

Workforce Systems Committee Agenda – June 17, 2021

1. Introductions
2. Updates from WB and Committee Members as a Result of COVID-19
3. 4-Year Plan – Goals and Objectives for the Systems Committee
4. One-Stop Procurement – Update
5. Draft One-Stop Contract Performance Details
6. Mass Internet Connect
7. Northeast Regional Planning Efforts – Year 3 Regional Planning
8. Career Center Return to In-person Services – Update
9. Next Meeting – October 21, 2021

4-Year Plan

4-Year Plan: Goals and Objectives for the Workforce Systems Committee

MAJOR THEMES FOR FY2022 – 2026

- One-Stop contract and performance of the North Shore Career Center
- Translating ‘Future of Work’ and Labor Market Information for all stakeholders
- Identify and develop strategies to help employers and job seekers to re-skill and grow post-COVID 19
- New and targeted funding for priority and critical industries/occupations and the development of good jobs across multiple industries
- Helping priority populations
- WIOA Partners and Memorandum of Understanding (MOU)
- Advocating/addressing economic development

Updates

One-Stop Procurement *Update*

- Full Board vote – May 13, 2021
- North Shore Career Center was approved as the One-Stop operator/service provider
- Contract is being drafted with goals and benchmarks to be achieved over the next 4 years
- Workforce Systems Committee will continue to oversee the contract and performance of the Career Center

DRAFT Performance Measure for Career Center Contract

<p>1. Capacity to track, address, and meet metrics/standards for locally-set performance requirements *Career Center will report to the WSC on general performance and result in this program on a quarterly basis</p>	<p>Plan will meet state and federal goals as well as locally established measures/dashboard as defined below:</p> <p>Labor Exchange: <i>Employment will be 2% above the state average for quarters 2 and 4 annually.</i></p> <p>Business Services: <i>All business services will be at plan levels annually during this contracts (total employers served, employers receiving job-seeker referrals, and employers hiring from referrals)</i></p> <p>WIOA Title I Services: All WIOA outcomes will be met with particular attention Adult: <i>entered employment rate (97%),</i> Dislocated Worker: <i>entered employment rate (93%),</i> Youth: <i>entered employment rate (81%),</i> *goals will be adjusted</p>
<p>2. Provide evidence of business services CQI across the region</p>	<p>Report on:</p> <ul style="list-style-type: none"> -Quality of referrals -Hiring and entry wages of referrals -Retention of these hires -Promotion of these hires -Other quality indicators
<p>3. A new real-time customer feedback form will be developed for all business customers to provide CC management and WB feedback on service delivery and outcomes.</p>	<p>This will be in place by 6/30/2022. Goals and benchmarks will be set at this time for the remainder of the year.</p>



Mass Internet Connect

- Do you lack internet access to conduct a job search?
- Do you lack the technology (laptop/desktop) to conduct a job search?
- Do you need assistance with basic computer functions/programs?



Mass Internet Connect is a new program that provides subsidized internet access and/or an internet accessible device to assist with tools necessary to get back to work.

Please contact either of the following staff members to go over eligibility and to learn more about these great resources. Initial eligibility includes:

- Must be unemployed and a resident of MA
- Currently working and/or ready to work with our MassHire Career Center. We offer great services for job seekers and those looking to enter a training program to improve their skill sets.

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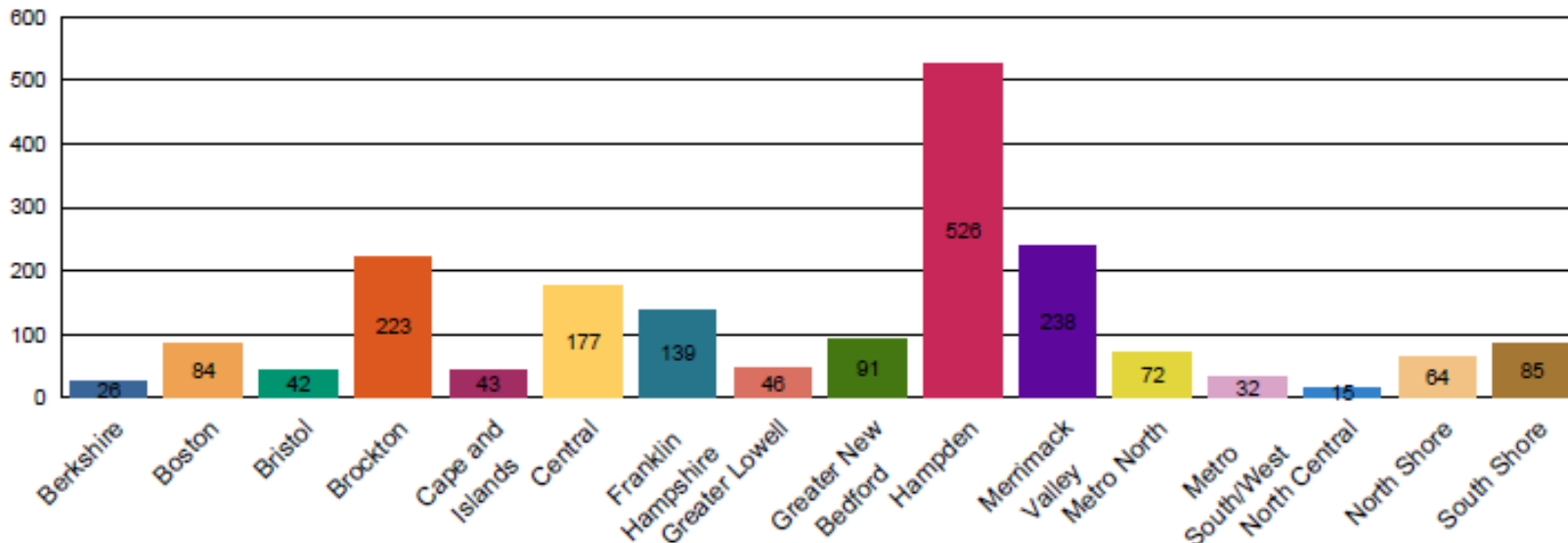
To access detailed information about this program, use your camera phone on either of the URLs. Program ends 6/30/21.



