



BOARD REPORT

January 8, 2009

Prepared on
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North Shore Workforce Investment Board Meeting Minutes

November 13, 2008

Those in attendance: Peter Beaudoin, Art Bowes, Bob Bradford, Carol Couch, Tom Daniel, Kathy Duggan, Tony Dunn, Steve Falvey, Arlene Greenstein, Beth Hogan, Susan Jepson, Tom Lemons, Althea Lyons, Mike McCarthy, Carolyn Miller, Doris Murphy, Laurie Roberto, Mike Whelan, Tim Doggett, Don Edwards, Mike Fitzgerald, Wayne Burton, Stephanie Lee, Mike Lynch, Roger Pilotte, Nancy Stager, Rich Viscay, Thelma Williams, Leslie Gould, Brian Cranney, Tom Iarrobino (attended for Nick Kostan), Bill Tinti.

Those not in attendance: Rich Bane, Jim Beauvias, Brad Gaige, David LaFlamme, Brian Mulholland

Staff: Mary Sarris, Maquisha Alleyne, David McDonald, Ed O'Sullivan, Mike Medler, Mark Whitmore, Jane Colman, Shari Cornett and Will Sinatra. Career Center Staff : Paul Ventresca, Charlene Snow, Carol Gorevitz, Kathy Hoffman, Diane Pixley, Donna Condon, Marilyn Foster, Katie Crowder, Gregg Bunn and other career center staff.

Special Guests: Mayor Kimberley Driscoll, Secretary Suzanne Bump, Gary Barrett (Congressman Tierney's office), Representative Stephen Walsh, Rep. Ted Speliotis, Barry Pett (Bruce Tarr's office) and John Keenan

Others in attendance: Representatives from North Shore Community College, representatives from Salem News and Globe North

The meeting begins at 8:10am.

Chairman's Report – with Mayor Kimberley Driscoll

Bill Tinti welcomed all in attendance to the North Shore WIB's November 13, 2008 meeting held at the Salem 5 Community Room. Many special guests were in attendance, however, one in particular, Congressman John Tierney, was unable to attend at the last minute. He instead sent his representative, Gary Barrett, with a letter congratulating the WIB, under the leadership of Mary Sarris, on receiving High Performing WIB status.

Bill Tinti

The north shore along with the country as a whole is going through some very tough economic times. Last month 240,000 Americans lost their jobs. Unemployment went up from 6.1% to 6.5% in one month. The workforce system is under some of the stiffest challenges in recent years.

Mayor Driscoll

Although the people of the north shore are going through some tumultuous times, our WIB is leading the way. The North Shore WIB is one of only two WIBs in Massachusetts to receive High Performing Status.

Secretary of Labor and Workforce Development, Suzanne Bump – High Performing WIB Status

Secretary Bump acknowledged all the legislatures in attendance as well as Michael Taylor, Director, Department of Workforce Development.

The Secretary discussed the difficult economic times but emphasized that we need to be focused on the long term. Part of this is focusing on increasing the capacity of our workforce system in order to spur development.

The North Shore WIB along with its counterpart in Springfield has been granted the status of High Performing WIB. In order to receive this certification WIBs need to meet goals. Some of these goals are to have a high performing career center and to generate revenue. The North Shore meets these goals are were presented with “ High performing status.”

In addition, the North Shore WIB and North Shore Community College have also been granted two Workforce Competitiveness Trust Fund grants for the local area.

Banking Grant – in collaboration with a host of banks on the north shore, is geared to train low skilled workers to become tellers (WIB and Career Center are the lead)

Hospitality Grant – in collaboration with the three community colleges (North Shore Community College is the lead)

The Secretary congratulated the WIB and North Shore Community College on the success of their applications and work in the area of sector initiatives on the local area.

National Business Learning Project – Pit Crew Assignment – State of Iowa

The North Shore WIB was chosen to mentor all WIBs in the state on Iowa. This is a similar project to the partnership we had with the folks in Clovis, New Mexico a few years back. The NSWIB was chosen by Iowa from a pool of WIBs in a fashion similar to speed dating. Mark and Ed then met with the Iowa folks and decided that we could help them with what they were looking for. Some of the information they are looking to get from us is how to strengthen their WIBs and fully integrate their career centers. We hope to host the folks from Iowa in Salem before December 30.

