

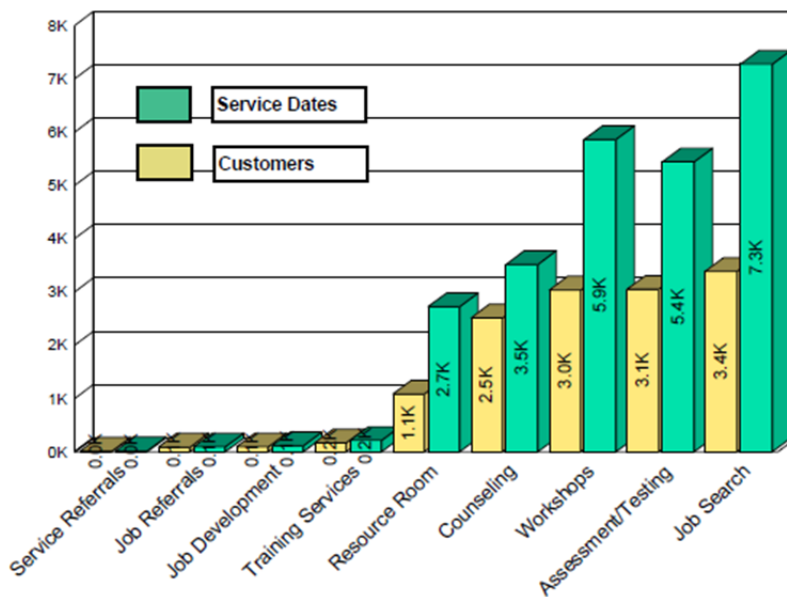
Central MA Workforce Investment Board Programming Update – Winter, 2018

1. Adult Jobseeker Programming

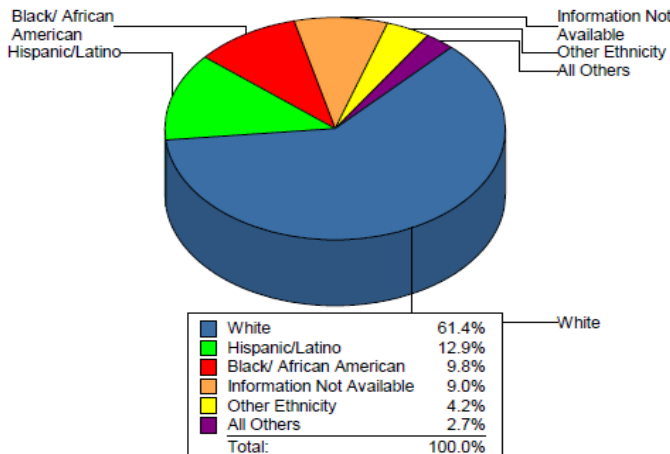
Workforce Central Career Center

- **Service Levels:** For FY 18 (July 01, 2017 through Oct. 31, 2017)
 - 4,232 job seekers served (12,058 total career center visits).
 - There 310 employer customers served.
 - Of these, 222 employers received Marketing and Outreach Assistance; 154 posted Jobs, and 50 employers received candidate referrals.
 - FY 18 Year to Date, confirmed job placements stand at more than 590 with an average wage of \$23.69 (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).

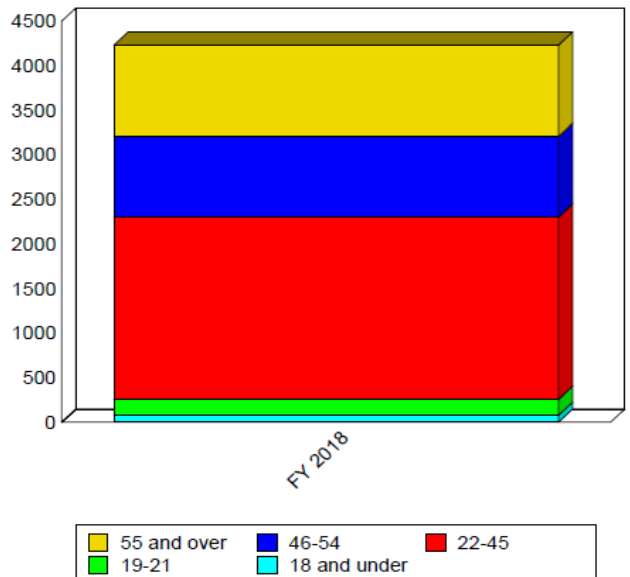
**Individual Services Provided
July 01, 2017 to October 31, 2017**



