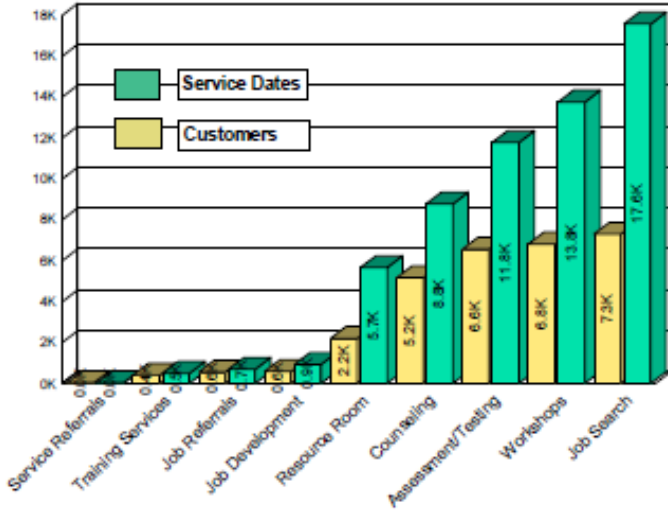


# MassHire Central Region Workforce Board Programming Update – Spring, 2019

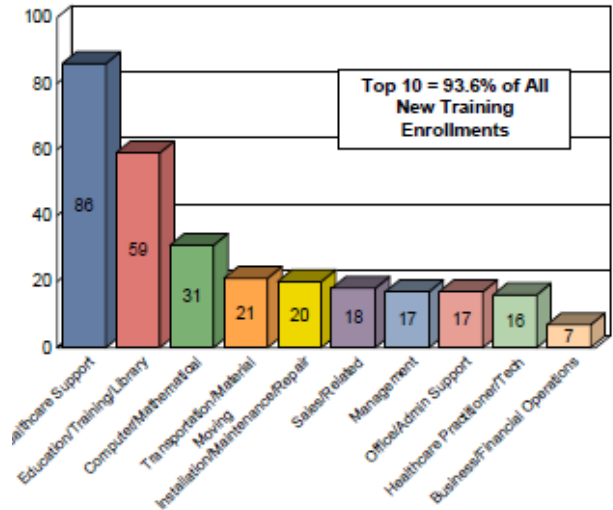
## 1. Adult Jobseeker Programming MassHire Central Region Career Centers

- **Service Levels:** For FY 19, Year to Date (July 01, 2018 through May 31, 2019 - or as noted below)
  - 8,315 job seekers served (28,505 total customer career center visits)
  - 787 employer customers were served (574 were repeat customers)
  - Of these, 737 employers received Marketing and Outreach Assistance; 479 employers posted Jobs, 355 participated in job fairs/on-site recruitments.

