



BOARD REPORT

November 12, 2015

Prepared on
November 3, 2015

TABLE OF CONTENTS

	Page
Minutes of Board Meeting of September 10, 2015	3
Career Centers Division	6
Training Division / Workforce Investment Act	8
Youth Services Division	8
Financial Reports	11

North Shore Workforce Investment Board Meeting Minutes

September 10, 2015

Those in attendance: Arthur Bowes, Brian Cranney, Tim Doggett, Dianne PalterGill (for Pat Gentile), Marcia Griesdorf, Peggy Hegarty-Steck, Susan Jepson, Bonnie Carr (for Cathy Latham), Paul Mahoney, Dave Manning, Lauren Hubacheck (for Patricia Meservey), Sandy Nolfi, Paula Reynolds, Steve Shea, Andrew Shapiro, Jocelyn Tiberii, Bill Tinti, Stanley Usovicz and Joe Buizon (for Thelma Williams).

Those not in attendance: Joe Bourgeois, Bob Bradford, Tracey Cahalane, Tony Dunn, Steve Falvey, Tom Lemons, Mike McCarthy, Mickey Northcutt, Laurie Roberto, Diane Smith, Nancy Stager, Sarah Stanton, and Edward Tirrell.

Staff: Mary Sarris, Maquisha Alleyne, Ed O'Sullivan, Michael Medler, Kate O'Malley, David McDonald, Katie Crowder, Mark Whitmore, Maribeth Forbes and Will Sinatra.

Special Guests: Stephanie Raymond – Senator Lovely's Office, Sam Barrows – Rep. Paul Tucker's Office, Jennifer Migliore – Congressman Seth Moulton's Office, and Katie Kass – Senator McGee's Office.

The meeting begins at 8:02 am.

A quorum is present.

Nancy Stager was unable to attend, so the meeting was chaired by Arthur Bowes.

Chair's Report

Fiscal year 2016 began in July and we are in the process of implementing the new law (WIOA). Mary and Nancy have attended meetings with the Governor about implementing the new law in which he emphasizes the need to be creative. There has been a change in the economy where now there are job openings that are difficult to fill where three years ago there were lines of people waiting to collect unemployment and not enough jobs.

The new law allows training in different ways. In the past training was done primarily with ITAs. Now the law allows for group training and pushes for work based learning. The Career Center staff are pushing for On the Job Training where a company hires employees then the WIB pays the company to train these employees during a pre-determined time by subsidizing the employee's wages. This system is not cheap but has shown to be very effective.

The group reviewed slides showing the different State and Federal grants for FY2016 in contrast to the FY2015 grants. Federal grant amounts have increased. CEIS grant amount looks like it has decreased, but it is performance based so there is an opportunity to earn more. The reality of the budget is that we have some two year grants, and the carry-over for those grants is less than previously carried in.

All in all, the NSWIB is on good footing with funding especially after reducing rent costs by upwards of \$150,000 by consolidating career center space.

US DOL Customer Centered Design Challenge

This is a professional development opportunity for which the WIB has volunteered. A team has been set up that includes Dianne Palter Gill and Dave Manning along with other career center and WIB staff as well as some sub-committee members. It is an online course that will be taken as a group on how to be customer centered. The group will then design an initiative that is focused on how to be more employer centered. The final step is to implement the initiative. The top five regions will be chosen to attend an event at the White House.

Workforce Innovation and Opportunity Act – Recommendations for NSWIB Transition Team

The WIB has set up a transition team comprised of several Board members and chaired by Bill Tinti. The group has met twice and will meet one more time.

Bill gave the group a background of the WIOA law. The new law requires that the majority of WIB members be business people and eliminated some requirements of the old law.

