



**BOARD REPORT**

**January 14, 2010**

Prepared on  
December 21, 2009

## TABLE OF CONTENTS

	Page
Minutes of Board Meeting of November 12, 2009	3
Career Centers Division	6
Training Division / Workforce Investment Act	8
Youth Services Division	8
Financial Reports	10

**North Shore Workforce Investment Board  
Meeting Minutes**

**November 12, 2009**

**Those in attendance:** Bob Bradford, Wayne Burton, Tom Daniel, Tim Doggett, Kathy Duggan, Tony Dunn, Steve Falvey, Mike Fitzgerald, Arlene Greenstein, Susan Jepson, Stephanie Lee, Tom Lemons, Mike McCarthy, Bryan Gubbins (for Carolyn Miller) Doris Murphy, Laurie Roberto, Nancy Stager, Rosalina Sweeney, Bill Tinti, and Thelma Williams

**Those not in attendance:** Rich Bane, Peter Beaudoin, Jim Beauvais, Art Bowes, Carol Couch, Brian Cranney, Don Edwards, Beth Hogan, Catherine Latham, Mike Lynch, Althea Lyons, Brian Mulholland, Roger Pilotte, and Rich Viscay.

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

**Special Guests:** Michaela Duffy of Congressman Tierney's Office, Diane Palter-Gill – NSCC, Brenda Crighton of Senator McGee's Office, Gary Secondino (guest of Susan Jepson), Erin Bouchard (guest of Susan Jepson),

The meeting begins at 8:15am.

**Chairman's Report**

**WIA Reauthorization**

The process is moving forward. There has been a substantial amount of effort put towards this bill from the 16 WIBs in Massachusetts including the State WIB. According to Kevin McDermott in Tierney's office, we can expect WIA reauthorization sometime between January and June of 2010. We are confident that the views that we've expressed along with the views of others in the workforce arena will be seriously considered in the writing of this bill.

Congressman Tierney is on the Labor Committee which will be dealing with this legislation in the House. Senator Kennedy was the chair of the H.E.L.P committee which is now chaired by Tom Harkins of Iowa. As you know, we were picked as a mentor WIB for the entire state of Iowa and so have a close working relationship with the folks there.

Bill formally introduced Rosalina Sweeney of One World Realty and The Lynn Area Chamber of Commerce. She is new to the Board and this is her first meeting. She was greeted with a warm welcome from the members in attendance.

**Committee Reports**

Youth Pipeline

Over the last few weeks the Youth Pipeline has been reviewing the proposals submitted for the ARRA Year-round Out-of-school-youth programs that were put out for bid. Three responses were received from current WIA Youth providers: Action, Inc, Catholic Charities, and My Turn. The ARRA funding would enable us to expand what we are doing with the WIA funding to serve 25 youth in addition to the 65 we are already serving. A hand out was given to further show how the money would be allocated if approved by vote. Kathy Duggan motioned to accept the recommendation of the Youth Pipeline Committee to fund the three programs as outlined on the handout. The motion was seconded by Tom Lemons and approved unanimously by all in attendance.

Mary and Shari visited the 5 companies that hired teachers for the summer. The five companies involved are STREM Chemicals, General Electric, Eastern Bank, Converge, and Berry Construction. The companies and the teachers had great summers. All the companies said they would like to participate next year. We have learned a lot about what will and won't work with this program and are committed to continuing the program.

#### Workforce Systems

The committee is close to completing the Career Center Re-Charter Process. We are wrapping up the customer scans for companies, community partners, and job seekers. It is becoming rapidly clear that we need to start where the jobs are which is with the businesses. The committee expects to produce a charter that focuses on enhancing BSU services for businesses so we can better understand their needs. A final charter will be completed in December and voted on at our January 14th meeting.

#### Skills Gap

We have funded 5 new ARRA funded training programs.

1. Salem State Programs for Medical Assistant and Pharmacy Tech has begun
2. North Shore Program for Building Analyst/Envelope Specialist will begin shortly
3. Three other programs are set to begin after the holidays

Training enrollments through Individual Training Accounts are soaring so we will be asking the state for additional funding.