**Individual Services Provided  
July 01, 2018 to May 31, 2019**

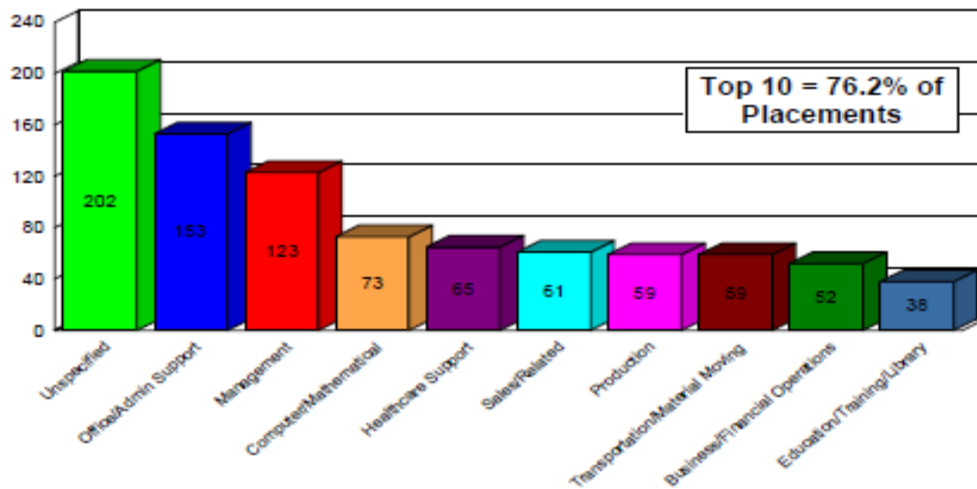


**Low Training Enrollments: Top 10 Occupational Categories  
July 01, 2018 to June 18, 2019**



- Confirmed job placements FY18 stand at more than 1,240 with an average wage of \$25.95. *(It should be noted that most placement data is received through MA Dept. of Revenue wage match, which lags behind direct career center confirmed placements by one year).*

**Job Placements: Top 10 Occupational Categories  
July 01, 2018 to June 18, 2019**



**Bounce Readiness/Life Skills Program:** In addition to being part of grant funded programs, Bounce is also offered on a quarterly basis. Participant feedback has been extremely positive. Approximately 82% of the participants have entered documented employment “post-Bounce” at an average wage of \$22.57 per hour. Some of the targeted populations who have completed the program include 23 participants from the Recovery

to Work Program and most recently 17 participants enrolled in the local Access To Recovery (ATR) Program. The Career Center has 2 seasoned Bounce Facilitators, and during recent training 2 CMWIB staff have been trained, as well as 4 partner agency staff. *Interested participants should contact Cheryl Kelly at the MassHire Worcester Career Center.*

**ACT Work Keys :** ACT WorkKeys is a computer based learning program that delivers a series of courses and assessments via a personalized, mobile-based learning management system. The platform provides a meaningful learning experience and guides users with a customized study schedule and detailed instructional content, aligned with job competencies to supplement basic skills. On December 31<sup>st</sup>, 2018, the WorkKeys Curriculum licenses held by the MA Department of Career Services (DCS) were reactivated after a brief lapse. Successful completion of WorkKeys core assessments can lead to earning an ACT WorkKeys National Career Readiness Certificate—a credential that verifies the skills found to be most essential across industries and occupations. Tens of thousands of employers recognize the value of the NCRC, and many recommend the credential to candidates. Collectively the CRI has touched over 32,715 people. *Contact Ed Gagne at MassHire Central Region Workforce Board for more information regarding the local community partners' application of Work Keys or Mikayla Tucker-Davis at the MassHire Worcester Career Center.*

**Worcester Jobs Fund (WJF):** The MCRWB and MassHire Worcester Career Center continue to partner with the Worcester Community Labor Coalition, the Worcester Public Schools, and the Worcester Regional Chamber of Commerce to further develop a program to better connect and prepare City residents for long-term career pathways in fields where there is an immediate workforce need. The initiative is funded by the City of Worcester and a grant from the MA Department of Transportation. During FY 19, the WJF has served a total of 77 clients in the areas of Biomanufacturing, Customer Service, CDL (Class A and Class B), EKG/Phlebotomy, Worcester Building Pathways Pre-Apprenticeship, Medical Office Administrative as well as soft skills trainings. The WJF is also a SNAP Outreach Partner and SNAP Employment & Training Partner that assists individuals applying for SNAP benefits and can be reimbursed for a portion of job training services provided to eligible SNAP clients. *For more information contact Kelsey Lamoureux at the MCRWB for more information.*

**Regional ABE, ESOL & Career Pathway Training:** The Department of Elementary and Secondary Education awarded ABE and ESOL funds to Ascentria, Training Resources of America, QCC, Webster Public Schools, and the Adult Learning Center. Programs provide a variety of ABE and ESOL education, career pathway exploration and hands-on technical training leading to academic and industry credentials in manufacturing, health care, and accounting and auditing. Programs encourage transitions to postsecondary education and training/apprenticeship programs; address college and career readiness; and coordinate and strengthen alignment between adult education, postsecondary education, and employers. MCRWB will facilitate the development and expansion of the career pathways that includes bridge classes and the new integrated education and training models. MCRWB will continue to sponsor an information sessions titled “ABE to Career Pathways/Technical Skills Training and College Can Be Your Future” in Central MA. *Contact Ed Gagne at MassHire Central Region Workforce Board for more information.*

