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Agenda  
Skills Committee Meeting

November 6th 2017, 8:00AM 70 Washington Street, WIB Conference Room

Membership: Tony Dunn; Laurie Roberto; Thelma Williams; Teury Merte; Laura Rubin; Nastaha Soolkin;  
Edward Terrill; Amanda Warnock; Gina Frey; Laura MacNeil; Bonnie Carr, Jacqueline Smith; Mary  
Zwiercan; Tracey Cahalane; Christy Sugarman

- I. Introductions
- II. Review of FY 2017 Objectives and Goals with results and outcomes
- III. Review of FOW Responses and Regional Labor Market Information
- IV. Discussion of potential Objectives and Goals for FY 2018 and formulation of NSWIB Strategic  
Plan and Regional Planning effort with Merrimack Valley and Greater Lowell
- V. Future of Work/North Shore Technology Consortium - *update*
- VI. Regional Planning Activity Session III – *update*
- VII. Updates from Committee Members

Next Meeting: 12/19/17, 2/20/18, 4/17, 2018, 6/19/2018

#### Tasks and Objectives of the Skills Committee 2017:

- Continue LMI training and information sessions with ABE providers and other workforce training vendors – *several trainings held at providers Pathways sessions as well as with NSCAP/NSCC/TRA*
- Investigate the possibility of at least one non-credit program being offered to career center customers having credit offered as an outcome to begin educational pathway – *held several sessions with NSCC staff during committee meetings*
- Documented cases (examples) of transferable credits/work experience credit to be share with post-secondary education partners. *Samples presented to committee*
- Continue to document cases on new programming happening in the region that is innovative and meets the needs of employers – *NAMC (Including DTA programming), COMP TIA, as well as many at ABE providers.*
- Share new tools in forums held at the career center for staff of partners on the various tools available. *TORQ, HWOL*
- Survey of educators on ideas of potential career pathways models that can be replicated in our area. Discussed at length at meetings – no survey. Additional Pathways documented – *Early Childhood and IT*

	<b>S</b> trengths	<b>W</b> eaknesses	<b>O</b> pportunities	<b>T</b> hreats
<b>Group 1</b> Kimberley Driscoll Laurie Roberto Tracey Cahalane Steve Shea Bonnie Carr Mary Zwiercan Katie Crowder David McDonald Katie Kass	<ul style="list-style-type: none"> <li>• Support from politicians</li> <li>• strength of relationships btw leadership/staff of WIB</li> <li>• National relationships – work with other states</li> <li>• Partnerships with schools, etc.</li> <li>• Messaging</li> <li>• NSWIB role model for other WIBs</li> <li>• Diversified programs</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum wage increase                             <ul style="list-style-type: none"> <li>○ anticipate impact</li> <li>○ industries ability to handle impact</li> </ul> </li> <li>• funding                             <ul style="list-style-type: none"> <li>○ timing uncertain</li> <li>○ bridge of programs</li> <li>○ instability</li> </ul> </li> <li>• continued skills gap</li> </ul>	<ul style="list-style-type: none"> <li>• Messaging - gives ability to build ties/collaborate with those unfamiliar - schools</li> <li>• Grow relationships between ERS and Tech schools</li> <li>• Specific industries - advanced mfg. - education of labor needs</li> <li>• Partner schools with mfg industry</li> </ul>	<ul style="list-style-type: none"> <li>• Impact of fewer jobs that we can't predict</li> <li>• decrease in funding - lost opportunities</li> <li>• cost of housing</li> <li>• public transportation - limited/disconnected</li> <li>• cost of doing business in MA - industry perspective</li> </ul>
<b>Group 2</b> Bob Bradford Dianne Palter Gill Sandy Nolfi Tim Doggett Jenae Miklowcic Paul Mahoney Ed O'Sullivan Maribeth Forbes	<ul style="list-style-type: none"> <li>• Location</li> <li>• Reputation</li> <li>• measurable results</li> <li>• Supported by community</li> <li>• Good Communication</li> <li>• Collaboration - strong partnership w/local schools</li> <li>• innovative</li> <li>• repeat customers/employees</li> <li>• planning &amp; execution</li> <li>• national presence</li> </ul>	<ul style="list-style-type: none"> <li>• confusing &amp; complicated regulations &amp; standards set by funders</li> <li>• difficult/inconsistent communication</li> <li>• relationship w/funders</li> <li>• bureaucracy</li> <li>• training of existing staff</li> </ul>	<ul style="list-style-type: none"> <li>• influencing/motivating relationships &amp; communications with funders</li> <li>• build relationships w/new secretary of labor</li> <li>• manage the change in processes</li> <li>• deepen current business partnerships</li> <li>• reach out to new businesses to build partnerships</li> </ul>	<ul style="list-style-type: none"> <li>• competition in private sector</li> <li>• lack of competition in public sector (threat of complacency)</li> <li>• rapid response to changing external environment</li> <li>• forecast &amp; prepare for change in local world (forward &amp; future thinking)</li> <li>• Transportation</li> </ul>
<b>Group 3</b> Stan Usovich Edward Terrell Dave Manning John Flinn Lauren Hubacheck Andrew Shapiro Jocelyn Tibberri Mark Whitmore Mary Sarris	<ul style="list-style-type: none"> <li>• Diversity of board memberships/all sectors represented</li> <li>• Active membership</li> <li>• Good relationships between staff and board</li> <li>• Integration of planning regionally</li> <li>• Educators at the table</li> <li>• Innovation encouraged</li> <li>• Highly respected in the state</li> <li>• Synchronization of board, CEO, and career center</li> <li>• NAMC partnership – apprenticeships</li> <li>• Customer Centered Design</li> <li>• Great institutional knowledge</li> <li>• Good participation of employers</li> <li>• Synergy with other WIBs</li> </ul>	<ul style="list-style-type: none"> <li>• Very dependent on Government funding</li> <li>• Lack visibility – tough getting the word out</li> <li>• Lots of performance data but no discussion of data</li> <li>• Need for a summary report of performance</li> </ul>	<ul style="list-style-type: none"> <li>• State-wide branding initiative could be helpful with visibility</li> <li>• More WIB collaboration – finding common strengths and weaknesses and work together to leverage success</li> </ul>	<ul style="list-style-type: none"> <li>• Political changes leading to new policies and funding decisions</li> <li>• Competition for limited funding</li> <li>• Branding could also be a threat if not responsive to regional needs</li> </ul>

