



NORTH SHORE WORKFORCE BOARD

BOARD REPORT

May 14, 2020

Prepared on
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MassHire North Shore Workforce Board of Directors

Meeting Minutes for March 12, 2020

Directors attending: John Flinn, Dianne Palter Gill (for Pat Gentile), Laurie Giardella, David Gravel, Lauren Hubacheck (for John Keenan), Eddie Bartkiewicz (for David Manning), Joy Livramento-Bryant (for Robin Olson), Debbie Gaudet (for Diane Smith), Kathy Thurman (for Nancy Stager), David Gagner (for Patrick Tutwiler)

Directors not attending: Robert Bradford, Tracey Cahalane, Brian Cranney, Tom Daniel, Timothy Doggett, Jonathon Feinberg, Marcia Griesdorf, Lyndsay Harris, Mickey Long, Paul Mahoney, Lisa Pais, Heidi Riccio, Laurie Roberto, Steve Shea, Jocelyn Tiberii, Bill Tinti, Edward Tirrell, Stan Usovicz, Thelma Williams

Staff attending: Katie Crowder, Maribeth Forbes, Kari Heen, Ann-Marie O’Keefe, Ed O’Sullivan, Mary Sarris, Paul Ventresca, Mark Whitmore

Due to circumstances related to Governor Baker’s March 10th COVID-19 State of Emergency declaration, there was no quorum with 10 members attending.

The meeting began at 8:05 AM.

CHAIR’S REPORT

(presented jointly by David Gravel, Substitute Chair, and Mary Sarris, Executive Director)

[PowerPoint presentation is on file with highlights included below.]

Regional Planning MAPC (Metropolitan Area Planning Council) update:

- The second of three economic development meetings is scheduled for March 26th, 2020. This will be a virtual meeting with a possible follow-up in-person meeting if/when feasible. The three big issues are 1) workforce development, 2) housing, and 3) transportation.
- An in-person group meeting scheduled for late April is currently on hold.

[Background: MAPC has requested for business involvement with their 5-year Comprehensive Economic Development Strategy (CEDS) to develop mutually beneficial policies locally and provide recommendations to the state and federal government.]

GE Foundation Advanced Manufacturing Training Expansion Project (AMTEP) update:

- Lynn VTI, Essex Tech, and Gloucester High School programs are now fully subscribed for this term.
- A new Gloucester High teacher has already arranged jobs for 6 of his 15 students.
- At least 6 new instructors are in training. This includes shadowing experienced teachers and learning more about teaching methods with online instruction through North Shore Community College.
- The evaluation process is underway.
- Marketing recruitment is also underway: RFP/Q responses are due this month on March 20th.
- Healthcare and IT: similar programs are being developed. North Shore Community College is applying for a capital skills IT grant to expand the Lynn campus.

Discussion (paraphrased comments follow):

- Eddie Bartkiewicz: Young people have told him that they want to learn a skill before going to college or instead of going to college. Many are interested in going in business for themselves. He hopes high school counselors get the message.
- Laurie Giardella: A lot of kids don't know what they want to do and go to college as a default. Employers need to be educated about other options, too: there are more alternatives for today's students than for our generation.
- Diane Palter Gill: Massachusetts has a highly educated workforce so a degree is important to be competitive.
- Mary Sarris: We need usable documentation... for example, maps showing alternatives.
- John Flinn: When he gives workplace tours to high school students, he explains that he started out as a plumber and then went back to school to study engineering.
- David Gagner: About half of his students stay in their chosen field.
- Laurie Giardella: How do we encourage more interaction between high school students and colleges about alternate paths?
- Eddie Bartkiewicz: More in-person events for younger students would get them interested earlier (for instance, showing them a live welding demonstration). He's seen good results with this approach.
- Kathy Thurman: Videos are also very helpful and can be viewed on a cell phone. For example, she has a series videos showing department managers talking about their roles in the workplace.
- Diane Palter Gil: Consider TikTok videos?