State Budget Adjustments

The North Shore WIB is 60% Federally Funded. We have gotten notice that we will lose between \$26,000 and \$30,000 in funding this fiscal year.

Transportation Grant

Mark reviewed the new transportation grant (JARC and New Freedoms) that was awarded to the local level and explained the positive impact it will have not only on our customers but with employer outreach and recruitment. Transportation and the opening up of new corridors is important for us to continue to learn more about and to be involved. More information will follow on this grant as a contract is signed.

Committee Reports

Workforce Systems Committee:

The North Shore WIB will build the capacity of the North Shore workforce system to respond to labor market needs.

Objective #1: Increase coordination and collaboration with educational and human service organizations on regional economic development initiatives and advocate for policy changes at the federal and state level that will help local partners increase the capacity of the workforce system.

Objective #2: Build on existing strengths in identifying current scale and scope of worker and employer needs while being responsive and forward thinking on changing workforce trends and gaps that may arise.

Updates for this committee were given by Nancy Sager

- Starting survey to local partners on policy issues that impact ability to serve customers, which will lead to advocacy activity at state and federal level. Is working to make this a positive review with various partners in the region.
- Will continue career center charter review at next meeting.

Workforce Systems Committee Members:

Nancy Stager, Rich Bane/Martha Brophy, Brian Cranney, Tim Doggett, Kathy Duggan, Arlene Greenstein, Tom Lemons, Mike Lynch, and Mike McCarthy

Skills Gap Committee:

The North Shore WIB will strategically utilize resources and fully engage the business sector to close the skills gap that exists between available workers and employers.

Objective #1: Collaborate with educational and training partners to increase available resources and align policies so available programs meet employer and worker needs.

Objective #2: Facilitate alignment of education, training, workforce and economic development activities so North Shore critical and emerging industries are supported and entry level workers can transition into available, higher skilled job vacancies.

Updates for this committee were given by Art Bowes

- Has begun review of the preferred vendor list and sees need for more training in manufacturing and construction.

Skills Gap Committee Members:

Art Bowes, Wayne Burton, Don Edwards, Tony Dunn, Beth Hogan, David LaFlamme, Roger Pilotte, Laurie Roberto, Thelma Williams

Youth Pipeline Committee:

The North Shore WIB will enhance the youth pipeline by increasing and aligning education, training and employment programs.

Objective #1: Facilitate stronger connections between secondary schools, vocational education, workforce development (including CBO's) and all higher education.

Objective #2: Improve and expand programs for immigrant youth and youth who have dropped out of school and/or are under/un-employed.

Updates for this committee were given by Stephanie Lee

- Working on developing teacher externship sites for this summer
- Developing definition of computer literacy for use in the FY2010 youth request for proposals, which will be a mandated program component for youth programs in 2010 and beyond
- Developing biotech "tech trek" project

Youth Pipeline Committee members:

Steve Falvey, Peter Beaudoin, Carol Couch, Michael Fitzgerald, Nick Kostan, Stephanie Lee, Althea Lyons

Partnership Committee:

The North Shore WIB will increase, strengthen and strategically align relationships with federal, state and local partners/stakeholders.

Objective #1: Create a marketing plan to educate and increase public understanding of the benefits of the NSWIB and increase interest and desire of stakeholders to partner with and support the work of the NSWIB.

Updates for this committee were given by Carolyn Miller

- Developing Marketing Plan based on template and examples from member companies
- Reviewing website for both short- and long-term improvements

Partnership Committee members:

Jim Beauvais, Bob Bradford, Susan Jepson, Tom Daniel, Brad Gaige, Carolyn Miller, Brian Mulholland, Doris Murphy, Michael Whelan

Resource/Executive Committee:

The North Shore WIB will strategically manage and enhance available resources to support and grow operations.

Objective #1: Ensure that the WIB's internal organizational structure and resources in terms of finances, staffing, technology, facilities, and relationships, etc.; are at the proper levels of capacity, and alignment to grow resources that support the WIB's strategic goals

Objective #2: Building on its existing strengths, fully engage the WIB's Board of Directors in participating and promoting the work of the WIB as an integrative force for the North Shore, and in adding capacity to the WIB's leadership resources.

