

August 4, 2011

Ms. Lisa Caissie
Department of Career Services
Performance Accountability Systems and Support
1st Floor
19 Staniford Street
Boston, Ma. 02114

RE: FY2012 Lower Merrimack Valley Workforce Investment Area WIA Annual Plan

Dear Ms. Caissie:

Enclosed please find the original Fiscal Year 2012 WIA Annual Plan for the Lower Merrimack Valley Workforce Investment Area. We are pleased to submit this plan on behalf of the Merrimack Valley Workforce Investment Board, the Mayor of Lawrence, William Lantiqua and our regional workforce system partners.

An electronic copy has been electronically transmitted per the instructions contained in Mass Workforce Issuance 11-34.

Thank you in advance for your favorable review of our Annual Plan. Do not hesitate to contact me if you have any further questions.

Sincerely,

Rafael Abislaiman
Executive Director

ATTACHMENT B

Massachusetts Fiscal Year 2012 Local Annual WIA Plan

Document Checklist

Please use this checklist to ensure completeness; indicate each item that is being submitted.

X	Career Center Hours of Operation Form (<i>Attachment C</i>)
X	MOU Activity Summary Form (<i>Attachment D</i>)
X	LWIB Contact Information Form (<i>Attachment E</i>)
X	Duration and Principal Signatories Form (<i>Attachment F</i>)
X	<i>Attachment G:</i>
X	Labor Exchange Program Summary (<i>Chart #1</i>)
X	WIA Title I Program Summary for Adults (<i>Chart #2</i>)
X	WIA Title I Program Summary for Dislocated Workers (<i>Chart #3</i>)
X	WIA Title I Program Summary for Youth (<i>Chart #4</i>)
X	Local Service Delivery Model Changes (<i>Attachment J</i>)
X	Response to Narrative Planning Questions (<i>Attachment L</i>)
X	Response to Youth Questions (<i>Attachment L1</i>)
X	Youth Providers Survey (<i>Attachment L2</i>)
X	Youth Degree/Certificate Worksheet (<i>Attachment L3</i>)
X	Integrated Budget and Narrative Template (<i>Attachment M</i>)
X	Budget Modification Authorization Form (<i>Attachment P</i>)

ATTACHMENT C

Massachusetts Fiscal Year 2012 Local Annual WIA Plan

Career Center Hours of Operation Form

To assure the capacity of the Workforce Investment System to best accommodate the needs of its jobseeker and business customers, the local Board must give reasonable consideration when setting Career Center hours of operation. Career Center hours of operation must ensure access to services that meet the needs of local area customers.

For each Career Center in your Workforce Investment Area please complete the following information chart including hours of operation of each Career Center for Fiscal Year 2012 and indicate whether full-service Career Center or Satellite.

Career Center Name	Address	Phone Number	Fax Number	FY 12 Hours of Operation	Full Service	Satellite
ValleyWorks	Heritage Place 439 South Union Street Building 2-Suite 106 Lawrence, Ma 01843	(978)722-7000	(978) 722-7090	Mon, Tues, Wed, Thurs, Fri 8 a.m.-4:30 p.m. *2 nd & 4 th Wed of each month office opens at 10 a.m.	x	
ValleyWorks	192 Merrimack Street Haverhill, Ma. 01830	(978) 722-7000	(978) 469-7844	Mon, Tues, Wed, Thurs, Fri *2 nd & 4 th Wed of each month office opens at 10 a.m.	x	

Note: Information contained in this document will be posted to the www.mass.gov/eolwd website. Please be sure to check the website to assure information accuracy. Notify Lisa Caissie at lcaissie@detma.org immediately if any of the information is not accurate or changes occur.

ATTACHMENT D

Massachusetts Fiscal Year 2012 Local Annual WIA Plan

MOU ACTIVITY SUMMARY

FY 2012

LWIB Name

Lower Merrimack Valley

Date 8/2/2011 **Contact Person** Rafael Abislaiman

PARTNER/PROGRAM	Signed MOU? Y/N	Duration		If no MOU, or no current MOU, explain.
		Start Date	End Date	
Department of Career Services Title I Title III ES/Wagner-Peyser Title III ES/UI Claimants Title III ES/Veterans Trade Adjustment Assistance State Appropriation Migrant & Seasonal Farm Workers	Y	7/1/ 2007	6/30 2012	
Mass Rehabilitation Commission	Y	8/25/ 2009	8/25/ 2012	
Mass Commission for the Blind	N			Covered through MRC MOU
Department of Mental Health	Y	6/15 2010	6/15/ 2012	
Department of Education ABE and ESOL	Y	08/1/ 2011	8/30/ 2012	
Post Secondary / Vocational Education	Y	7/1/ 2011	Ongoing Annual Review	
Community Service Block Grants Community Action Agencies	Y	7/1/ 2010	6/30/ 2012	
Older Americans Act - Title V Senior Community Service Employment	Y	6/01/ 2010	Ongoing Annual Review	
Job Corps	Y	7/1/ 2011	6/30/ 2012	

ATTACHMENT E

Massachusetts
Fiscal Year 2012 Local Annual WIA Plan

<p>Submission Contact Information Local Workforce Investment Board</p>

**Fiscal Year 2012 Annual Plan
and
Memorandum of Understanding for Title I,
Wagner-Peyser and Associated Programs Funded through DCS**

Lower Merrimack Valley

Name of Workforce Investment Board

Please designate a primary contact person for the submission of your area's FY 2012 Annual Plan. The person named will be the individual that state reviewers will contact if there are questions or additional information is needed in order to complete the review of your plan.

Principal Contact

Typed Name: Rafael Abislaiman , MVWIB Executive Director
Barbara A. Zeimetz, MVWIB

Mail Address: ___439 South Union Street, Lawrence, Ma.

rabislaiman@mvwib.org
bzeimetz@mvwibl.org

E-mail Address: _____

Telephone: _____ 978-682-7099

Fax Number: _____ 978-794-1901

ATTACHMENT F

Massachusetts Fiscal Year 2012 Local Annual WIA Plan

Duration and Principal Signatories

Fiscal Year 2012 Annual Plan and Memorandum of Understanding for Title I, Wagner-Peyser and Associated Programs Funded through DCS

Lower Merrimack Valley

Name of Workforce Investment Board

DURATION OF MOU

This FY 2012 Annual Plan and DCS MOU shall be fully executed as of the date of signature below, and effective through June 30, 2012. The Plan and MOU may be amended or modified if agreed to by all parties.

PRINCIPAL SIGNATORIES

Typed Name: William Lantigua

Chief Elected Official (or Designee)

Date

Typed Name: Joseph Bevilacqua

Workforce Investment Board Chair (or Designee)

Date

Typed Name: Rafael Abislaiman

Local Workforce Investment Board Director (or Designee)

Date

Typed Name: Cal Williams

Local Youth Council Coordinator (or Designee)

Date

Typed Name: Rosemary Chandler

DCS Regional Manager

Date

Typed Name: Frederick Carberry

Title I Fiscal Agent (or Designee)

Date

Sign-off indicates acceptance of all Assurances as delineated in Attachment K.

ATTACHMENT G
PROGRAM SUMMARY CHARTS
FISCAL YEAR 2012
SUBMITTAL HISTORY

WORKFORCE INVESTMENT AREA

Lower Merrimack Valley

CONTACT NAME/PHONE:

Rafael Abislaiman / 978-682-7099

Submittal Sequence	Date	Modification To	Yes/No
First Submittal Annual Business Plan	8/4/2011	Chart 1: Wagner-Peyser	N
		Chart 2: WIA Adult	N
		Chart 3: WIA Dislocated Worker	N
		Chart 4: WIA Youth	N
Second Submittal		Chart 1: Wagner-Peyser	
		Chart 2: WIA Adult	
		Chart 3: WIA Dislocated Worker	
		Chart 4: WIA Youth	
Third Submittal		Chart 1: Wagner-Peyser	
		Chart 2: WIA Adult	
		Chart 3: WIA Dislocated Worker	
		Chart 4: WIA Youth	
Fourth Submittal		Chart 1: Wagner-Peyser	
		Chart 2: WIA Adult	
		Chart 3: WIA Dislocated Worker	
		Chart 4: WIA Youth	
Fifth Submittal		Chart 1: Wagner-Peyser	
		Chart 2: WIA Adult	
		Chart 3: WIA Dislocated Worker	
		Chart 4: WIA Youth	

Note: The entire Attachment G, S and 1-4 must be submitted each time a modification is made.
 Enter date (cell is formatted) and Y or N next to each Chart to identify Chart(s) with changes.

Please email Attachment G to Lisa Caissie at lcaissie@detma.org.

ATTACHMENT J

Massachusetts Fiscal Year 2012 Local Annual WIA Plan

LOCAL SERVICE DELIVERY MODEL CHANGES

FISCAL YEAR 2012 CHANGES

Please describe any operational changes for FY2012, including those that will result from any budget reduction/augmentation.

Please complete this form and submit as part of your FY 2012 Annual Plan package.

Local Area: ____ **Lower Merrimack Valley**

Are changes planned for FY2012: **YES** **XNO**

If significant service design or other changes from FY 2011 are planned for FY 2012, describe below each change to the local service delivery model. For each planned change, the description should include both:

- a. a discussion of the basis for each planned change, and
- b. a discussion of the projected outcome(s) and benefit(s) to be realized as result of the planned change.

Describe Changes:

ATTACHMENT J

Massachusetts

Fiscal Year 2012 Local Annual WIA Plan

NOTE: *If additional changes are identified for future implementation during FY 2012, please submit a modified description that includes the additional information.*

ATTACHMENT K

Massachusetts Fiscal Year 2012 Local Annual WIA Plan

ASSURANCES

The following section delineates the formal assurances related to statutory compliance, program integration, universal access, customer choice, reporting, veterans' priority of service, performance, quality assurance and other program and administrative elements to which each Local Workforce Investment Board agrees, ensuring the systemic foundation of the Massachusetts workforce investment system. By signing the Annual Plan the Board and CEO certify that the operators and partners of the local One-Stop Career Center delivery system will adhere to these assurances and comply with all Federal, State, County and local statutes, regulations and policies relevant to the delivery of services within the context and meaning of the local plan.

1. STATUTORY COMPLIANCE

The Board agrees to comply with the Workforce Investment Act of 1998, the Wagner-Peyser Act, as amended, the Trade Act of 1974, as amended, the Trade Reform Act of 2002, the Trade and Globalization Adjustment Assistance Act of 2009, the Jobs for Veterans Act and all related statutory requirements and implementing regulations. The Board also agrees to comply with policies issued by the Department of Career Services (DCS), the Department of Unemployment Assistance (DUA) and the Commonwealth Corporation related to the administration, delivery and performance of all programs covered by this local plan.

2. PROGRAM INTEGRATION

The Board assures that the One-Stop Career Center delivery system will fully integrate all programs covered under this local plan into the full range of available workforce development services.

The Board agrees that DVOP and LVER staff will be responsible for case management of veterans' service delivery, and where feasible, provide direct services or assist one-stop delivery system staff in the provision of priority services for veteran customers.

The Board assures that One-Stop Career Center System Operators will coordinate with local Rapid Response staff related to outreach, intake and registration of workers covered by a certification under the Trade Adjustment Assistance Act.

3. UNIVERSAL ACCESS

The Board assures that the local One-Stop Career Center delivery system [as described in 20 CFR 662.100(b) of the Workforce Investment Act and in accordance with all relevant state policies and procedures] will provide services to all customers consistent with the principles of universal access. The Board also assures that core and applicable intensive services, including staff-assisted services, will be provided in at least one physical career center in the workforce investment area.

The Board assures that LVER and/or DVOP staff assigned to the local One-Stop Career Centers, consistent with the principle of universal access, will also provide outreach services to veterans at Service Delivery Points (SDPs) such as Veterans Administration Hospitals, veterans' shelters and military installations for which no LVER or DVOP is assigned. The Board also assures that DVOP and LVER staff will also conduct outreach to employers, community agencies, veterans' organizations, etc. and that they will share information gained from these contacts with staff of the One-Stop Career Centers and SDPs.

4. CUSTOMER CHOICE

The Board assures that local One-Stop Career Center System Operators and partners will adhere to the principles of customer choice in the provision of services covered under this local plan.

5. REPORTING

The Board assures that the local One-Stop Career Center delivery system (in accordance with all relevant Federal and State policies and procedures) will collect data on customer characteristics, service/activity participation, and outcomes consistent with the requirements of the Massachusetts One Stop Employment System (MOSES) so as to ensure the integrity of all federal and state reporting requirements.

6. FUNDS OF LAST RESORT

The Board assures that One-Stop Career Center System Operators shall take sufficient actions to assure that WIA programs will not be charged when other assistance is available. Local operators shall be responsible for ensuring the filing of applications for Pell Grant or Supplemental Education Opportunity Grant (SEOG) assistance or any other assistance available for each participant enrolled in a Pell Grant or SEOG approved course and upon receipt of such grant the portion received by a training participant for the cost of tuition, fees and books shall be applied to replace the WIA funds used to cover such costs.

