



BOARD REPORT

September 22, 2016

Prepared on
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North Shore Workforce Investment Board Meeting Minutes

May 12, 2016

Those in attendance: Joe Bourgeois, Mary Zwiercan (for Art Bowes), Bob Bradford, Tim Doggett, Tony Dunn, Steve Falvey, Diane Palter Gill (for Pat Gentile), Marcia Griesdorf, Peggy Hegarty-Steck, Bonnie Carr (for Cathy Latham), David, Manning, Paul Mahoney, Lauren Hubacheck (for Pat Meservey), Sandy Nolfi, Paula Reynolds, Laurie Roberto, Steve Shea, Andrew Shapiro, Diane Smith, Nancy Stager, Sarah Stanton, Bill Tinti, Edward Tirrell, and Thelma Williams.

Those not in attendance: Tracey Cahalane, Brian Cranney, Susan Jepson, Mike McCarthy, Jocelyn Tiberii, and Stan Usovicz.

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

Special Guests: Representative Paul Tucker and William McCarthy, Intern, Stephanie Raymond (Senator Lovely's office), Lucas Santos (Congressman Moulton's office), and Katie Kass (Senator McGee's office)

The meeting begins at 8:07am.

A quorum is present.

Approval of March 10, 2016 minutes: S. Shea moved to accept the minutes of the March 10, 2016 meeting. Tim Doggett Seconded the motion. All members in attendance voted in favor of accepting the minutes. No members in attendance opposed.

Chair's Report

Nancy thanked all members that attended the MA WIB Association Quarterly meeting that was held at Eastern Bank. The Human Centered design theory was used in an exercise during the meeting. It appeared that folks from the other WIB regions learned a lot from the exercise.

The WIB Association Annual meeting and Workforce Summit is today in Falmouth. This summit will focus on planning processes and implementing WIOA. Dan Wolfe, who chairs the Joint committee on labor and workforce, and state and USDOL leaders will be in attendance.

Grant Updates

- Manufacturing Pipeline Grant – The grant is from Executive Office of Housing and Economic Development and is being run in collaboration with the Merrimack Valley, Greater Lowell, and Metro North WIBs. Together these four WIBs have formed the Northeast Advanced Manufacturing Consortium (NAMC). The goal of the grant is to increase the pipeline of folks going into the manufacturing field by intriguing and enthusing people who would not normally be interested in the

- field. There have been 5 cycles across the region so far and one difficulty in recruiting folks is changing the misconceptions many have about advanced manufacturing and reintroducing it as a viable career path.
- Apprenticeship Grant – The NSWIB is an apprenticeship sponsor that acts as a sort of middle man between the apprentice and the company. Within the last few weeks a lot of progress has been made in changing the outdated manufacturing work processes for apprenticeships, many of which have not been changed since the 1970's. The State of MA has agreed to approve new work processes within 1-2 weeks. We expect the program to get moving quickly now.
 - IT Pipeline Grant – The NSWIB was unsuccessful in obtaining the Workforce Competitiveness Trust Fund Grant for IT Pipeline. We are still waiting for an explanation.

WIOA Transition Activities

WIOA Planning/Budget 2017 -Because the unemployment rate in MA has dropped, the WIOA funding for MA has also dropped. WIOA funding for the region has dropped even more. We are experiencing demand from companies to train people but WIOA does not consider that in the funding formula. The unemployment rate is about 4.9% to 5% on the north shore. The WIOA formula looks at the difference between 4.5% (which is considered “full employment”) and your unemployment rate to decide funding. Some areas in MA have higher unemployment rates.

Nancy mentioned the need for State funding in the form of grants or other means to level out the peaks and valleys of the Federal funding in order to keep these innovative programs going.

Rent payments for the Career Center have been reduced to one payment for the hub office here in Salem. Free space is being used for the access points in Lynn, Gloucester, and Peabody. The WIB WSC has reviewed access point performance in FY2016 and have determined access point performance goals for FY2017. This information will be included in future board reports as we report on FY2017 actual performance.

Regional Planning - The Future of Work on the North Shore - Under WIOA all WIBs have to do a two year plan individually and with close WIBs. The NSWIB is working with Merrimack Valley WIB and Greater Lowell WIB in the regional planning process. Part of this regional planning is what we call Future of Work on the North Shore. We are holding focus groups for elected officials, companies, students and other groups in the area.

