

MassHire Greater New Bedford Workforce Board  
Executive Committee  
December 4, 2018  
Moby Dick Brewing Co. 16 S Water St, New Bedford, MA 02740

**MINUTES**

**Executive Committee members present:** Dave Slutz, Chair; Carl Taber, Rick Kidder, Helena DaSilva Hughes, Lisa Lemieux, John Fernandes, Mike Tavares, Jeff Pelletier

**Executive Committee members absent:** Ron Melbourne

**Staff in attendance:** James D. Oliveira, Julie Rodriques, Andrea McLaughlin

**Others:** Diane Hurley, James Daniels

**CALL TO ORDER**

Mr. Slutz called the meeting to Order at 3:38PM.

**ANNOUNCEMENTS**

Dave welcomed Andrea McLaughlin. Everyone in attendance did a brief introduction.

**CONSENT AGENDA (VOTE)**

All reviewed the minutes, no discussion. Julie presented the Treasurer's Report.

Rick Kidder moved to approve the minutes of September 20, 2018 and the Treasurer's report, John Fernandes seconded, all in favor. No Discussion. All in favor, no nays nor abstentions.

**REPORTS**

**EXECUTIVE DIRECTOR REPORT**

**Career Center Operations**

First and foremost, the team at the Career Center is beginning to come together and services are being delivered in a fairly seamless manner. Like any new venture, there have been a few hiccups and the most we have had to do on behalf of the WIB is to provide guidance on some of the nuances of WIOA policies. In the past month, we conducted the first monitoring visit to check files for completeness. A report is forthcoming with results to be considered as a baseline for the Operator to improve upon and meet standards to achieve certification standards defined by the state in a follow up review.

***Starting at the local level, we have accomplished the following:***

**Four Year Local Plan (to be discussed at meeting)**

Staff has been working on responding to a Policy Issuance issued in October that requires us to respond to numerous questions on how the Board will conduct business over a four year period. It began with an initial Cycle 1 where the following was required:

- Regional Data Package
- Adult Basic Education Information provided to DCS

- Local Workforce Board Strategic Plan
- Local Umbrella Memorandum of Understanding with WIOA Partners
- Participant Summaries and Performance Indicator

This work was completed in FY18 and the WB is in a conditionally certified status at this time.

## **Cycle 2**

In order to be fully certified we are required to provide the balance of our Four Year Plan that spans from the start of FY19 through FY21. WBs across the state were notified in October the Plan response was to be completed, approved and posted for a 30 day public comment period no later than November 30 to meet a submission deadline of January 4, 2019 to the Department of Career Services (DCS).

The Statewide Workforce Directors met on November 5<sup>th</sup> and requested via correspondence to DCS a 30 day extension beyond January 4<sup>th</sup> in order to develop comprehensive responses and to meet public comment timelines. That extension was approved and the WBs were instructed to submit a formal request to DCS for consideration. On November 29, 2018, I requested and was granted an extension on behalf of the Board. The extension provides us a few weeks “breathing room” to conduct a final thorough review of a document that is about 90% complete. Upon completion, we intend to circulate to ExComm by December 14, 2018 as well as to the Mayor, The Work Place, the DCS Career Center Manager and our MDCS Director. Each of the parties are required to sign off on the Plan Responses prior to seeking final approval of the Executive Committee on January 3, 2019 on behalf of the Board. Upon approval, we will post the document for a 30 day public comment period. On February 3<sup>rd</sup>, is it our intent to submit our final plan responses and meet the DCS deadline of February 4, 2019.

*If you are interested in reviewing the 10 pages of questions we are completing, here is the hyperlink to the Plan Response document:*

*<https://www.mass.gov/service-details/massworkforce-wioa-local-annual-plan-guidance-policy-issuances>*

## **Priority Industry Sectors**

### **Manufacturing**

Secured \$625,000 Executive Office of Housing and Economic Development Advanced Manufacturing Grant that we applied for in late October. This grant will be renewable annually for four additional years with the intent to provide a pipeline of new workers to meet employer needs.