Also, we will have a recommendation for group training ready for a vote at the January meeting.

#### Partnership

We have a brand new website. We sent out notices and have received some reviews so far. Ed, Mark and Mary visited Iowa in September. They had a great visit. The Iowa folks had a day long training session for all of their WIBs where Mary, Mark, and Ed were the presenters on what it means to be a high performing WIB.

### **Status of our Economy on the North Shore - Mary Sarris and Mark Whitmore**

#### **Who is looking for work on the North Shore?**

The WIB is planning to redo our blueprint, which was last done in 2007. In a chart 2001, 2006 and 2009 employment was compared by industry to give you a sense of the change that is happening. We continue to see an upturn in healthcare and social assistance employment, but we see a lot of downturns in industries including, but not limited to, food service, durable goods manufacturing, and construction. Healthcare is currently the largest industry on the North Shore.

There is a larger population of men than women looking for work on the North Shore. We believe that may have to do with the decrease in construction and manufacturing jobs that were mostly held by men. In the 2000 census, just under 90% of job seekers were white. There has been a significant increase in people of color looking for work with the percentage of white customers closer to 70%. There is also an increase in older workers and the 18 and under population. The Career Centers are also seeing an increase in customers with higher education.

Two target populations that we keep a keen eye to are individuals with disabilities and veterans. There was a jump for FY07 – FY08 and another significant jump to FY09 in the amount of people with disabilities being served in the career centers. The centers are also seeing an increase in the number of veterans being served as more and more veterans in the area come home.

There was a big jump in the number of total UI claimants from FY07 and FY08 to FY09. Some of this has to do with the increase in extensions.

**Who is hiring on the North Shore?**

There has been some increase in job listings in the healthcare field. There has been some up and down in other fields such as retail trades and administrative.

We have Career Center run job fairs periodically. In order for a company to participate in these job fairs, they must have jobs they are looking to fill. In the last 3 job fairs the centers have held the largest amount of companies where in the healthcare field. The second largest amount of companies was in the finance and insurance fields.

**Where are the jobs now and where are they going to be soon?**

Healthcare continues to be the largest employer in Massachusetts and on North Shore, there has been a temporary slowdown in hiring of certain positions due to slow retirements, slow down in hiring, etc.,but continues to be seen as economic driver in the Commonwealth and has a close relationship to Biotech which looks to be a growing field on the north shore.

We have between 54 and 57 healthcare training programs on our approved vendor list, we have a huge investment in our HCLN program and there are several different funding sources to continue existing programs and grow new programs in the healthcare fields.

Green jobs also looks like it could be a promising sector in future. A green Job is defined as any position having to do with renewable energy and/or energy efficiency and overlaps many sectors. There is a huge focus in Washington on green much legislation under consideration to move agenda along. A large amount of ARRA funding is for green jobs. There are many out of work professionals looking for training to get the skills necessary to switch into the green jobs sector. There is a lot of interest in green jobs on many levels.

The group was presented with a PowerPoint Presentation with charts and graphs to illustrate the previous topics. A copy of this PowerPoint is available upon request

A lengthy question and answer session ensued.

The meeting adjourned at 9:40am.

The next meeting is scheduled for January 14, 2010.

Respectfully submitted by Maquisha Alleyne.

