



**South Shore Workforce Investment Board
Board Meeting**

8:30 – 10:30 a.m. on January 22, 2015

**South Shore Community Action Council, Inc.
71 R Obery Street
Plymouth, MA 02360**

MINUTES

SSWIB Members Present:

Kun Chang, James Connor, Joan Costello, Patricia Daly, Laurie Fadden, Brilene Faherty, Peter Forman, Kevin Madden, Kevin Malone, David Manning, Dede Riendeau, Peter Tsaffaras, Dr. Charles Wall

SSWIB Members Absent:

William Brennan*, James Fatseas*, Paul Feeney, John Graves*, Greg Hanley*, Alan Macdonald*, Rosemarie McGillicuddy*, Kevin O’Reilly*, Cynthia Page*, Julie Proud-Ray*, Dean Rizzo*, Severiano Rocha, Cynthia Sierra*, Keelas Small*, Beth Ann Strollo*, Don Uvanitte*

SSWIB Staff Present:

Joyce Livramento-Young, Daniel Totten, Sue Whitaker, Regina Zahran

Guests:

Ken Messina

**Excused Absence*

Meeting Start: 8:55 am – Meeting End: 10:45 am

Discussion of Agenda Items:

Topic:	I. Welcome and Introductions: Peter Tsaffaras, Vice Chair
Points of Discussion:	<p>Peter Tsaffaras, Vice Chair, welcomed the SSWIB members to the South Shore Community Action Council. Don Uvanitte, Chair was unable to attend the meeting. Peter thanked Pat Daly, Executive Director, South Shore Community Action Council (SSCAC), for hosting the meeting at her new location.</p> <p>Pat provided a brief summary of SSCAC. SSCAC has been in business since 1965; it is a not-for-profit organization. Their programs and services include: emergency programs, early education, transportation, consumer aid, emergency services, employment and training, financial stability programs, food resources, coordinated family and community engagement. The largest groups served are the elderly and disabled. SSCAC employs over 175 people and does business with more than 250 companies. The region covers 11 cities and towns on the South Shore. There are several groups that help raise funds to ensure the SSCAC meet the needs of the individuals they serve. SSCAC also relies on federal state programs for assistance. Pat invited board members to tour the facility after the meeting.</p>
Topic:	II. Quorum Attendance
Quorum Attendance:	A quorum of attendance was not reached.
Topic:	III. Vote on Minutes from September 25, 2014 Board Meeting
Points of Discussion:	A vote to accept the Minutes from September 25, 2014 meeting will take place at next SSWIB Board meeting, Thursday, April 16, 2015.

Topic:	IV. Vote on Treasurers Report
Points of Discussion:	<p>The Treasurers Report was delivered by Brilene Faherty.</p> <p>SSWIB Financial Summary of all funds of FY15 (first report for FY15): Period July 1, 2014 through December 31, 2014. All carry-in funds from FY14 have been expended 100%. The Title I Adult WIA funds are under target right now. WIA (Workforce Investment Act): The carry-in funds for FY14 Adult, Youth and Dislocated Worker programs have been expended. Adult and Dislocated Worker accrued training expenses are \$127,318 which represents 28% of the budget. The Dislocated Worker portion is acceptable; however, the Adult programs are low. If this continues, funds can be transferred to make this up the difference. WIB: The Workforce Training Funds are on track. The Connecting Activities grant shows a small reduction of \$1,521; at this time this does not appear to have an impact on this year's budget. The Adult Career Pathways grant is expended at 50%. The YouthWorks Year Round Grant for participants will not begin until next quarter. The YouthWorks Summer Grant has been fully disbursed at 100%. The Department of Mental Health Manet Grant is on track at 50%. The Advanced Manufacturing carry-in is over at 60.8%; the remanded may be used for staff training. The Eastern Bank Charitable Foundation Grant of \$15,000 was awarded last year to Quincy Community Action Program (QCAP) (allocation was \$13,500 to QCAP/\$1,500 SSWIB). DCS (Department of Career Services): There is no carry-in for DCS funds; all of these funds will be spent at 100% by the end of the fiscal year. The State One-Stop Grant was reduced by \$26,421. The decision to reduce this amount was made by the Governor; this could be reduced further; this is the only state appropriation fund, all the remaining DCS funds are federal. Most of the DCS funds are on target in the budget at 51% expended. This difference will be made up with Haemonetics funds. There is a chance that these funds may be further reduced. South Coastal Career Development Administration (SCCDA) was awarded the Haemonetics grant for \$474,248 which covers FY15/16 with three staff positions. All DCS grants are on target.</p> <p>The Vice Chair noted that the Treasurers report will be voted on and accepted at the next SSWIB meeting, Thursday, April 16, 2015.</p>

