



**BOARD REPORT**

**November 12, 2009**

Prepared on  
October 30, 2009

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**North Shore Workforce Investment Board  
Meeting Minutes**

**September 10, 2009**

**Those in attendance:** Brian Cranney, Tim Doggett, Tom Lemons, Tom Iarrabino (for Cathy Latham) Susan Jepson, Mike McCarthy, Roger Pilotte, Nancy Stager, Tony Dunn, Kathy Duggan, Thelma Williams, Carolyn Miller, Steve Falvey, Wayne Burton, Carol Couch, Mike Lynch, Beth Hogan, Arlene Greenstein, Doris Murphy, Althea Lyons, Tom Daniel, William Tinti, Stephanie Lee and Rich Viscay.

**Those not in attendance:** Rich Bane, Peter Beaudoin, Jim Beauvais, Mike Fitzgerald, Leslie Gould, David LaFlamme, Mike McCarthy, Brad Gaige, and Brian Mulholland.

**Staff:** Mary Sarris, Maquisha Alleyne, Ed O'Sullivan, Will Sinatra, Mark Whitmore, and Shari Cornett.

**Special Guests:** Dr. Paul Harrington, Center for Labor and Market Studies at Northeastern University  
Michaela Duffy of Congressman Tierney's Office, Jess Torres of Senator McGee's Office, Diane Palter-Gill – NSCC.

The meeting begins at 8:20am.

**Chairman's Report**

The FY2010 Plan has been submitted. The formula allocation from the state was reduced by 14% and our total allocation was reduced by 16%. If not for the \$2.3 million in stimulus money that we received, we would be done with training for the year and probably would be reducing the size of our operations. Two months into the fiscal year, we already have 130 people placed in Individual Training Accounts (ITA) at colleges and other training organizations. We funded 5 new group-training programs, 2 at Salem State College, 2 at North Shore Community College and 1 at Operation Bootstrap.

We received about a 17% cut in youth funds this year so we are extremely grateful for the ARRA youth funds received. Using ARRA funds, we ran our summer jobs program and will be using some of that money to fund programs that we normally would have to cut with reduced funding.

The Federal government has come out with two large pots of money for competitive bid, one in healthcare and the other in green jobs. For the healthcare grant we will be applying with North Shore Community College to expand their nursing programs – CNA to LPN and LPN to RN. For the green jobs grant we will be working with Merrimack Valley WIB and Greater Lowell WIB, to put together various types of programs in this category.

**Strategic Plan**

Our Strategic Plan was written a year and a half ago. Things have changed since the plan was written so we will need to explore what changes will need to be made to update the plan to make in work toward our current needs.

**WIA Reauthorization**

There was a meeting with Congressman Tierney and Assistant Secretary of Labor Jane Oates on August 25 at Merrimack College and North Shore Community College, which ended with a visit

to the Career Center in Lynn. There was a lot of discussion about reauthorization of the Workforce Investment Act and telling the bigwigs how we want it changed. The next day, Paul Harrington sponsored a meeting at Northeastern University with a staff person from Senator Kennedy's office informing him of the changes we would like to see made in this piece of legislature.

Massachusetts WIB Association Quarterly meeting

Very important meeting being held on October 5 at the Salem Five Community Room. Congressman Tierney will be there discussing WIA Reauthorization with people from WIBs across the state. Since it is being held in our region, we encourage everyone to attend.

**Status of our Economy and How We Should Respond – Dr. Paul Harrington**

There is a very mixed view of WIA and as of now it will be treated as a house on fire, deciding what will be salvaged and what will be allowed to burn. Three pressures around WIA are 1. a lot more interest in the role of Community Colleges, 2. pressure from organized labor – new trade regulations, 3. pressure from governors requesting more flexibility.

Paul discussed the recession and how many experts did not see it coming. He brought us through a timeline of the past 2 years as it relates to the recession and unemployment.

Paul went on to describe the failed banks beginning with Lehman Bros. and the effect it had on lending, unemployment and the economy as a whole.

Some notable statistics:

9 million people have been involuntary made part time workers. The mean duration of unemployment went from 17 ½ weeks in July 2008 to 25 weeks in July 2009. 80% of the unemployed are men. The hardest group hit by unemployment is teens and young adults. The number of employed people aged 55 and above rose by about a million.