**Ethnicity
July 01, 2017 to October 31, 2017**



Age by Fiscal Year *



Bounce Readiness/Life Skills Program: In addition to being part of grant funded programs, Bounce is also offered on a quarterly basis, and participant feedback has been extremely positive. Approximately 70% of the participants have entered documented employment “post-Bounce” at an average wage of \$28.18 per hour. Some of the targeted populations who have completed the program include 23 participants from the Recovery to Work 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 Workforce Central.*

ACT/Work Keys (CRI 101): The Career Readiness Initiative computer based learning system is aligned with job competencies to supplement basic skills and offers two options: a self-directed path, or a more in-depth, facilitated classroom model. If clients choose self-directed, they will be given logins and passwords in addition to contact information for the facilitator should they require additional assistance. If they choose the classroom model, it includes guided workshops for a maximum of six weeks with required homework, one-on-one academic tutoring, and group discussions to overcome any potential barriers. A monthly information session is offered by the Career Center to introduce customers to the program and answer any questions. In addition to our internal offerings, we have granted CR101 access to 28 instructors from four local community partners (Y.O.U. Inc., TRA, WCAC, CMHA) with an active student count of 161. Recent communications have indicated that there will be new updates and changes to the learning program in 2018, additional information is forthcoming. *Contact Ed Gagne for more information regarding the local community partners’ application of Work Keys or Mikayla Tucker-Davis at Workforce Central.*

Worcester Jobs Fund (WJF): The CMWIB and Workforce Central are continuing 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 through a \$100,000 per year commitment by the City for three years starting in FY 16. During FY18, the WJF Partners were able to secure grants from the Department of Transportation for \$88,000 and the Massachusetts Attorney General’s Office for \$1,500 to provide a building trades pre-apprenticeship job training and conduct outreach to underrepresented groups in the building trades respectively. The CMWIB also became a SNAP Outreach Partner and SNAP Employment & Training Partner and is now able to assist individuals applying for SNAP benefits and can be reimbursed for a portion of job training services provided to eligible SNAP clients. During FY 18, the WJF plans to conduct one cycle of the Worcester Building Pathways Pre-Apprenticeship Training, one cycle of EKG & Phlebotomy Training, one cycle of Call Center Training, and two cycles of CDL B training serving an expected cumulative total of 47 participants. (See note below regarding the Worcester Building Pathways program). *For more information contact Kelsey Lamoureux at the CMWIB.*

Regional ABE Career Pathways (WIOA): CMWIB Pathway grantees (Ascentria, Training Resources of America, QCC, and the Webster Public Schools) provide the integration of adult education, career pathway exploration and hands-on technical training leading to academic and industry credentials. All 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. In FY18, ninety-one (91) students will receive health and manufacturing career pathway exploration and training. Additionally, grantees and the CMWIB are part of an extended regional ABE provider’s consortium titled Partners in Adult Community Education (PACE) in Worcester to help align and improve adult education programming and plan local pathway initiatives in Central MA. The CMWIB will continue to sponsor an information session titled “ABE to Career Pathways” for all ABE service providers in Central MA. *Contact Ed Gagne at the CMWIB for more information.*

DEI V Grant: The Disability Employment Initiative grant is provided through the US Department of Labor, Employment and Training Administration, and the Office on Disability Employment Policy. Through this grant, WCCC established a cross agency case management team that provides academic support, training, and job placement services to adult job seekers with disabilities in need of skill enhancement. As of Dec. 2017,

there have been 127 enrollments in the program; 61 have received certifications, 64 have entered employment with 30+ days retention. We continue to serve customers who are part of the Ticket To Work program. Currently 4 are enrolled from the SSA in partnership with the American Dream Employment Network (<https://americandreamen.org/>). The program counsels customers on the benefits of working versus collecting SSI benefits. The overall goal of the program is to assist customers in finding employment and acquiring self-sufficiency. The grant ends March 2018. *Contact Jim Scally at Workforce Central for more information*