**MA Apprenticeship Initiative Grant:** The MCRWB and the MassHire Central Region Career Centers are part of a statewide project funded through the US Department of Labor to expand apprenticeship opportunities in the Commonwealth. As part of this project, the MCRWB has helped establish new Registered Apprenticeship programs at the Center for Health Impact (Community Health Workers) and Tri-State Truck (Diesel Technicians), and CVS Health Pharmacy Technicians. The Board is also helping a local human services agency establish a Registered Apprenticeship for direct/residential care staff. Recruitment efforts are ongoing to help interested candidates into these opportunities. *Contact Jeff Turgeon at the MCRWB for more information.*

**LTE – Disability Initiative:** The MCRWB is a partner with HMEA, the Central Mass Employment Collaborative, Work Without Limits and others to help provide training and connection to employment with

area food service companies. Training is anticipated to start in the fall of 2019 in Worcester. *Contact Jeff Turgeon at the MCRWB for more information.*

**Workforce Competitiveness Trust Fund FY '18/19 - Learn to Earn Initiative:** The City of Worcester and the Mass Hire Central Region Workforce Board (MCRWB) have received up to \$330,000 in state funding for a Pharmacy Technician training program in collaboration with CVS Health. The program's goal is to bring together education, economic development and workforce to meet employers' demand for skilled workers. The program targets individuals receiving assistance from public benefit programs and the MCRWB has developed a registered pre-apprenticeship program to connect those with significant social barriers to high-priority jobs. The project has now successfully conducted three training classes and will be holding the next training session in the fall of 2019. Partners on this grant include: MassHire Career Centers, Quinsigamond Community College, CVS Health, Compare Quality Pharmacy, Worcester Community Connections & Family Resource Center, Worcester Community Action Council, the Worcester Regional Chamber of Commerce, the MassHire North Central Workforce Board, the Department of Transitional Assistance and the Worcester Credit Union. *Contact Anh Antunes at the MassHire Worcester Career Center for more information.*

**Access to Recovery (ATR):** In the Fall of 2017, MassHire Central Career Centers applied for the Massachusetts Opioid State Targeted Response (STR) grant. Opioid STR grants are administered through the Substance Abuse Mental Health Services Administration (SAMHSA) and authorized under the 21st Century Cures Act. This funding has made it possible to implement the program in Central MA, and provides services for participants who are in active recovery seeking employment. The two week program has a set curriculum around work readiness, and is facilitated by MassHire Central Career Center staff. The population that was served through the Recovery to Work Program can be referred to the MA ATR point of contact for inclusion in this funded program. MassHire Central Career Center receives funds for each participant, and each participant also receives a stipend that recently increased from \$8 an hour to \$10 dollars an hour. In total, 109 have graduated from the last 17 cohorts. *For more information, contact Mikayla Tucker-Davis at MassHire Worcester.*

## 2. Youth

**Workforce Innovation and Opportunities Act (WIOA) Youth:** In FY20, three agencies are providing intensive year-round training and services to approximately one hundred and twenty nine (129) youth ages 16-24.

- Youth Opportunities Upheld, Inc. provides occupational skill training in CNA, Residential Child and Youth Care Worker, high school equivalency preparation, pre-employment/world of work services, enrichment workshops, and follow-up to clients in Worcester, Milford, Whitinsville, and Brookfield areas.
- Worcester Community Action Council, Inc. provides high school equivalency preparation with a concentration on post-secondary education enrollment, pre-employment/life skills training, and computer skills training and follow-up to participants who reside in Worcester area and surrounding towns.
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- Fieldstone School provides Nurse Aide/Home Health Aide, pre-employment skills and enrichment workshops and follow up in the Worcester area.

Youth enroll with a minimum of 1 barrier, but often 2-3 barriers apply in the following categories: homeless, disability, foster care, pregnant and parenting teen, and economically disadvantaged. Staff work with the most disadvantaged youth with the hope of helping them achieve self-sufficiency and break the cycle of poverty. All programs provide tutoring/study skills training, paid and unpaid work experience, education concurrently with workforce preparation activities, leadership development, support services, comprehensive guidance and counseling, financial literacy, entrepreneurial skills training, labor market/employment workshops, nutrition education, and activities that prepare and transition youth to post-secondary education.