The committee looked at current board membership. The committee decided to keep the current board size and 60% should be business representatives. The current board is at 56%. The committee released a proposal to vote to be considered by the Board. (below)

WIOA legislates a new configuration for WIBS (called Workforce Development Boards) that is meant to streamline decision making while maintaining strong business leadership. Under WIOA Boards must include at least:

1. 51% Employer Representation
2. 20% representatives of the workforce, defined as including at least two representatives of labor organizations and at least one representative of apprenticeship programs.
3. Five other mandated positions including
 - a. One representative from Adult Education – Edward Tirell
 - b. One representative from higher education providing workforce development services, including community colleges – Pat Gentile
 - c. One representative from the Employment Service/Wagner Peysner office – Dave Manning
 - d. One representative from Economic Development – Andrew Shapiro
 - e. One representative from Vocational Rehabilitation – Thelma Williams

WIOA eliminates previously mandated slots for other federally funded employment related programs.

The NSWIB WIOA transition team reviewed these requirements in relation to our current board membership and participation, and in relation to our strategic goals and overall board talent needs. Their recommendation to the full board for NSWIB membership is as follows:

1. At least 60% of NSWIB membership be representative of the employer community, thus ensuring that we always keep a solid majority employer representation.
2. NSWIB maintains a slot for the City of Salem as our grant recipient and fiscal agent, thus ensuring that the City is knowledgeable and participatory in our activities and that our actions always protect the interests and fiscal integrity of the City. – Sarah Stanton
3. NSWIB maintains a slot for the public four year college in the region. – Pat Meservey
4. NSWIB maintains a slot for a K-12 school system in the area. – Cathy Latham represented by Bonnie Carr
5. NSWIB maintains the existing remaining members until they opt to not renew their membership, at which time the board will discuss the value of the membership for the particular group involved and acts accordingly. – Susan Jepson, Mickey Northcutt, Peggy Hegarty-Steck
6. NSWIB remains open to recommendations of other groups to the Board, for consideration by the Executive Committee which is responsible for Membership.

Most WIBs are maintaining current membership levels. Small boards can create problems such as lack of quorums and inability to staff committees.

Vote:

Arthur Bowes entertained a motion to approve the recommendations of the committee as presented. Brian Cranney moved to accept the recommendations. Steve Shea seconded. All members in attendance voted to approve the recommendations of the transition team as presented. No members opposed.

The law allows WIBs to take 10% of their allocation to train incumbent workers. The transition team thought about allowing this under certain circumstances that will come to the Board for

approval beforehand. In MA we have the Workforce Training Fund that should be used before considering this option.

WIOA is designed to be a measurable program. WIA had general measurements where WIOA has specific measurements with consequences. 6 proposed measurements are:

1. Employment (2nd quarter after exit from system)
2. Employment (4th quarter after exit from system)
3. Median Earnings (2nd quarter after exit from system)
4. Credential attainment rate
5. Measurable skill gains (show increased skills)
6. Effectiveness of Local WIB in serving employers

The workforce system was employee based now moving to employer based system.

Traditionally we have struggled with finding information after customer leaves training. We rely on information from the department of revenue/unemployment assistance. When companies submit their information every year they list everyone who works for them and how much money they made. We submit an indicator, such as a social security number, which is cross checked to see if that person shows up somewhere in the state as employed and how much money they make. The results are given to us as one number that indicates whether we met our goals or not. We have no way of telling which customers are working, where they are working and how much they are making.

The WIB may ask members to speak on our behalf to advocate for a change in the information sharing policies in MA.

Mary went through previous and current sector training programs that are in line with the demand driven goals of the new legislation.

How can we tell if we are successfully meeting the needs of the demand side and how can we continually improve on these efforts? A discussion on this topic ensued.

Summaries of our sub-committee work were given to the group for review.

B. Cranney moved to accept the minutes of the May meeting and adjourn the current meeting. T. Doggett seconded. All members in attendance voted to accept the May minutes and adjourn.

The meeting concluded at 9:11 am.

The next meeting is scheduled for January 14, 2015.

Respectfully Submitted by Maquisha Alleyne.