MA Apprenticeship Initiative Grant: The CMWIB and Workforce Central 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 CMWIB has helped establish new Registered Apprenticeship programs at the Center for Health Impact (Community Health Workers) and Tri-State Truck Diesel Technicians), and is working with state and local officials for a child care teacher apprenticeship. Most recently the CMWIB has been working with the state and CVS Health to establish a Registered Apprenticeship program for Pharmacy Technicians. Recruitment efforts will begin in January to help interested candidates into these Apprenticeship opportunities. *Contact Jeff Turgeon at the CMWIB for more information.*

Worcester Building Pathways Pre-Apprenticeship Project: The Worcester Jobs Fund (WJF), working through the CMWIB, has established a pre-apprenticeship program to train local residents for the building trades. For FY 18, the WJF secured a grant from the MA Department of Transportation for \$88,000 to continue the project. Currently, recruitment and planning activities are underway in preparation for Cycle 3 of training to begin February 5, 2018. The training will provide 12 local residents with 8 weeks of exploration of the building trades in preparation for their entry into Registered Apprenticeship Programs. *Contact Kelsey Lamoureux at the CMWIB for more information.*

Urban Agenda: The Downtown Worcester Access to Employment Partnership project has recently been completed; the program created a new employment training and support network to create employment pipelines in the health care, transportation, and food service sectors. The partnership helped to reduce barriers to employment for low-income families, veterans, and unemployed youth. Participants also received much needed wrap-around support services, including childcare and soft skills/work readiness training. The partnership was led by the CMWIB, the City of Worcester, the Worcester Regional Chamber of Commerce, Quinsigamond Community College, the Worcester Community Connections Coalition, the YWCA of Central Massachusetts, the Worcester Youth Center, the Worcester Community Action Council, Veterans Inc., Workforce Central Career Center and Ascentria Care Alliance. The results include;

- Eight participants completed the Nursing Aide/Home Health Aide training through QCC in November of 2016. Five participants are employed by local employers.
- A Worcester Youth Center “Cooking Up A Career” culinary cohort of eleven youth participants completed in March of 2017 with all students finishing the program. Ten participants are employed or have internships. The program included a Good Food production class.
- Six residents completed CDL B training in Worcester and two participants completed CDL A training in Pawtucket, RI, all through the New England Tractor Trailer Training School. 7 out of the 8 participants are now employed full-time.
- Out of the 42 participants that completed training through this project, 32 participants are employed full-time in their field. *Contact Lauren Morano at the CMWIB for more information.*

Workforce Competitiveness Trust Fund FY ‘16 – Worcester Manufacturing Pipeline Project: Central MA was awarded \$160,473 from Commonwealth Corporation to fund a program that provided MACWIC Levels 1&2 Computer Numerical Controls training as well as the BOUNCE soft skills training, WorkKeys career readiness assessment, math bootcamp, case management, and placement. Ten participants started training with MassMEP in October of 2016. Five participants graduated and all graduates are now employed full-time with local manufacturers. A second cohort of ten graduates finished up training at the end of April 2017 and are now employed full-time with semi-local manufacturers, except for one participant who is

actively searching. In May of 2017 a third cohort of twelve participants started training and eleven participants graduated in June. Final outcomes are as follows:

- Enrollment Goal: 24 Actual: 32
- Completion Goal: 22 Actual: 25
- Placement Goal: 20 Actual: 23

Contact Lauren Morano at the CMWIB for more information.

Workforce Competitiveness Trust Fund FY '18 - Learn to Earn Initiative: The City of Worcester and the Central Massachusetts Workforce Investment Board will receive up to \$330,000 in state funding for a Pharmacy Technician training program in collaboration with CVS Health. The initiative received nearly \$20,000 to design the training program, and will later receive approximately \$310,000 to implement the program. The Worcester team is one of five projects statewide to receive funding from more than 30 applicants. 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 CMWIB will develop a registered pre-apprenticeship program to connect those with significant social barriers to high-priority jobs. Partners on this grant include: Workforce Central Career Center, 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 North Central Workforce Investment Board, the Department of Transitional Assistance and the Worcester Credit Union. *Contact Lauren Morano at the CMWIB for more information.*