If the Pell Grant is received after the termination of training paid with WIA funds, the portion to be applied for the cost of tuition, fees and books shall be remitted to the career center operator. No compensation shall be earned or deemed payable for services provided to a WIA program participant to the extent that any such services are paid for, directly or indirectly, through a Pell Grant (or Supplemental Education Opportunity Grant (SEOG)) by Trade, or by any other source.

7. FUNCTIONAL GUIDANCE OF DWD STAFF

The Board assures that One-Stop Career Center Operators and their management and supervisory employees will provide a level of functional guidance to DCS staff assigned to the local area's One-Stop Career Center(s) sufficient to assure an integrated and seamless delivery of services. Non-state agency managers and supervisors may provide functional guidance to DCS staff assigned to provide services in the local career center with the exercise of supervisory authority for all personnel matters, including compensation, personnel actions, terms and conditions of employment, performance appraisals, and accountability, retained by DCS (and its subsidiary units). Supervision and guidance of DCS staff assigned to the One-Stop Career Center(s) will be

carried out by the respective parties with an expectation of mutual cooperation by the Operator, DCS and all partner organizations, and a focus on achieving the performance goals established for the One-Stop Career Center System.

8. VETERANS PRIORITY OF SERVICE

The Board agrees that One-Stop Career Center Operators will assure priority of services for veterans and other eligible persons (under the Federal umbrella designation of “covered persons” 20 CFR Part 1010.110 RIN 1293-AA15) for all employment and training services funded with Federal resources. The Board also assures that it will encourage and promote the provision of maximum employment and training opportunities to veterans by all service program providers participating in the local workforce investment system. To promote informed choice for veteran customers, the Board agrees that One-Stop Career Center System Operators will provide information at the point of program access that advises covered persons of the priority of service and the advantages of registration to access special programs and services for veterans and the availability of DVOP or LVER staff to assist with these veteran services and with employment issues. To further assure priority of service and maximum opportunity to covered persons, the Board agrees that One-Stop Career Center Operators will integrate Federal Contractor Program job information and listings of Federal job openings in the MOSES system. Both printed

and electronic Federal Contractor Program and Federal job information will be available to veteran customers.

Federal Contractors and Federal Agencies will be provided with recruitment assistance in accordance with their obligation for Affirmative Action and veterans’ preference requirements pursuant to 38 U.S.C., Chapter 42.

The Board agrees that LVER and DVOP staff will provide training and technical assistance to One-Stop Career Center staff relative to Federal employment opportunities for veterans, the Federal Contractor Job Listing Program and the customer complaint process as it relates to veterans.

The Board agrees that One-Stop Career Center Operators will monitor and provide quarterly reports, Manager’s Report on Services to Veterans, in accordance with 38 U.S.C. 4104(e) on the universality of veteran services provided by one-stop delivery system staff and the access and receipt of these veteran services provided to Veterans and eligible persons.

The Board agrees that under this plan LVER and DVOP staff can receive functional guidance from the One-Stop Operator. However, compensation, personnel actions and terms and conditions of employment, including performance appraisals and accountability of merit-staff employees will remain under the authority of DCS.

The Board will demonstrate through policy, procedure and action that veterans receive priority of service for all programs funded by DOL sources; and that no local policy shall restrict services to veterans regardless of residency or other local constraints.

9. SERVICES TO MIGRANT AND SEASONAL FARMWORKERS (MSFWs)

The Board assures that the local One-Stop Career Center (OSCC) Operators will ensure (in accordance with all relevant state policies and procedures and as required under 20 CFR Parts 651, 653 and 658) that Migrant and Seasonal Farm Workers (MSFWs) receive the full array of workforce development services, benefits and protections on a non-discriminatory manner and the services provided to MSFWs are “qualitatively equivalent and quantitatively proportionate” to the services provided to other jobseekers. OSCC will identify Migrant and Seasonal Farmworkers (MSFWs); refer such identified customers to appropriate job openings, training opportunities, career guidance and any other workforce investment services as needed; conduct appropriate follow-up with employers and other applicable service providers; and report all relevant activities through MOSES. OSCC will continue to provide service to agricultural employers and implement systems and strategies to enhance and integrate service delivery to both MSFWs and agricultural employers.

10. FOREIGN LABOR CERTIFICATION - AGRICULTURAL and NON-AGRICULTURAL

The Board assures that the local One-Stop Career Center (OSCC) Operators (in accordance with all relevant state policies and procedures, and the requirements set forth at 20 CFR Parts 655 and 656) will assist the DCS to determine the availability of U.S. workers and the potential adverse effect on wages and working conditions that the admission of foreign workers might have on similarly employed U.S. workers. With regards to H-2B Program activities under the Foreign Labor Certification Program, the Board assures that OSCCs will facilitate the referral of qualified and eligible (meaning that the individual is not an unauthorized alien with respect to that employment) job seekers and to assist employers throughout the recruitment process. For both visa programs, the Board also agrees that OSCCs may be required to generate and process H-2A / B related job orders in accordance with the requirements set forth at 20 CFR 655 & 656 of federal regulations.

11. WORK OPPORTUNITY TAX CREDIT

The Board assures that the local One-Stop Career Center Operators will assist in determining the eligibility of interested customers as members of targeted groups; and assist interested customers and employers to complete related documentation including IRS Form 8850 Work Opportunity Credit Pre-screening Notice and Certification Request, and DOL Form ETA-9061 (Individual Characteristics Form) or DOL Form ETA-9062 (Conditional Certification). Issuance of final certifications will remain a central administrative responsibility of DCS. There are no reporting requirements applicable to this section.

12. WORKER PROFILING PROGRAM and REEMPLOYMENT SERVICES

The Board assures that local One-Stop Career Center Operators will participate in the Worker Profiling program and will also continue to provide reemployment services to a sub-set of individuals who are enrolled in reemployment services (RES) in MOSES to assist in accelerating their return to work. The individuals who will be enrolled in the RES sub-set are those UI claimants who have received their first check and a letter notifying them that they must attend a Career Center Seminar (CCS) and who have, in fact, attended the CCS. The Board assures that all

RES-enrolled customers, in addition to having received a CCS that includes a job readiness inventory; a Triage or Mini-Assessment and development of a Career Action Plan (CAP) will, at a minimum also receive one other service such as a referral to a high-quality employment opportunity on a day that follows the date of CCS participation. The Board further assures that the local One-Stop Career Center operator(s) will collect data on claimant service/activity participation, outcomes and results, including conformance with the Worksearch Plan activities.

13. SECTION 30/TAA

The Board assures that local One-Stop Career Center Operators will provide timely and appropriate services for any customer wishing to apply for benefits under either Section 30 of Chapter 151A of Massachusetts General Law for the Unemployment Insurance program or the Trade Adjustment Assistance (TAA) program. The Board also assures that local One-Stop Career Center Operators will conform to all policies and regulations of these programs. The Board assures that local One-Stop Career Center Operators will provide timely assistance to customers with the application process for UI benefits, training services, and other related program allowances provided in conjunction with the Section 30 and/or TAA programs including universal access to core services, (including testing and initial assessment) access to needed intensive services (including testing and assessment) and case management services consistent with state policy. The Board also assures that local One-Stop Career Center Operators will cooperate with any Hearings requirements related to UI, Section 30 and/or TAA benefit eligibility issues.

14. ACCESS TO UI INFORMATION

The Board assures that local One-Stop Career Center Operators will use any information received from the UI system related to claimants solely for the purpose of providing reemployment services to UI claimants. The Board further assures that all information on UI claimants received by the One-Stop Career Center Operators will be used in a manner that is consistent with state and federal confidentiality statutes and policies.

15. PERFORMANCE

The Board agrees that for purposes of this plan, performance will be measured in a manner that is consistent with all appropriate federal and/or state statutes, regulations and policies.

16. CASE MANAGEMENT SERVICES FOR TARGETED CUSTOMERS

The Board assures that One-Stop Career Center Operators will provide case management services for targeted customers consistent with state policy. Customers targeted for case management services include: WIA Title I enrollees; military “eligible covered persons” (veterans and certain spouses of veterans) veterans who are recently separated veterans, disabled veterans; minority and/or female veterans, any veteran with a barrier to employment; National Emergency Grant (NEG) participants; and Trade Adjustment Assistance (TAA) participants.

17. GENERAL QUALITY ASSURANCE

The Board assures the local One-Stop Career Center Operator will carry out all activities relevant to the provision of each program covered under this plan in accordance with all Federal/State policies and procedures. The Board further assures that a schedule for the monitoring of local One-Stop Career Center activities will be developed and agreed upon in concert with DCS. Additionally, the Board assures that DCS shall have full access to all One-Stop Career Center staff, records, systems, data, books, accounts, correspondence and other documentation necessary to carry out its program evaluation responsibilities as authorized by statute and/or regulation. The Board also agrees that DCS, in order to effectively carry out its responsibilities, may conduct on-site evaluation activity that is either with, or without, advance notice. The Board also assures that local staff training relevant to the delivery of services covered under this plan will be developed and agreed upon in concert with DCS.

18. NONDISCRIMINATION EMPLOYMENT & EQUAL OPPORTUNITY

The Board assures that the local One-Stop Career Center Operator will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially assisted program or activity; Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities; The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs. The Board also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the operation of the WIA Title I financially assisted program or activity, and to all agreements made to carry out the WIA Title I financially assisted program or activity. The Board understands that the United States, the Commonwealth of Massachusetts and the DCS have the right to seek judicial enforcement of this assurance. The Board also assures that the local One-Stop Career Center Operator will appoint an Equal Opportunity Officer to ensure compliance with the regulatory requirements cited above.

19. GRIEVANCE PROCEDURE POLICY

The Board assures that the local One-Stop Career Center Operators will implement and maintain a formal complaint system consistent with State policy and Federal regulations promulgated at 20CFR §658.400-418 and 658.500-504 and §667.600-667.640 relevant to the Workforce Investment Act of 1998 and the Wagner-Peyser Act, as amended.

20. NONPARTICIPATION IN SECTARIAN ACTIVITIES

The Board assures that WIA Title I funds will not be expended on the employment or training of participants in sectarian activities. Participants must not be employed under Title I of WIA to carry out the construction, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place of religious worship. However, WIA funds may be used for the maintenance of a facility that is not primarily or inherently devoted to sectarian instruction or religious worship if the organization operating the facility is part of a program or activity providing services to WIA participants.

21. POLITICAL ACTIVITIES, LOBBYING PROHIBITION

The Board assures that WIA Title I funds and none of the services provided with said funds may be used for any partisan or non-partisan political activity or to further the election or defeat of any candidate for public office. The Board also agrees to comply, where applicable, with the provisions of the Hatch Act, which limits the political activity of certain State and Local government employees, along with contractors, subcontractors and participants funded through the use of WIA funds. The Board shall comply with 29 CFR 93 regarding the restrictions on lobbying and the Certification and Disclosure requirements pursuant to Section 319 of Public Law 101-12.

22. CERTIFICATION REGARDING DEBARMENT

The Board certifies, that neither it nor its principals:

- are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal or State department or agency;
- have within the 3 year period preceding this plan been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or Local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- are presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or Local) with the commission of any of the offenses enumerated above; or
- have within the 3 year period preceding this application had one or more public transactions (Federal, State or Local) terminated for cause or default.

23. HEALTH AND SAFETY

The Board agrees all services provided to participants under the programs covered under this plan will take place in an environment where appropriate standards for health, safety and comfort are maintained. Participants in on-the-job training operated with WIA funds as defined in 20 CFR Part 663.700, are subject to the same health and safety standards established under State and Federal law which are applicable to similarly employed employees, of the same employer, who are not participants in programs under WIA. Facilities will be adequately heated and ventilated; with adequate toilet, rest and lunch areas; easy access to potable water; and separate and clearly delineated smoking areas.

24. NEPOTISM

The Board assures that no recipient of funds covered under this plan will hire a person in an On-The-Job Training position, administrative capacity or consultant position funded under WIA if the individual or a member of his/her immediate family is employed in an administrative capacity of the USDOL, EOLWD, DCS, DUA, Commonwealth Corporation or the recipient. The Board agrees to inform the Department of Career Services of any potential violation of the nepotism restriction. Additionally, no individual may be placed in a WIA employment activity if a member of that person's immediate family is directly supervised by or directly supervises that individual.

25. UNIONIZATION AND ANTI-UNIONIZATION

The Board assures that no funds covered by this plan shall in any way be used to either promote or oppose unionization.

26. FINANCIAL RECORDKEEPING, COST PRINCIPLES AND COST ALLOCATION

The Board agrees to maintain all financial records, and to develop and follow cost allocation procedures that are in compliance with GAAP, Federal Cost Principles, all applicable OMB Circulars, and policies issued by the Commonwealth. These include, but are not limited to, the following OMB Circulars:

- A-21, Cost Principles for Educational Institutions (5/10/2004); relocated to 2 CFR, Part 220
- A-87, Cost Principles for State and Local Governments (5/10/2004); relocated to 2 CFR, Part 225
- A-122, Cost Principles for Non-Profit Organizations (5/10/2004); relocated to 2 CFR, Part 230
- A-102, Grants and Cooperative Agreements with State and Local Governments (10/7/94, amended 8/29/97)
- A-110, Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations (11/19/93, amended 9/30/99); relocated to 2 CFR, Part 215
- A-133, Audits of States, Local Governments, and Non-Profit Organizations (6/24/97, Revised 6/27/2003 and 6/27/2007)
- Current USDOL Compliance Supplement (complement to A-133)

27. RAPID RESPONSE SERVICES

The Board assures that local One-Stop Career Center Operators and other workforce development staff will coordinate/support Rapid Response service delivery with the DCS Rapid Response Team and in accordance with all established Federal and State policies and procedures.