In addition to the above, youth must obtain a minimum of the following five measurable skills gains (MSG's); Educational Achievement/Literacy Skill Advancement, Secondary School Diploma, 1 Year Post-secondary Enrollment, Training Milestone/Apprenticeship/Work Experience, and Skills Progression/Occupational Skills Certificate Attainment. On average, student's complete 2-3 MSG's prior to program exit, and many continue their education and enroll in local institutions in and around Central MA; Anna Maria College, Becker College, Quinsigamond Community College (QCC), Worcester State University, Mass College of Pharmacy, Fitchburg State University, Framingham State University, UMASS Amherst, Springfield College, Westfield State University, and Boston University. *Contact Ed Gagne at MassHire Central Region Workforce Board for more information.*

**YouthWorks Year-Round:** YouthWorks Year-Round 2018/19 grant supported the delivery of job-related training and employment placements for low-income youth in preparation for entry into the workforce. The MCRWB and its program partner the Worcester Community Action Council (WCAC) provided short-term paid work experience and job-readiness training to 25 at-risk youth, in the City of Worcester. WCAC provided work-readiness training and served as the Employer of Record for the subsidized work experience. The initiative also feature leadership training through the Signal Success work-readiness curriculum and 2 youth were selected to serve on the advisory committee of the leadership team. *Contact Jeff Turgeon for more information.*

**YouthWorks Summer:** The summer 2019 YouthWorks program is again being managed locally for the MCRWB by the Worcester Community Action Council and the Center of Hope, and the summer kicked off with the Youth Summer Symposium -- a citywide week long learning/training event for youth and the youth worker staff who oversee them. In addition, YouthWorks also aligned with the Worcester Youth Leadership Institute (WEYLI) which provides the opportunity for selected youth to meet weekly with local civic and business leaders to learn more about how our community operates. WYLI is sponsored through the Worcester Regional Chamber of Commerce in partnership with the United Way of Central MA, the Worcester Educational Collaborative, WCAC, the MassHire Central Region Workforce Board and the MassHire Career Centers (Worcester/Southbridge). *Contact Jeff Turgeon for more information.*

**Connecting Activities:** Connecting Activities (CA) is a MA Department of Elementary and Secondary Education (DESE) funded partnership designed to help increase student career readiness through the brokering of internships, part-time jobs, job shadowing, job fairs and other activities designed to help high school students better understand the workplace. In Central MA, staff from Worcester Public Schools (WPS) and the Blackstone Valley Education Foundation (BVEF) helps coordinate the program, which services 21 area high schools. The Connecting Activities program will again dovetail with second year funding from the MA Executive Office of Education which is designed to increase the number of high school students who take part in paid STEM internships (see below). Thus far in FY19, 1,872 youth have taken part in numerous career awareness, exploration and immersion activities. *Contact Ethan Brown at the MCRWB for more information.*

**The Grant to Increase Paid STEM-Focused Internships for High School Students:** The MCRWB has completed its second year of the grant. The goal of the grant is to coordinate outreach activities to employers encouraging them to sponsor and host students in paid STEM-related internships. The program partners include; the MassHire North Central Workforce Board, Worcester Public Schools, the Blackstone Valley Education Foundation and the Worcester Regional Chamber of Commerce. MCRWB in partnership with WPI and the Central MA STEM Network (CMSN) held the first ever High School STEM Internship Colloquium. The event was hosted by the WPI STEM Education Center and featured student and employer panels, real-time surveys on paid STEM internships and roundtable discussions for the development of a strategy for developing new internships. Over the course of this grant the two combined regions have established a total of 63 paid STEM internships with 61 of those internships being new in FY19. *Contact Ethan Brown at the MCRWB for more information.*

**Teacher Externship Grant:** The Department of Elementary and Secondary Education has provided funding to Workforce Boards to established externships for high schools in their region receiving Perkins funding. The  
*Updated September 28, 2018*