Next Year's Bi-Annual WIOA Youth RFP Process and ideas for improvements to youth services: under discussion now and most likely will be presented to the board this fall.

Governor's new Career Technical Initiative (CTI): benefits for the North Shore

[Slide "Workforce Challenges" compares the number of people expected to leave the workforce vs. people projected to enter the workforce through 2035. It shows the gap due to the "gray wave" of retirements.]

- Students need more technical skills: for example, "smart" construction techniques.
- "New collar" jobs don't fit traditional models.
- There's a lot of activity associated with CTI: for us, mostly in manufacturing.
- There's a feedback meeting on March 17th, 2020, for our regional planning area.
- Three shifts are needed (9 AM to 2, 2 to 5, 5 to 9 PM) to train 20,000 more technical/trade workers in four years.
- [Slide: CTI Targets (details skilled occupations facing shortages)]

Discussion (paraphrased comments follow):

- David Gagner: Expect staffing, wage, and scheduling issues. It's difficult to find people to teach during the day and wages are low compared to the trades. For instance, Lynn pays less than other school systems and there's a cap on hourly wages so there's no overtime incentive for teaching more than one shift. Also, "After Dark" programs still have to provide 100+ hours of theory per year for credentialing... how will this work?
- Mary Sarris: There will be planning grants to help schools explore options.
- John Flinn: Is there any national data showing a reverse trend where companies relocate to have access to a trained workforce? For example, those working in the oil and gas industry in the south. As an employer, he has raised wages by as much as 25% to hire trained workers.
- Mary Sarris: We'll look for national data to revise the chart.
- Kathy Thurman: Jewish Vocational Service (JVS) has a cohort hiring program with companies. For instance, 8 to 10 people go through co-op training and if successful, they'll get jobs at the end of their training.
- Diane Palter Gill: General Electric had a cohort program years ago.
- Laurie Giardella: Are there issues with pay disparity since younger workers may be come in with higher salaries than long-time employees?
- Mary Sarris: We could research this.
- Diane Palter Gill: Depending on the stock market, fewer people may retire.
- John Flinn: He has many employees who are over 65 including some who return part-time after retiring because they miss working but want flexibility.

One Stop Career Center Operator Request for Proposals (RFP): update and schedule

- Required by federal law every four years, the RFP process an opportunity to review priorities to ensure quality service.
- Three bids were submitted in 2016: two from out-of-state (one from a non-profit based in Ohio, one from a for-profit based in Kentucky) plus the City of Salem.
- The bid process is time-intensive but also informative: it's a chance to see what's happening in career centers across the country.
- [Slides of the RFP schedule for the upcoming year: June, 2020, through June, 2021.]
- Question to think about: what services should a career center provide?

Discussion (paraphrased comments follow):

- John Flinn: The career center should link job-seekers to companies with openings, including internships as well as help job-seekers and employers with the hiring process (it's a gamble on both sides).
- Diane Palter Gill: The board would benefit from a discussion with a business services rep (BSR).
- Eddie Bartkiewicz: Board members need to be more involved in career centers to establish a dialog. Also, based on past experience, be careful with bids from non-profits and techies.

Committee reports: written summaries of activities (details in PowerPoint presentation)

Upcoming meeting schedule for FY 2020: May 14, 2020, at 8 AM

The meeting ended at 9:07 AM.

CAREER CENTER OVERVIEW

Youth Career Center ¹	Mar, 20		Actual YTD		Mar, 19 YTD
	Actual	Plan	YTD	Plan thru 6/30/20	Actual
New Customers	91	30	1,171	358	1,141
Total Customers	108	94	2,303	1,125	3,773

North Shore One-Stop Total ²	Mar, 20		Actual YTD		Mar, 19 YTD
	Actual	Plan	YTD	Plan thru 6/30/20	Actual
New Customers	172	370	2,661	4,435	3,661
Total Customers	865	531	4,410	6,375	5,466