-Device referrals have been extended through the end of the year (12/31/21)

Report Period: 12/23/2020 - 06/14/2021
Data Source: MOSES Database

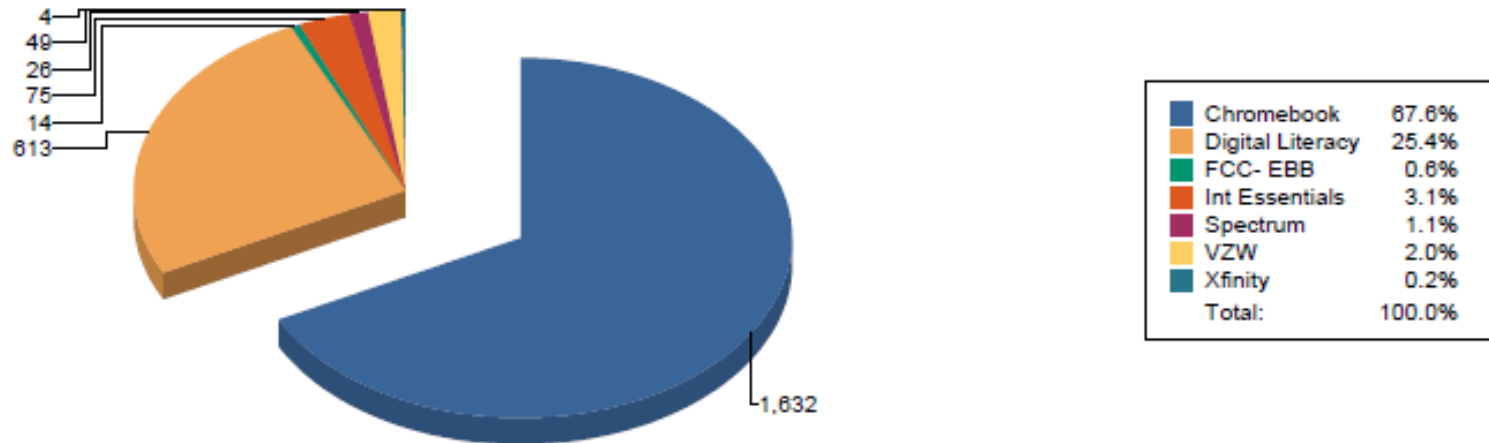
Mass Internet Connect (MIC) Program Customers Served by Workforce Area



Total Customers Served: 1897

Report Period: 12/23/2020 - 06/14/2021
Data Source: MOSES Database

Mass Internet Connect (MIC) Program by Type



Healthcare Hub Project Proposal

Overview –

Healthcare Training and Career Ladder Development

2-Year Grant:

- Contract has been signed
- Hiring for .5 FTE Program Coordinator in process

Program Highlights:

- Group 1: Recruitment of 45 unemployed/underemployed for CNA and/or MA training and 10 that are interested in becoming LPNs/RNs
- Group 2: Recruitment of 10 incumbent CNAs and/or MAs that are interested in training and becoming LPNs/RNs

Project Timeline

- **2-year grant starting in June 2021** – hire a part-time project coordinator
- **June 2021 – August 2021:** Recruitment of 30 unemployed for CNA and/or MA training who are interested in becoming LPNs/RNs
- **June 2021 – August 2021:** Recruitment of 15 incumbent CNAs and/or MAs who are interested in training and becoming LPNs/RNs
- **September 2021 – April 2022:** Unemployed participants will go through training (CNA, MA) and are hired by employers
- **September 2021 – May 2023:** Participant check-ins, monthly info sessions on nursing programs (financial aid) – potential attendance in general education or related courses
- **September 2021 – May 2023:** Academic tutoring for test-taking (TEAS or like exam to get into nursing programs)
- **June 2023:** Enrollment and acceptance into nursing programs 70% (?) of original unemployed and incumbent workers

WSC Committee Agenda – June 17, 2021

- Other Updates from Committee Members
- Next Meeting – October 21, 2021

Thank you! 😊