MCRWB and its partners are in its second year of this grant. The grant supports regions that established externships for teachers in high-demand industries as identified by the Regional Workforce Blueprint. The teacher externships will take place during summer 2019. Teachers will spend a minimum of 50 hours with a host employer on a project-based learning experience. The teachers will then include what they have learned into their curriculum in the fall. A total of five teachers have been identified to take part of the program. Areas of focus include: Advanced Manufacturing, IT, Engineering and Business Technology. Teachers will receive a stipend for their participation in the program and the employer partners will not have to cover any costs for the participating teachers. Externships are expected to start July 15<sup>th</sup>. *Contact Ethan Brown at the MCRWB for more information.*

**Youth Council Professional Development Series:** The Youth Workforce Investment Council/Youth Standing Committee will continue to sponsor professional development workshops for frontline staff working with youth in Central MA on a variety of topics that vary each year depending on Council and community interest e.g. Youth Mental Health First Aid, Formative Assessment to Improve Student Learning and Motivation, Building LGBT Competencies in the Workplace, Online Application Strategies for Youth, Providing Services to Veterans, Transitioning from Adult Basic Education to Career Pathways, and Addressing the Needs and Fostering Strengths of Homeless Youth. *Contact Ed Gagne at MassHire Central Region Workforce Board for more information.*

**Youth Employment & Financial Capability Integration Grant (YEFCI):** YEFCI provides an opportunity to add additional resources into existing year round employment programs. This initiative addresses the importance of youth financial planning; introduces key concepts related to planning for financial capability integration; and utilizes interactive technology to deliver the skills toward long-term financial success. All WIOA youth are enrolled in comprehensive financial literacy services: goal setting and spending plans, transaction accounts, and credit and savings. Additional hours are dedicated to workshops on how to obtain a credit report, FAFSA, consumer protections, and financial counseling. *Contact Ed Gagne at MassHire Central Region Workforce Board for more information.*

**MassHire Central Region Workforce Board Youth Council:** Recommend policy direction that helps design, develop, and implement programs that benefit youth by establishing a community workforce development system to ensure a full range of services and opportunities for youth; provide ways to leverage resources and coordinate services among public programs and community-based organizations (CBO's) serving youth; provide ongoing leadership and support for continuous quality improvement for local youth programs; assist with planning, operational, and other issues relating to the provision of services to youth. *Contact Ed Gagne at MassHire Central Region Workforce Board for more information.*

**MA Skills Capital Grant & Innovation Pathways Program support:** the MCRWB is on the Worcester Public School's Innovation Pathways (IP) steering committee and has also offered support to several other school district's IP projects to assist them in seeking funds for career technical programs as well as the MA Department of Elementary and Secondary Education's Skills Capital Grant Program. These schools and their programs include Bay Path Regional Vocational HS, Milford HS, Northbridge HS, and Uxbridge HS. *Contact Jeff Turgeon at MassHire Central Region Workforce Board for more information.*

**Northborough/Southborough School District Commission on Early High School Start Time:** The MCRWB is participating in this district's research into whether a later start time for high school students will produce student achievement benefits. This effort may serve as a model for other districts within the region. *Contact Jeff Turgeon at MassHire Central Region Workforce Board for more information.*

3. **Additional MCRWB Activities:** *Contact Jeff Turgeon at the MCRWB for more information.*

**Workforce Skills Cabinet Regional Planning Blueprint:** The MCRWB and colleagues from North Central had been tasked through the MA Secretaries of Labor and Workforce Development, Education, and Economic Development and Housing, to convene a variety of stakeholders from these three sectors to develop and

implement a regional workforce “blueprint” that outlines the shared region’s key challenges and opportunities, and to align workforce efforts around priority and critical industry pathways. A copy of the plan may be found online at: <http://www.MassHireCentral.com> in the member governance section. Implementation is now ongoing with bi-annual full team meetings and three workforce consortia addressing each of the three priority industry sectors (Manufacturing, healthcare, transportation/logistics) as well as STEM careers.