One-Stop Competitive Procurement - WIOA requires that WIBs choose their Career Center Operator competitively. This is a national law. Right now the City of Salem is our Career Center Operator. There are no set rules from DOL on how to go about this procurement process. The timeline in place says the process should be completed by December 2016, but right now we have been told by the State not to release anything concrete until more information is received. The hope is Mary and Nancy will receive more information at the meeting later today. In the meantime, the NSWIB has released a request for information (distributed to the Board and available at northshorewib.com),

which is not part of the formal procurement process, just to see if any companies or agencies may be interested. So far two calls have been received in response. One from a job seeker and another from MassPay which is an HR company.

Youth Update

FirstJobs - As of the beginning of May, the Youth Career Center has received 899 youth applications. A request for proposals has been released to our non-profits. There are 31 agencies that we work with to place teens. We have a YouthWorks grant funded by the State that focuses on Lynn, Salem, and Peabody with 10% out of area which focuses on Gloucester. There are 37 companies we are working with, many of them will hire more than one teen. North Shore Medical center will hire about 20 teens.

Amp It Up - This program has just ended. In this program, companies pair up with a teacher. The teachers spend a day in the company then use what they learn to create a lesson plan to use in the classroom. This year we had 7 teachers at 5 companies.

Committee reports were distributed to the group.

T. Dunn moved to adjourn the current meeting. J. Bourgeois seconded. All members in attendance voted to adjourn. None opposed.

The meeting concluded at 9:09 am.

The next meeting is scheduled for September 22, 2016.

Respectfully Submitted by Maquisha Alleyne.

CENTERS DIVISION

CAREER Customer Count

New Customers

	Jun, 16		Actual YTD		Jun, 15 YTD
	Actual	Plan+	Actual YTD	Plan thru 6/30/16+	Actual
Youth Career Center	256	-	709	-	-
Salem – The Hub	324	-	5,111	-	6,937
Gloucester -AP	31	-	622	-	446
NSCC – AP	65	-	817	-	416
Family Success Center -AP	14	-	169	-	67
Peabody Institute -AP	7	-	111	-	13
Total	697	412	7,539	4,940	7,879

+The WIB WSC has reviewed access point performance in FY2016 and had determined access point performance goals for FY2017. This information will be included in future board reports as we report on FY2017 actual performance.

Total Customers Served

	Jun, 16		Actual YTD		Jun, 15 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/16+	Actual
Youth Career Center	390	-	709	-	-
Salem – The Hub	1,093	-	7,712	-	10,388
Gloucester -AP	116	-	906	-	715
NSCC – AP	141	-	933	-	416
Family Success Center -AP	14	-	177	-	67
Peabody Institute -AP	8	-	113	-	13
Total	1,762	780	10,550	9,350	11,599

+The WIB WSC has reviewed access point performance in FY2016 and had determined access point performance goals for FY2017. This information will be included in future board reports as we report on FY2017 actual performance.

Customer Placements (#/% of total customers served)

	Jun, 16		Actual YTD		Jun, 15 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/16+	Actual
Youth Career Center	59	-	160	-	-
Salem–The Hub	103	-	1,511	-	1,463
Gloucester-AP	20	-	136	-	109
NSCC –AP	12	-	143	-	28
Family Success Center-AP	4	-	28	-	3
Peabody Institute-AP	2	-	23	-	0
Total	200/12%	101/13%	2,001/19%	1,216/13%	1,603/14%

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Customer Satisfaction – Results for April 2016 to June 2016

Job Seeker

System-Wide (n = 125)	Excellent	Good	Fair	Poor
Were you satisfied with the results of your visit?	68 (54%)	43 (34%)	7 (6%)	7 (6%)
Gloucester (n=10)	8 (80%)	2 (20%)	0 (0%)	0 (0%)
Salem (n=103)	57 (55%)	35 (34%)	6 (6%)	5 (5%)
Access Points (n=12)	3 (25%)	6 (50%)	1 (8%)	2(17%)

Employer

System-Wide(n = 4)	Excellent	Good	Fair	Poor
Overall satisfaction with Career Center services.	2 (50%)	2 (50%)	0 (0%)	0 (0%)

Employer Services

	Jun, 16		Actual YTD		Jun, 15 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/16	Actual
New Employer Accounts	227	50	1,042	600	539
Total Employers Served	404	117	1,601	1,400	1,132
Number of Employers Listing Job Orders	54	42	583	500	402

TRAINING DIVISION / WORKFORCE INVESTMENT ACT

Overall WIA Activity

	YTD Actual	Planned Thru End of Grant	Jun, 15 YTD
Adult	115	172	140
Dislocated Worker	205	209	178

Overall WIA Placement

	YTD Actual	Planned Thru End of Grant	Jun, 15 YTD
Adult	49	76	45
Dislocated Worker	50	91	55