28. WORKFORCE TRAINING FUND PROGRAM

The Board assures that it will to the extent required:

- assist the Workforce Training Fund Program (WTFP) in marketing the Fund in its region;
- adhere to all policies and procedures with respect to application reviews and funding recommendation established by the Workforce Training Fund Program;
- review and recommend WTFP grant applications for approval or denial in a timely manner;
- assist employers to identify local skill gaps that may be addressed through employer application for WTFP grant funding; and
- partner with the Commonwealth in a sector approach to local WTFP application development, including identification of potential career ladder opportunities for incumbent workers.

29. REEMPLOYMENT AND ELIGIBILITY ASSESSMENT (REA)

The Board assures that local One-Stop Career Center Operators will

- provide labor market information;
- develop or review a reemployment plan including work search activities, accessing services in OSCCs and/or approved training;
- ensure that UI Claimants are informed that they must report to the OSCC for staff assisted services as a part of the REA;
- conduct triage to identify reemployment service needs and to provide at a minimum the following:
 - ✓ Orientation to help Claimants access self-service core services thru the Resource Room or virtually, with particular emphasis on accessing available labor market information
 - ✓ Registration with the state's job bank
 - ✓ Referrals to appropriate services offered through the OSCC and
 - ✓ Support in the development of Claimant's reemployment plan that must include either: work search activities, appropriate workshops, and/or approved training;
- ensure that REA Claimants are informed that they are required to fully participate in all components of the REA, and failure to report or to participate in any aspect of the REA will result in referral of the issue to adjudication;
- ensure the local plan includes:
 - ✓ A feedback loop to UI system as to whether the Claimants reported to the OSCC as directed & participated in the minimum activities outlined in their reemployment plan
 - ✓ A process for rescheduling Claimants who fail to report as directed or referring such Claimants to adjudication; and
- agree to participate in any USDOL/ETA funded studies of the effectiveness of the UI REA initiative.

ATTACHMENT L

Massachusetts Fiscal year 2012 Local Annual WIA Plan

Narrative Questions

We understand that responding to the first question may be repeating information already included in the strategic plan; however (1) not every region has a current strategic plan and (2) capturing the information in a single document will both expedite plan review and create a more comprehensive FY2012 document.

1. What principal strategic goals or priority areas are planned for the region over the next 3 – 5 years?

The Merrimack Valley Workforce Investment Board (MVWIB) in partnership with the Workforce Investment Area Chief Elected Official (CEO), Mayor William Lantigua of Lawrence, is required to prepare an Annual Plan for FY2012. This Plan will outline how the workforce development funds available to the region through the Workforce Investment Act will be coordinated and utilized with other available funds and services to provide employment and job training services for job seekers and employers in our region.

The Lower Merrimack Valley Workforce Investment Area (LMVWIA) is comprised of fifteen cities and towns in the Northeast section of Massachusetts and includes: Andover, Amesbury, Boxford, Groveland, Georgetown, Haverhill, Lawrence, Methuen, Merrimac, Newbury, Newburyport, North Andover, Rowley, Salisbury, and West Newbury. The region has a culturally, educationally and economically diverse population.

Lawrence, Massachusetts is this region's most populous community. A mill city of 72,000 located about 30 miles north of Boston, Lawrence was established as a planned industrial city in the 1840s. Since then, it has been host to waves of immigrants seeking a better life. Like many other Massachusetts "Gateway Cities", the decline in manufacturing, the loss of entry level jobs and capital, and the increased technical and educational demands of high emerging Commonwealth industries pose ongoing challenges for the City and its residents. This decline has had serious consequences. According to the U.S. Census Bureau, the City of Lawrence is the currently the 23rd poorest city in the nation.

The median household income in the City is just \$27,983 - while it's \$64,081 statewide. The poverty rate is twice the national average, and the unemployment rate of 17% is three times the state average. The five-year high school dropout rate is more than 50%. Lawrence has always been an immigrant city and currently its Hispanic residents comprise over 60% of the city's population and over 90% of the youth at its high schools.

Haverhill and Methuen are also cities that were built for manufacturing along the Merrimack River. While not as dramatically affected as Lawrence, both cities have significant numbers of residents with low median incomes and high dropout rates.

The other twelve cities and towns in the region have been impacted by our current "Great Recession". But even though their unemployment rates and municipal revenues have

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suffered, they have much lower school drop-out rates, significantly higher household incomes and much higher post-high school educational attainments..

For the last two years, more residents of these twelve comparatively affluent cities and towns have for the first time utilized the services available through the workforce system. The resulting challenges and demands on the local workforce system have required innovation and change in process and focus. Changes have been made to serve a more diverse customer base possessing a broad spectrum of work experience, educational and occupational skills.

The ValleyWorks Career Center (VWCC) is the primary vehicle for the delivery of workforce services for job seekers and employers in the MVWIA. The Merrimack Valley Workforce Investment Board charters and oversees the two VWC Centers in Lawrence and Haverhill. Over the past three years, the VWCC has annually provided services to approximately 15,000 individuals and 1500 employers.

ValleyWorks is a collaborative effort between the City of Lawrence Department of Training and Development and the Commonwealth's Division of Career Services. Various other public and private partners provide additional support to the Center and customers through Memoranda of Understanding which are identified in this document.

The MVWIB, its Division of Grants Administration (DGA), the designated City of Lawrence WIA Title I Administrator, and ValleyWorks Career Center staff have and will continue to work together to execute the goals and objectives outlined in the FY12 WIA Annual Plan.

MVWIB Strategic Priorities and Objectives:

The Annual Plan reflects the continuation of the MVWIB focus and emphases for the next three to five years on the priorities and strategies outlined in the MVWIB's High Performing WIB Strategic Plan. The HPW Strategic Plan (HPW SP), approved in October of 2010, focused on the three priorities identified by the Governor of the Commonwealth:

- Building the capacity of the workforce system
- Closing the Skills Gaps in key industries and sectors
- Enhancing the youth pipeline to education and employment

Within these overarching priorities the MVWIB also identified additional local objectives:

- Increasing the economic vitality of employers and workers in the region
- Alignment of workforce development resources with the needs of the labor market and the regions key employers
- Promoting and supporting activities that will retain and expand employment opportunities for targeted populations including the economically disadvantaged, veterans, people with disabilities, older workers and others with perceived barriers to employment

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- Continuous improvement of the One Stop Career Center system to enhance services for employers and job seekers, reduce duplication and maximize available resources
- Improving performance and system accountability.
- Promoting and supporting activities that will ensure the development of a pipeline of future workers as youth transition to productive and satisfying employment and economic self sufficiency

The HPW SP also identified key sectors in the region for emphases based on their potential for future growth, availability of employment opportunities at a variety of educational and skill levels, career ladders providing upward mobility and education and training resource availability or capacity. The sectors that the MVWIB has identified are:

- Manufacturing
- Healthcare
- Life Sciences
- Green Jobs

The MVWIB Strategic Plan Performance Scorecard, included as an Attachment in this plan, has specific goals and objectives related to the manufacturing and healthcare priorities mentioned above. As progress is achieved on these and other priorities, additional Scorecard updates will be developed.

2. What is the anticipated impact of these goals (e.g. new business partnerships related to workforce development, expanded collaborations with community colleges, new or different “youth pipeline” interventions, expanded revenue sources)?

As the goals and objectives in the Strategic Plan Performance Scorecard indicate, they will increase the involvement and engagement of employers in our targeted sectors through expanded collaborations that will:

- Build relationships and expand the utilization of the workforce development system by area employers for hiring, customized training, planning and resource development.
- Expand employer connections with educational institutions in the design and curriculum development of educational and occupational skill training programs for youth and adults in their industries;
- Improve opportunities for the development of successful proposals to increase employment and training resources in the region.
- Increase opportunities for youth and adults for internships, OJTs and employment in emerging and growing industries;

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- Help our work with employers in order to develop clear career ladders in healthcare, manufacturing, green jobs, and life sciences. These ladders will then be used by educators, training providers and job seekers;

Additional anticipated impacts for youth include:

- Increasing the number of youth in our region who obtain a high school diploma or GED. The MVWIB believes that a high school diploma or GED is essential for future economic and personal success. All MVWIB funded programs will require a linkage with an educational institution. Out of School programs will require a linkage with an educational provider offering GED preparation.
- In keeping our Strategic Plan, our board has also made the decision to help prepare more inner-city area youth for emerging technologies that require good STEM skills. The MVWIB specifically encouraged programs focusing on healthcare, green and manufacturing jobs. We also expanded the range of gender neutral training options. In the past year the MVWIB expanded training options for youth to include training in Automotive Technology, Green Handyman, and Culinary Arts. All programs funded will require the attainment of an industry recognized credential.
- Increasing the opportunities for youth work experience. Whether publically or privately funded, work experience has been found to be the primary indicator of future employment success for young people.

In addition to the objectives identified above, during FY 11 the MVWIB expanded program access for the region's economically disadvantaged youth. At their September 2010 meetings, the MVWIB Youth Council and Planning Committees voted to expand the list of eligibility barriers applicable within the MVWIB. These changes will allow more economically disadvantaged youth to be eligible for our program services. The change is also intended to help remind youth that educational achievement and effort are rewarded. The additional barriers are:

- a. Youth living in designated census tract poverty areas
- b. Youth living in non-traditional households
- c. Youth living in public housing

These additional barriers will allow enrollment in training for economically disadvantaged area youth who may not have critical educational issues and create a larger pool from which to draw STEM capable or interested youth.

3. In addition to strategic planning goals, have other regional or career center priorities been identified for FY2012? What are they?

The MVWIB and ValleyWorks Career Center are committed to continuously improving our ability to respond and serve both employers and individual customers. The challenges of the past two years have included providing employment and reemployment services to an unprecedented and incredibly diverse number of job seekers, identifying and developing new skill training

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programs in growth occupations through ARRA funding, and increasing the development and utilization of new collaborations, projects and proposals designed to maximize resources and broaden options for employers and job seekers. These efforts have improved planning and cooperation among system partners and increased capacity in the region.

In FY12 we will continue to build on past experience, which includes, as previously noted, increased resource development activities through both public and private funders, working closely with employers to ensure that education and training is aligned with their current and future needs, supporting and collaborating in initiatives led by our workforce partners in the region, and exploring best practices and new models to better engage and serve youth in our region. Our youth efforts are described in more detail in Attachment L1 of this plan.

4. What current or anticipated challenges, including specific labor market circumstances, is the region facing as a whole?

Key manufacturing, healthcare, retail trade and professional and technical services employment sectors are basically holding steady or showing very slow growth in this region since the same period last year. Despite their higher total labor force numbers, the number of claimants in our region in the manufacturing, healthcare and professional and technical sectors is higher than the neighboring North Shore workforce area.

While the majority of cities and towns are hovering around the State average (June 2011) of 7.8% our three major cities, Lawrence (16.8%), Haverhill (8.5%) and Methuen (9.1) remain significantly higher. As discussed earlier, these high numbers reflect the greater barriers to employment suffered by individuals living in our larger cities. These can include lower educational and occupational skill levels (49% of adults enrolled in WIA Title I programs are basic skills deficient in English, reading and/or math), a lack of English language proficiency, youth who are high school drop outs (35% of youth served through WIA Youth programs), and older workers who have been displaced in the economic turndown (68% of workers served through the WIA Dislocated Worker program are over 40, 18% over age 55).

For the past two years, funding through the American Recovery and Reinvestment Act (ARRA) provided opportunities to develop new programming that provide training options for individuals who required educational remediation as well as occupational training to regain employment. In FY12, the reduction in WIA funds and the continued loss of Department of Transitional Assistance funds to serve public assistance recipients further complicates the service choices that need to be made by the MVWIB and VWCC. We are obliged to explore new ways of addressing the workforce development needs of job seekers coming into our Centers.

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- a. **What strategies, including education and training, are planned for FY2012 to address these challenges?**

I. WIA Adult, Dislocated Worker, Youth and Wagner-Peyser Programs

While state planning priorities for FY2012 continue to include the development of an integrated and responsive workforce system, our foci for FY2012 emphasizes maintaining high service delivery levels and continuing service improvements with less funding.

The WIA Annual Plan endeavors to ensure that effective service and positive outcomes remain our focus and that quality is not compromised in the wake of very high demand. Training services for all populations are targeted toward ensuring skill acquisition through the development of career ladders, education and skill building in the demand occupations identified by the MVWIB that will provide significant and continuing growth and career opportunities for residents of the Merrimack Valley. These growth sectors include healthcare, advanced manufacturing, green jobs, and life sciences.