Update for this committee given by Mary Sarris

- Developing job description for board members
- Reviewing revenue plan – discussion of successful trans. grant proposal; F1rstJobs funding; YouthBuild opportunity

Resource/Executive Committee members:

Bill Tinti, Art Bowes, Jim Beauvais, Kathy Duggan, Steve Falvey, Beth Hogan, Nancy Stager, Rich Viscay

Open Discussion – comments from the Board

Tony Dunn mentioned that funding for his program, the E-Team, has been cut.

Representative Stephen Walsh expressed his concerns for the proposed toll hikes for the people of the North Shore. A whole discussion on the topic ensued.

Additional items were touched on by board members.

This PowerPoint presentation is available by request.

The meeting adjourned at 9:10am.

The next meeting will be January 8, 2009

Respectfully submitted by Maquisha Alleyne

CENTERS DIVISION

CAREER Customer Count

New Customers

	Nov, 08				Nov, 07 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/09	Actual
Lynn	289	340	2,373	4,074	1912
Salem	225	222	1,685	2,667	1787
Gloucester	75	55	390	666	375
Total	589	617	4,448	7,407	4,074

Total Customers Served

	Nov, 08				Nov, 07 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/09	Actual
Lynn	1,038	566	4,187	6,790	3703
Salem	613	370	2,710	4,444	3121
Gloucester	260	92	781	1,111	760
Total	1,911	1,028	7,678	12,345	7,584

Customer Placements (#/% of total customers served)

	Nov, 08				Nov, 07 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/09	Actual
Lynn	108/10%	73	607	882	566/15%
Salem	57/9%	48	428	578	484/15%
Gloucester	23/9%	12	155	144	167/22%
Total	188/10%	133/13%	1,190/15%	1,604/13%	1,217/16%

Customer Satisfaction – Results for November 2008 – December 2008

Job Seeker

Gloucester (n = 52)	Excellent	Good	Fair	Poor
Were you satisfied with the results of your visit?	36 (69%)	15 (29%)	1 (2%)	0 (0%)

Lynn (n = 117)	Excellent	Good	Fair	Poor
Were you satisfied with the results of your visit?	61 (52%)	45 (38%)	9 (8%)	2 (2%)

Salem (n = 49)	Excellent	Good	Fair	Poor
Were you satisfied with the results of your visit?	24 (49%)	21 (42%)	3 (7%)	1 (2%)

System-Wide (n = 218)	Excellent	Good	Fair	Poor
Were you satisfied with the results of your visit?	121 (56%)	81 (37%)	13 (6%)	3 (1%)

Employer (n = 7)

System-Wide	Excellent	Good	Fair	Poor
Overall satisfaction with Career Center services.	3 (43%)	4 (57%)	0 (0%)	0 (0%)

Employer Services

New Accounts

	Nov, 08		Actual YTD		Nov, 07 YTD
	Actual	Plan	Actual	Plan thru 6/30/09	Actual
Lynn	33	20	207	240	137
Salem	14	25	113	300	39
Gloucester	10	5	34	60	9
Total	57	50	354	600	185

Total Employers Served

	Nov, 08		Actual YTD		Nov, 07 YTD
	Actual	Plan	Actual	Plan thru 6/30/09	Actual
Lynn	64	40	456	480	527
Salem	31	50	215	600	156
Gloucester	22	10	80	120	76
Total	117	100	751	1,200	759

Total Number of Employers Listing Job Orders

	Nov, 08		Actual YTD		Nov, 07 YTD
	Actual	Plan	Actual	Plan thru 6/30/09	Actual
Lynn	39	15	247	180	228
Salem	11	28	78	336	100
Gloucester	12	7	58	84	51
Total	62	50	383	600	379

TRAINING DIVISION / WORKFORCE INVESTMENT ACT

Overall WIA Activity

	YTD Actual	Planned Thru End of Grant	Nov, 07 YTD
Adult	109	152	88
Dislocated Worker	161	265	141

Overall WIA Placement

	YTD Actual	Planned Thru End of Grant	Nov, 07 YTD
Adult	17	48	19
Dislocated Worker	29	88	42

