



BOARD REPORT

May 7, 2009

Prepared on
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**North Shore Workforce Investment Board
Meeting Minutes**

March 12, 2009

Those in attendance: Tom Iarrabino (attending for Cathy Latham), Mary Zwiercan (attending for Art Bowes), Doris Murphy, Brian Mulholland, Carol Couch, Steve Falvey, Tony Dunn, Tim Doggett, Beth Hogan, Mike Lynch, Bob Bradford, Thelma Williams, Susan Jepson, Roger Pilotte, Mike McCarthy, Arlene Greenstein, Nancy Stager, Tom Lemons, Wayne Burton, Mike Whalen, Don Edwards, Laurie Roberto, Rich Viscay, and Bill Tinti

Those not in attendance: Rich Bane, Peter Beaudoin, Jim Beauvais, Brian Cranney, Tom Daniel, Kathy Duggan, Mike Fitzgerald, Brad Gaige, Leslie Gould, David Laflamme, Stephanie Lee, Althea Lyons, and Carolyn Miller.

Staff: Mary Sarris, Maquisha Alleyne, David McDonald, Ed O'Sullivan, Mike Medler, Jane Colman, and Shari Cornett.

Special Guests: Elizabeth Buck, Barbara Bobb, and Renee Miller from Iowa Workforce Development.

Also in attendance were Michaela Duffy of Congressman Tierney's Office, Jess Torres of Representative McGee's Office, and Diane Palter-Gill, North Shore Community College.

The meeting begins at 8:10am.

Chairman's Report

National Business Learning Partnership – Pit Crew

Bill Tinti introduced the staff from Iowa Workforce Development.

Elizabeth Buck spoke about her and her staff's experience with NBLP's Pit Crew program and their visit to Massachusetts. They met Ed and Mark in a speed dating type setting and immediately felt a connection due to their openness and transparency. They put the NSWIB on the top of their list of WIB's to work with and we agreed that it would be a valuable match up. So far, the Iowa folks have toured the North shore Career Center of Lynn, had a luncheon with Board Members and Mayor Driscoll, and met with Secretary Suzanne Bump and her assistant. Today they have plans to tour the North Shore Career Center of Salem.

Some differences and similarities between Massachusetts and Iowa were brought to light. In Iowa there are 15 workforce regions that serve ½ the population and twice the area of the 16 workforce regions in Massachusetts.

There are two main goals of the North Shore/Iowa partnership. They are to explore: 1) What is a High Performing Workforce Board, and 2) How does a fully integrated career center function. Focusing on the 2nd goal, our guests visited the North Shore Career Center of Lynn yesterday and saw how state and city employees work together seamlessly without letting on who is getting paid by whom. Mary also reviewed our organizational structure in relation to the issues of interest to our Iowa guests.

American Recovery and Reinvestment Act

This act has been set up to provide money for infrastructure, education, workforce development, etc. Massachusetts is set to receive \$437,864,255.00 of which about \$60,000,000 will be put

towards the workforce development system. Our plan is to use the money we receive to improve services at the Career Centers, to support training programs, and for youth summer employment.

There is potential to receive between \$800,000 and \$1 million in training funds for laid off workers and low skilled workers. We now struggle to figure out how this money will be best spent. Where will the money be most effective? First we have to research where the greatest need for training programs is (most likely healthcare, manufacturing, biotechnology, construction, and green jobs), then how to set up these programs and support them effectively. Close attention must be paid to balancing how many new programs we use the money to support and how many existing programs we use the money to grow.

We are also potentially looking at an additional \$1 million in funds for youth programs. The government is pushing to use a good deal of this money for youth summer job programs. We plan to add many slots to the F1rstJobs program and to leverage continued private sector investment in F1rstJobs. Some money will be used to support other youth-related projects such as the Teacher Externship program.

Health Care Learning Network Update

Health Care Learning Network is a Workforce Competitiveness Trust Fund grant in the amount of \$500,000 over 3 years. This funding will address the need for critical post-secondary preparation courses that are customized for the long-term care health care industry (potentially acute care settings as well) and create the reality of a career ladder for Certified Nurse Assistants and other entry level workers to become practical nurses or other allied health professionals. Two goals of HCLN are to: 1. develop and implement a customized on-line and face-to-face system through which incumbent front line health care workers will gain the academic skills necessary to enter college; and 2. fill a growing industry need for Licensed Practical Nurses (LPNs) and other advanced allied health occupations.