**CENTERS DIVISION**

**CAREER Customer Count**

*New Customers*

	Nov, 09				Nov, 08 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/10	Actual
<b>Lynn</b>	299	385	1804	4,620	2373
<b>Salem</b>	211	252	1231	3,025	1685
<b>Gloucester</b>	64	63	357	755	390
<b>Total</b>	574	700	3392	8,400	4448

*Total Customers Served*

	Nov, 09				Nov, 08 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/10	Actual
<b>Lynn</b>	1213	642	4037	7,700	4187
<b>Salem</b>	751	420	2267	5,040	2710
<b>Gloucester</b>	315	105	958	1,260	781
<b>Total</b>	2279	1,167	7262	14,000	7678

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

	Nov, 09				Nov, 08 YTD
	Actual	Plan	Actual YTD	Plan thru 6/30/10	Actual
<b>Lynn</b>	87/7%	83	754/19%	1,001	607/14%
<b>Salem</b>	62/8%	55	335/15%	655	428/16%
<b>Gloucester</b>	29/9%	14	135/14%	164	155/20%
<b>Total</b>	178/8%	152/13%	1224/17%	1,820/13%	1190/15%

**Customer Satisfaction – Results for November 2009 – December 2009**

*Job Seeker*

<b>Gloucester (n =57)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Were you satisfied with the results of your visit?</b>	49 (86%)	8 (14%)	0 (0%)	0 (0%)

<b>Lynn (n = 179)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Were you satisfied with the results of your visit?</b>	88 (49%)	75 (42%)	12 (7%)	4 (2%)

<b>Salem (n = 94)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Were you satisfied with the results of your visit?</b>	44 (47%)	40 (43%)	6 (6%)	4 (4%)

<b>System-Wide (n = 330)</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
------------------------------	------------------	-------------	-------------	-------------

Were you satisfied with the results of your visit?	181 (55%)	123 (37%)	18 (6%)	8 (2%)
--	-----------	-----------	---------	--------

*Employer*

System-Wide (n = 9)	Excellent	Good	Fair	Poor
Overall satisfaction with Career Center services.	5 (56%)	4 (44%)	0 (0%)	0 (0%)

**Employer Services**

*New Accounts*

	Nov, 09		Actual YTD		Nov, 08 YTD
	Actual	Plan	Actual	Plan thru 6/30/10	Actual
Lynn	20	19	102	230	207
Salem	12	24	54	288	113
Gloucester	6	5	23	58	34
<b>Total</b>	<b>38</b>	<b>48</b>	<b>179</b>	<b>575</b>	<b>354</b>

*Total Employers Served*

	Nov, 09		Actual YTD		Nov, 08 YTD
	Actual	Plan	Actual	Plan thru 6/30/10	Actual
Lynn	51	41	258	490	456
Salem	34	51	164	613	215
Gloucester	16	10	51	123	80
<b>Total</b>	<b>101</b>	<b>102</b>	<b>473</b>	<b>1225</b>	<b>751</b>

*Total Number of Employers Listing Job Orders*

	Nov, 09		Actual YTD		Nov, 08 YTD
	Actual	Plan	Actual	Plan thru 6/30/10	Actual
Lynn	39	15	223	180	247
Salem	13	28	60	336	78
Gloucester	7	7	32	84	58
<b>Total</b>	<b>59</b>	<b>50</b>	<b>315</b>	<b>600</b>	<b>383</b>

**TRAINING DIVISION / WORKFORCE INVESTMENT ACT**

**Overall WIA Activity**

	YTD Actual	Planned Thru End of Grant	Nov, 08 YTD
<b>Adult</b>	217	235	109
<b>Dislocated Worker</b>	320	312	161

**Overall WIA Placement**

	YTD Actual	Planned Thru End of Grant	Nov, 08 YTD
<b>Adult</b>	30	66	17
<b>Dislocated Worker</b>	30	136	29

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

Vendor	Number Served	Placement Rate	Average Wage	Number Served in 09
North Shore CC	45	NA	NA	30
NSCAP	35	100%	27.40	60
Salem State College	28	100%	24.04	11
Millennium	16	NA	NA	36
American Red Cross	15	100%	12.50	21
Northern Essex CC	13	NA	NA	31

**YOUTH DIVISION**

**Workforce Investment Act Programs**

Vendor	Number Served	Number Exited	Number placed/Average Wage	Number Served in 09
Action, Inc.	22	5	4/\$8.06	30
Catholic Charities	40	15	4/\$8.40	48
Girls, Inc.	28	5	0	25
My Turn, Inc.	22	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)**