Topic:	V. Board Member Recognition
Points of Discussion:	<p>Brilene Faherty was recently honored by the South Shore Stars as a winner of their 40 Under 40 for the Cape & Plymouth Business Magazine. Brilene is a Financial Specialist with The Bulfinch Group in Rockland. Brilene was recognized for her professional and community involvement. Brilene earned her Masters of Business Administration at UMass Boston. She is also very active in local fundraising efforts for various charities.</p> <p>Dave Manning, Director, DCS, recognized Mike Carco, past DCS Operations Manager at the Quincy Career Center for his dedication and professionalism. Mike is now the Call Center Director of Unemployment Insurance Telephone Claim Center in Brockton. In his role, Mike provided leadership and direction to staff to achieve workforce goals and to ensure timely delivery of employment and training services for job seekers and employers.</p> <p>Mike has been hardworking and dedicated to his job. It was not unusual to call the Quincy Career Center and have him answer the phone. He serviced some of the state's largest number of UI customer walk-in clients with the full range of UI problems and later with UI online assistance. Mike's approach was hands-on; he worked long hours and he cared about the customers. His background made this a perfect transition to the UI call center and they and the DUA system will benefit greatly from what he learned at the career center and well as his leadership, focus and commitment to customers. The State recognizes the loss to the Quincy Career Center and the great benefit he will provide to the Brockton Call Center and wish Mike all the best in his new position.</p> <p>Joyce Livramento-Young also spoke about Mike Carco noting that Don Uvanitte and Joyce presented Mike with a plaque during a recent event at the Quincy Career Center.</p> <p>Peter Tsfarras acknowledged the new SSWIB Board members: (1) John Graves, Chief Financial Officer, Symmons Industries, Inc.; (2) Kevin O'Reilly, Executive Director, Plymouth Area Chamber</p>

	of Commerce; and (3) Cynthia Sierra, Senior Director of Public Policy, Public Affairs and Program Development, Manet Community Health Center, Inc.
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Topic:	VI. SSWIB Business Member Presentation
Points of Discussion:	<p>Kevin Malone, Market President, TD Bank.</p> <p>Kevin is the Market President for Boston Metro South; has been in the banking business for 30 years beginning at the Bank of Boston. Kevin has been with TD Bank for 13 years. TD Bank is still considered a newcomer in the Boston marketplace. TD Bank opened its first office in Boston, MA six years ago. TD Bank is a member of TD Bank Group and a wholly-owned subsidiary of The Toronto-Dominion Bank of Toronto, Canada. They have over 1,300+ locations from Maine to Florida with 22 million customers, 2,495 branches, nearly 5,000 ATMs and over 27,000 employees. The first US acquisition by Toronto-Dominion Bank was Bank North over nine years ago. They are listed as one of the top ten banks in North America and the second largest bank in Canada; the largest retail bank in Canada. TD Bank is one of the largest small business lenders in the country. TD Bank does a lot with Mass development. TD Bank did not take any TARP funds during the recession. Their business model is that TD Bank is committed to delivering a unique, customer-centric banking experience that is convenient and hassle-free. They offer the longest hours in their markets and are dedicated to exceeding expectations to the surprise and delight of their customers by turning every encounter into a WOW! experience with them. They offer live customer service 24/7, legendary service and online and mobile banking. In addition to banking products, TD Bank and its subsidiaries provide clients with customized private banking and wealth management services through TD Wealth and vehicle financing and dealer commercial services through TD Auto Finance. They currently employ about 1,815 employees in the state of Massachusetts with 148 banks state-wide. They have awarded over \$1.7 million in TD Charitable Foundation grants and spent more than \$616,000 in sponsorship dollars. TD University, the corporate university of TD Bank, was named in <i>Training</i> magazine Top 125 list for the seven consecutive years and was named on <i>Money</i> magazine's "Best Big Bank" in America list in 2014.</p>