**Southern Worcester County Economic Development Organization:** This new organization consists of representatives from area economic development municipal offices, chambers of commerce, community and business leaders, and educational institutions to oversee the implementation of the region’s Comprehensive Economic Development Strategy (CEDs) submitted to federal officials. The MCRWB has been asked to join this new organization’s Executive Committee and support it’s initiatives through alignment with workforce our development efforts.

**Worcester Anti-Violence Coalition:** The MCRWB has been partnering with a variety of local community groups to address violence and the need for increased opportunities for those affected by this issue, including expanded youth employment opportunities. This effort is aligned through the City Manager’s office as well the Job1 Youth Work-Readiness Coalition being spearheaded by the Worcester Community Action Council.

**Worcester Regional CHIP (Community Health Improvement Plan):** The MCRWB has been assisting in the development and implementation of a regional Community Health Improvement Plan (CHIP), taking a co-leadership role on the access to employment domain, as well as the mental health/human services career pipeline task force, in order to improve the well-being our local residents.

**State Expanding Business Engagement Initiative (Mass BizWorks):** The MCRWB and MassHire Central career centers have been invited to participate with state Rapid Response, Division of Career Services, and MA Office of Business Development officials to improve coordination and alignment of business services statewide. Locally, a Central MA work group has been established as a part of this effort – and new partners are encouraged to get involved.

**MA State Workforce Plan – Data and Systems Integration Workgroup:** The MCRWB executive director has been asked to co-chair this working group to draft language regarding the gathering and utilization of data by MassHire and the other state agencies that serve as state WIOA partners for inclusion in the state workforce four-year plan to be submitted to the US Department of Labor next year.

**WIOA Partner Planning Group:** The MCRWB is working with its WIOA Title I partners to coordinate an integrated network of service delivery for the joint customers we share through a joint Memorandum of Understanding (MOU). Partners include the MA Department of Unemployment Assistance, Mass Rehab, MA Commission for the Blind, MA Department of Transitional Assistance, and area Adult Basic Education providers. This is an ongoing effort and leadership from the partnership meets bi-monthly.

**Other Groups/Activities:** The MCRWB is also a part of a variety of community groups/committees working to ensure it has a wide-reaching and effective level of community involvement and engagement. These groups include the MA Apprenticeship Expansion Grant Advisory Committee, Worcester Regional Transit Authority’s Regional Coordination Council, the Worcester Sports Foundation Executive Committee, Worcester Community Connections Coalition Steering Committee, and the Jobs for Men & Women in Recovery planning group.

#### 4. Grants Update:

Grant Name	Grant Number or Source	Amount of Grant	Length of Grant	Lead and Partners	Status of Application	Awarded	Full Award	Sub-contract Development Stage 1
FY19 Advanced Manufacturing Training Grant Program	MA Exec Office of Housing & Economic Development	\$625,000	1yr	MNCWB/CMWB	Submitted Application	Y	Y	Complete
Supplemental Nutrition Assistance Program (SNAP) Outreach and Programming	UMass Medical School	\$71,913	1yr	CMWB	Submitted Application	Y	\$34,158	Complete
Grant to Increase STEM-Focused Internships Year 2	MA Executive Office of Education	\$40,000.00	1yr	CMWB/NCMWIB/WPS/BVEF	Continuation	Y	Y	complete
Pre-Apprenticeship & Vocational School Training Programs - Continuation	Department of Transportaion	\$88,000	1yr	CMWB/Local Unions	Continuation	Y	\$88,000	Underway
Apprenticeship Expansion Innovation Grant	MA Exec Office of Labor & Workforce Development	\$50,000	1yr	CMWB/WPS/Edward St./Child Care Center	Submitted Application	Y	\$30,451.71	Complete
YouthWorks Summer 2019 w/Pilot B	Comm Corp	\$673,326	7 months	Lead:CMWB/WCAC/COH	Submitted Application	Y	Reg Program: \$134,665/Pilot B:32,029	Underway
Teacher Externship Planning Grant Year 2	DESE	\$4,200	4 months	Lead: CMWB/BVEF/Blackstone Valley Tech	Continuation	Y	\$4,200	Underway
YouthWorks Year-round 2019-2020	Comm Corp	\$75,000	1yr	MCRWB/WCAC/WPS	Submitted Application			