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

Vendor	Number Served	Placement Rate	Average Wage	Number Served in 08
NSCAP	22	NA	NA	25
Spectrum	11	100%	11.75	15
Northern Essex CC	9	NA	NA	14
American Red Cross	8	50%	11.00	12
ICC	8	NA	NA	34
Millennium	8	NA	NA	21
North Shore CC	8	NA	NA	15

YOUTH DIVISION

Workforce Investment Act Programs

Vendor	Number Served	Number Exited	Number placed/Average Wage	Number Served in 08
Action, Inc.	22	5	4/\$8.00	27
Catholic Charities	32	5	2/\$9.50	48
Girls, Inc.	22	7	1/\$8.50	16
My Turn, Inc.	12	3	1/\$9.00	26

School-to-Career

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

	Goal	Actual
Student Work and Learning Experiences	345	146

Work and Learning Experiences for High School Youth

- FY2009 contract, starting July 1 2008, includes Lynn Vocational Technical Institute, Lynn Classical High School, Lynn English High School, and Salem High School.
- Staff is working with area employers to increase school year employment. Far less employers are hiring this year for seasonal positions due to the state of the economy. A year-round Youthworks grant has allowed us to place a limited number of youth in positions at area nonprofits.
- CA staff is working to increase employer interest/investment in the Work Based Learning Plan.
- Student Career Specialist attended the MoneySmart Conference presented by the FDIC in October. This conference included valuable information that could be incorporated into the plan to hold a Credit for Life fair for students.
- New Employer Outreach Specialist was hired in June. He has been working with Student Career Specialist as well as Business Services Unit to better serve the North Shore Youth.
- CA staff presenting a variety of year round workshops in the schools. Presenters on a variety of topics have been scheduled at Lynn Tech- presentations include Child Labor Laws, CORI issues, Interviewing Skills, Applications, Dress for Success, and Keeping a job. Partnerships with other agencies have been vital for this collaboration.

OTHER INITIATIVES

Employment Services Program (Department of Transitional Assistance)

Vendor	Current Enrollment	Co-enrolled WIA Adult Title I Training*	Terminations	Current Retentions	Number of Enrollments and Retentions in 07
Catholic Charities	17	n/a	4	3	8 (enrollments) 2 (retentions)
Training Resources of America - Salem	19	n/a	2	2	8 (enrollments) 1 (retentions)
DTA	-	4	-	-	-

Budget-Actual Summary by Expense Category
As of November 30, 2008

	Budget	Actual	Obligations	\$ Remaining	% Rem.
<u>REVENUE</u>					
Current Year Grants	\$ 4,072,568	\$ 685,066	\$ -	\$ 3,387,502	83.2%
Current Year Income	-	-	-	-	
Prior Year Carry-in	1,490,177	1,079,747	-	410,430	27.5%
Total Revenue	\$ 5,562,745	\$ 1,764,813	\$ -	\$ 3,797,932	68.3%
<u>EXPENSES + OBLIGATIONS</u>					
<i>Admin Expenses</i>					
Personnel	\$ 295,326	\$ 115,572	\$ -	\$ 179,754	60.9%
Expenses	91,262	47,744	3,328	40,190	44.0%
Total Admin Expenses	\$ 386,588	\$ 163,316	\$ 3,328	\$ 219,944	56.9%
<i>Program Expenses</i>					
Personnel	\$ 1,436,859	\$ 503,765	\$ 19,253	\$ 913,841	63.6%
ITA's	555,000	196,797	167,314	190,889	34.4%
Support Services	39,816	23,504	1,925	14,387	36.1%
Other Training	1,212,626	411,297	653,518	147,811	12.2%
Other Program Costs	844,137	326,380	69,089	448,668	53.2%
BSU Costs	184,277	41,056	-	143,221	77.7%
Total Program Expenses	\$ 4,272,715	\$ 1,502,799	\$ 911,099	\$ 1,858,817	43.5%
Total Expenses & Obligations	\$ 4,659,303	\$ 1,666,115	\$ 914,427	\$ 2,078,761	44.6%
Planned Carry-Out	\$ 903,442				