One-Stop Placements	Q3 FY 19	Q4 FY19	Q1 FY20	Q2 FY20
FY 19 & 20	62%	62%	65%	64%

Job Seeker Satisfaction

System-Wide (n = 72)	Excellent	Good	Fair	Poor	No Response
Were you satisfied with the results of your visit?	46 (64%)	19 (26%)	5 (7%)	2 (3%)	0 (0%)

Employer

System-Wide(n = 2)	Excellent	Good	Fair	Poor
Overall satisfaction with Career Center services.	1 (50%)	1 (50%)	0 (0%)	0 (0%)

Employer Services

	Mar, 20		Actual YTD		Mar, 19 YTD
	Actual	Plan	YTD	Plan thru 6/30/20	Actual
New Employer Accounts	132	42	667	500	667
Total Employers Served	258	142	1,440	1,700	1,529
Number of Employers Listing Job Orders	31	21	375	250	246

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	Mar, 20		Actual YTD		Mar, 19 YTD
	Actual	Plan	YTD	Plan thru 6/30/20	Actual
New Customers	94	287	1,823	3,445	2,861
Total Customers	404	443	3,077	5,311	4,666

Gloucester -AP	Mar, 20		Actual YTD		Mar, 19 YTD
	Actual	Plan	YTD	Plan thru 6/30/20	Actual
New Customers	14	42	284	498	436
Total Customers	67	60	486	726	644

NSCC – AP	Mar, 20		Actual YTD		Mar, 19 YTD
	Actual	Plan	YTD	Plan thru 6/30/20	Actual
New Customers	81	118	1,036	1,411	1,113
Total Customers	276	144	1,449	1,733	1,405

Family Success Center-AP	Mar, 20		Actual YTD		Mar, 19 YTD
	Actual	Plan	YTD	Plan thru 6/30/20	Actual
New Customers	4	1	73	18	16
Total Customers	17	3	88	33	32

Peabody Institute -AP	Mar, 20		Actual YTD		Mar, 19 YTD
	Actual	Plan	YTD	Plan thru 6/30/20	Actual
New Customers	6	6	56	66	54
Total Customers	6	6	59	70	55

TRAINING DIVISION / WORKFORCE INNOVATION AND OPPORTUNITY ACT

Overall WIOA Activity

	YTD Actual	Planned Thru End of Grant	Mar, 19 YTD
Adult	52	72	79
Dislocated Worker	130	122	186

Overall WIOA Placement

	YTD Actual	Planned Thru End of Grant	Mar, 19 YTD
Adult	11	43	8
Dislocated Worker	40	83	32

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 19
North Shore CC	14	1	1	100%	35.00	23
Salem State	11	0	1	100%	27.00	32
Millennium	5	0	0			7
American Red Cross	4	0	2	100%	15.00	10
Wellspring House	4	0	0			7
William George	4	0	2	100%	127,000	13

No outcomes to date.

YOUTH DIVISION

Workforce Investment Act Programs

Vendor	Number Served	Number Exited	Number placed/Average Wage	Number Served in FY 19
Action, Inc.	14	4	4/13.25	18
Catholic Charities	23	5	3/15.67	32
North Shore CDC	13	3	1/12.00	16