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

Vendor	Number Served	Placement Rate	Average Wage	Number Served in FY 15
North Shore CC	105	100%	21.05	91
Millennium	17	100%	18.00	12
William George	16	100%	58.42	2
New England Tractor Trailer	10	100%	23.28	14
Salem State University	9	100%	25.49	4
American Red Cross	7	100%	12.63	8

YOUTH DIVISION

Workforce Investment Act Programs

Vendor	Number Served	Number Exited	Number placed/Average Wage	Number Served in FY 15
Action, Inc.	35	17	13/10.80	27
Catholic Charities	47	24	10/10.50	45
Girls, Inc.	24	7	n/a	27
North Shore CDC	6	n/a	n/a	0

	Goal	Actual
Student Work and Learning Experiences	300	549

WBLP and Career Development Activities:

During this past quarter, Connecting Activities (CA) staff, together with school liaisons, continued work with students from Beverly High School, Fecteau Leary Alternative High

School in Lynn, Lynn Vocational Technical Institute, Marblehead High School, Peabody Learning Academy, Peabody Community High School, New Liberty Charter School in Salem and Salem Vocational High School. In addition, although late in the year, we did begin the facilitation of workshops at Lynn Classical High School. Staff met weekly with students at these schools to provide some 50 Career Awareness and Career Exploration workshops to assist students with work readiness development and job search activities. CA staff facilitates the Signal Success curriculum, supplemented by Youth Career Center created workshops. Commonwealth Corporation team members observed, and in some cases co-facilitated workshops with CA staff.

Youth Career Center staff worked with employers to instruct on the usage of the MA WBLP as needed. As employer partners continue to hire each year, they have become familiar with the WBLP and require less assistance from our staff. Any new employers were introduced to the evaluation tool and we have received positive feedback.

The 11th year of our First Jobs summer jobs program is going very well. This year we will place a minimum of 212 youth at 36 nonprofits through the Youth Works grant & a minimum of 200 youth at unsubsidized, private employers as well. In April we launched our Signal Success summer workshop series and have already facilitated some 30+ workshops which will continue into July and August.

Professional Development:

- Career Center staff and three of our school partners attended the CA Statewide Conference in May, community meetings for North Shore Community Development, Salem Public Schools, Shannon Committee, Safe & Successful Youth Initiative (SSYI), Special Education Parents Advisory Council and Youth Pipeline, as well as a panel discussion at North Shore Community College on “*Gangs & Social Media*”, and attended two different Commonwealth Corporation Signal Success Training Sessions and the Salem State University annual Youth at Risk Conference, held at Endicott College
- All Youth staff participated in a professional development session “Career Re Charge-Resiliency Strategies for Peak Performance” which was facilitated by Beth Kennedy of Benatti Training and Development

Employer Outreach:

Communication with local businesses to identify employer needs and opportunities included American Office Furniture, Beverly Bank, Beverly Bootstraps, Cape Ann’s Marina Resort, Chick-fil-A, Cranney Home Services, East Boston Savings Bank, Eastern Bank, Events for Rent, Hirsch Landscaping, Home Depot, Kelly Auto Service Center, Nahant Country Club, Partners Health, North Shore Bank, Price Rite Supermarkets, and Whole Foods. In addition to these ‘private businesses’, we have worked with our 35+ non-profits and municipalities in preparation for our First Jobs, summer work experience program.

Highlights:

In May, the WIB was invited to attend the final presentations by our six (6) female interns at Medtronic. They completed projects in two groups each led by an engineer from Medtronic. Their projects were incredibly impressive, hands-on and tangible

developments that will be incorporated at the company. This year's pilot program was a success and Medtronic agreed to host another six (6) paid interns again next school year. However, after interviewing the candidates, they were able to narrow down to nine (9) and decided to take on nine interns next year!

Our Amp it Up program wrapped up in April with seven teachers completing lesson plans based on their one day externships to STEM companies. We heard back from a teacher who visited Medtronic in 2015 who not only had the opportunity to use his lesson plan in the classroom, as well as to demonstrate his lesson with the Medtronic engineers. Their lesson plans are available on our website.