Budget-Actual Summary by Program
As of November 30, 2008

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<i>Federal Funds</i>				
Career Center Job Fair Revenue - FY08	\$ 1,048	\$ 1,048	\$ -	0.0%
Disabled Veterans Outreach Program – FY09	6,765	2,537	4,228	62.5%
DOE Adult Education Career Centers - FY08	29,796	23,877	5,919	19.9%
DOE Adult Education Career Centers - FY09	26,752	19,159	7,593	28.4%
EOT – Transportation Project #3	74,288	44,885	29,403	39.6%
Local Veterans Employment Rep - FY09	1,553	1,555	(2)	-0.1%
Pathways to Success by 21 (P-21), Part D	18,726	9,538	9,188	49.1%
Pathways to Success by 21 (P-21), Part E	81,692	23,305	58,387	71.5%
Rapid Response – FY09	6,765	2,306	4,459	65.9%
State Staff - FY09	524	524	-	0.0%
Unemployment Insurance - FY09	16,390	3,204	13,186	80.5%
Wagner Peyser ES 10% - FY09	6,910	2,062	4,848	70.2%
Wagner Peyser ES 90% - FY09	54,898	12,280	42,618	77.6%
WIA Administration	268,706	117,231	151,475	56.4%
WIA Adults	817,908	339,461	478,447	58.5%
WIA Disabilities Navigator - FY09	57,200	22,343	34,857	60.9%
WIA Dislocated Workers	815,071	394,515	420,556	51.6%
WIA Incentive - FY08	20,000	7,003	12,997	65.0%
WIA Youth	957,095	756,468	200,627	21.0%
<i>Total Federal Funds</i>	<i>\$ 3,262,087</i>	<i>\$ 1,783,301</i>	<i>\$ 1,478,786</i>	<i>45.3%</i>

State & Local Funds

Career Center Job Fair Revenue - FY07	\$ 227	\$ 227	\$ -	0.0%
Career Center Job Fair Revenue - FY08	6,639	999	5,640	85.0%
DOE ACLS Adult Basic Education: 345 - FY09	114,788	105,879	8,909	7.8%
DOE Connecting Activities - FY09	90,498	39,555	50,943	56.3%
Earned Funds	3,376	3,364	12	0.4%
Employment Services Program - FY09	173,210	128,419	44,791	25.9%
Metro SW REB ECCLI - FY08	5,748	1,144	4,604	80.1%
Northeast STEM Partnership	1,778	312	1,466	82.5%

NSCC Hospitality Contract	15,600	1,096	14,504	93.0%
Shannon Grant – Year 2, FY08	42,452	38,866	3,586	8.4%
State One-Stop Career Centers - FY09	182,233	35,005	147,228	80.8%
Verizon Grant - #3	10,000	9,830	170	1.7%
WCTF - Financial Services	129,425	20,538	108,887	84.1%
WCTF – HCLN	323,311	214,049	109,262	33.8%
Workforce Training Fund - FY09	68,320	34,479	33,841	49.5%
YouthWorks - Summer FY08-09	142,129	135,317	6,812	4.8%
YouthWorks At-Risk Youth: Year-Round - FY09	63,269	9,961	53,308	84.3%
YouthWorks At-Risk Youth: Year-Round - FY08	24,213	18,201	6,012	24.8%
<i>Total State Funds</i>	<i>\$ 1,397,216</i>	<i>\$ 797,241</i>	<i>\$ 599,975</i>	<i>42.9%</i>
TOTAL FUNDS	\$ 4,659,303	\$ 2,580,542	\$ 2,078,761	44.6%

FEE FOR SERVICE DIVISION

Sources of Fee Revenue

	November 08		YTD 08		FY 07	
	Budget	Actual	Budget	Actual	Budget	Actual
Employer as customer		\$0		\$0		
Salem Harbor CDC (space Rental)		\$2538		\$2538		
Employee as customer		\$0		\$0		
Job Fairs		\$6281		\$6281		
Veterans Job Fair		\$2800		\$2800		
Hospitality Study		\$4300		\$4300		
Total Revenue	\$0	\$15919	\$0	\$15919	\$0	\$0

Related Expenses

	November 08		YTD 08		FY 07	
	Budget	Actual	Budget	Actual	Budget	Actual
Employer as customer		\$0		\$0		
Salem Harbor CDC (space Rental)		\$2538		\$2538		
Employee as customer		\$0		\$0		
Job Fairs		\$5886		\$5886		
Veterans Job Fair		\$1733		\$1733		
Hospitality Study		\$4300		\$4300		
Total Expenses		\$14457		\$14457		