	Goal	Actual
<b>Student Work and Learning Experiences</b>	295	348*

\*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**

- The YCC Staff has constructed a new menu of services for the 2010 school year for the following contracted high schools: Lynn Vocational Technical Institute, Lynn Classical High School, Lynn English High School, and Salem High School.
- The new menu includes a variety of new services including new workshops, job fairs, career assessments, recruitments, and speakers from the North Shore Workforce. The new menus have been presented to the schools and a calendar of events is in the process.
- The new menu has received positive feedback from all our schools and the YCC Staff is currently working on a calendar of events with each school and job development is occurring weekly. Many students from each school have already been placed into jobs.
- The YCC staff has provided a series of workshops and one on one job development with students from the Salem Bridge Program and Salem Prep. Many students from these programs have been placed in positions. Work Base Learning Plans are in the process. The YCC Staff met with both programs this past week and are meeting weekly with each program to follow up with job development and job search services.
- The YCC staff is working closely with the junior and senior Entrepreneur class at Lynn Technical High School providing additional job readiness skills and one on one job development. The students at Lynn Tech are learning how to write resumes and creating a reference list for future employment. The YCC Staff meets with the students at Lynn Tech on a weekly basis to do some job development and job searches. Lynn Tech is interested in having someone from the local North Shore Workforce come in and speak with their students and the YCC staff is working on providing this.
- The YCC Staff and Jennifer Leonard from the Skills Library are in the process of updating our Connecting Activities database. Jennifer Leonard has been kind enough to transfer our data from the PC version over to our new online Work Base Learning Plan Website. This will make data entry and reporting more user friendly for all.

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

	Budget	Actual	Obligations	\$ Remaining	% Rem.
<u>REVENUE</u>					
Current Year Grants	\$ 3,181,167	\$ 570,315	\$ -	\$ 2,610,852	82.1%
Current Year Income	-	-	-	-	
Prior Year Carry-in	4,061,265	1,824,212	-	2,237,053	55.1%
<b>Total Revenue</b>	<b>\$ 7,242,432</b>	<b>\$ 2,394,527</b>	<b>\$ -</b>	<b>\$ 4,847,905</b>	<b>66.9%</b>
<u>EXPENSES + OBLIGATIONS</u>					
<u>Admin Expenses</u>					
Personnel	\$ 378,750	\$ 133,038	\$ 7,030	\$ 238,682	63.0%
Expenses	133,621	71,380	5	62,236	46.6%
<b>Total Admin Expenses</b>	<b>\$ 512,371</b>	<b>\$ 204,418</b>	<b>\$ 7,035</b>	<b>\$ 300,918</b>	<b>58.7%</b>
<u>Program Expenses</u>					
Personnel	\$ 1,677,015	\$ 616,204	\$ 73,966	\$ 986,845	58.8%
Individual Training Accounts	1,018,276	430,933	383,672	203,671	20.0%
Supportive Services	51,000	3,190	1,500	46,310	90.8%
Other Training	2,477,832	625,113	1,104,421	748,298	30.2%
Other Program Costs	794,620	145,059	39,539	610,022	76.8%
Business Services Costs	179,174	43,958	-	135,216	75.5%
<b>Total Program Expenses</b>	<b>\$ 6,197,917</b>	<b>\$ 1,864,457</b>	<b>\$ 1,603,098</b>	<b>\$ 2,730,362</b>	<b>44.1%</b>
<b>Total Expenses &amp; Obligations</b>	<b>\$ 6,710,288</b>	<b>\$ 2,068,875</b>	<b>\$ 1,610,133</b>	<b>\$ 3,031,280</b>	<b>45.2%</b>
<b>Planned Carry-Out</b>	<b>\$ 532,144</b>				