A lengthy question and answer session ensued.

For more information on Dr. Harrington's report, please contact the WIB.

The meeting adjourned at 9:40am.

The next meeting is scheduled for November 12, 2009.

Respectfully submitted by Maquisha Alleyne.

**CENTERS DIVISION**

**CAREER Customer Count**

*New Customers*

	Sept, 09				Sept, 08 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/10	Actual
<b>Lynn</b>	327	385	1,137	4,620	1,801
<b>Salem</b>	282	252	783	3,025	1,196
<b>Gloucester</b>	75	63	227	755	250
<b>Total</b>	684	700	2,147	8,400	3,247

*Total Customers Served*

	Sept, 09				Sept, 08 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/10	Actual
<b>Lynn</b>	1,384	642	3,044	7,700	3,303
<b>Salem</b>	712	420	1,606	5,040	2,041
<b>Gloucester</b>	321	105	637	1,260	561
<b>Total</b>	2,147	1,167	5,287	14,000	5,905

**Customer Placements (#/% of total customers served)**

	Sept, 09				Sept, 08 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/10	Actual
<b>Lynn</b>	130/9%	83	590/19%	1,001	387
<b>Salem</b>	66/9%	55	208/13%	655	273
<b>Gloucester</b>	35/11%	14	86/14%	164	52
<b>Total</b>	231/10%	152/13%	884/17%	1,820/13%	712

**Customer Satisfaction – Results for August 2009 – October 2009**

*Job Seeker*

<b>Gloucester (n = 69)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Were you satisfied with the results of your visit?</b>	58 (84%)	10 (14%)	1 (1%)	0 (0%)

<b>Lynn (n = 201)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Were you satisfied with the results of your visit?</b>	119 (59%)	60 (30%)	14 (7%)	8 (4%)

<b>Salem (n = 109)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Were you satisfied with the results of your visit?</b>	60 (55%)	37 (34%)	9 (8%)	3 (3%)

<b>System-Wide (n = 379)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Were you satisfied with the results of your visit?</b>	237 (63%)	107 (28%)	24 (6%)	11 (3%)

*Employer*

<b>System-Wide (n = 11)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Overall satisfaction with Career Center services.</b>	5 (45%)	6 (55%)	0 (0%)	0 (0%)

**Employer Services**

*New Accounts*

	<b>Sept, 09</b>		<b>Actual YTD</b>		<b>Sept, 08 YTD</b>
	<b>Actual</b>	<b>Plan</b>	<b>Actual</b>	<b>Plan thru 6/30/10</b>	<b>Actual</b>
<b>Lynn</b>	28	19	64	230	144
<b>Salem</b>	17	24	33	288	80
<b>Gloucester</b>	5	5	18	58	18
<b>Total</b>	50	48	115	575	242

*Total Employers Served*

	<b>Sept, 09</b>		<b>Actual YTD</b>		<b>Sept, 08 YTD</b>
	<b>Actual</b>	<b>Plan</b>	<b>Actual</b>	<b>Plan thru 6/30/10</b>	<b>Actual</b>
<b>Lynn</b>	82	41	189	490	358
<b>Salem</b>	48	51	118	613	162
<b>Gloucester</b>	15	10	42	123	52
<b>Total</b>	145	102	349	1225	572

*Total Number of Employers Listing Job Orders*

	<b>Sept, 09</b>		<b>Actual YTD</b>		<b>Sept, 08 YTD</b>
	<b>Actual</b>	<b>Plan</b>	<b>Actual</b>	<b>Plan thru 6/30/10</b>	<b>Actual</b>
<b>Lynn</b>	47	15	165	180	179
<b>Salem</b>	15	28	38	336	56
<b>Gloucester</b>	6	7	27	84	39
<b>Total</b>	68	50	230	600	274

**TRAINING DIVISION / WORKFORCE INVESTMENT ACT**

**Overall WIA Activity**

	<b>YTD Actual</b>	<b>Planned Thru End of Grant</b>	<b>Sept, 08 YTD</b>
<b>Adult</b>	176	235	85
<b>Dislocated Worker</b>	270	312	129

**Overall WIA Placement**

	<b>YTD Actual</b>	<b>Planned Thru End of Grant</b>	<b>Sept, 08 YTD</b>
<b>Adult</b>	9	66	9
<b>Dislocated Worker</b>	10	136	13