Services to Adults:

To be categorized as an adult customer, job seekers must be over 18 years of age. WIA through Wagner-Peyser provides basic core services, which are available to all job seekers. Additional intensive and training services are available to persons predicated on meeting certain eligibility criteria.

Statutory provisions of WIA require that priority for intensive and occupational training services through WIA Adult funding be given to public assistance recipients and applicants living below the poverty level. These customers have access to a broad array of services from a comprehensive assortment of employment programs.

Core services include:

- Orientation to the information and services available through the OSCC system.
- Career counseling as required, based on customer need.
- Initial assessment of skill levels, aptitudes, abilities, and supportive service needs.
- Job search and placement assistance, including interview preparation, resume preparation, job listings, resume listings, job clubs, and various job search workshops.
- Provision of information on employment and labor market statistics.
- Information and referral to job openings (including those posted on on-line job banks) and the hiring requirements of local firms.
- Program performance and cost information on eligible providers of training services.
- Assistance in establishing eligibility for obtaining financial assistance for training and other services.

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Additional intensive and training services may be available depending on individual eligibility for various federally funded programs targeted to certain groups. Low-income adults receive priority for WIA funded intensive and training services.

Training for adults include **Individual Training Accounts** or "ITAs" that will help pay for the costs of approved training programs. ITAs may be used to pay for approved Occupational Skills Training, Occupational Skills Training in combination with Adult Basic Education, or Vocational ESOL. WIA Funding is funding of last resort and will be provided after other available resources (Pell Grants, Scholarships, etc.) are applied against the cost of training.

Career Center Counselors determine a customer's eligibility for training and assist them in the selection of a training provider from an approved list of providers. Unless approved by the MVWIB and VWCC Executive Directors ITA Vouchers in the MVWIB region may not exceed \$8000 for any individual within a five year period.

The MVWIB will also utilize "**On-the-Job Training (OJT)**" opportunities for adults and older youth. OJT is occupationally specific training provided by an employer for a limited duration. The employer will pay the WIA trainee a wage while engaged in productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job. WIA will reimburse the employer up to 50% of the wage rate for the extraordinary costs of providing the training and for the related additional supervision that is required.

Additional specialized training opportunities for Adults may be provided through other funding received by the WIB in addition to WIA support.

Performance Goals for Adults enrolled in WIA for FY12 are * :

Adult Entered Employment Rate	68%
Employed with Credential Rate	64%
Employment Retention 2 nd & 3 rd Q	75%
Average Earnings 2 nd & 3 rd Q	\$9000

Services for Dislocated Workers:

Dislocated workers in the MVWIB are defined as have been permanently laid off, receiving notice of termination or layoff, or underemployed subsequent to meeting the employment and low wage criteria described in the MVWIB ITA policy. Dislocated workers may receive the same core, intensive and training services described in services to Adults.

Many dislocated workers also receive these services through the State's Department of Career Services Rapid Response Team, National Emergency Grants provided for company specific

* Performance Standards for all funding streams may be adjusted further based on FY12 Adjustment Factors and the change to Common Measures for calculating Youth Performance.

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dislocations or layoffs, and funds available through the Trade and Globalization Adjustment Act of 2009. The MVWIB and VWCC will utilize all of these resources to expand and maximize the employment and training services available to dislocated workers whenever possible.

Performance Goals for Dislocated Workers in FY 12 are:

Entered Employment Rate	72%
Employed with Credential	69%
Employment Retention 2 nd & 3 rd Q	83%
Average Earnings 2 nd & 3 rd Q	\$15,100

Services for Youth:

In keeping with the report “Preparing Youth for Work and Learning in the 21st Century Economy” of the Massachusetts Workforce Investment Board Association Youth Committee the MVWIB will incorporate the following recommendations for activities in FY12.

They are:

- Increasing the number and quality of work experiences and career exploration activities for both in and out of school youth.
- Organizing collaborations among workforce, education and human service agencies at both the state, regional and local levels to expand and strengthen services for youth and young adults.
- Developing a pilot within the region which incorporates multiple pathways and service providers in the creation of new avenues to educational attainment, economic security and upward mobility.

Whenever possible the MVWIB will seek to maximize resources through inter-agency and inter-organizational collaborations, merging and linking programmatic resources and activities and seeking additional complimentary resources from public and private sources.

FY12 Activities for Youth:

To be eligible for services as a Youth through WIA an individual must at a minimum be between 14-21 years of age and certified as meeting low income eligibility. In addition the youth must have an additional barrier to employment as described in the regulations or as approved by the local area as an eligible barrier. The MVWIB has added three additional barriers that broaden the opportunities for eligibility for services :

- Youth living in designated census tract poverty areas
- Youth living in non-traditional housing
- Youth living in public housing

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In School Youth:

Services for in-school youth will focus on drop out prevention, academic support, career exploration and work experiences designed to motivate and educate youth preparing for the future.

During FY12 the MVWIB will concentrate on the development and implementation of collaborative activities with five area high schools engaged in the Race to the Top (RTTT) initiative which is focused on supporting youth readiness for college and career readiness. Fostering relationships between employers in key sectors and educators that promote the development of engaging and relevant curricula, articulating career ladders and educational requirements, and expanding opportunities for internships and employment for students will and teachers will be a primary focus.

Out of School Youth:

Services for out of school youth are focused on reengaging youth who are in need of a high school diploma or GED in educational activities, providing career exploration and awareness counseling, occupational skills training in the primary labor market, support services as necessary and assistance in obtaining employment in a chosen occupation. Training may be provided in either a group setting or through Individual Training Account vouchers for older youth (18-21) or youth over 16 who are no longer in school as described in the Adult section. In FY12 the MVWIB will focus on the development of additional training options specifically focusing on jobs requiring STEM related skills and those that are considered gender neutral.

Summer Jobs:

Research shows that work experience is a key indicator in future employment success for youth. Through Youthworks funding approximately 200 youth will be employed in jobs in the public and private sector in targeted cities throughout the region. Ongoing efforts by the MVWIB and ValleyWorks Career Centers continue to seek out additional resources and employers to expand summer job opportunities for youth in the region.

Draft Performance Goals for Youth:

Older Youth (19-21):

Entered Employment Rate	74%
Employed with Credential	51%
Employment Retention 2 nd & 3 rd Q	78%
Earnings Gain Post/Pre Program	\$3700

Younger Youth (14-19):

Skill Attainment Rate	85%
Diploma (or equivalent) Rate	60%
Employment /Education Retention Rate	66%

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Wagner-Peyser Funds

Wagner-Peyser funds through the Division of Career Services provide universal access to job seekers and employers for core services provided through the Career Centers as described in the Adult section. These funds also pay for Labor-Exchange services between job seekers and employers that do not include training or other intensive services. Wagner-Peyser was essentially level funded from FY11 to FY12.

Draft FY12 Performance Goals:

Entered Employment Rate	50%
Employment Retention Rate 2nd Q	77%
Average Earnings 2 nd & 3 rd Q	\$15,800

II. Expanding Resources:

The MVWIB and our system partners have aggressively applied for additional funding through the EPA for Green Jobs Training, a Statewide Grant from USDOL for additional services and coordination between the Community Colleges and Career Centers, for an HIB Technical Skills Grant through USDOL and a regional grant through the State Energy Sector Partner with the Lowell and North Shore WIBs. We are currently exploring the “Ticket to Work” program through the Social Security Administration. We utilize Trade Act dollars for eligible workers and have applied for National Emergency Grants for companies experiencing large dislocations in the region. We are beginning to look at private foundation funding through our 501 c(3) designation and are partnering with the City on a new State funded grant to provide employment and training services through a violence prevention grant.

As part of our Youth Pipeline efforts we are working with Greater Lawrence Technical School, Whittier Regional Technical School, NECC, and area manufacturing companies to design a program that will increase the exposure of young people to STEM jobs, with a focus on the middle skill STEM jobs of today. Job shadowing, internships, industry speakers in the classroom and multi-media presentations will expose youth to modern high-tech workplaces and jobs.

Currently there is limited training availability in the MV in manufacturing jobs, like CNC machining. Both the community college and the technical schools are interested in developing an appropriate program and we are in the discussion stages. The college has just built new science labs and developed a Life Sciences credential that meets the needs of related entry level career education.

The challenge as always is to maximize services to customers while ensuring that those services and resources are well utilized and managed. During the next year one of our key priorities is to explore ways to better utilize technology to measure progress, performance and evaluate impact.

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b. How might the state best assist the region to address these challenges?

1. Given the reductions in available discretionary funding, utilize those funds to support projects that assist local areas in implementing goals and objectives outlined in their approved strategic plans versus state created priorities.
2. Improve the dissemination of proven program models and best practices with all areas,
3. Develop collaborations and linkages with DESE and other and state agencies providing services to youth and adults to better coordinate available funding to support education and career development activities.
4. Develop stronger relationships and agreements with community college and public school systems to develop models that reduce duplication of efforts and maximize resources and continuums of services that include education, career awareness, occupational training or employment.

5. What are the specific challenges facing the region's career centers for FY2012?

In FY2012, the Valleyworks Career Centers will face a number of challenges. These challenges have developed due to the changing demands and conditions of workforce needs and as a result of the loss of American Recovery and Investment Act (ARRA) funding and a trending decline in WIA funding resources available to the Career Center. As funding will no longer be available through ARRA, and WIA funding has also declined overall in FY 2012, a significant challenge exists as to how current funding will be best utilized due to the high unemployment rates in the region.

The decline in funding resources has impacted staffing levels, and the Career Center is challenged in maintaining adequate customer service in order to ensure that the full array of services continue to be delivered at the Career Center. Staff responsibilities will need to be broadened and enhanced through cross training in order to serve the projected 15,000+ customers in the next fiscal year, and staff will need to assume a more "generalist" role in the service delivery system. The Career Center will continue to serve the same number of unique jobseekers with reduced staffing. Additionally, the reduction of ARRA funding has also impacted the RES program (loss of 5 FTEs). A plan is however in place to continue to provide ES services to claimants.

a. What strategies including education and training are planned for FY12 to address these challenges?

With the current budget now in its final stages, there is limited funding for training services under WIA Title I Dislocated Worker and Adults, and fewer jobseekers will be trained to meet workforce needs. As a result, there will be a change in operational focus at the Career Center. This presents a challenge to the Career Center in that there will be an increasing emphasis on the employment focus with customers. As this occurs, there will also be an increased demand on the employment service system/core services delivery in the Career Centers with more job seekers using employment services, workshops, and Career Center resources.

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Limited training funds will also reduce the number of WIA ITAs and fewer jobseekers will be trained to meet the region's shifting workforce needs. Expanding the region's workforce will depend upon the rapid "re-employment" of dislocated unemployed/underemployed job seekers. Developing more effective methods of referrals and job matching to close employer job orders will be needed in order to more closely meet employer needs and recruitment objectives.

In light of the current funding and the determination of the best use of limited funding in FY 2012, the Career Center will also be working with the MVWIB to develop more current labor market information and to identify employer needs in the region to more effectively direct Career Center resources to meet identified workforce needs.

In addition to gaining better information about the region's developing workforce trends, the Career Center still has a significant challenge ahead in working with its unemployed limited English speaking population. The lack of language proficiency and basic computer skills evidenced by both youth and adult customers presents significant employment barriers including access to available jobs and training services and makes it difficult for the Career Center to provide assistance to this population that leads to employment opportunities.

b. How might the State best assist the region to address these career center challenges?

See question 4 b. response.

6. Please describe efforts identified as "innovations" that are planned for FY 2012 for both the region as a whole and the career centers in particular. What specific issues are these innovations intended to address?

The National Emergency Grant (NEG) Job Search Skills Program

To serve the many job seekers within the National Emergency Grant (NEG) whose priority is to rapidly find employment and return to work quickly and may face major barriers in the local job market due to limited skills, low literacy levels and/or limited English skills we designed a Job Search Skills Program to increase the job search success of NEG Dislocated Workers.

The program focuses on the elements of an effective job search and helping attendees improving the interpersonal communication of their current skills and their transferable skills, as well as addresses confidence in communicating their skills to help establish a solid first impression, and dialogue with potential employers seeking dependable workers with work experience and a track record of performance.

Candidates with low literacy levels and/or limited English often lack the confidence and basic knowledge to tackle an effective self-directed job search. Our goal with this 3-week program was to address these issues.

The NEG Job Search Skills program focuses on confidence building, skills assessment and research activities to help attendees locate and be prepared to effectively contact potential employers, create a basic skills based résumé and complete a job application. Additionally,

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attendees gain some computer knowledge to help them perform a proactive and independent job search.

What is covered during the NEG Job Search Skills program:

- Attendees gain experience introducing themselves, explaining the interests, skills, knowledge, experience and abilities
- Create or update a résumé
- Prepare to interview in a risk free environment
- Understand what employers look for when hiring
- How to complete an application
- How to prepared to speak with potential employers about current or future employment opportunities
- How to interview for a job
- Build confidence, and help improve communication, interpersonal and work skills
- How to conduct an active, planned, effective and self directed job search
- How to use a computer or the Internet for a job search
-

The 3-week workshop program also increases our connection with new clients, ones who traditionally do not visit the Career Center or who rarely have regular contacts with career center CSAs or Job Developers. The workshop exposes job seekers to resources to which they were previously unaware.