Budget-Actual Summary by Expense Category
As of June 30, 2016

	Budget	Actual	Obligations	\$ Remaining	% Rem.
<u>REVENUE</u>					
Current Year Grants	\$4,379,242	\$3,050,221	-	\$1,329,021	30.3%
Current Year Income	126,321	123,021	-	3,300	2.6%
Prior Year Carry-in	2,219,018	1,888,295	-	330,723	14.9%
Total Revenue	\$ 6,724,581	\$5,061,537	-	\$1,663,044	24.7%
<u>EXPENSES + OBLIGATIONS</u>					
<i>Admin Expenses</i>					
Personnel	\$326,297	\$274,617		\$51,680	16.0%
Expenses	94,107	54,675	40,255	-823	-.01%
Total Admin Expenses	\$ 420,404	\$329,291	\$40,255	\$50,858	12.1%
<i>Program Expenses</i>					
Personnel	1,781,628	\$1,539,144	97,250	145,234	8.2%
Individual Training Accounts	798,403	477,912	177,468	143,023	17.9%
Supportive Services	45,909	277	-	45,632	99.4%
Youth Jobs	544,829	416,562	3,000	125,267	23.0%
Other Training	1,058,239	658,907	313,743	85,589	8.1%
Other Program Costs	1,356,387	985,511	244,084	126,793	9.0%
Business Services Costs	90,218	90,000	-	218	.2%
Total Program Expenses	\$5,675,613	\$4,168,313	\$835,545	\$671,756	12.0%
Total Expenses & Obligations	\$6,096,617	\$4,497,604	\$875,800	\$722,614	11.9%
Planned Carry-Out	\$628,564				

Budget-Actual Summary by Program
As of June 30, 2016

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<u>Federal Funds</u>				
Disability Employment Initiative (DEI), FY13	198,888	198,888	0	0.0%
Disability initiative Project (DIP), FY 16	31,655	18,043	13,612	43.0%
DOT Transportation Grant - FY15 New Freedom	686,834	684,372	2,462	0.4%
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	73,210	3,419	4.5%
NAMC Apprenticeship Grant	107,639	3,416	104,223	96.8%
Rapid Response – State Staff, FY16	12,944	12,944	0	0.0%
Re-employment Eligibility Assessments, FY16	67,738	67,738	0	0.0%
Sector Partnership NEG – FY16	128,000	34,985	93,015	72.7%
Trade Adjustment Assistance Case Management, FY15	12,953	12,953	0	0.0%
UI Walk-in, FY15	20,709	20,709	0	0.0%
Vets: Disabled Veterans Outreach Program, FY16	19,379	3,024	16,355	84.4%
Wagner Peyser ES 90%, FY15	21,693	21,567	126	0.6%
Wagner Peyser ES 90%, FY16	28,745	28,745	0	0.0%
Wagner Peyser ES, 10% FY16	20,754	20,753	0	0.0%
WIA Formula Funds: Adults	914,462	823,438	91,024	10.0%
WIA Formula Funds: Dislocated Workers	905,712	876,406	29,306	3.2%
WIA Formula Funds: Youth	783,876	770,481	13,395	1.7%
WIA Incentive, FY15	18,884	18,884	0	0.0%
WIA/WIOA Formula Funds: Administration	232,981	228,657	4,324	1.9%
<i>Total Federal Funds</i>	<i>\$4,304,903</i>	<i>\$3,919,213</i>	<i>\$385,689</i>	<i>9.0%</i>

Budget-Actual Summary by Program
As of June 30, 2016

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<u>State & Local Funds</u>				
Advanced Manufacturing: Amp-It-Up, FY15	9,655	9,655	0	0.0%
DESE: Adult Career Pathways, Program 541, FY16	157,590	156,687	903	.6%
DESE: Connecting Activities, FY16	98,781	98,781	0	0.0%
DTA FY16 Competitive Integrated Employment Services	176,930	74,269	102,661	58.0%
Earned Funds	22,327	22,327	0	0.0%
HCWTF Training, FY15	213,449	141,189	72,260	33.9%
NAMC -Pipeline Outreach Program	41,333	30,868	10,465	25.3%
SSYI - Lynn	6,400	4,030	2,370	37.0%
State One-Stop Career Centers, FY16	273,210	272,539	671	.2%
WCTF: Middle Skills Gap	68,265	53,917	14,349	21.0%
Workforce Training Fund: WIB Support, FY16	95,000	94,475	525	0.6%
YouthWorks – Summer 2015	429,054	410,380	18,674	4.4%
YouthWorks – Summer 2016	136,279	25,960	110,319	81.0%
YouthWorks - Year Round FY 16	62,843	59,113	3,730	5.9%
<u>Total State Funds</u>	<u>\$1,791,115</u>	<u>\$1,454,190</u>	<u>\$336,925</u>	<u>18.8%</u>
TOTAL FUNDS	\$6,096,018	\$5,373,404	\$722,614	11.9%