Recovery to Work Program: This program was developed in partnership with Workforce Central Career Centers, Worcester Department of Health and Human Services, and the CMWIB to provide support to individuals recovering from substance abuse disorders, who desire gainful employment. The program includes a weeklong soft skills component (Bounce) designed to help participants identify employment challenges and unleash their full potential, then transitions to the Career Readiness Initiative computer based learning system, which is aligned with job competencies to supplement basic skills. Participants continue the various CRI components on their own, with a customized focus within their desired field of interest to increase their literacy and numeracy. Additionally, participants also learn about the various programs and training opportunities accessible through the Career Center and participate in customized workshops. Twelve graduated from the first cohort. Our second cohort graduated 11 participants with the following outcomes:

- 6 are currently employed
- 1 is researching training opportunities
- 2 have moved from the Worcester region
- 2 have unfortunately relapsed

In 2018, WCCC will be transitioning to the MA Access to Recovery (ATR) program, which also targets this population. *For more information contact Janice Weekes at Workforce Central.*

Access to Recovery (ATR): This program funds recovery support services for individuals who have or are at risk of having opioid use problems, and who are in need of such services to assist them with re-entry into the community. MA-ATR is one component of the 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. The program aims to address the opioid crisis by increasing access to treatment, reducing unmet treatment needs, and reducing opioid overdose related deaths through the provision of prevention, treatment and recovery activities for opioid use disorder (OUD). In the Fall of 2017, WCCC was invited to apply for this funding to bring the program to Central MA, and provide services for participants seeking employment. We were accepted and have already completed our first cohort of 12. The program has a set curriculum around work readiness, and is facilitated by WCCC staff across a 2 week period. The population who we have been working with through our Recovery To Work Program can be referred to the point of contact for MA ATR for inclusion in this funded program. MA ATR has been active in Holyoke and Boston. The recent funding has included Worcester and New Bedford. The WCCC receives funds for

each participant, and each participant also receives a stipend at the end of the program totaling around \$300. *For more information, contact Janice Ryan Weekes at Workforce Central.*

Hurricane Evacuee Resettlement: As part of the City of Worcester's collaboration to receive citizens relocating from the hurricane devastation that occurred in Puerto Rico and the Virgin Islands, WCCC has joined with the CMWIB and several area partners, including the MA Dept. of Transitional Assistance, Worcester Community Connections Coalition, and Centro, Inc. as active members of the Hurricane Evacuee Employment Working Group Committee co-chaired by the CMWIB Executive Director and Libis Bueno, Owner and CEO of Domitek, Inc.. To date, 17 customers from this population who have come directly to WCCC for services. WCCC headed up the Committee's efforts for a targeted Job & Resource Fair on December 27, 2017 that was hosted at Centro. We secured 28 employers for this targeted population in under 2 weeks, during the holiday season, and guided over 60 jobseekers. Other collaborators at the fair include Worcester State University's Intensive English Language Institute (which offered six scholarships for its ESOL program), and the Worcester Fire Department. WCCC, DTA & Centro staff provided translation at the event and more events are being planned. *For more information, contact Janice Ryan Weekes at Workforce Central.*

2. Youth

Workforce Innovation Opportunities Act (WIOA): Four agencies provide intensive year-round services in FY18 to approximately one hundred and sixty eight (168) youth ages 16-24:

- Youth Opportunities Upheld, Inc. provides occupational skill training in Weatherization, Culinary Arts, CNA, high school equivalency preparation, pre-employment/world of work services, enrichment workshops, and follow-up to clients in Worcester, Milford, Whitinsville, Southbridge 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.
- Training Resources of America, Inc. provides occupational skills Customer Service/Advanced Sales Retail Management, high school equivalency preparation, pre-employment skills training, and follow-up to participants in Worcester and surrounding towns.
- Fieldstone School provides Nurse Aide/Home Health Aide, phlebotomy and EKG training, pre-employment skills and enrichment workshops and follow up in the Worcester area.