**Preferred Vendor Performance (top 7 vendors in terms of enrollments)**

<b>Vendor</b>	<b>Number Served</b>	<b>Placement Rate</b>	<b>Average Wage</b>	<b>Number Served in 09</b>
<b>North Shore CC</b>	37	N/A	N/A	30
<b>NSCAP</b>	27	N/A	N/A	60
<b>Salem State College</b>	26	N/A	N/A	11
<b>Northern Essex CC</b>	9	N/A	N/A	31
<b>LARE</b>	6	N/A	N/A	13
<b>Merrimack</b>	5	N/A	N/A	11
<b>Millennium</b>	5	N/A	N/A	36

**YOUTH DIVISION**

**Workforce Investment Act Programs**

<b>Vendor</b>	<b>Number Served</b>	<b>Number Exited</b>	<b>Number placed/Average Wage</b>	<b>Number Served in 08</b>
<b>Action, Inc.</b>	15	4	3/\$8.00	30
<b>Catholic Charities</b>	35	7	1/\$8.25	48
<b>Girls, Inc.</b>	23	5	0	25
<b>My Turn, Inc.</b>	19	5	1/\$8.00	25

**School-to-Career**

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

	<b>Goal</b>	<b>Actual</b>
<b>Student Work and Learning Experiences</b>	295	299*

\*ARRA Youth enrollments have been incorporated into this number as a work and learning experience for the summer of 2009. Future reports will include a school year goal of 160 placements.

### **Work and Learning Experiences for High School Youth**

- FY2010 contract, starting July 1 2009, includes Lynn Vocational Technical Institute, Lynn Classical High School, Lynn English High School, and Salem High School.
- The current Student Career Specialist has started to make connections with the contracted schools and is beginning to start providing on-site-pre employment workshops as early as November 1. Workshops focus on how to get and keep a job, work culture, interview, dress for success, etc.
- Along with providing workshops for pre employment the CA staff is also going to provide some “reality check” assessments to give youth a realistic look at the real world and what it costs to live in it.
- CA staff along with The Youth Career Center is currently working on placing youth participating in the ARRA Byrne Grant. The grant is assisting youth who live in Peabody, Beverly, and Gloucester. Placements are very successful and many youth are currently working. Some worksites that are participating are Salem Cyber Space providing ELL students from Peabody an opportunity to explore language and help others in the community. The Chill Zone in Gloucester is providing youth with the knowledge and hands on experience developing their own business. The Beverly Children’s learning center is providing youth to gain hands on experience working in the Child Development field.



Budget-Actual Summary by Expense Category  
As of September 30, 2009

	Budget	Actual	Obligations	\$ Remaining	%Rem.
<u>REVENUE</u>					
Current Year Grants	\$ 3,143,798	\$ 111,405	-	\$ 3,032,393	96.5%
Current Year Income	-	-	-	-	-
Prior Year Carry-in	4,052,263	1,136,676	-	2,915,587	71.9%
<b>Total Revenue</b>	<b>\$ 7,196,061</b>	<b>\$ 1,248,081</b>	<b>-</b>	<b>\$ 5,947,980</b>	<b>82.7%</b>
 <u>EXPENSES + OBLIGATIONS</u>					
<u>Admin Expenses</u>					
Personnel	\$ 379,350	\$ 72,690	\$ -	\$ 306,660	80.8%
Expenses	129,620	46,680	150	82,790	63.9%
<b>Total Admin Expenses</b>	<b>\$ 508,970</b>	<b>\$ 119,370</b>	<b>\$ 150</b>	<b>\$ 389,450</b>	<b>76.5%</b>
 <u>Program Expenses</u>					
Personnel	\$ 1,677,923	\$ 343,728	\$ 42,441	\$ 1,291,754	77.0%
Individual Training Accounts	920,626	211,499	423,721	285,406	31.0%
Supportive Services	51,000	935	250	49,815	97.7%
Other Training	2,539,137	321,985	650,668	1,566,484	61.7%
Other Program Costs	767,940	80,529	19,050	668,361	87.0%
Business Services Costs	179,174	24,946	-	154,228	86.1%
<b>Total Program Expenses</b>	<b>\$ 6,135,800</b>	<b>\$ 983,622</b>	<b>\$ 1,136,130</b>	<b>\$ 4,016,048</b>	<b>65.5%</b>
<b>Total Expenses &amp; Obligations</b>	<b>\$ 6,644,770</b>	<b>\$ 1,102,992</b>	<b>\$ 1,136,280</b>	<b>\$ 4,405,498</b>	<b>66.3%</b>
 Planned Carry-Out	 \$ 551,291				