HCLN prepares students for post-secondary certificate or degree health education programs with four classes (preparation for allied health, math, computers for college, and health sciences) and the use of tutoring and career coaching. The goal is to eliminate the need for remedial and developmental courses once enrolled.

There is some new activity in HCLN. Three new Kindred facilities have joined the partnership and North Shore Medical Center is participating with a small cohort of employees. We are doing staff training with a focus on mentoring roles and leadership, and program evaluation has started through David Rosen. HCLN is set to receive \$238,000 in additional funds through an Congressman Tierney. Also, the state of Rhode Island has shown interest in this program and has proposed a potential partnership.

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.

Updates: Nancy Stager

- Charter Review
- Examining policy issue for board to discuss and produce position paper

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.

Updates: Tony Dunn

- Reviewed preferred vendor list and looking into ways to develop new relationships with occupational skill training vendors especially in the constructions trades and manufacturing areas.

Youth Pipeline Committee

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

Updates: Mary Sarris

- Teacher Externship Program – hired Jim Stanton to promote concept (Employer Breakfast with John Tierney – supporting the effort)
- Youth Graduation Rate Summit – Merrimack College, March 19th
- Youth WIA RFP in process and is due March 19th
- P21 – working with Salem High School around drop-out prevention with repeat 9th graders
- www.northshoreport.org – a listing of social service agencies on the North Shore

Partnership Committee

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

Updates: Doris Murphy

- Finalized Marketing Plan
- The Marketing plan will be shared with the full board after March meeting
- New Website will be launched this spring – design work is being done by Salem Cyberspace

The meeting adjourned at 9:20am.

The next meeting is scheduled for May 7, 2009.

Respectfully submitted by Maquisha Alleyne.

CENTERS DIVISION

CAREER Customer Count

New Customers

	March, 09				Mar, 08 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/09	Actual
Lynn	436	340	3,906	4,074	3,287
Salem	386	222	3,025	2,667	3,110
Gloucester	103	55	827	666	679
Total	925	617	7,758	7,407	7,076

Total Customers Served

	March, 09				Mar, 08 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/09	Actual
Lynn	1,429	566	6,169	6,790	5,546
Salem	858	370	4,315	4,444	4,732
Gloucester	381	92	1,337	1,111	1,155
Total	2,668	1,028	11,821	12,345	11,433

Customer Placements (#/% of total customers served)

	March, 09				Mar, 08 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/09	Actual
Lynn	86/6%	73	910/15%	882	906
Salem	65/8%	48	635/15%	578	786
Gloucester	17/5%	12	213/16%	144	268
Total	168/6%	133/13%	1758/15%	1,604/13%	1,960/17%

Customer Satisfaction – Results for March 2009 – April 2009

Job Seeker

Gloucester (n = 43)	Excellent	Good	Fair	Poor
Were you satisfied with the results of your visit?	34 (79%)	9 (21%)	0 (0%)	0 (0%)

Lynn (n = 82)	Excellent	Good	Fair	Poor
Were you satisfied with the results of your visit?	40 (49%)	29 (35%)	11 (14%)	2 (2%)

Salem (n = 36)	Excellent	Good	Fair	Poor
Were you satisfied with the results of your visit?	17 (47%)	14 (39%)	4 (11%)	1 (3%)

System-Wide (n = 161)	Excellent	Good	Fair	Poor
Were you satisfied with the results of your visit?	91 (57%)	52 (32%)	15 (9%)	3 (2%)

Employer (n = 8)

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

Employer Services

New Accounts

	March, 09		Actual YTD		Mar, 08 YTD
	Actual	Plan	Actual	Plan thru 6/30/09	Actual
Lynn	31	20	295	240	409
Salem	29	25	152	300	115
Gloucester	10	5	59	60	44
Total	70	50	506	600	568

Total Employers Served

	March, 09		Actual YTD		Mar, 08 YTD
	Actual	Plan	Actual	Plan thru 6/30/09	Actual
Lynn	60	40	585	480	723
Salem	54	50	277	600	230
Gloucester	24	1	117	120	105
Total	138	100	979	1,200	1,058

Total Number of Employers Listing Job Orders

	March, 09		Actual YTD		Mar, 08 YTD
	Actual	Plan	Actual	Plan thru 6/30/09	Actual
Lynn	38	15	323	180	307
Salem	14	28	104	336	144
Gloucester	7	7	81	84	75
Total	59	50	508	600	562

TRAINING DIVISION / WORKFORCE INVESTMENT ACT

Overall WIA Activity

	YTD Actual	Planned Thru End of Grant	Jan, 08 YTD
Adult	135	152	105
Dislocated Worker	195	265	164