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We put the North Shore to work!

FOUR

**WHO WE HEARD FROM -**

	Response(s)
Elected Official or City/Town Manager	18
Business	504
Student (K-12, Post-Secondary and Adult Learner)	512
Veteran	24
Economic Development Professional	23
Educational Leader	82
Social Service and Community Leader	134
Housing Expert	12
Job Seeker	416
Total	1668

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## WHAT DID WE LEARN?

### Overall -

1. *Ability and Willingness to be a constant learner!*
2. *Technology Skill set and proficiency is a MUST*
3. *Various Communication Skills are necessary*
4. *Diversity in the workplace and in customers*

### Emerging Workforce -

1. *Is not interested in North Shore career opportunities (Is this an awareness issue?)*
2. *Different from current workforce in priorities and modes of operating*
3. *Wants fulfillment in a career on their own terms*

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## **SUMMARY of OUR PLAN-**

- 1. Support Innovative Ways of Learning for Current Workforce**
  - *Online anytime/anyplace*
  - *Quicker curriculum design and roll-out*
  - *Advocate for alternative funding mechanisms for public colleges*
    - *Help Academia change*
    - *Help Business Understand /relate to academia*
  - *Other?*
- 2. Support Innovative programming to bring employers and students together**
  - *Internships*
  - *Company tours*
  - *Career Information*
  - *Other?*
- 3. Support Innovative programming to bring employers and educators together**
  - *Teacher Externships*
  - *Educator/Business Conferences*
  - *Other?*
- 4. Ensure technological literate and communicative workforce**
- 5. Promote Diversity**

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**We put the North Shore to work!**

FOW

*Next Steps:*

- 1. Deeper dive into this data, particularly more in-depth conversations with the FOW stakeholders on what is behind their responses, and strategy development for addressing the challenges each stakeholder is facing either individually or with other stakeholders.*
- 2. Updating of the North Shore WIB/North Shore Alliance Strategic Plans that include goals and activities around these challenges.*
- 3. Development of new Northeast Regional Strategic Plan, including the workforce, education, and economic development leaders from the North Shore, Merrimack Valley and Greater Lowell regions, basing goals and activities on this and other Future of Work data.*

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