CENTERS DIVISION

CAREER Customer Count

New Customers

	Sept, 15		Actual YTD		Sept, 14 YTD
	Actual	Plan+	Actual YTD	Plan thru 6/30/16+	Actual
Youth Career Center	17	-	77	-	1,168*
Salem – The Hub	404	-	1,430	-	827
Gloucester -AP	40	-	157	-	132
NSCC – AP	65	-	227	-	-
Family Success Center -AP	24	-	77	-	-
Peabody Institute -AP	10	-	31	-	-
Total	560	412	1,999	4,940	2,127

**services offered through Lynn Career Center & Youth Career Center*

+The WIB is reviewing customer inflows at the Access Points in order to develop better planning figures

Total Customers Served

	Sept, 15		Actual YTD		Sept, 14 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/16	Actual
Youth Career Center	249	-	441	-	2,348*
Salem – The Hub	1,166	-	2,626	-	1,677
Gloucester -AP	121	-	298	-	299
NSCC – AP	141	-	302	-	-
Family Success Center -AP	29	-	85	-	-
Peabody Institute -AP	14	-	32	-	-
Total	1,720	780	3,784	9,350	4,324

**services offered through Lynn Career Center & Youth Career Center*

+The WIB is reviewing customer inflows at the Access Points in order to develop better planning figures

Customer Placements (#/% of total customers served)

	Sept, 15		Actual YTD		Sept, 14 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/16	Actual
Youth Career Center	60	-	154	-	247*
Salem–The Hub	109	-	299	-	188
Gloucester-AP	18	-	43	-	32
NSCC –AP	10	-	30	-	-
Family Success Center-AP	1	-	4	-	-
Peabody Institute-AP	3	-	7	-	-
Total	201/12%	101/13%	537/14%	1,216/13%	467/11%

**services offered through Lynn Career Center & Youth Career Center*

+The WIB is reviewing customer inflows at the Access Points in order to develop better planning figures

Customer Satisfaction – Results for Fiscal 2015*

Job Seeker

Were you satisfied with the results of your visit?	Excellent	Good	Fair	Poor
Lynn (Consolidated with Salem Jan-15) (n = 106)	46 (43%)	51 (48%)	6 (6%)	3 (3%)
Gloucester (n = 81)	55 (68%)	16 (20%)	6 (7%)	4 (5%)
Access Points (n = 38)	19 (50%)	12 (32%)	6 (16%)	1 (3%)
Salem (n = 501)	279 (56%)	167 (33%)	33 (7%)	22 (4%)
System-Wide (n = 726)	399 (55%)	246 (34%)	51 (7%)	30 (4%)

Employer

Overall satisfaction with Career Center services.	Excellent	Good	Fair	Poor
System-Wide (n = 31)	15 (48%)	13 (43%)	3 (9%)	0 (0%)

**Customer satisfaction results for September 2015 are unavailable due to an unforeseen technological issue. Updated customer satisfaction results will be made available as soon as possible.*

Employer Services

	Sept, 15		Actual YTD		Sept, 14 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/16	Actual
New Employer Accounts	59	50	204	600	170
Total Employers Served	105	117	371	1,400	309
Number of Employers Listing Job Orders	53	42	176	500	161

TRAINING DIVISION / WORKFORCE INVESTMENT ACT

Overall WIA Activity

	YTD Actual	Planned Thru End of Grant	Sept 14 YTD
Adult	71	172	160
Dislocated Worker	96	209	210

Overall WIA Placement

	YTD Actual	Planned Thru End of Grant	Sept, 14 YTD
Adult	0	76	0
Dislocated Worker	0	91	0

Preferred Vendor Performance (top 6 vendors in terms of enrollments)

July 1, 2015 – Sept, 30, 2015

Vendor	Number Served	Placement Rate	Average Wage	Number Served in FY 15
North Shore CC	27	100%	24.04	91
American Red Cross	2	100%	12.50	8
Millennium	2	-	-	12
New England Tractor Trailer	1	-	-	14
Peterson	1	-	-	2
Salem State University	1	-	-	4
William George	1	-	-	2

YOUTH DIVISION

Workforce Investment Act Programs

Vendor	Number Served	Number Exited	Number placed/Average Wage	Number Served in FY 15
Action, Inc.	16	1	1/12.69	27
Catholic Charities	33	2	n/a	45
Girls, Inc.	21	4	n/a	27
North Shore CDC	0	-	-	0

School-to-Career

Connecting Activities / MCAS Remediation (program connects students and employers in brokered jobs and internships across the region)