The NEG Job Search Skills program addresses a variety of learning styles, literacy and work experience levels. The program offers a three (3) week, four (4) day per week and three (3) hour per day program. The target group workshop size is normally eight (8) to fifteen (15) students.

Upon completion of the three (3) week program, attendees will:

- Be able to introduce themselves and their skills to a possible employer
- Have a typed Resume
- Be able to completed Job Application alone
- Be prepared to Interview for a job
- Have weekly Follow Up Sessions with a Career Counselor during the program
- Have a scheduled Follow Up Appointment with a Job Developer

The goal of the 3-week program is to better prepare attendees to conduct self-directed job search, to modestly improve literacy and communication skills, and to help a significant number of the NEG enrolled participants who wish to return to work using their current skills do so quickly and obtain employment averaging \$9.00 + p/hour.

We anticipate utilizing these workshops for WIA customers to better prepare them for employment prior to and after any WIA training funds are spent.

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RES Reviews

In FY12, Re-Employment Services (RES) Review Meetings will no longer be recognized as a program. Instead, components of RES will be functions of Employment Services (ES). VWCC's RES goal for FY12 is 4396. With the loss of ARRA funding and staffing, RES components (ie; initial assessment, career action plan and additional services) will be conducted in a group setting. All claimants will be scheduled to attend a Career Center Seminar and upon completion of the seminar, will be scheduled for an RES Review Group Meeting. RES Review Group Meetings will be conducted three times per week in each location and will last 1.5 – 2 hours. During this meeting, claimants will learn how to conduct a successful job search. ES staff will facilitate the session. ES staff will review individual needs assessments (INA's), hot job listings, JobQuest, work search logs, effective ways to work a job fair/recruitment and labor market research information. This innovation will address the lack of ARRA RES funding and staffing while ensuring that VWCC continues to provide job search services to claimants.

Training Completion Procedures and Guide for Transition

The scope of this policy applies to all job seeker customers that are enrolled in WIA through Individual Training Accounts (ITAs) and/or in intensive services in one of the following programs: (1) WIA Title I Adult Low Income, (2) WIA Title I Dislocated Worker, (3) DTA Competitive Integrated Employment Services (CIES), (4) TRADE, and (5) National Emergency Grants (NEG). This policy is designed to provide staff with the necessary procedures to assist job seekers in transition from occupational skills training to employment by providing the appropriate resources and services that will prepare the customer's job readiness and job search plan in anticipation of training completion. This process begins at the 6 week/42 day mark prior to the estimated end date of training and is intended to expedite the transition from training to training related employment.

This process includes the following objectives:

1. To provide opportunities that enable the customer to successfully gain training related employment that leads to self-sufficiency.
2. To provide a smooth transition from training completion to employment.
3. To ensure that the customer receives the appropriate services to support his or her transition from skills training to employment.
4. To coordinate Employment Services, LVER, and Business Service Unit staff who provide services in job development, job orders, job referrals, and job matching.
5. To coordinate Training Provider job development and job referral services as needed.
6. To provide a continuity of services that provides the customer with the necessary resources to achieve the employment goal.
7. To provide for the coordination of case conferencing at all levels of Career Center service when necessary.

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WARN Reports –WIA Compliance; Thirty Day Direct Contact

The VWCC has used, a number of different Crystal reports to track 30 Day Direct Contact including: the WIA Adult and Dislocated Worker 30 Day No Contact Report, the Caseload/Case Management Report – an individualized staff caseload report that highlights contact issues in both WIA Adult and Dislocated Workers, and an individual MOSES staff caseload report of open cases for each Career Service Advisor (CSA) drawn directly from the documents menu in MOSES.

With the implementation of the MOSES “soft exit in FY 11, new resources were developed to assist Career Centers track enrolled WIA Adults and Dislocated Worker customers approaching the 90 Day soft exit mark. The VWCC began using a modified version of the WARN report in January of 2011. Because the WARN is a Crystal Report, VWCC was able to modify the “canned version” to include employment and case manager information. The addition of this data to the report made for a more accessible and user friendly tool for Career Center front line staff to use.

As of January, 31, 2011, the WARN Crystal report is generated weekly and is then converted to a .pdf and sent via email to CSA staff for follow-up use. The report identifies weekly contact needs in areas between 30 – 60, 61 - 81, and 82+ days of no reportable service. Contact priority is given to all contacts beyond the 30 day mark in order to improve the compliance of follow-up contact/services to ensure that customers requiring WIA services are attended to according to our local policy. VWCC staff continues to work to ensure that all customers are receiving services within thirty days. The WARN report is being used by VWCC management to identify customers that have not received services within thirty days so that contact issues can be addressed with the CSA to determine how to re-engage the customer with VWCC services, or to develop alternate methods of contact in cases where a customer has been difficult to reach. This report is also used as a management tool to monitor and drive staff performance in this critical area.

In Training Customer Survey and Monitoring

In FY2012, the Career Center will implement a new “Training Program Evaluation” that will be issued to customers while they are still in training and will be used in combination with the existing End of Training Program Evaluation. The new survey will be issued to training participants at the halfway mark during their training program. The intent of this survey is to more effectively identify training and/or vendor issues earlier in the training process. This early identification of potential issues will assist the Career Center in addressing issues that may impact the overall quality of the training program and its delivery to VWCC customers. The training evaluations will be used in cases where continuous or repetitive issues become apparent through the evaluation of all program participants. This information will be captured in the SNAP survey systems and will be reviewed monthly by VWCC management. The survey system allows for additional written comments to be reviewed. These surveys will be used as a catalyst for specific program monitoring.

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The ValleyWorks Career Center will also be working collaboratively with the MVWIB to develop and implement Training Program Monitoring for training programs that are in process. Prior to this last fiscal Year, program monitoring was conducted primarily at the conclusion of the training program.

Network Systems Change

One of the initiatives that the career center will also be working on in this fiscal year is transitioning from the State network onto our own network. We will be working with the State to provide us with a connection to MOSES. All other services will be provided locally such as e-mail, file sharing, routing of data, internet access, etc.

This change will give us much control over our network and it will allow us to add technologies that we have not been able to tap into such as wireless networking, remote access, virtual private networks, etc. This will also allow the Career Center to quickly adapt future technologies that can help improve both customer service as well as staff productivity.

The Crystal Reports Software tool that is used for all real-time and Ad-Hoc reporting will be upgraded to help improve reporting performance and provide a greater degree of control when retrieving data. This upgrade will also help insure that all managers have access to crucial and time sensitive information on-demand.

Race to the Top (RTTT)

Five schools in our region have received funding to implement RTTT projects designed to increase college and career readiness for in-school and out of school youth. The MVWIB and ValleyWorks Career Center will work with each school in the development of an advisory council for the project which will include post secondary education and training providers, area employers, and school personnel. The MVWIB and VWCC will provide career readiness professional development training for teachers and staff. All RTTT students will be exposed to college and career information. The state plan is to eventually begin this program in kindergarten. At this point, the majority of local schools are beginning with juniors and seniors and progressing backward to 9th grade. Each school has asked for support for different initiatives and has individualized their plan to their strengths/needs.

7. What strategies are currently planned to drive performance in FY2012?

The ValleyWorks Career Center and the MVWIB will monitor performance goals monthly through the use of Crystal/Internal reporting methods. The Career Center will also utilize State reporting mechanisms to monitor Career Center performance. Desktop reviews will also be conducted to ensure that staff maintains quality service delivery, effective work flow, and that tasks are performed correctly and accurately according to established procedures and processes. Adjustments to processes, procedures, work flow, quality and quantity of work completed with regard to goal versus actual scale attainment will be addressed as needed and required.

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Managers will also utilize “real time “reports to measure performance at any point of time and to make any/all adjustments where needed. They will also have access of the DCS quarterly performance reports to identify strengths and weaknesses in each performance criteria and make the necessary adjustments to meet/exceed performance goals.

a. What barriers do you face in achieving your own internal goals?

Due to limited funding and/or a lack of funding, the Career Center has lost 6 FTEs and is challenged in its ability to provide a similar level of service as in the previous fiscal year with fewer staff.

A major barrier in serving youth is a lack of program providers and the continued reduction in funding for youth programming. Currently, there are few youth vendors, which limit the program choices for youth. Many programs geared to youth, have low entrance criteria; it is almost impossible for a youth with low levels to obtain a GED in a short period of time. We will continue our efforts to identify and attract additional resources and youth program operators to our region.

8. How is local performance to be measured?

Local performance is measured using various methods and tools. This includes:

- Employer and Worker Customer Satisfaction Surveys
- Real time Crystal reports /Internal Monthly reports
- State quarterly reports to ensure that wage retentions are being met
- Monthly Desktop Reviews
- WIA Exit surveys

The VWCC will also work with the MVWIB to develop training programs that will meet the need of the region’s workforce and provide quality employment outcomes

a. How is customer satisfaction being measured?

At the close of FY 2011, the VWCC has revised existing customer surveys and implemented new surveys to measure customer satisfaction. These surveys include:

1. The Career Center Seminar Evaluation
2. The Networking for Professionals Evaluation
3. The Overview to Training Information Session Evaluation
4. The Employer Recruitment Evaluation Survey
5. The Resource Room Customer Evaluation Satisfaction Survey
6. The Self-paced Learning Services Lab Evaluation
7. The Job Seeker Survey
8. The WIA Customer Satisfaction Survey (“WIA Exit Survey”)
9. The Workshop Evaluation Form
10. Youth Welcome Session Evaluation Form

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11. Employer Surveys
12. Employer repeat business

Survey forms are forwarded to the IT department for data input into the SNAP survey System. At the end of each month the Executive Director does a report on each survey, reviews comments, and addresses comments that are similar or consistent with a vendor, program component, or system related issue.

b. How has this information influenced the region's business practices for FY2012?

As a result of the review of survey information, the VWCC has been able to identify and improve programs and services in the areas of workshops and other core services, training vendor and training program issues, and in system related process issues. In FY 2012, the Career Center will now be conducting in-process training vendor program monitoring. The review of information gathered through the survey system has also led to making continuous quality improvements.

We have also developed a Facebook page in order to market our services to prospective youth customers, current youth participants, and community service agencies. In the next fiscal year we plan to update our Youth Welcome Session, as a response to feedback from the youth surveys.

The MVWIB is also looking for ways to use technology in order to gather and track various types of service delivery numbers per customer service member.

9. Do you currently have a method in place for determining the effectiveness of services you provide?

There are a variety of methods in place that determine the effectiveness of services. Some follow:

-weekly and monthly desktop report reviews to identify strengths and weaknesses of the different funding streams. We receive monthly RES/REA reports with planned versus goals outcomes to determine if we are meeting/exceeding our plans.

-various customer/employer surveys at different points of contact are reviewed monthly to ensure that the services that are being provided meet their needs

-monthly VWCC/WIB vendor meetings with the group training vendors to update the status of the program and the trainees and to resolve any/all issues immediately.

-Weekly/monthly WIB monitoring reports reviews to address any corrective action issues identified

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We review the quarterly DCS state reports to review the performance and demographics of the population we serve and meet to discuss how to provide better services for our population.

a. **Which service or combinations of services do you think are the most effective in assisting job seekers to enter or reenter employment?**

An effective combination of services includes the Career Center Seminar (**CCS**), Re-employment Services (**RES**) and Employment Services, and the referral mechanism to VWCC Career Service Advisors (**CSA**). This flow and referral process has been very effective in working with both dislocated workers/UI claimants, and low income adults. As these services are tied together at the Career Center Seminar, customers develop a job readiness and job search plan where services and next steps are clearly identified. The process also attaches the **Overview to Training** workshop that assists customers in making informed choices about a training or employment path.

For our youth customers to become self-sufficient in the future at a minimum youth require training and education that leads to an occupational skill certificate, attainment of a High School Diploma or GED, current labor market information, career counseling and support services. They also need a caring adult, the Youth Career Counselor, to mentor them as they acquire work readiness skills.

b. **How are you currently making this determination?**

The effectiveness of the combination of services for job seekers described above is supported through the review of reports by the VWCC and MVWIB Executive Directors and includes: RES reports, WIA reports, and weekly WIA training referral reports.

For future workers current labor market data shows that the number of unskilled entry level employment opportunities in our economy continues to decline. All reports indicate that the workplace of the 21st century will require educational and technical skills that at a minimum require post secondary education or occupational training.

c. **Do you have any plans to review current activities with regard to what works best to get the job done? What are they?**

The Valleyworks Career Center continues to use the same methods that have been used in the past due to prior success to review program effectiveness. At the end of every fiscal year we review the annual report to determine what works and what doesn't work. The MVWIB and VWCC review strengths and weaknesses in programs and service offerings. Improvements to programs are developed to ensure that programs operate more effectively. Workshops and other core offerings are also reviewed to determine feasibility in the next fiscal year based on customer feedback and attendance. Efforts are made to incorporate customer suggestions and improvements in existing programs that are gathered through survey mechanisms.

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d. Do you think major changes in how we deliver services should be considered in order to improve effectiveness?