Overall WIA Placement

	YTD Actual	Planned Thru End of Grant	Jan, 08 YTD
Adult	27	48	29
Dislocated Worker	44	88	64

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

Vendor	Number Served	Placement Rate	Average Wage	Number Served in 08
NSCAP	47	100%	\$16.88	25
Millennium	31	100%	\$19.41	21
Northern Essex CC*	26	100%	\$19.50*	14
North Shore CC	21	100%	\$11.00	15
Spectrum	14	67%	\$12.88	15
Rome	13	100%	\$14.00	12

*North Essex CC – had 3 Entered Employments including 1 self-employed customer
 The two salaried positions were averaged together for \$19.50 and the self-employed customer estimated his initial earnings at \$500.00/month

YOUTH DIVISION

Workforce Investment Act Programs

Vendor	Number Served	Number Exited	Number placed/Average Wage	Number Served in 08
Action, Inc.	29	6	5/\$8.00	27
Catholic Charities	44	16	3/\$9.33	48
Girls, Inc.	25	7	1/\$8.50	16
My Turn, Inc.	22	7	2/\$8.33	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	308

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 also working with several other schools in the area to register students for summer employment and provide on-site pre-employment workshops. Workshops focus on how to get and keep a job, work culture, interview, dress for success, etc.
- CA staff is also working with schools that request additional services through Connecting Activities, such as Danvers High School, who have requested services for students in their in-school alternative class. These are students who are high risk of disengaging from school and have no plans beyond graduation. Staff is providing career interest assessments, labor market information and career exploration and, will help students to develop a career plan.
- CA staff is working to increase employer interest/investment in the Work Based Learning Plan. Work Based Learning Plan is now a part of all of the Youth Career Center staff’s vocabulary in order to promote its usage.
- Employer Outreach Specialist is working alongside the Youth Job Developer and Business Services Unit to develop summer jobs for teens.

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 08
Catholic Charities	21	n/a	6	6	16 (enrollments) 7 (retentions)
Training Resources of America - Salem	21	n/a	3	6	14 (enrollments) 4 (retentions)
DTA	-	4	-	-	-

Budget-Actual Summary by Expense Category
As of March 31, 2009

	Budget	Actual	Obligations	\$ Remaining	%Rem.
<u>REVENUE</u>					
Current Year Grants	\$ 4,715,278	\$ 2,509,920	-	\$ 2,205,358	46.8%
Current Year Income	3,161	-	-	3,161	100.0%
Prior Year Carry-in	1,490,619	1,239,690	-	250,929	16.8%
Total Revenue	\$ 6,209,058	3,749,610	-	\$ 2,459,448	39.6%
<u>EXPENSES + OBLIGATIONS</u>					
<u>Admin Expenses</u>					
Personnel	\$ 336,175	\$ 219,991	\$ -	\$ 116,184	34.6%
Expenses	102,439	67,986	3,772	30,681	30.0%
Total Admin Expenses	\$ 438,614	\$ 287,977	\$ 3,772	\$ 146,865	33.5%
<u>Program Expenses</u>					
Personnel	\$ 1,405,324	\$ 920,452	\$ 19,253	\$ 465,619	33.1%
Individual Training Accounts	825,000	491,968	266,945	66,087	8.0%
Supportive Services	351,285	260,459	20,969	69,857	19.9%
Other Training	1,262,870	719,492	470,340	73,038	5.8%
Other Program Costs	796,476	329,621	45,991	420,864	52.8%
Business Services Costs	157,277	70,902	-	86,375	54.9%
Total Program Expenses	\$ 4,798,232	\$ 2,792,894	\$ 823,498	\$ 1,181,840	24.6%
Total Expenses & Obligations	\$ 5,236,846	\$ 3,080,871	\$ 827,270	\$ 1,328,705	25.4%
Planned Carry-Out	\$ 972,212				