Goals	2015 Goal	YTD Outcomes
All Students in Jobs/internships	300	417

WBLP and Career Development Activities:

This summer, our “F1rstJobs” summer employment program resulted in Youth Career Center (YCC) staff working with nearly 800 youth to assist them in obtaining employment. This program offers youth career readiness workshops and employment through a combination of subsidized: private foundation and YouthWorks funding, and unsubsidized: private hires. YCC staff, centered all workshops for the summer series, which started in April, on the Signal Success curriculum. During this quarter, the final 26 workshops were conducted both at the YCC and at worksite locations. This was our best year yet, in terms of total number of hires (595) as well as total number of unsubsidized hires- 240 youth were hired by private companies this year.

In September Connecting Activities (CA) staff, together with school liaisons, began work for the 2015/2016 school year with students from Peabody Learning Academy, Peabody Community High School, New Liberty Charter School, Salem Vocational High School and Fecteau-Leary Alternative High School in Lynn. Staff is scheduled to meet with students on a regular basis to provide Career Awareness and Career Exploration workshops to assist students with work readiness development and job search activities. A planning meeting is scheduled for October 16th to begin work with Lynn Vocational Technical Institute juniors and seniors in preparation for the annual spring career fair. This fall, we have begun preparation for the next round of “Amp it Up” a professional development opportunity designed to improve science and math instruction while introducing students to careers in manufacturing and other STEM industries. Teachers complete a one day externship at a STEM company in combination with two half day professional development sessions. They then create lesson plan based on their experience.

Professional Development:

- Staff attended the Connecting Activities Leadership Conference, various community meetings for Salem Public Schools, Shannon Committee and Salem Hope.
- Some of the YCC staff also participated in development activities such as MOSES refresher training with a focus on completeness and accuracy of data tracking, Resume Writing Workshop and DaVinci Training which was to review equipment available in the Career Center for ‘Low Vision Customers’.
- The YCC staff also volunteered with summer jobs youth and community partners at a YouthBuild Community Event on August 14 to help revitalize a Lynn neighborhood.

Employer Outreach:

- Meetings with local businesses to identify employer needs and opportunities include Boston Market, CyPhy, Brooksby Village, Bertucci's, Chipotle, CVS, Dunkin Donuts, Home Depot, Marshalls, Market Basket, Sears, Staples, Starbucks, Walmart and Whole Foods. These businesses are located in Danvers, Lynn, Nahant, Peabody, Salem, Saugus and Swampscott.
- The YCC has had continued success with our Facebook page. Youth jobs are posted on a regular basis. The site has acquired 892 LIKES! The feedback from postings has been positive and we find that social media is just another way to reach youth. In addition, our business partners have embraced us posting their job opportunities on our page.

Highlight:

The WIB spent last year planning a unique internship program at Medtronic, an international medical device company specializing in manufacturing of cardiac catheters. Sixteen female students applied for this paid engineering internship, and six began the internship in September. A female plastics engineer at Medtronic created the internship based on the program her sister participated in at Tyco, and she contacted the WIB staff to make her idea a reality. We look forward to updates from their year long experience at the company. In addition, we hope to use this program as a pilot to begin similar programs at other companies.

Budget-Actual Summary by Expense Category
As of September 30, 2015

	Budget	Actual	Obligations	\$ Remaining	%Rem.
<u>REVENUE</u>					
Current Year Grants	\$3,618,799	\$ 77,827	-	\$3,540,972	97.8%
Current Year Income	157,394	94,276	-	63,118	40.1%
Prior Year Carry-in	2,714,320	1,106,537	-	1,607,783	59.2%
Total Revenue	\$ 6,490,513	\$1,278,640	-	\$5,211,873	80.3%
<u>EXPENSES + OBLIGATIONS</u>					
<i><u>Admin Expenses</u></i>					
Personnel	\$287,315	\$72,378	\$ 27	\$214,910	74.8%
Expenses	88,833	17,080	-	71,753	80.8%
Total Admin Expenses	\$ 376,148	\$89,458	\$ 27	\$286,663	76.2%
<i><u>Program Expenses</u></i>					
Personnel	1,653,188	\$321,714	3,337	1,328,137	80.3%
Individual Training Accounts	798,403	65,196	226,367	506,840	63.5%
Supportive Services	27,093	1,993	150	24,950	92.1%
Youth Jobs	387,442	67,143	330,856	(10,556)	-2.7%
Other Training	1,030,859	127,751	629,408	273,700	26.6%
Other Program Costs	1,293,750	254,112	609,294	430,345	33.3%
Business Services Costs	90,218	21,308	-	68,910	76.4%
Total Program Expenses	\$5,280,953	\$859,217	\$1,799,411	\$2,622,325	49.7%
Total Expenses & Obligations	\$5,657,101	\$948,675	\$1,799,438	\$2,908,988	51.4%
Planned Carry-Out	\$833,412				