The New Bedford WB was the lead applicant on this grant that required staff to coordinate and propose training at 12 training sites across Region 6 and the Cape and Islands. Over 200 new and incumbent workers will be trained between now and June 30 of next year.

### **Healthcare**

Donna Ramos has secured commitments of several healthcare professionals in the local area who will be participating in early morning listening sessions. The first of several sessions was held just prior to the Thanksgiving holiday with more to follow early in the third quarter. We're trying to understand needs and challenges of the industry in general to help us develop a shared strategy to attract and retain workers in this region. We intend to publish a local area white paper upon completion of the listening sessions that will lead to action goals over the next 4 years.

### **Maritime (Recommended)**

The WB staff has been heavily influenced by a report that was commissioned by the Port Authority describing the depth and breadth of the economic activity that generates a 9.2 Billion dollar impact within our region. We took some time to analyze further whether to continue to consider the Off Shore Wind Industry as a stand alone priority industry or to logically include it as integral subsector that will rely heavily on workers and services from the port, our local region and beyond. For this reason, we are recommending the Executive Committee and Board to embrace the sector as a whole as an industry priority.

To that end, we have conducted industry conversations with maritime support industries, economic development, and our regional vocational high schools. As Executive Director, I serve have a seat on the Executive Committee of South Coast Development Partnership (UMass-Dartmouth) that is supporting a Blue Economy that extends its reach across the SouthCoast and beyond seeking to support and develop maritime associated industries that are yet to be created. At all levels there is consensus that we committed to find new ways to grow our most valuable assets – sheltered harbors possessing first class support services to our existing maritime base and a home port and gateway to developing Off Shore Wind farms.

As staff, we have concluded we can be a catalyst to encourage the public we serve to consider a maritime trade as an economic opportunity to improve earnings and be a part of the blue wave economy. This effort will translate in the future with through our high school Connecting Activities programs introducing maritime employment opportunities that may only require a high school diploma, earning meaningful credentials germane to the industry or pursuing associate and bachelor degrees that will support this sector at a high level of expertise.

We have only just begun this journey by introducing and brokering meetings among maritime trade industry representatives and Greater New Bedford Voke Tech that has resulted in developing curriculum for An Introduction to Maritime Occupations within its evening division. As with our other Priority Sectors, we will convene focus groups and seek to understand the needs of the maritime industry that will range from supporting our fishing industry to all of the support services and trades that comprise a collective economy.

### **Aviation (Emerging)**

Pilots, Aviation Mechanics and Avionics technicians are in high demand and we have begun the means to create an education system that complements the current Bridgewater State University pilot program

that resides at the New Bedford Regional Airport. The University is conducting a feasibility study to determine how it could expand its aviation education programs at the airport. Concurrently, the regional airport commission is in the process of producing a new business plan addressing new opportunities to expand fixed based operations (FBO) in support of future business opportunities. I currently serve as the Mayor's appointee to the Airport Business Plan Review Team along with our Chair who also heads the team.

More recently, GNB Voke Tech has also been working with airport officials and FBOs to establish a Chapter 74 aviation curriculum that will address aviation maintenance needs to support the numerous airports in the southeast region. Throughout, WB staff has been coordinating conversations and attending meetings to support the expansion of training to complement future growth needs, creating a pipeline of students that may go right to work after high school or pursue a bachelor's level education in aviation a mile away from where they graduated.

### **Youth Programming**

Since the departure of our Youth Program Manager, our COO, Kaisa has been assuming coordination and oversight of all youth programs administered by the WB and the Career Center. During this quarter, she has successfully contracted with 4 new WIOA Youth Training vendors, guided the new Connecting Activities team at the Career Center to develop Career to Work/College programs at 10 High Schools in the region, and responded to a Request for Proposals from Mass Technology Development that got funded for \$75,000 to provide Cyber Security Training to In School juniors and seniors throughout the region.

More recently we hired a new Youth Program Manager, Andrea McLaughlin, who joined the team on November 26<sup>th</sup>. She possesses a good deal of experience working with youth and we expect great ideas to be generated once she learns the landscape. She is actively engaging in utilizing the online training tools related to meeting WIOA standards for youth programming and staying under Kaisa's watchful eye.