Topic:	VII. SSWIB Committee Updates
Points of Discussion:	<p>A. Financial Oversight Committee: provided by Brilene Faherty in absence of Greg Hanley.</p> <p>The Financial Oversight Committee recently met on Thursday, January 15, 2015. They approved two key motions: (1) the recommendation of hiring of Lynne Courtney to fulfill the Youth Director position and (2) the proposed increase in salary for Sue Whitaker, Director of Business Services based on her exceptional performance.</p> <p>B. Youth Council: provided by Joyce Livramento-Young in absence of Cindy Page.</p> <p>The Youth Council last met Friday, December 12, 2014. The following matters were discussed:</p> <ul style="list-style-type: none"> • Hiring Youth Director. Happy to announce that Lynne Courtney has been offered the job and has accepted. She will start on Monday, February 2, 2015. Position has been vacant since July, 2014. Lynne is currently working at the Quincy Career Center as a Youth Counselor and has been a contractor for the SSWIB Connecting Activities and YouthWorks programs. • Youth Program Summary: 2013-14: <ul style="list-style-type: none"> ○ There are four vendors under the WIA programs ○ 70 Enrollments/participants; 9 of which have passed the HiSET; 12 have received a diploma; 20 are employed; 3 have completed the program. <p>C. Planning Committee: provided by Dan Totten in absence of Keelas Small.</p> <p>The Planning Committee last met on Wednesday, November 19, 2014. The committee reviewed the Workforce Innovation and Opportunity Act (WIOA) documents presented at the September board meeting. Earlier in January, the US Department of Labor announced that would not meet the January 18th deadline to issue proposed regulations for WIOA; however, they expect to be able to issue regulations in the Spring. There was discussion of holding a Legislative breakfast in the</p>

Spring. Don Gillis will be asked to attend the next meeting which has yet to be scheduled.

We hope that you received the SSWIB newsletter that was sent in November. We will be reaching out to SSWIB members for their contribution.

D. Workforce Initiatives/Issues Committee: Sue Whitaker presented the update for Pat Daly and Cindy Page.

Since the last board meeting, the Workforce Initiatives Committee has convened three times. Topics addressed:

- Customer Satisfaction Surveys
 - In process of reviewing current Career Center Job seeker and Business surveys.
 - Plan to modify and examine best delivery/tracking methods as well as devise action plan once we receive the information.
- Tools for Labor Market Information (i.e. Help Wanted Online)
 - Wanted Analytics/Help Wanted Online will be extended allowing one license each for the WIB and Career Center to run LMI reports.
- Online Surveys – research/identify application
 - Researched various online Survey tools and identified Survey Monkey as the best option.
 - Created initial online Business Survey – in process of reviewing both the application (Survey Monkey) and content of the survey.
- Needs Assessments/Focus Groups for South Shore Businesses
 - Career Centers have provided list of businesses they believe would be interested in being part of a Focus Group.
 - Determined “Industry Based” Focus group was the appropriate start with our 4 critical industries (Health Care, Construction, Manufacturing, Banking/Finance).
 - Goal is to determine the specific needs of the businesses and identify ways the SSWIB and SSCC can support the needs of our region.
- Review Quarterly Career Center Report – issues related to data attainment from state
 - Marilyn Boyle – MA Division of Employment has been invited to attend our next Workforce Initiative’s meeting to discuss issues with timely data and other reporting struggles met by Career Center.
- Future Technology – making sure we stay up to date with our approach
 - Discussed “push” and “pull” methods of outreach to our businesses and job seekers – state is investigating ways to connect with folks via cell phones and how we might be able to target our messages to the appropriate audience using technology to advance our efforts.
- Individual Training Accounts (ITAs)
 - Review current spending on ITAs for FY14 and FY15 to date.
 - Examining what’s involved in the SSWIB process for “approving” the vendor list for our region.
- Business Service Representative’s Role and Goals
 - Peter Forman and Dean Rizzo met with Business Service Representatives – determined no formal “sales” training has been provided.
 - BSR Strategic Goals are being reviewed.
 - Peter/Dean to meet with Sue Whitaker and Kevin Parham before next meeting.
- WIOA
 - National Association of Workforce Development Professionals (NAWDP) published Legislative Update noting a delay of WIOA until late spring.
 - State is hosting sub committees regarding WIOA.

Kevin Madden reported about the South Shore Career Centers. According to the Annual Plan, the South Shore Career Centers should have attained 17% of the Labor Exchange Program performance plan numbers as of August 31, for FY15. The percentages for July and August were exceeded in all services measured in the Labor Exchange Program Summary (Attachment G), with the exception of Employers New to Career Center, which, at 10%, reflects the cyclical reduction in employer

	<p>participation that traditionally occurs during the summer months.</p> <p>The South Shore Career Centers are scheduled to complete the conversion from the Commonwealth's system to the Citrix system this October. This conversion will facilitate continued accessibility to applications and content, but not through the State's system as is currently done.</p> <p>Recent closings:</p> <ul style="list-style-type: none"> • Radius Health Care (rented a floor at Quincy Medical Center) will be closing their doors in a few days; there will be close to 164 people who will lose their jobs. • Quincy Medical Center closed; 650+ employees are now unemployed. • Pat Yanovich, Quincy Career Center, is working with Ken Messina, Rapid Response, and Quincy Medical Center having Job/Career Fairs. • Quincy Medical will continue to maintain an Emergency Room facility. <p>Quincy Career Center UI Department is going through an upswing; there were over 500 applicants this past week. Kevin acknowledged the contributions of Mike. Mike will be a great benefit to Brockton.</p> <p>The State IT transition to the new network has been a fairly smooth conversion.</p> <p>Last year the Massachusetts Workforce Professional Association hosted a Career Center Day at the State House to let them know what the Career Centers do. We will be doing this again on March 11, 2015. We will be meeting with Stan Usovicz, Chairman of the Workforce Board Association in planning this event. Sue Whitaker offered the SSWIB's help with this event.</p>
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Topic:	VIII. Kenneth Messina, Massachusetts BizWork\$
Points of Discussion:	<p>Ken Messina, Rapid Response Business Service Manager presented the Massachusetts BizWork\$ initiative.</p> <p>The Expanding Business Engagement (EBE) Initiative is a federal initiative commenced in June 2012 and involves thirteen states. States participating in the Initiative will focus on the goal of improving program performance through the delivery of enhanced business-focused services stemming from a statewide business engagement strategic plan. Connecting business to state and federal resources to meet business needs.</p> <p>Mission Statement:</p> <ul style="list-style-type: none"> • The goal of the Expanding Business Engagement (Mass BizWork\$) initiative is to enhance and align the services offered to MA businesses through State Workforce Development, Economic Development and Education entities in order to help MA businesses grow and thrive. • In order to achieve this goal we will: <ul style="list-style-type: none"> ○ Build strong relationships across agencies and with businesses. ○ Develop standard staff Business Service knowledge and competencies across relevant State agencies. ○ Coordinate and link resources and information <p>Mass BizWork\$ is designed to meet business needs. It is a State and federal collaboration (TEAM Effort). It is funded by USDOL's Expanding Business Engagement. It is to connect businesses to resources.</p> <p>Ken stated "We need to make it as easy as possible for Massachusetts business owners to take advantage of all of the services the state offers. Whether they are growing their business or downsizing, Mass BizWork\$ pulls all these services together in one easy to find place."</p> <p>The Mass BizWork\$ program received National acclaim from USDOL.</p> <p>Mass BizWork\$\$ can help you by: reducing the cost of doing business; save you time; introduce your company to a wide array of services; match your company with the right services.</p>