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

Program Name	FY Budget	FYTD Spent + Obligated	Amount Remaining	Percent Remaining
<i><u>Federal Funds</u></i>				
ARRA: Byrne Youth Grant	\$ 204,909	\$ 79,899	\$ 125,010	61.0%
ARRA: Re-employment Services (RES) - FY10	12,792	2,550	10,242	80.1%
ARRA: Wagner Peyser ES 10% - FY10	1,252	191	1,061	84.7%
ARRA: Wagner Peyser ES 90% - FY10	8,685	1,966	6,719	77.4%
ARRA: WIA Administration	187,782	71,275	116,507	62.0%
ARRA: WIA Adults	402,348	238,235	164,113	40.8%
ARRA: WIA Dislocated Worker	614,543	363,160	251,383	40.9%
ARRA: WIA Youth	879,349	614,111	265,238	30.2%
DESE Adult Education Career Centers – FY09	5,715	557	5,158	90.3%
DESE Adult Education Career Centers – FY10	25,414	2,640	22,774	89.6%
Disabled Veterans Outreach Program - FY10	6,517	2,457	4,060	62.3%
EOT - SETPNS – JARC	117,733	658	117,075	99.4%
EOT - SETPNS - New Freedom	116,715	947	115,768	99.2%
High Performing WIB Award	96,085	10,423	85,662	89.2%
Local Veterans Employment Rep - FY10	2,777	-	2,777	100.0%
Rapid Response - FY10	8,764	2,511	6,253	71.3%
Unemployment Insurance - FY10	18,349	7,949	10,400	56.7%
Wagner Peyser ES 10% - FY10	4,828	4,828	-	0.0%
Wagner Peyser ES 90% - FY10	42,656	17,711	24,945	58.5%
WIA Disabilities Navigator - FY10	28,125	22,076	6,049	21.5%
WIA Formula Funds: Administration	208,050	108,593	99,457	47.8%
WIA Formula Funds: Adults	829,699	495,689	334,010	40.3%
WIA Formula Funds: Dislocated Workers	662,552	283,462	379,090	57.2%
WIA Formula Funds: Youth	906,471	491,877	414,594	45.7%
WIA Incentive - FY09	12,967	6,586	6,381	49.2%
<i><u>Total Federal Funds</u></i>	<i><u>5,405,077</u></i>	<i><u>2,830,351</u></i>	<i><u>2,574,726</u></i>	<i><u>47.6%</u></i>

Budget-Actual Summary by Program  
As of November 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	\$ 2,454	\$ 2,786	53.2%
Career Center Job Fair Revenue - FY09	7,551	-	7,551	100.0%
DESE - ACLS Adult Basic Education: 345 - FY10	113,641	105,557	8,084	7.1%
DESE - Connecting Activities - FY10	75,000	24,838	50,162	66.9%
DESE Adult Educ. Career Ctrs: Fund 561 - FY10	1,338	-	1,338	100.0%
DTA CIES Employment Services - FY10	75,070	7,747	67,323	89.7%
DTA EPP Employment Services Program - FY10	14,046	9,412	4,634	33.0%
Earned Funds	1,753	1,753	-	0.0%
Shannon Grant - Year 3, FY09	43,484	46,817	(3,333)	-7.7%
State One-Stop Career Centers - FY10	159,416	52,514	106,902	67.1%
WCTF - Financial Services	263,811	140,150	123,661	46.9%
WCTF - Health Care Learning Network	144,536	127,060	17,476	12.1%
WCTF - NSCC Hospitality Contract - FY09	24,649	1,669	22,980	93.2%
WCTF - NSCC Hospitality Contract - FY10	-	-	-	#DIV/0!
Workforce Training Fund - FY10	95,000	31,750	63,250	66.6%
YouthWorks - Summer FY09-10	280,676	296,936	(16,260)	-5.8%
<i>Total State Funds</i>	<i>\$ 1,305,211</i>	<i>\$ 848,657</i>	<i>\$ 456,554</i>	<i>35.0%</i>
<b>TOTAL FUNDS</b>	<b>\$ 6,710,288</b>	<b>\$ 3,679,008</b>	<b>\$ 3,031,280</b>	<b>45.2%</b>