Budget-Actual Summary by Program
As of March 31, 2009

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<u>Federal Funds</u>				
ARRA: Administration	\$ 27,300	\$ 480	\$ 26,820	98.2%
ARRA: Adults	-	-	-	
ARRA: Dislocated Worker	-	-	-	
ARRA: Youth	-	-	-	
Career Center Job Fair Revenue - FY08	1,048	1,048	-	0.0%
DESE Adult Education Career Centers - FY08	29,796	23,877	5,919	19.9%
DESE Adult Education Career Centers - FY09	26,752	20,932	5,820	21.8%
Disabled Veterans Outreach Program - FY09	6,765	5,547	1,218	18.0%
EOT - SETPNS - JARC	-	-	-	
EOT - SETPNS - New Freedom	118,046	1,049	116,997	99.1%
EOT - Transportation Project #3	74,288	65,234	9,054	12.2%
High Performing WIB Award	50,000	3,000	47,000	94.0%
JSJR - FY09	973	-	973	100.0%
Local Veterans Employment Rep - FY09	1,553	1,553	-	0.0%
Pathways to Success by 21 (P-21), Part D	18,726	12,105	6,621	35.4%
Pathways to Success by 21 (P-21), Part E	82,134	61,421	20,713	25.2%
Rapid Response - FY09	6,765	5,316	1,449	21.4%
Skill Start (EAS) - FY09	3,409	2,685	724	21.2%
State Staff - FY09	524	524	-	0.0%
UMASS Boston - MI-CEO	15,309	10,727	4,582	29.9%
Unemployment Insurance - FY09	16,390	13,396	2,994	18.3%
Wagner Peyser ES 10% - FY09	6,910	5,333	1,577	22.8%
Wagner Peyser ES 90% - FY09	76,734	43,701	33,033	43.0%
WIA Disabilities Navigator - FY09	57,200	40,762	16,438	28.7%
WIA Formula Funds: Administration	268,706	209,991	58,715	21.9%
WIA Formula Funds: Adults	907,908	668,197	239,711	26.4%
WIA Formula Funds: Dislocated Workers	901,559	725,828	175,731	19.5%
WIA Formula Funds: Youth	957,095	851,381	105,714	11.0%
WIA Incentive - FY08	20,000	17,874	2,126	10.6%
WIA Incentive - FY09	20,000	14,501	5,499	27.5%
<i>Total Federal Funds</i>	\$ 3,695,890	\$ 2,806,462	\$ 889,428	24.1%

Budget-Actual Summary by Program
As of March 31, 2009

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<i>State & Local Funds</i>				
Career Center Job Fair Revenue - FY07	\$ 227	\$ 227	\$ -	0.0%
Career Center Job Fair Revenue - FY08	6,639	1,250	5,389	81.2%
Career Center Job Fair Revenue - FY09	3,161	-	3,161	100.0%
DESE - ACLS Adult Basic Education: 345 - FY09	114,788	107,347	7,441	6.5%
DESE - Connecting Activities - FY09	90,498	54,843	35,655	39.4%
Earned Funds	4,987	4,987	-	0.0%
Employment Services Program - FY09	173,210	149,743	23,467	13.5%
Metro SW REB ECCLI - FY08	5,748	619	5,129	89.2%
Northeast STEM Partnership	779	779	-	0.0%
Shannon Grant - Year 2, FY08	42,452	39,151	3,301	7.8%
Shannon Grant - Year 3, FY09	45,953	422	45,531	99.1%
State One-Stop Career Centers - FY09	182,233	74,881	107,352	58.9%
Verizon Grant - #3	9,830	9,830	-	0.0%
WCTF - Financial Services	129,425	72,523	56,902	44.0%
WCTF - HCLN	323,311	236,130	87,181	27.0%
WCTF - NSCC Hospitality Contract	15,600	5,310	10,290	66.0%
Workforce Training Fund - FY09	68,320	50,237	18,083	26.5%
YouthWorks - Summer FY08-09	236,313	229,502	6,811	2.9%
YouthWorks At Risk Youth: Year-Round, FY08	24,213	18,201	6,012	24.8%
Youthworks At-Risk Youth: Year-Round, FY09	63,269	45,697	17,572	27.8%
<i>Total State Funds</i>	\$ 1,540,956	\$ 1,101,679	\$ 439,277	28.5%
TOTAL FUNDS	\$ 5,236,846	\$ 3,908,141	\$ 1,328,705	25.4%

FEE FOR SERVICE DIVISION

Sources of Fee Revenue

	March 09		YTD 09	
	Budget	Actual	Budget	Actual
Employer as customer		\$0		\$0
Job Fairs		\$3,161		\$3,161
UMass Lowell STEM		\$999		\$999
UMass Boston MI-CEO		\$1,098		\$1,098
Total Revenue	\$0	\$5258	\$0	\$5258

Related Expenses

	March 09		YTD 09	
	Budget	Actual	Budget	Actual
Employer as customer		\$0		\$0
Job Fairs		\$0		\$0
UMass Lowell STEM		\$0		\$0
UMass Boston MI-CEO		\$0		\$0
Total Revenue		\$0		\$0