Youth enroll with an average of 1-2 barriers such as homeless, disability, foster care, pregnant and parenting teen, and being economically disadvantaged. 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. Over the past 5 years, over 165 students enrolled in local institutions in and around Central MA; Anna Maria College, Becker College, Boston University, Fitchburg State University, Framingham State University, UMASS Amherst, Mass College of Pharmacy, Quinsigamond Community College (QCC), Springfield College, Westfield State University, and Worcester State University. *Contact Ed Gagne at the CMWIB for more information.*

YouthWorks Summer: Planning for summer 2018 is now beginning. A community meeting will be held on Feb. 13th at 1:30pm at the Worcester Public Library to discuss this program. *Contact Jeff Turgeon for more information.*

YouthWorks Year-Round: Commonwealth Corporation has made funding available to support the employment and work skills development of youth at risk. Through this initiative the partners are providing occupational training and subsidized work experience to 20 eligible youth ages 17-21 in the city of Worcester. Of the total number of participants, 10 youth are taking part in stackable occupational training consisting of

two tiers: Certified Nursing Assistant (Tier 1) and EKG & Phlebotomy (Tier 2). We will leverage existing our WIOA Youth funded CNA program as the foundation for healthcare-related occupational training. In addition, the 10 remaining youth will take part in subsidized work experience in various occupational areas. The program will be coordinated by the CMWIB with support from the Worcester Community Action Council (WCAC) and the Fieldstone School. WCAC will provide work-readiness training and serve as the Employer of Record for the subsidized work experience and the post-training paid internship portions of our initiative. In addition, The Fieldstone School will provide occupational training and support WCAC with work-readiness training and case management. *Contact Jeff Turgeon for more information.*

Job1 Youth Work-Readiness Coalition: The Youth Workforce Investment Council's Job1 Group has sponsored two professional development workshops for youth agency staff this past quarter and is looking at development of new services in conjunction with the City Manager's office. The project is now being spearheaded by the Worcester Community Action Council and a new business outreach effort is being planned in collaboration with the City, the Chamber of Commerce, and the Worcester Youth Jobs Coalition. *Contact Jeff Turgeon at the CMWIB for more information.*

Connecting Activities: Connecting Activities (CA) is a state 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 and the Blackstone Valley Education Foundation help coordinate the program, which services 20 area high schools. The upcoming year will see a campaign to increase the number of high school students taking part in internships. Activities will focus on employer recruitment to support and sponsor students during internships. The partnership has added 4 new Partner schools in the Blackstone Valley District: Auburn Public Schools, Webster Public Schools, and Dudley-Charlton Regional School. CA Partner Schools enter into an agreement with local WIBs so that the school can be active in the Connecting Activities initiative and receive funding to support that activity. During the quarter approximately 1,393 youth have taken part in numerous career awareness, exploration and immersion activities. *Contact Ethan Brown at the CMWIB for more information.*

Grant to Increase STEM-Focused Internships to High School Students: The CMWIB has been awarded funding from the MA Executive Office of Education to coordinate outreach activities to employers encouraging them to sponsor and host students in paid STEM internships. Program partners are the North Central MA Workforce Investment Board, Worcester Public Schools, the Blackstone Valley Education Foundation and the Worcester Regional Chamber of Commerce. The partners will implement an outreach campaign to recruit STEM employers for paid internship sponsoring and hosting. Activities include radio/tv/social media campaign, video productions, roundtable events and the development of an employer internship host resource guide. The initiative will target approximately 400 employers, leading to the placement of 40 high school students in paid STEM internships. *Contact Ethan Brown at the CMWIB 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. 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 the CMWIB for more information.*

AMP It Up Grant: This program connects parents, teachers, and guidance counselors with resources that help young adults tour companies, search opportunities, and learn the skills to help them venture down a career path that leads to highly skilled in-demand jobs. The program partners are Worcester Public Schools, the Blackstone Valley Education Foundation, and QCC which make up the Central MA Manufacturing Experience and Outreach (CMMEO) project. The 2017-18 program includes; manufacturing awareness events, workshops, field trips, on-site training with employers and panels comprised of youth-serving organizations, workforce development professionals and industry experts. The CMWIB has also completed a manufacturing employer resource guide with support from program partners. The guide provides best practices for employers interested in hosting high school students in internships. The 2018 application has been submitted and will focus student experiences during manufacturing month such as robotics demonstrations, field strips to local manufacturing employers and a social media campaign promoting the benefits of a career in manufacturing for students. *Contact Ethan Brown at the CMWIB for more information.*

Youth Employment & Financial Capability Integration Grant (YEFICI): Worcester was selected as one of 25 cities in the U.S. to continue our efforts to offer financial capability training sponsored by the Consumer Protection Bureau, Washington, D.C. YEFICI 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. Staff increased the number of hours dedicated to pulling a credit report, FAFSA, consumer protections, and financial counseling. *Contact Ed Gagne at the CMWIB for more information.*

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

Worcester Anti-Violence Coalition: the CMWIB 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. This effort is aligned through the City Manager's office.