In FY2012, due to limited funding for WIA training, the WIB and Career Center anticipates that many services will be more focused on employment services and supports. Because the Career Center will be working with more individuals beyond the training mechanism, the Career Center will be focused on providing services in the area of job readiness and job search. The Center will seek opportunities to move customers quickly and effectively through the system toward employment. This effort will include creating more opportunities and access to jobs, developing workshop offerings that will enable the Career Center to work in groups. For example, the Career Center will implement RES group activities as mentioned above in question #2 regarding Career Center innovations. Additional efforts to support the change in service delivery such as the newly revised ITA Policy and the revision of the Support Services policy have already been completed and implemented going in to this fiscal year.

The Business Service Representatives (BSR's) will be working closely with employers offering a variety of different incentives to have them post more job orders with the VWCC. Since the majority of services will be staff assisted the BSR unit will be more involved in developing a better working relationship with employers to provide more involvement in hiring, recruitment and participation in job fairs.

For youth the development of internships, and subsidized and unsubsidized public and private sector work experience opportunities is critical. Research has shown that the best predictor of future employability for young people is having work experience in the teenage years. Unfortunately because of the economy and lack of available public funding those youth opportunities have actually declined over the past few years.

e. In what direction do you think the system should be moving?

Because WIA training funds are limited and the number of individuals to be served through training in comparison is significantly lower than in previous years, the MVWIB and ValleyWorks Career Center are focusing on developing more employment related services and opportunities. It is also very important that the Career Center, together with the MVWIB, seek additional resources from our partner agencies, Veteran's VWIP, competitive grants, and other public and private funding sources that will enhance the agency's ability to serve constituents in our region

f. How might the state help with this assessment of service efficacy and potential need for system change?

The MVWIB and ValleyWorks Career Center are interested in learning more about "best practices" and methods being developed among other OSCCs in adjusting service delivery given the reduction of funding streams. We are also interested in developing policy and

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procedures for peer to peer training for line staff to explore alternate methods in process and functional developments.

10. What languages, other than English, are spoken by staff to communicate with customers in your centers? Please list.

Spanish, Portuguese, and Lebanese.

a. Are forms available in other languages? If so, please list the language.

Yes. Forms are available in Spanish.

11. Please describe the use of One Stop Career Center funds in your local area with particular regard to job seeker and employer services?

State One Stop Career Center funds support infrastructure costs, including IT, customer workshops, and administrative oversight and management.

12. What other programs do the WIB/career centers operate in the region in addition to the WIA funded programs from year to year?

In addition to the WIA programs the MVWIB and VWCC manage and operate numerous other programs providing education, employment and training services for youth and adults. Programs for youth include Connecting Activities and Career Pathways, the Bridging Opportunities Grant from DYS for youth offenders, the State funded Youthworks Program, and the JAG summer jobs program.

For Adults funding is received from DTA for public assistance recipients, the DESE for linkage with Adult Education providers and services, through non-formula National Emergency Grants and Trade funding provides additional resources for Dislocated Workers. The WIB and VWCC have collaborated on discretionary competitive funding to support training in healthcare for older workers, reentry projects for ex-offenders and occupationally specific training in both the healthcare and manufacturing sectors.

Regional Sectoral Partnerships have been developed in advanced manufacturing and the Energy/Green Jobs sectors over the past few years leading to jobs, collaborations with higher education and successful proposal development for additional funding to support occupational training in those sectors.

We will soon be operating an Environmental Protection Agency (EPA) grant with various area subcontractors. We also hope to qualify for a recently applied for US DOL H1B alternative grant.

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a. Are these programs coordinated with the WIA funded services? If so, how?

Whenever possible programs are designed to maximize resources and reduce duplication. Some programs like Trade do not provide for case management and counseling for customers. Those services are provided to the customer through WIA. Other programs are linked to provide a continuum of services that will prepare a customer for employment through sequential participation. This sequence consists of, for example education leading to occupational skills training which then leads to employment.

b. What new partnerships have developed as a direct result of these efforts?

The Connecting Activities and Pathways program have improved linkages, increased collaboration and improved relationships with the regions school systems. Work with young offenders through the BOG and JAG grants has led to linkages with the District Attorney's Office, the Department of Justice and the Department of Youth Services that have improved services and provided additional resources to serve this population.

Sector based initiatives resulting in the creation of industry specific advisory boards, the development of new employer driven training options, and collaborations in workforce system planning and program development have been invaluable. We have recently received a grant award for training in Green Jobs from the EPA based on input and involvement from a number of area employers who participated in the State Energy Partnership Grant operated in the MVWIB, the North Shore WIB and the Lowell WIB.

The EPA grant mentioned above will reinforce our existing relationship with Northern Essex Community College (NECC) and also add GroundWorks Lawrence, an urban site remediation entity training and employing entry level limited English speaking people, into our mix of partners.

13. Will the following training elements/methods be utilized?

ITA	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Group Training	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
OJT	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No depending on the age
Customized	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Skill Upgrading	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
ABE/ESOL	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

(in connection with occupational)

14. For each of the above is there is a sector focus? If "Yes" specify the sector(s).

The sector focus is health care and STEM occupations including advanced manufacturing, life sciences, IT and professional and technical service occupations.

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15. For each of the above, specify any targeted priority population(s).

Low income youth and adults who meet the eligibility requirements for WIA funds and Dislocated Workers who meet the eligibility for that program under WIA.

16. Does the local area reserve WIA training funds for periodic release during the fiscal year?

Yes No

17. Does the local area set a cap or limit on training funds made available to individual job seekers?

Yes for ITAs

If yes please specify the cap/limit for each.

The cap for training through Individual Training Account Vouchers is set at \$8000 unless modified by the Executive Directors of the MVWIB and VWCC.

18. Priority for Low-Income Adults and Public Assistance Recipients

For FY2012, what local determination has been made with respect to the limitation of funding per §663.600 of the WIA regulations regarding the implementation of Priority of Service for WIA Title I Adults and Public Assistance Recipients, including access to education and training?

The ValleyWorks Career Center will be using priority of service for low income adults due to limited funding. In the past, the VWCC has been co-located at the Department of Transitional Assistance local office. Co-located staff has been assigned part-time and have generated referrals to the Career Center for low income adults. The VWCC has a very collaborative working relationship with the DTA local office and will continue to work closely with DTA management in developing referrals to employment and training services available at the Career Center, and in providing employment opportunities that lead to economic self-sufficiency.

a. If the determination has been made that funding is not limited for FY2012, please provide a detailed explanation of the methodology used to reach that determination.

N/A

b. If funds are not limited, please describe how it is determined who will be served?

N/A

19. Priority for Veterans and Other Eligible Persons (Covered Persons)

a. How are you identifying “the point of entry” of federal employment and training programs in order for covered persons to take full advantage of priority of services?

- Their entitlement to priority of service;
- The full array of employment, training, and placement services; and

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- Any applicable eligibility requirements for those programs or services.

Covered Persons are identified at the point of entry through our Membership Desk. All customers who approach the desk asking about services are asked: “Are you a US Military Veteran or the Eligible Spouse of a US Military Veteran?” If the customer is not sure if they meet the criteria for Eligible Spouse, the Membership staff has an SOP which they can use to ask screening questions.

All new members are required to attend a Career Center Seminar (CCS) where they are informed of Priority of Service and the full array of employment, training, and placement services.

b. How are you ensuring that Covered Persons continue to receive the full advantage of Priority of Service in all employment, training and placement services “after point of entry”?

Once the member has completed the CCS, Covered Persons are then either scheduled for an appointment with a Local Veterans’ Employment Representative (LVER) if they are in the REA Program, or (if not REA) are given contact information for the LVER. LVER will receive a copy of the membership form for outreach. LVER’s work exclusively with Covered Persons. LVER will verify the Covered Person’s documentation (i.e. DD-214 for Veterans or appropriate documentation for Eligible Spouses) to determine eligibility for the JVA.

c. How do you incorporate the monitoring and evaluation of priority of service within your current policies and procedures?

As stated above, LVER’s work exclusively with Covered Persons. Managers review WIA eligibility for all Covered Persons to ensure priority of services is applied where appropriate.

d. Does your area have exemplary examples of providing service to Covered Persons?

Yes No

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Priorities	Time Frame	Status	Healthcare Sector	Time Frame	Status	Manufacturing (traditional and advanced), Green Jobs, and Life Sciences
Priority 1: Building Capacity-Building the competitive workforce advantage of the Merrimack Valley region in key sectors.						
A. Build the capacity and effectiveness of the WIB and Youth Council as a primary convenor and resource for labor market information and workforce development activities in the region..	7/09-6/12	Complete	<ul style="list-style-type: none"> ◆ Maintain active participation of WIB members from healthcare sector. ◆ Add healthcare employer to Youth Council 	7/09-6/12	Complete for 2009 & 2010	<ul style="list-style-type: none"> ◆ Add one new WIB member from manufacturing, green jobs or life science sector each year
	B. Increase linkages between sector employers, higher education, training providers, and career centers	7/09-6/12		<ul style="list-style-type: none"> ◆ Establish and convene Regional Healthcare Planning Group with healthcare providers, community colleges, education and training providers, and career centers. 	7/10-6/12	
7/09-6/12		Complete for 2011	<ul style="list-style-type: none"> ◆ Convene annual vendor meeting to highlight healthcare training gaps and encourage corresponding course development 	7/09-6/12	Complete for 2011	<ul style="list-style-type: none"> ◆ Convene annual vendor meeting to highlight needed occupational training to fill skill gaps and encourage corresponding course development .
7/10-6/12		Complete for 2010	<ul style="list-style-type: none"> ◆ Collaborate in the development of training curricula, articulation of career ladders, and design of staff development curricula. ◆ Create a sequential training model for applications to major funding sources 	7/10-6/12		<ul style="list-style-type: none"> ◆ Focus youth education/skill programs on identification and acquisition of STEM skills needed for careers manufacturing, green jobs and life sciences.
7/10-6/12		Exceeded goal , almost doubling number of critical & emerging industries utilizing career center services.	<ul style="list-style-type: none"> ◆ Increase number of critical and emerging industries utilizing Career Center services by 5% each year 	7/10-6/11	<p>Survey conducted by Board member, Mike Munday to area manufacturing companies to identify job openings and training needs. Completed in September, 2010</p>	<ul style="list-style-type: none"> ◆ Develop and implement one or more manufacturing-based projects in region ◆ Develop and execute at least one new cross regional partnership activity through MVMA group ◆ Collaborate with employers and education and training partners in the development of training curricula, articulation of career ladders, and design of staff development curricula for sectors.
				7/10-6/12	<p>Exceeded goal, almost doubling number of critical & emerging industries utilizing career center services.</p>	<ul style="list-style-type: none"> ◆ Increase number of critical &emerging industries utilizing Career Center services by 5% each year.
				7/10-6/12	Complete for manufacturing in 2011.	<ul style="list-style-type: none"> ◆ Increase number of OJT's in each industry each year

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C. Expand visibility of MVWIB as community resource for students, parents, and educational institutions.	7/11-6/12		<ul style="list-style-type: none"> ◆ Host annual Healthcare Career Awareness Community Forum for students, parents, teachers, and guidance counselors 	7/11-6/12		<ul style="list-style-type: none"> ◆ Host "Preparing for the 21st Century", Career Awareness Community Forum for students, parents, teachers, and guidance counselors focusing on STEM occupations.
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Priorities	Time Frame	Status	Healthcare Sector	Time Frame	Status	Manufacturing (traditional and advanced), Green Jobs, and Life Sciences
Priority 2: Closing the Skills Gap-Resources aligned with employer and job seeker needs to meet skill requirements in key sectors						
A. Continue work with sector partner teams to build career ladders	7/09-6/12 4/10-6/12	In process In process	<ul style="list-style-type: none"> ◆ Utilize Healthcare Planning group to develop plan to create career ladder in key healthcare sector identifying steps, required education and training and potential funding sources and timeframe for each step. ◆ Continue work on identifying other healthcare training needs, identifying potential funding sources, preparing grant proposals ◆ ARRA Commcorp funded WIB Partnership grant with NECC for enhanced CNA training with focus on geriatrics and customer service. 	7/11-6/12	In process	<ul style="list-style-type: none"> ◆ Utilizing manufacturing education and training committee Identify career ladder with associated education and training requirements for each step. Identify potential fundings sources and timeframe for sector initiative ◆ Disseminate information on career ladders/best practices to broader education/training community
B. Provide education and training targeted to job seekers with barriers to employment, including ex-offenders, older workers and those in need of remediation/English skills	7/10-6/11 4/10-6/11 2011-2012	completed Complete, 2010 Complete 2011	<ul style="list-style-type: none"> ◆ Develop an ESOL/ABE program in at least one healthcare facility each year for incumbent workers. ● "Bridge to Allied Health Careers" tAcademic remediation for incumbent workers in healthcare field program funded by Commcorp in partnership with Northern Essex CC. ◆ Increase number of successful transfers from ABE/ESOL programs to WIB funded ITA's or training in healthcare field by 5% each year. ◆ Implementation of older worker retention strategies developed thru the Commcorp funded Older Worker Retention Strategies Grant and a previously funded ECCLI Grant. 	4/10-6/12 4/10-6/11	Complete Complete In process A two-way mentoring program was implemented at New England Die Cutting in Haverhill, MA.	<ul style="list-style-type: none"> ◆ Develop and implement a vocational ESOL/ABE/occupational skills program in conjunction with employers, DESE education providers, and skills training providers, e.g., in a manufacturing environment. ◆ Implement Green Handyman training program with International Institute for 15 adults needing remediation in English and math. ◆ Identify and engage employers (thru ex-offenders grant) willing to hire ex-offenders. ◆ Implementation of older worker retention strategies developed thru the Commcorp funded Older Worker Retention Strategies Grant.