Budget-Actual Summary by Program
As of September 30, 2015

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<u>Federal Funds</u>				
DESE: Adult Career Pathways, Program 540, FY15	\$11,110	\$11,535	\$(425)	-3.8%
Disability Employment Initiative (DEI), FY13	258,851	77,679	181,172	70.0%
Dislocated Worker Training NEG, FY14	19,311	469	18,842	97.6%
DOT Transportation Grant - FY15 New Freedom	686,834	634,735	52,099	7.6%
Emergency Unemployment Comp. - REA: FY13	13,288	-	13,288	100.0%
Emergency Unemployment Comp. - REA: FY14	1,140	-	1,140	100.0%
FY 15 Job Driven NEG	76,629	59,856	16,773	21.9%
Rapid Response - State Staff, FY16	12,944	2,436	10,508	81.2%
Re-employment Eligibility Assessments, FY16	52,178	27,056	25,122	48.1%
Trade Adjustment Assistance Case Management, FY15	3,550	-	3,550	100.0%
UI Walk-in, FY15	20,709	1,357	19,352	93.4%
Vets: Disabled Veterans Outreach Program, FY15	8,595	8,612	(17)	-0.2%
Vets: Disabled Veterans Outreach Program, FY16	19,379	-	19,379	100.0%
Wagner Peyser ES 90%, FY15	1,045	1,040	5	0.5%
Wagner Peyser ES 90%, FY16	59,818	9,248	50,570	84.5%
Wagner Peyser ES, 10% FY16	80,572	23,741	56,831	70.5%
WIA Formula Funds: Adults	914,462	227,171	687,291	75.2%
WIA Formula Funds: Dislocated Workers	905,712	269,531	636,181	70.2%
WIA Formula Funds: Youth	783,876	495,897	287,978	36.7%
WIA Incentive, FY15	11,636	9,776	1,860	16.0%
WIA/WIOA Formula Funds: Administration	232,981	55,310	177,671	76.3%
<i>Total Federal Funds</i>	<i>\$4,174,620</i>	<i>\$1,915,449</i>	<i>\$2,259,171</i>	<i>54.1%</i>

Budget-Actual Summary by Program
As of September 30, 2015

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<u>State & Local Funds</u>				
Advanced Manufacturing: Amp-It-Up, FY15	\$9,655	\$51	\$9,604	99.5%
DESE: Adult Career Pathways, Program 541, FY16	157,590	145,850	11,740	7.4%
DESE: Connecting Activities, FY16	98,781	19,259	79,522	80.5%
DTA FY16 Competitive Integrated Employment Services	125,150	20,456	104,694	83.7%
Earned Funds	11,358	6,936	4,422	38.9%
Eastern Bank Foundation Grant	969	969	(0)	0.0%
HCWTF Training, FY15	213,449	120,200	93,249	43.7%
State One-Stop Career Centers, FY16	273,210	29,908	243,302	89.1%
WCTF: Middle Skills Gap	68,265	40,572	27,693	40.6%
Workforce Training Fund: WIB Support, FY16	95,000	20,250	74,750	78.7%
YouthWorks - Summer 2015	429,054	428,212	842	0.2%
<i>Total State Funds</i>	<i>1,482,481</i>	<i>832,664</i>	<i>649,817</i>	<i>43.8%</i>
<hr/>				
TOTAL FUNDS	\$5,657,101	\$2,748,113	\$2,908,988	51.4%