Budget-Actual Summary by Program  
As of September 30, 2009

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<i>Federal Funds</i>				
ARRA: Byrne Youth Grant	\$ 204,909	\$ -	\$ 204,909	100.0%
ARRA: Re-employment Services (RES) - FY10	12,792	1,936	10,856	84.9%
ARRA: Wagner Peyser ES 10% - FY10	1,252	144	1,108	88.5%
ARRA: Wagner Peyser ES 90% - FY10	8,685	1,493	7,192	82.8%
ARRA: WIA Administration	186,331	39,278	147,053	78.9%
ARRA: WIA Adults	402,348	57,203	345,145	85.8%
ARRA: WIA Dislocated Worker	614,543	184,560	429,983	70.0%
ARRA: WIA Youth	879,349	495,186	384,163	43.7%
DESE Adult Education Career Centers - FY09	5,715	557	5,158	90.3%
DESE Adult Education Career Centers - FY10	25,414	42	25,372	99.8%
Disabled Veterans Outreach Program - FY10	6,517	1,493	5,024	77.1%
EOT - SETPNS – JARC	117,733	(80)	117,813	100.1%
EOT - SETPNS - New Freedom	116,715	(82)	116,797	100.1%
High Performing WIB Award	96,085	3,470	92,615	96.4%
Local Veterans Employment Rep - FY10	2,777	-	2,777	100.0%
Rapid Response - FY10	8,764	1,907	6,857	78.2%
Unemployment Insurance - FY10	18,349	3,614	14,735	80.3%
Wagner Peyser ES 10% - FY10	4,828	2,200	2,628	54.4%
Wagner Peyser ES 90% - FY10	42,656	15,053	27,603	64.7%
WIA Disabilities Navigator - FY10	28,125	12,682	15,443	54.9%
WIA Formula Funds: Administration	208,050	61,575	146,475	70.4%
WIA Formula Funds: Adults	809,699	403,912	405,787	50.1%
WIA Formula Funds: Dislocated Workers	652,552	210,490	442,062	67.7%
WIA Formula Funds: Youth	906,471	221,692	684,779	75.5%
WIA Incentive - FY09	12,967	(4,589)	17,556	135.4%
<i>Total Federal Funds</i>	<i>\$ 5,373,626</i>	<i>\$ 1,713,736</i>	<i>\$ 3,659,890</i>	<i>68.1%</i>

Budget-Actual Summary by Program  
As of September 30, 2009

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<i>State &amp; Local Funds</i>				
Career Center Job Fair Revenue - FY08	\$ 5,240	\$ 1,875	\$ 3,365	64.2%
DESE - ACLS Adult Basic Education: 345 - FY10	109,049	104,870	4,179	3.8%
DESE - Connecting Activities - FY10	75,000	15,103	59,897	79.9%
DTA CIES - FY10	75,070	711	74,359	99.1%
Earned Funds	-	-	-	
Employment Services Program - FY10	14,046	9,926	4,120	29.3%
Shannon Grant - Year 3, FY09	43,484	17,418	26,066	59.9%
State One-Stop Career Centers - FY10	159,416	31,925	127,491	80.0%
WCTF - Financial Services	263,811	134,191	129,620	49.1%
WCTF - Health Care Learning Network	144,536	123,387	21,149	14.6%
WCTF - NSCC Hospitality Contract	24,649	(45)	24,694	100.2%
Workforce Training Fund - FY10	76,167	19,620	56,547	74.2%
YouthWorks - Summer FY09-10	280,676	66,555	214,121	76.3%
<i>Total State Funds</i>	<i>\$ 1,271,144</i>	<i>\$ 525,536</i>	<i>\$ 745,608</i>	<i>58.7%</i>
<b>TOTAL FUNDS</b>	<b>\$ 6,644,770</b>	<b>\$ 2,239,272</b>	<b>\$ 4,405,498</b>	<b>66.3%</b>