$173,946	60.4%
Expenses	62,788	22,232	-	40,556	64.6%
Total Admin Expenses	\$ 351,007	\$136,505	-	\$214,502	61.1%
<b><u>Program Expenses</u></b>					
Personnel	1,767,248	\$660,888	72,170	1,034,190	58.5%
Individual Training Accounts	575,062	225,546	103,273	246,243	42.8%
Supportive Services	95,786	26,147	12,327	57,312	59.8%
Youth Jobs	416,386	370,332	3,349	42,704	10.3%
Other Training	943,253	196,972	416,746	329,534	34.9%
Other Program Costs	419,565	176,441	34,170	208,954	49.8%
Business Services Costs	150,763	48,559	16,238	85,966	57.0%
Total Program Expenses	\$4,368,062	\$1,704,885	\$658,272	\$2,004,905	45.9%
Total Expenses & Obligations	\$4,719,069	\$1,841,390	\$658,272	\$2,219,406	47.0%
Planned Carry-Out	\$1,014,865				

**Budget-Actual Summary by Program**  
**As of November 30, 2018**

<b>Program Name</b>	<b>FY Budget</b>	<b>FYTD Spent + Obligated</b>	<b>Amount Remaining</b>	<b>Percent Remaining</b>
<b><u>Federal Funds</u></b>				
Garelick Farms NEG	\$361,156	\$173	\$360,983	100.0%
MassHire Branding FY19	31,823	9,788	22,035	69.2%
NAMC Apprentice Continuation Grant	183,500	2,635	180,865	98.6%
NAMC Apprenticeship Expansion Grant –	145,555	117,974	27,581	18.9%
NAMC Apprenticeship Grant	255,000	198,981	56,019	22.0%
Rapid Response – State Staff, FY19	13,991	0	13,991	100.0%
Re-employment Eligibility Assessments, FY19	53,380	53,380	0	0.0%
Trade Adjustment Assistance Case Management, FY17	22,415	17,886	4,529	20.2%
Trade Adjustment Assistance Case Management, FY18	20,744	6,316	14,428	69.6%
Trade Adjustment Assistance Case Management, FY19	26,751	0	26,751	100.0%
UI Walk-in, FY19	10,000	0	10,000	100.0%
Vets: Disabled Veterans Outreach Program, FY19	28,712		28,712	100.0%
Wagner Peyser ES 90%, FY18	14,902	12,777	2,125	14.3%
Wagner Peyser ES 90%, FY19	1,143	87	1,056	92.4%
Wagner Peyser ES, 10% FY19	51,225	29,359	21,866	42.7%
WIOA Formula Funds: Adults	691,425	310,134	381,291	55.1%
WIOA Formula Funds: Dislocated Workers	611,089	378,240	232,849	38.1%
WIOA Formula Funds: Youth	640,229	406,786	233,443	36.5%
WIA/WIOA Formula Funds: Administration	146,627	65,078	81,549	55.6%
<b><i>Total Federal Funds</i></b>	<b><i>\$3,309,666</i></b>	<b><i>\$1,609,594</i></b>	<b><i>\$1,700,072</i></b>	<b><i>51.4%</i></b>

**Budget-Actual Summary by Program**  
**As of November 30, 2018**

<b>Program Name</b>	<b>FY Budget</b>	<b>FYTD Spent + Obligated</b>	<b>Amount Remaining</b>	<b>Percent Remaining</b>
<i>State &amp; Local Funds</i>				
Amp it up FY 18	8,867	8,867	0	0%
DESE: Connecting Activities, FY18	202,398	52,132	150,266	74.2%
DTA FY19 Competitive Integrated Employment Services	143,645	44,460	99,184	69.0%
Early College	12,215	1,022	11,193	91.6%
Earned Funds	20,205	20,205	0	0.0%
Retention Grant FY18	27,587	22,176	5,412	19.6%
ROCA – FY 19	5,775	1,267	4,508	78.1%
State One-Stop Career Centers, FY19	243,594	140,672	102,922	42.3%
STEM Focused Internships FY 19	40,000	8,008	31,992	80.0%
Tech Hire FY 17	86,155	50,967	35,187	40.8%
Vets Incentive	11,000	4,135	6,865	62.4%
WIOA Partners FY 19	18,652	0	18,652	100.0%
Workforce Training Fund: WIB Support, FY19	95,000	43,247	51,753	54.5%
YouthWorks – Summer 2018	494,309	492,908	1,401	0.3%
<i><b>Total State Funds</b></i>	<i><b>\$1,409,402</b></i>	<i><b>\$890,068</b></i>	<i><b>\$519,334</b></i>	<i><b>36.8%</b></i>
<b>TOTAL FUNDS</b>	<b>\$4,719,069</b>	<b>\$2,499,662</b>	<b>\$2,219,406</b>	<b>47.0%</b>