At the Executive level, I have been active with the New Bedford High School Education Industry Council and helping out the school's new Vocational Technical coordinator. To date, Kaisa and I have provided direction in the High School's pursuit of a Capital Skills grant to install a new finance lab and help in their Chapter 74 application to have the state certify their finance academy as an approved program of study. If approved, it will be the only high school in the state offering a Department of Education approved finance curriculum. This program also aligns with our Region 6 priority industry goal of developing a pipeline of students to meet the demand for workers in the Finance.

We are currently working to develop a fiscal sponsorship (repository for grant funds) related to the Co-Creative Center that has been sponsored to date by W.H.A.L.E. of New Bedford. Dave Slutz, Kaisa and I have been cultivating the relationship that will provide hardware resources associated with a recently attained Fab Lab approval that was applied for by the WB last year. The Fab Lab designation and maker space have the promise of even more creative training applications to benefit our customers.

One final endeavor where we have been participating is supporting the fine work being accomplished by the Youth Alliance. The Alliance is comprised of over 30 service providers to youth ranging from pre-school right through K-12. Their goal is to maintain a comprehensive network committed to aligning resources city wide to come up with innovative solutions to cut programming costs yet delivering quality services for their clients and families. Our more recent role with the Alliance is intended to provide some of their providers a workshop that describes funding opportunities as well to utilize them as recruiters for existing in and out of school youth programs currently funded by the WB.

### **Adult Education Services**

Our two Adult Basic Education Providers continue to fill seats at the UMass-Dartmouth Worker Education Center and at the New Bedford Public School program on Hillman Street. The Hillman Street program is licensed to administer the GED test battery at its facility making it easy for students of both programs to access a testing facility. Each year more than 300 applicants participate in ABE activities. Despite the numbers served annually, both programs have waiting lists annually.

### **Grants**

As noted elsewhere in this report, we have been busy applying for grants to supplement our traditional state and federal sources. To date, we have achieved \$1,207,412 in direct or indirect grants. We have also reviewed and recommended funding of 2 WTFP applications totaling \$78,000 to benefit incumbent workers at area employers. \$292,402 in grant applications are in the pipeline and we hope to report more success by our third quarter meeting.

### **Roll Up Activities of the Executive Director**

#### **Regional Planning**

This year the GNBWB is the lead WB responsible for coordinating action steps related to the goals set in last year's Strategic Blue Print submitted to the Governor's Workforce Skills Cabinet. In this capacity we were awarded \$50,000 to be distributed among the South Shore, Brockton Area, Bristol and GNB MassHire Boards. As the lead entity we are also serving as the fiscal agent which brought in some additional revenue for our operating budget.

To date, we have conducted a recent information session intended to elicit action steps from our partners in education, economic development and regional planning agencies to support the blue print goals. A follow up meeting was also conducted with the Steering Committee comprised of the WB Directors, President Clark's designee from Bridgewater State University and Hugh Dunn, representing an economic development function on behalf of the UMass-Dartmouth South Coast Development Partnership.

Next steps for late winter will be to conduct a regional priority industry driven forum bringing together the decision makers in the Healthcare, Finance/IT and Professional and Technical Services industry. We intend to inform them of our current capacity to support their industry and ask how we may be of further assistance in the future.

## **Workforce Association activities**

In the past 3+ months I have been working as an Executive Committee member to assist the state-wide Massachusetts Workforce Association select a new Executive Director. The search process was extensive and eventually evolved into 2 rounds of interviews to reach final consensus among the search committee. Ultimately, we selected a highly capable individual, Tonja Mettlach, who possesses a strong non profit background as well as a strong knowledge of the Massachusetts Workforce System. Tonja will be leading our association in the development of a strategic plan in the upcoming quarter.

I continue to meet monthly with my WB Director peers to report activities at the Association level.