Mass BizWork\$ programs and services: training grants and programs; tax credits for hiring; incentive programs for growth or expansion; business development/mentoring services; manufacturing support; workplace safety grant and consultation; recruitment services; layoff aversion. One-Stop support for businesses.

Mass BizWork\$ has done the following for the South Shore:

- Rapid Response: 7 companies; 507 employee's (2014)
- Rapid Response: 6 companies; 1,223 employee's (2015)
- Haemonetics: 330 employees affected (used the NEG / TAA grants)
- Quincy Hospital: 640 employee's affected (late 2014)
- Radius Hospital: 120 employee's affected (late 2014)
- Mass BizWork\$ visits:
 - Bendon Gear
 - Quirk Motors
 - South Shore Hospital
- Workforce Training Fund - 2014
 - 12 companies
 - \$1086,272 total
 - Serving 732 employees
- Work Share
 - 3 companies
 - 49 employees
- Work Opportunity Tax Credit
 - \$2,945,800
 - 781 employees

Mass BizWork\$ partners with the SSWIB and one Stop career Center.

Mass BizWork\$ works closely with these agencies/organizations:

- MA Office of Business Development (MOBD)
- MassMEP
- MassDevelopment
- Workforce Investment Boards

Companies have received millions of dollars in tax incentive programs from the Commonwealth.

Mass BizWork\$ works closely with these agencies:

- Department of Career Services
- Division of Apprentice Standards
- Department of Industrial Accidents
- Department of Labor Standards
- Commonwealth Corporation

Mass BizWork\$ can help businesses through different cycles.

- Growth or expansion
- Downsizing - closing of facility or layoff
- Maintenance mode
- Investment in employee development

Mass BizWork\$ is expanding their marketing and plan to include the following:

- Chambers Business Expos
- WIBs Business Associations
- Company Visits Billboards (Mass HWY)

	<ul style="list-style-type: none"> Relationship Building <p>We want everyone to know about our programs!!</p> <p>Direct Contact information is: Ken Messina kmessina@detma.org 617-626-5703</p>
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Topic:	IX. Executive Directors Report, Joyce Livramento-Young
Action Required:	Joyce reviewed the materials in the package.

Topic:	IX. Old Business
Action Required:	No Old Business to report

Topic:	X. New Business
Action Required:	South Shore Community Action Council, Inc. and Massasoit Community College have formed a partnership and are offering a Child Development Class at the South Shore Community Action Council, Inc. location.

MOTION to adjourn the meeting. Motion was approved.

SSWIB Board Package Materials:

- Agenda
- Minutes from September 25, 2014 Board Meeting
- SSWIB Financial Summary of all Grants: FY15
- SSWIB Member Presentation: Kevin Malone, TD Bank
- South Shore Career Centers: Regional Workforce Data; Number of UI Claimants
- Mass BizWorks Presentation: Ken Messina, Rapid Response Director
- Press Release: Cape & Plymouth Business: Brilene Faherty
- Press Release: Partnership between Beth Israel Deaconess Hospital-Milton, Blue Hills Regional Technical School and SSWIB Results in \$249,000 Grant for Hospital
- Press Release: Legislative Update: WIOA Regulations Delayed
- SSWIB e-Newsletter
- SSWIB updated of Board members