Worcester Regional CHIP (Community Health Improvement Plan): The CMWIB 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, one of nine domains overall that have been identified as key areas to be addressed in order to improve the well-being our local residents.

State Expanding Business Engagement Initiative (Mass BizWorks): The CMWIB and Workforce Central 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.

Massachusetts Apprenticeship Advisory Group: The CMWIB has been invited by the MA Executive Office of Labor and Workforce Development to join other statewide stakeholders interested in identifying strategies that can be used to expand apprenticeship opportunities throughout the Commonwealth. These members include employer and industry groups, higher ed and k-12 officials, training providers, and organized labor.

WIOA Transition Partner Planning Group: The CMWIB is working with its WIOA Title I partners to develop an integrated and better coordinated network of service delivery for the joint customers we share. 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). It is anticipated that the detailed plan will be completed by June 30, 2017.

Other Groups/Activities: The CMWIB is also a part a variety of community groups/committees in an effort to ensure it has a wide-reaching and effective level of community involvement and engagement. These groups include the Worcester Housing Authority’s *A Better Life* project leadership committee, the Worcester Food Hub initiative planning group, the Worcester Regional Transit Authority’s Regional Coordination Council, the Worcester Sports Foundation Executive Committee, MOSAIC Cultural Complex Board of Directors, the Worcester Community Connections Coalition Steering Committee, and the Jobs for Men & Women in Recovery planning group.

CMWIB Tracking Grant Matrix								
Grant Name	Grant Number or Source	Amount of Grant	Length of Grant	Lead and Partners	Due Dates: LOI/App	Status of Application	Awarded /Amount	Sub-contract Development Stage 1
Health Care Workforce Transformation Fund	Comm Corp	\$205,000	2yrs	Lead: WCAC/CMWIB/WCCC	1/30/2017	Submitted Application	Y	Program Planning Phase
YouthWorks Summer	Comm Corp	\$802,854	7 months	Lead: CMWIB/WCAC/COH	3/31/2017	Submitted Application	Y	Ended
Equal Opportunity in Construction Trade Grant	MA AG's Office	\$10,000	1yr	Lead: Worcester Roots/CMWIB/EPOCA/IPN	3/31/2017	Submitted Application	Y	Underway
Adult Career Pathways	DESE	\$206,815	1yr	CMWIB/QCC/Worchester Public School/TRAI/Acentria	6/23/2017	Submitted Application	Y	Underway
Connecting Activities FY17-18	DESE	\$100,000	1yr	Lead: CMWIB/WPS/BVEF	6/30/2017	Submitted Application	Y	Underway
Pre-Apprenticeship	MA DOT	\$150,000	1yr	CMWIB/WJF	7/21/2017	Submitted Application	Y	Sub-contract Development Stage 1
Grant to Increase STEM-Focused Internships	MA Executive Office of Education	\$40,000	1yr	CMWIB/NCMWIB/WPS/BVEF	9/8/2017	Submitted Application	Y	Underway
YouthWorks Yr-Round	Comm Corp	\$75,000	1yr	Lead: CMWIB/WCAC	9/29/2017	Submitted Application	Y	Underway
Learn to Earn Grant	Comm Corp	\$330,000	2yrs	CMWIB/WCAC/CH/IDTA/WHA	10/13/2017	Submitted Application	Y	Sub-contract Development Stage 1
AMP it up! Round 6	MassDevelopment	\$10,000	1yr	QCC-Lead/CMWIB/WPS/BVEF	12/1/2017	Application Submitted		
Community Development Block Grant	City of Worcester	\$70,000	1yr	CMWIB	1/5/2018	Submitted Application		
Learn & Earn Grant Round 2	MA Clean Energy Center	\$160,000	1.5yr	Lead: CMWIB/WPS/WCAC	3/9/2018	Researching		