## **Summary**

The staff associated with the board continues to reach out and think innovatively on how to deliver services in many different ways. The intent of this report shows how we are working locally to improve economic opportunity in the region we serve. It further provides evidence that we continue to stretch our boundaries and join resources of multiple Workforce Boards to achieve mutual goals. Thanks to the board's support, I also believe my activity on the state level has brought a higher level of respect to our region.

Many thanks to the staff, our Chair, Dave, and our active committees for their committed involvement to continue on the path to make our organization a vastly improved system so far this year.

## **COMMITTEES**

### **BUSINESS DEVELOPMENT COMMITTEE REPORT**

Business development will be convening in January. Key on the agenda in addition to reviewing and continuing the work under the new MassHire brand is supporting the key priority industries. This will include reviewing strategic planning to support industries and outreach in collaboration with staff to understand needs of businesses and employers in the region.

### **PERFORMANCE COMMITTEE REPORT**

The performance committee has been working diligently on understanding the metrics needed to convey activities in the career center and in the workforce development system. The committee along with workforce board staff and career center staff have reviewed available metrics and data and have generated a list of suggested metrics to review that the committee believes may be a good dashboard to review activities. In January the committee will convene to finalize the metrics and then start work on the spring career center certification process. The committee will also then review the Q1 monitoring conducted by staff of the career center's first few months under their new contract.

### **YOUTH COMMITTEE REPORT**

The youth committee will meet tomorrow for the second quarter meeting. We look forward to welcoming new staff. On the agenda today is a request for the committee to enable staff to issue two new RFPs for in school and out of school youth funding. We will also be reviewing past policies to ensure our youth programming and policy supports and meets the need of youth who are entering programs and services in our workforce area. We will be excited to share more at the January Executive Committee meeting.

## **FISCAL SPONSORSHIP**

Terri & Denna came in to discuss the Co-creative center. Mike Tavares made a motion to accept fiscal sponsorship of CoCreative Center with approval upon final review. John Fernandes Seconded. All in favor, no nays nor abstentions.

## **BUDGET**

At meeting.

## **STANDARD OPERATING PROCEDURES**

To notify board and committee that SOPs (extended submission) will be presented at a later date. (update on 12/3/2018 after posting of agenda). No vote required. No vote required at this time.

## **POLICIES**

Rick Kidder made a motion to accept all the policies as stated. John Fernandes seconded. All in favor, no nays nor abstentions.

*For full text of the 100 DCS policies please email [kaisa@masshiregreaternewbedford.com](mailto:kaisa@masshiregreaternewbedford.com)*

Motion: To vote to approve the policies as listed.

### **100 DCS 14.100 Massachusetts Eligible Training Provider List (MA ETPL) Initial and Subsequent Eligibility Process**

The Greater New Bedford Workforce Investment Board, Inc. (GNBWIB) has adopted for operating purposes the following WIOA related policy 100 DCS 14.100.2 effective the date of issuance February 24, 2017 and as updated and amended on July 6, 2017.

Purpose: To establish procedures related to the review of applications for initial and subsequent eligibility from training organizations wishing to provide training services under the Workforce Innovation and Opportunity Act of 2014 (WIOA). The Trade Adjustment Assistance Program (TAA) and the Massachusetts Training Opportunities Program (TOP/Section 30) will follow the same protocols as described below unless otherwise noted. Please note each course is approved by each agency program separately; approval from one agency program does not constitute approval for all.

To amend 100 DCS 14.000 to state: "The representative shall only be a staff member of the local workforce board".

### **100 DCS 23.105 RESEA Assessment Questionnaire**

The Greater New Bedford Workforce Investment Board, Inc. adopts for operating policies the following WIOA related policy 100 DCS 23.105 RESEA Unemployment Insurance Eligibility Assessment Questionnaire effective the date of issuance November 14, 2017 and as amended on September 19, 2018.

Purpose: To establish the RESEA assessment questionnaire.

To amend the previously approved policy to reflect the changes issued through the Massachusetts Workforce Issuance.