	Goal	Actual
Student Work and Learning Experiences	450	403

Budget-Actual Summary by Expense Category
As of January 31, 2020

	Budget	Actual	Obligations	\$ Remaining	%Rem.
<u>REVENUE</u>					
Current Year Grants	\$3,047,842	\$1,255,530	-	\$1,792,312	58.8%
Current Year Income	179,329	171,329	-	8,000	4.5%
Prior Year Carry-in	2,748,814	1,751,477	-	997,337	36.3%
Total Revenue	\$ 5,975,985	\$3,178,337	-	\$2,797,649	46.8%
<u>EXPENSES + OBLIGATIONS</u>					
<i><u>Admin Expenses</u></i>					
Personnel	\$337,554	\$173,905	-	\$163,649	48.5%
Expenses	56,469	36,395	-	20,074	35.5%
Total Admin Expenses	\$ 394,023	\$210,300	-	\$183,723	46.6%
<i><u>Program Expenses</u></i>					
Personnel	2,032,151	1,030,201	-	1,001,950	49.3%
Individual Training Accounts	437,037	198,166	141,403	97,468	22.3%
Youth Jobs	416,425	355,954	4,098	56,373	13.5%
Other Training	1,078,735	235,522	492,376	350,837	32.5%
Other Program Costs	566,760	235,442	30,202	301,116	53.1%
Business Services Costs	52,794	49,356	-	3,438	6.5%
Total Program Expenses	\$4,583,902	\$2,104,641	\$668,079	\$1,811,182	39.5%
Total Expenses & Obligations	\$4,977,925	\$2,314,941	\$668,079	\$1,994,905	40.1%
Planned Carry-Out	\$998,061				

Budget-Actual Summary by Program
As of January 31, 2020

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<u>Federal Funds</u>				
Garelick Farms NEG	\$624,700	\$135,131	\$489,570	78.4%
MassHire Branding Incentive FY19	20,000	18,800	1,200	6.0%
NAMC Apprentice Continuation Grant	320,501	204,492	116,008	36.2%
NAMC Apprenticeship Expansion Grant –	21,151	19,525	1,626	7.7%
NAMC Apprenticeship Grant	244,673	189,737	54,936	22.5%
Re-employment Eligibility Assessments, FY20	44,902	44,902	0	0.0%
Trade Adjustment Assistance Case Management, FY19	24,089	15,276	8,813	36.6%
Trade Adjustment Assistance Case Management, FY20	22,775	0	22,775	100.0%
UI Walk-in, FY20	15,000	0	15,000	100.0%
Vets: Disabled Veterans Outreach Program, FY19	23,639	0	23,639	100.0%
Wagner Peyser ES 90%, FY19	1,946	1,946	0	0.0%
Wagner Peyser ES 90%, FY20	3,286	1,561	1,725	52.5%
Wagner Peyser ES, 10% FY20	52,794	49,356	3,438	6.5%
WIOA Formula Funds: Adults	520,237	243,757	276,480	53.1%
WIOA Formula Funds: Dislocated Workers	622,849	423,002	199,847	32.1%
WIOA Formula Funds: Youth	657,396	459,313	198,083	30.1%
WIOA Formula Funds: Administration	119,278	89,351	29,927	25.1%
<i>Total Federal Funds</i>	\$3,339,216	\$1,896,148	\$1,443,067	43.2%

Budget-Actual Summary by Program
As of January 31, 2020

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<i>State & Local Funds</i>				
Collaboration Award	10,000	194	9,806	98.1%
DESE: Connecting Activities, FY20	203,508	146,334	57,175	28.1%
DTA FY20 Competitive Integrated Employment Services	238,951	107,866	131,085	54.9%
DTA – TAO FY20	51,570	16,961	34,609	67.1%
Early College	9,534	5,533	4,001	42.0%
Earned Funds	51,123	51,123	0	0.0%
Job Corps FY19	2,917	0	2,917	100.0%
LHAND- Jobs Plus	50,000	26,617	23,383	46.8%
Retention Grant FY19	10,996	10,996	0	0.0%
State One-Stop Career Centers, FY20	269,316	135,186	134,130	49.8%
Tech Hire FY 17	51,303	24,460	26,843	52.3%
WIOA Partners FY 20	20,865	0	20,865	100.0%
Workforce Training Fund: WIB Support, FY19	95,000	53,285	41,715	43.9%
Youth Works Pilot C	20,000	19,253	747	3.7%
Youth Works – Summer 2019	553,626	489,064	64,562	11.7%
Total State Funds	\$1,638,709	\$1,086,872	\$551,837	33.7%
TOTAL FUNDS	\$4,977,925	\$2,983,020	\$1,994,905	40.1%