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<p>C. Increase training opportunities in priority sectors</p>	<p>4/10-6/12</p>	<p>Complete</p> <p>Complete for 2011</p> <p>Completed 2011</p>	<ul style="list-style-type: none"> ◆ Increase healthcare training programs on Approved ITA Provider list by 10% ◆ Identify and develop or collaborate in at least one proposal each year in identified growth area in healthcare field. <p>Through ARRA Funding:</p> ◆ Implement EMT Training for 30 older youth and adults ◆ Implement Pharmacy Tech Training for 30 older youth and adults 	<p>7/10-6/12</p>	<p>Complete</p> <p>Complete for 2011</p> <p>Completed 2011</p>	<ul style="list-style-type: none"> ◆ Increase sector training programs on Approved ITA Provider list by 10% ◆ Increase successful WTF projects in manufacturing/green jobs/life sciences sector each year. ◆ Add at least one customized training project for manufacturing each year. ◆ Increase OJTs in manufacturing by 5% each year <p>Through ARRA Funding:</p> ◆ Implement CNC program (manufacturing) for 24 older youth and adults ◆ Implement Green Handyman Training (Green Jobs) for 15 adults with extremely low English and math skills
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MERRIMACK VALLEY WORKFORCE INVESTMENT BOARD STRATEGIC PLAN SCORECARD

Priorities	Time Frame	Status	Healthcare Sector	Time Frame	Status	Manufacturing (traditional and advanced), Green Jobs, and Life Sciences
Priority 3: Enhancing the Youth Pipeline: Supporting the development of a pipeline for youth in the key labor market sectors						
A. Ensure that youth internships and jobs are developed in priority industries	7/09-6/12	In process TBD Complete 2010 and in process for 2012	<ul style="list-style-type: none"> ◆ Increase the number of youth in healthcare-related jobs by 5% each year. ◆ Increase the number of Connecting Activities internships in healthcare by 10% each year. ◆ MVWIB-funded youth programs will include healthcare career awareness information. 	7/10-6/12	In process TBD FY2012	<ul style="list-style-type: none"> ◆ Increase the number of youth in manufacturing and/or green jobs by 5% each year. ◆ Increase the number of summer jobs/Connecting Activities internships in manufacturing industries by 10% each year ◆ MVWIB-funded youth programs will include manufacturing career awareness information. (Green Jobs, Life Sciences, Advanced Manufacturing, Machining, etc.)
B. Increase training options for out-of-school youth	7/10-6/12	Ongoing 2011-2012 Youth are pursuing adult ITA and group training. With 501©(3) we can pursue new grants.	<ul style="list-style-type: none"> ◆ Increase percentage of slots in healthcare group training and ITAs for youth by a minimum of 5% each year. ◆ Adapt adult training models for youth populations as appropriate. ◆ Identify new funding sources and develop proposals for new programs. 	7/10-6/12	Ongoing 2011-2012 Youth are pursuing adult ITA training. With 501©(3) we can pursue new grants.	<ul style="list-style-type: none"> ◆ Increase percentage of slots in manufacturing sector training/ITAs for youth by a minimum of 5% each year. ◆ Work with employers, NECC and high schools to develop new manufacturing training venues in the Merrimack Valley. ◆ Identify funding sources and develop proposals for new programs.
C. MVWIB-issued youth RFPs will require linkage to an educational provider for youth without a high school degree or GED	7/09-6/12	Complete for 2009 and ongoing	<ul style="list-style-type: none"> ◆ Increase percentage of youth obtaining GED/HSD by 5% each year to allow them to pursue healthcare careers and training. 	7/09-6/12	Complete for 2009 and ongoing	<ul style="list-style-type: none"> ◆ Increase percentage of youth obtaining GED/HSD by 5% each to allow them to pursue life sciences careers and training.
D. Develop mentoring/tutoring model or program component for out-of-school youth	By 6/12		<ul style="list-style-type: none"> ◆ Research and identify best practice models and requirements. ◆ Provide technical assistance and information about mentoring/tutoring to training providers and employers. ◆ Recruit healthcare employer mentors. 	By 6/12		<ul style="list-style-type: none"> ◆ Explore and establish at least one manufacturing project for youth and employers (Dream It do IT campaign from NMTA, Robotics Competition, etc). ◆ Provide technical assistance and information about mentoring/tutoring to training providers and employers. ◆ Recruit green/manufacturing employer mentors.
E. Support the development of gender neutral programs in key sectors	7/10-6/12	In process Ed and EMT programs	<ul style="list-style-type: none"> ◆ Increase male enrollment in healthcare-related training by 10% each year 	7/10-6/12	In process and ongoing.	<ul style="list-style-type: none"> ◆ Increase percentage of female participants in manufacturing, green jobs, life science programs by 10% each year ◆ Increase OSY male enrollment in MVWIB-funded training by 25% each year.

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Youth Narrative Questions

1. **Describe the region's overarching initiatives/priorities for providing services to youth for FY 2012. Summarize the specific types of programs (WIA and non-WIA) administered by the LWIB that support the goals of Common Measures, such as strategies to improve literacy/numeracy skills, increase the number of degrees and certificates awarded, and increase youth employment.**

Youth Pipeline:

As previously described in Question 2 of Attachment L, the region's priorities for providing services to youth were outlined in detail in our MVWIB High Performing WIB Strategic Plan (HPWSP) through which the MVWIB achieved High Performing WIB Certification in October of 2010. Building on the Governor's identified priorities, the MVWIB added three specific additional objectives designed to promote the goal of "enhancing the youth pipeline to education and employment." These were:

- Increasing the number of youth in our region who obtain a high school diploma or GED. The MVWIB believes that a high school diploma or GED is essential for future economic and personal success. All MVWIB funded programs will require a linkage with an educational institution. Out of School programs will require a linkage with an educational provider offering GED preparation.
- In keeping with our Strategic Plan, our board has also made the decision to help prepare more inner-city area youth for emerging technologies that require good STEM skills. The MVWIB specifically encouraged programs focusing on healthcare, green and manufacturing jobs and expanding the range of gender neutral training options. In the past year the MVWIB expanded training options for youth to include training in Automotive Technology, Green Handyman, and Culinary Arts. All programs funded will require the attainment of an industry recognized credential.
- Increasing the opportunities for youth work experience. Whether publically or privately funded, work experience has been found to be the primary indicator of future employment success for young people.

Also in the fall of 2010, the Massachusetts Workforce Investment Board Youth Committee released a report focused on enhancing the youth pipeline to meet the labor demands of a 21st Century economy. Their report, *Preparing Youth for Work and Learning in the 21st Century Economy* articulates similar recommendations to those in our HPW SP.

The committee surveyed local Workforce Investment Boards regarding capacity and gathered feedback from business leaders on their practices and experiences in offering youth employment

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and internship opportunities.

The report contains three key recommendations:

- *Increase the number and quality of work experiences and career exploration activities for both in-school and out-of-school youth.*
- *Organize collaboration among workforce, education, and human services agencies at both the state and regional levels to expand and strengthen services for youth and young adults.*
- *Pilot a "multiple pathways" approach in selected regions that combines the education, workforce development, and human services support necessary to address the dropouts by creating new avenues to educational attainment, economic security, and upward mobility for all youth.*

The MVWIB is focused on five major impact strategies aligned with these recommendations and designed to increase and enhance the pipeline of youth preparing for employment in our region. They are as follows:

A. Expand program access for the region's economically disadvantaged youth. In September of 2010 the MVWIB Youth Council and Planning Committees voted to expand the list of eligibility barriers for youth within the MVWIB. This change will allow more economically disadvantaged youth to be eligible for our program services that will lead to all three Common Measures. The additional barriers are:

- a. Youth living in designated census tract poverty areas
- b. Youth living in non-traditional households
- c. Youth living in public housing

These additional barriers will allow enrollment and training for area youth from families with low income who do not have critical educational issues. It will create a larger pool from which to draw Science Technology Engineering and Math (STEM) capable or interested youth. Many of the MVWIB area's available jobs fall into those categories.

B. Partner with area high schools on the RTTT initiative.

Collaborate with schools in the MVWIB area that have Race to the Top (RTTT) funding to help them infuse their curriculum with tools for College and Career Readiness. We are working with five area schools who have received funding for RTTT and Northern Essex Community College (NECC). The goal of RTTT is College and Career Readiness. We will form an advisory committee at each school that includes NECC, employers, and other stakeholders. The purpose of the advisory committee is to develop and oversee each school's RTTT plan in order to provide the spectrum of services and resources for in-school and out-of-school youth from pre-GED through college. The schools are excited about working in partnership to reach our mutual goals.

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C. Increase training options for Out-of-School Youth: New group program offerings were developed in FY10 for out of school youth. Prospective vendors were encouraged to submit innovative proposals for services not provided under our current previous ITA and group training systems. The MVWIB specifically encouraged programs focusing on STEM jobs and gender neutral training options in order to attract more males and have more options for females. As a result, the following programs took place in FY11.

- **Two cycles of a Culinary Arts Program:** youth are being trained utilizing the facilities of a public regional technical high school with instruction by a private vendor. Seventeen (17) youth enrolled in this program. This program is still in progress. Of the seventeen (17) participants, fourteen (14) youth earned an occupational skills certificate. Of the five (5) participants who lacked a GED, one (1) has earned a GED and the other four (4) youth are still attending the program. Eight (8) youth obtained employment. One (1) youth joined the military. Three (3) youth did not complete the program, one of these youth obtained full-time employment. Didn't more than one obtain employment?
- **Education and Medical Assisting** –This program provides GED preparation and training leading to well-paying jobs in the healthcare sector ranging from medical office to phlebotomy jobs. Eight (8) youth enrolled in this program, which is still in progress. Thus far, three (3) participants have earned an occupational skills certificate. Of the six (6) participants who lacked a GED, five (5) have earned a GED. Three (3) youth obtained employment, and the remaining youth are actively job searching.

Group OSY programs similar to the above are planned for FY12. A review of program results, availability of funds and youth interest are considered in the continuation of current programs. The WIB will continue to seek potential additional training vendors to increase the diversity of education and training options available and meet local employment demands.

D. Increase GED attainment for out-of-school youth: The MVWIB believes that the attainment of a high school diploma or GED is essential for future economic and personal success. All youth who receive services through the VWCC will be provided with information and referral to programs designed to meet their particular educational needs. All WIB funded youth programs and projects will either provide or connect with credential or non-credential programs offering intermediate and basic level educational programs. The attainment of a high school diploma or GED will be a critical element in the refunding of all programs for out of school youth.

E. Increase opportunities for Youth Work Experience. The MVWIB believes that work experience is essential for youth to develop a successful work ethic that increases their chances of future employment and employment success. Last summer, the MVWIB and VWCC facilitated YouthWorks summer employment for a total of 227 youth in Lawrence, Haverhill and Methuen. This year we will serve approximately 200 youth. We have received offers for more than 240 jobs from 58 employers, 21 of whom are private businesses. The Connecting Activities

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grant provides youth with internships during the school year. The youth first explore careers and are given the opportunity to intern in the field that interests them most. The youth discuss their internships with their teachers and Youth Success Coach. These types of experiences are critical in highlighting the connection between school and work.

F. Develop new public and private revenue sources to support new and on-going initiatives. The MVWIB's recent expansion of eligibility barriers is designed to encourage more career awareness and exploration activities for in-school youth. The MVWIB is actively seeking additional public and private dollars that will support a broader array of programs and options for youth throughout the region. The MVWIB received its 501C3 approval from the IRS in September 2010. 501C3 certification will allow the MVWIB to solicit funds that were not previously available to us.

Currently, in addition to funding through WIA, the MVWIB and VWCC receive support from the State funded YouthWorks Program, the Bridging the Opportunity Grant from DYS, JAG funds, Connecting Activities and MCAS Pathways programming.

a. Describe competitively procured learning services (e.g. education, work-based) specifically designed to increase literacy/numeracy gains for participants at different developmental levels including youth with learning disabilities and out of school participants who have beginning, low intermediate and high intermediate basic education levels.

Competitively procured learning services include GED preparation and testing. Also, MCAS remediation is offered to allow post-tenth grade and out-of-school youth to earn their high school diplomas; and ABE ELA, ESOL and math courses to increase literacy and numeracy gains. We offer these services to youth with low intermediate and high intermediate levels, and we plan to procure pre-GED services for those with beginning basic education levels. Youth with learning disabilities are served at all levels. They will receive accommodations as needed.