**100 DCS 04.105 WIOA Local 4 Year Plan Guidance**

The Greater New Bedford Workforce Investment Board, Inc. dba MassHire Greater New Bedford Workforce Board has adopted for operating purposes the following WIOA related policy 100 DCS 04.105 effective the date of issuance October 4, 2018.

Purpose: to submit a second cycle local plan.

**100 DCS 31.100 MassHire Branding Policy**

The Greater New Bedford Workforce Investment Board, Inc. dba MassHire Greater New Bedford Workforce Board has adopted for operating purposes the following WIOA related policy 100 DCS 31.100 effective the date of issuance August 3, 2018.

Purpose: To notify Local Workforce Boards, One-Stop Career Center Operators, and other local workforce partners of guidance and requirements regarding the MassHire Branding Policy.

**100 DCS 03.107 Conflict of Interest & Code of Conduct Policy / Procedure Statement of Policy**

The Greater New Bedford Workforce Investment Board, Inc. (GNBWIB) has adopted for operating purposes the following WIOA related policy 100 DCS 03.107 effective the date of issuance November 16, 2018.

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators and other workforce partners of guidance regarding conflict of interest; in accordance with applicable Federal guidelines to Workforce Innovation and Opportunity Act (WIOA) State Partners receiving Federal awards.

**100 DCS 08.116 Priority of Service for Jobseeker Customers**

The Greater New Bedford Workforce Investment Board, Inc. (GNBWIB) has adopted for operating purposes the following WIOA related policy 100 DCS 08.116 effective the date of issuance November 26, 2018 .

Purpose: To notify MassHire Workforce Boards, MassHire Career Centers, and other workforce partners of procedural guidance on the implementation of Priority of Service for WIOA Title I Adult program customers.

**WIOA Support Services Policy**

**PURPOSE AND BACKGROUND**

Supportive services are designed to provide a participant with the resources necessary to enable their participation in career and training services, and are governed by the DOL-only Final Rule at 20 CFR 680.900 through 20 CFR 680.970 and WIOA Section 3(59) and 134(d)(2)-(3) for adult and dislocated workers and WIOA Section 129(c)(2)(g) for youth.

Supportive services may be made available to any Adult, Dislocated worker, or Youth participating in Title I career services or training activities that is unable to obtain supportive services through other programs providing such services.

However, enrollment in WIOA does not guarantee that the participant shall receive support services. The supportive services must be necessary to enable the individual to participate in career services or training activities.

Support Services appropriation may be available to all eligible WIOA Customers with appropriate documentation, are reasonable and justifiable.

### **FUND AVAILABILITY AFTER OTHER RESOURCES EXHAUSTED**

These support services resources are provided if the service is not otherwise available in the area by other providers, including all WIOA programs/partners, such as transportation, child care, etc. unless of an emergency nature and only until services are reinstated or secured by the providers and WIOA programs in the area. Career Center staff must ensure and document that no other resource exists or that the need is so urgent that the support services are warranted.

### **DETERMINATION**

Each case will be determined on an individual basis, based on the customer's needs and in accordance with WIOA policies.

The customer must be deemed eligible for the WIOA program beforehand.

All documentation to support the customer needs must be submitted in a timely manner.

Some support services are subject to state and local regulations.

Documentation such as invoices, payment receipts, etc. are required prior to reimbursement.

### **SUPPORT SERVICES DURING FOLLOW-UP SERVICES**

Follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an individual who is only receiving "follow-up" services may not receive supportive services.

Individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services.

Supportive services may not be used to extend the date of exit for performance accountability purposes. Supportive services, like follow-up services, do not make an individual a participant or extend participation.

### **LIMITATIONS AND DESCRIPTIONS**

The support service for the Greater New Bedford workforce area is limited to \$1,000 per eligible participant during the participant's enrollment in the WIOA program. Final approval for support services may only be granted by the Workforce Board. Any approval by the Career Center operator for the local workforce area that is not in compliance with this policy may be subject to disallowed costs.

**SUPPORT SERVICES CATEGORIES:**

Supportive services may include, but are not limited to:

- Assistance with transportation;
- Assistance with child care and dependent care;
- Linkages to community services;
- Assistance with housing;
- Needs-Related Payments (available only to individuals enrolled in training services and must be consistent with 20 CFR 680.930, 680.940, 680.950, 680.960, and 680.970);
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Referrals to health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes
- Payments and fees for employment and training-related applications, tests, and certifications;
- Legal aid services; or
- Assistance with uniforms or other appropriate work attire.

Support Services shall not include:

- Out of state or local workforce area job search or relocation expenses
- Items for family members or friends
- Pet food
- Alcohol or tobacco
- Refundable deposits
- Vehicle or mortgage payments
- Contributions or donations
- Entertainment or tips
- Any luxury item or service
- Fines or penalties, such as late charges, traffic violations, reinstatement fees

Specific limitations and qualifications include:

1. Transportation

- a. A monthly bus pass will be provided to enrolled customers for travel to education and training courses and job search. Weekly passes may be given when necessary based on a case to case need.
- b. If the location is not on a bus route and is work related or for training purposes, Uber or LYFT may be used. Participants must provide documentation for reimbursement.

- c. Transportation shall not exceed \$40 per month not to exceed 3 months or \$120 maximum.
- 2. Interview Clothing
  - a. Clothing is permissible for interviewing.
  - b. Clothing allotment not to exceed \$40.
- 3. Personal Grooming
  - a. Haircut not to exceed \$40 and should have documentation that other free resources have been contacted and exhausted.
- 4. Uniforms and Tools
  - a. When accompanied by an employer letter and documented on letterhead a maximum allowance of \$250.
- 5. Childcare and Day Care
  - a) Members of the same household or parents of child will not be reimbursed as providers.
  - b) Emergency service is limited to job search and until Childcare provider voucher is in place.
  - c) State Certified in home programs in good standing.
  - d) The total cost is not to exceed a \$150 per child.
  - e) There is a 5 day limit for services.
- 6. Text Books, Professional Manuals
  - a. Based on program requirements with documentation
  - b. Other sources such as Pell Grant or school assistance must be documented prior to expenditure
  - c. Not to exceed \$300.
- 7. Other Items
  - a) Support Services may include other items not detailed in numbers 1-6 above, and shall not exceed \$100 collectively.

## **PROCEDURES**

1. Each support service request must be submitted by the Career Counselor to the Lead Counselor and approved by Assistant Career Center Manager or by Career Center Manager.
2. The career counselor must make the determination that all other resources have been exhausted prior to request for support services.
3. The Assistant Career Center Manager will verify eligibility in MOSES and check off "verified" on the requisition.
4. The request form will be given to the WDB/Finance and Accounting for review and compliance with support service policy.
5. An itemized list of expenses along with receipts detailing each expense is required for documentation. A 'Paid' receipt from the customer will not be enough documentation to receive reimbursement.
  - a. Support service payments are provided to participants only.
  - b. Payments will not be made to vendors on behalf of participants.
  - c. Participants must incur charges prior to reimbursement unless noted otherwise (i.e. monthly bus passes).
  - d. This provision of reimbursement to customer may be waived in emergency situations only at the discretion of the workforce board in partnership with counsel from the career center operator.
6. The request will either be approved or not approved by the WDB:

- a. The approved request form will be signed by the WDB and a check will be given to the career counselor to be remitted to the customer.
- b. An unapproved request form will be returned to the career counselor with an explanation of any issues that deemed it non-payable.

#### **LOCAL PLAN EXTENSION**

John Fernandes made a motion to vote to extend the local plan submission from January 4, 2018 to February 4, 2018. Mike Tavares seconded. All in favor, no nays nor abstentions.

#### **YOUTH RFP**

Carl Taber made a motion to vote to enable staff to release a youth request for proposals based on funding availability for in school and out of school youth appropriations for FY19. John Fernandes seconded. All in favor, no nays nor abstentions.

#### **OTHER BUSINESS**

None

#### **ADJOURN**

Rick Kidder made a motion to adjourn the meeting. John Fernandes seconded. All in favor, no nays nor abstentions. The meeting adjourned at 4:27 p.m.