ValleyWorks Career Center maintains an active partnership with Massachusetts Rehabilitation Commission. Youth are referred to Massachusetts Rehabilitation when their disability is significantly impacting the youth's work readiness as they have the appropriate resources. The ValleyWorks Career Center is also a member of the Merrimack Valley Partnership, a collaboration of disability serving agencies, where additional referrals can be made.

The MVWIB and VWCC provide a continuum of services whenever possible for youth by braiding and blending resources, such as our Connecting Activities, YouthWorks Summer Jobs, Pathways to MCAS Success, Department of Elementary and Secondary Education Work and Learning programs, WIA youth Individual Training Account vouchers (ITAs), and group occupational skill training programs. For example, youth who have met all high school graduation requirements except for passing the MCAS have participated in our MCAS Remediation and Cell Phone Repair program. Youth who had just completed 11th and 12th grades

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were recruited. Fifteen signed up and 14 completed the program. All of them were provided payment for the job portion of the program through YouthWorks or ARRA funding. Participants learned how the education in MCAS subject areas applies to the world of work. They enjoyed applying what they learned in the remediation classes to the contextual skills learning.

Remediation classes were over in August, and unfortunately the next MCAS testing was not scheduled until November. To keep these students engaged we enrolled those young people who had finished 12th grade into the Pathways to MCAS Success program, where they could still receive MCAS support and help with job search. Participants who had finished 11th grade were offered support through Connecting Activities as well as support through the school. As a result, 9 out of 14 participants passed all the tests and will receive their High School Diplomas.

b. Describe program strategies that ensure participants attain degrees or certificates that meet the requirements covered in TEGL 17-05. Complete Attachment L3 describing the rationale for the degrees or certificates being sought.

All of our group programs as well as our ITAs require that education be provided for those in need of educational remediation. All participants need to earn a GED or increase at least one level in literacy/numeracy outcomes. Our 2011 Annual Plan, as well as our approved High Performing WIB plan includes the educational priority, *“MVWIB-issued youth RFPs will require linkage to an educational provider for youth without a high school degree or GED”*.

In addition, all of our programs require an industry-required certification in order to complete the program and engage in a job search. We require that youth present for an interview with high quality job-readiness skills and the required certification for an entry-level position in any industry.

Attachment L3 is a separate document and is included in this submittal.

c. Describe the processes and tools used to assess and enroll participants in Title I WIA program services. The response should explain the following:

i. The specific tools used for objective assessment to determine academic, occupational/technical, and employability skill levels and individual service needs for participants (WIA 129(c)(1)(A));

ValleyWorks Career Center provides youth with a comprehensive assessment of their academic, occupational and work readiness skills. The Career Center uses a variety of assessment tools in order to develop an individual case plan for each youth. The Youth Career Counselor determines which types of instruments are used, depending on the needs of the youth.

If a youth wishes to explore training opportunities, they are given the TABE test, which assesses reading and math skills. The TABE test provides a grade level equivalent in reading and total math. Total math is comprised of math computation and applied math. The TABE test results

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are documented under the Testing tab in Moses. Once the assessment is complete, the Youth Career Counselor reviews the scores to determine if the customer meets the requirements of the program that the youth selects. If the results of the assessment determine that the youth does not meet the minimum requirement for program enrollment, the Youth Career Counselor would refer the customer to use the Self-Paced Computer Lab (SPLS) or a community service provider in order to increase their reading/math levels. Once a youth is able to meet the program entrance requirement, the Youth Career Counselor will continue the process for enrollment in an appropriate training program.

A review of a customer's academic history is also conducted. Should a youth disclose a learning disability, their Individual Educational Plan (IEP) is requested. A review of the IEP provides us with additional academic assessment. The presence of a disability is documented in the Full tab in Moses. A confidential note regarding the disability is also created.

The youth's occupational/technical skills are assessed in a variety of ways. The youth is given the Self Directed Search (SDS). The SDS provides youth with the opportunity to assess their interests and to evaluate their skills. The Career Center uses the resulting occupational code to begin the career counseling conversations with youth. The SDS results are in the form of a code which suggests suitable career options for the youth. The SDS results are documented in the Moses Testing tab. The youth's prior work history is examined as a way of gauging youth's occupational skills. All work experience is documented in the Moses Work Experience tab. The youth's skills and abilities obtained while working, volunteering, or while in school/training are assessed. By performing labor market research, the youth's skills are compared against the current local job market. A Moses job match is conducted to further assess occupational/technical skills. Should a youth be determined to have marketable skills, they will be referred to the Work Ready Youth Workshops. These workshops assist youth with resume preparation and interviewing skills.

The youth's ability to make and keep appointments with the Youth Career Counselor is also an indicator used to determine a youth's work maturity skills.

The Youth Career Counselor provides case management services to identify and address the youth's barriers to employment through an individual service strategy designed for that individual. For example, if the youth's barrier is a lack of childcare, the Youth Career Counselor assists the youth in developing a budget to determine if there is a way for the youth to pay for childcare. Referrals are made to community service agencies on behalf of the youth, for assistance that are not available through ValleyWorks Career Center's support services. All youth case management services are documented in the Moses Case Plan.

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ii. How the program staff determines the appropriate service strategies taking into account the assessment (WIA 129(c)(1)(B));

Appropriate youth services are based on the Youth Career Counselor's review of the Case Plan including the customer's skills, experience and education along with those required by employers and the job search efforts made by the youth.

The youth's skills and abilities obtained while working, volunteering, or while in school/training are assessed. By performing labor market research, the youth's skills are compared against the current local job market. The youth and Youth Career Counselor review the qualifications sought by employers for the youth's primary target occupation(s) and relative growth or decline in the field/industry. The following references may be used to document LMI: www.masscis.intocareers.org, www.online.onetcenter.org, www.careerinfonet.org, www.bls.gov/OCO, and www.bls.gov.

The areas of employment or training to be explored are based on the local labor market information, provided by the MVWIB in combination with the youth's particular skills and interests.

iii. Describe, if any, minimum standards participants must meet (besides eligibility) to be enrolled into a program service;

In order for youth to enroll in WIA funded programs, he/she must actively participate in initial and comprehensive assessment. These services are documented in Moses notes, services, testing tabs, and Moses Case Plan. Each youth is assessed for suitability for enrollment in WIA funded programs. The youth must not only meet eligibility guidelines, but they must also be able to complete training without interruption and have a goal of obtaining fulltime employment. The youth must lack current marketable skills. The selected career track must be well researched by the youth and Youth Career Counselor. The occupation goal must be achievable and appropriate based on the assessment of the youth; these goals are to be documented in the case plan. The youth must meet entrance criteria of the selected training program. The entrance criteria may include TABE reading and math scores, English speaking levels, acceptable CORI results or other criteria specific to the occupation. All training programs, funded though WIA, must result in an industry recognized occupational skills certification.

iv. How does the program address the needs of applicants not meeting the enrollment requirements of a program (WIA 129(c)(3)(B)).

A youth customer may not meet the enrollment requirements for a variety of reasons. The youth may not meet the reading and/or math entrance requirements for selected program. The youth will then be referred to the Self-Paced Computer Lab (SPLS) in order to utilize the tutorial software. Youth may speak with the on-site DESE representative to learn of ABE providers in the area. Other youth may prefer to be referred to a community based program to receive tutoring. Some youth do not meet the enrollment requirements due to their limited English

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speaking abilities. These youth are again referred to the SPLS to use the Rosetta Stone software program, or to an ESL program provider.

If the youth is rejected by the vendor due to Cori issues, the Youth Career Counselor will discuss other viable career choices with the youth that would be more appropriate for the youth to obtain employment.

If the youth does not meet the enrollment requirement due to frequent missed appointments at the Career Center, the Youth Career Counselor will identify potential barriers to student success and offer referrals to appropriate service providers. ValleyWorks Career Center has strong relationships with community providers such as the Department of Transitional Assistance, Massachusetts Rehabilitation Commission, and mental health providers.

Some youth may have barriers to employment, but have a family income that exceeds the WIA income guideline. When available, the 5% window will be used to enroll these youth. Other youth may not meet the WIA Youth eligibility criteria; youth who are eighteen (18) years of age, or older, may be referred to the WIA Adult Program.

2. Complete all parts of the youth provider survey (Attachment L2) Please fill out all the sections of the form, including the descriptions and contract amounts.

Attachment L -2 is provided as a separate document in this submittal.

3. Workforce investment areas failing one or more youth performance measures as of the 2nd quarter of FY 2011 must describe in detail, the specific action steps that will be taken to ensure performance improvement for each corresponding measure in FY 2012. The response must include the following:

- a. a diagnostic summation of the performance problem including identification of the measures failed;
- b. a summary of the methods the local area plans to use to adjust the conditions associated with the failed performance, including a timeline highlighting each major activity;
- c. any relevant actions taken to address this issue, including any sub-recipient corrective action reports and correspondence.

At the end of the second quarter of FY11 the VWCC exceeded all out of school performance measures. For younger youth the VWCC met the Employment and Educational Retention Rate in the second quarter after exit but did not meet the Younger Youth Diploma/GED Attainment Rate.

There are many issues that have been identified for not meeting the one (1) younger youth performance measure.

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These include:

- 1) Many of the youth that enroll in an ITA or group training programs who need a GED are at reading or math levels so low that they have difficulty obtaining the GED in the timeframe of the program,
- 2) Many of the programs requirements are at minimum reading or math levels for acceptance. Many of the youth enrolled at the minimum level the program have difficulty in studying for a GED as well as learning a new skill. We are working with the MVWIB review youth vendor's program requirements that will enable us to meet the performance measurements.
- 3) Youth that are placed in training programs prior to obtaining their GED often discontinue their pursuit of the GED because they feel it is no longer necessary. VWCC staff continues to follow-up with their customers to attempt to re-engage them to complete their GED.
- 4) Since the majority of youth are enrolled in ITA programs there is no planned versus actual for the number of GEDs that are obtained. In group training programs vendors are contracted to meet both outcomes regarding remediation, achievement and entered employments.

The MVWIB Grants Manager will be monitoring ITA vendors in the future for all program outcomes, both remedial and training related placements. The ValleyWorks Career Center and the MVWIB staff are meeting to address the failed performance standard and will make the necessary adjustments for improvements.

For in-school youth going forward, the Race to the Top partnerships will allow us to provide professional development and career readiness curriculum which can be utilized in classrooms in our schools during the school day. This new partnership will provide students with college and career readiness information leading to a better understanding by students of the link between high school, college and future careers choices. Our plan is to bring this model to scale in schools throughout the region once the model is proven,

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WIA-Funded Youth Service Providers Survey

Workforce Investment Area:

Youth Program Design Framework

1. Which of the following functions do you consider to be included in your 'youth program design framework'? (Check all that apply)

- Outreach and recruitment
- Eligibility determination
- Objective assessment
- Development of Individual Service Strategy
- Case management
- Follow-up services
- Data collection, tracking and reporting

2. Identify the organization(s) that provide these framework services to eligible youth in your workforce area.

- | | |
|--|---|
| <u>ValleyWorks Career Center and vendors</u> | Outreach and recruitment |
| <u>ValleyWorks Career Center</u> | Eligibility determination |
| <u>ValleyWorks Career Center and vendors</u> | Objective assessment |
| <u>ValleyWorks Career Center</u> | Development of ISS |
| <u>ValleyWorks Career Center and vendors</u> | Case management |
| <u>ValleyWorks Career Center</u> | Follow-up services |
| <u>ValleyWorks Career Center and vendors</u> | Data collection, tracking and reporting |

3. Please estimate the cost of providing your youth program design framework functions paid for by WIA Youth funds.

LAST YEAR -Our total WIA Youth Funds (which include FY10 Carry In) were \$1,246,361.

Of that amount, \$770,069 is for framework services.

4. *Were any of the framework services awarded as a result of a competitive bid? Check one answer that best fits your situation.*

Yes. Most of the framework functions were awarded to a single* organization, that is performing those tasks on behalf of eligible youth and all youth service providers in our workforce area.

Yes. Most of the framework functions are being performed by youth service providers as a part of their delivery of youth services.

No. Our framework functions are being performed by the WIA fiscal agent, and did not have to be awarded on a competitive basis.

Other. (Please describe): _____

Approved Youth Service Providers

Complete the form that appears on the next page, using additional pages as necessary. Make sure you include the following information:

- Identify each **organization** that has been approved by your workforce investment board or youth council to provide WIA youth services.
- For each provider, provide basic **contact information**, the **amount of contract award**, and a brief **description of the youth who will be served** through the contract. If necessary, estimate the amounts for individual training account providers paid through WIA youth funds.
- For each provider, place a check mark in the column indicating which of the **WIA program elements (framework Services, Ten Elements and Individual Training Account providers)** will be provided through the service contract.

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Service Providers	Framework Services	Tutoring, study skills	Alternative education	Summer jobs	Work experience	Occupational training	Leadership Development	Supportive Services	Adult Mentoring	Follow-up Services	Guidance counseling	ITA Provider
<p>Service provider (include contact name, address, city, & phone number): Thomas Connors (978) 685-2151 LARE Training Center/American Training, Inc. 102 Glenn Street Lawrence, MA 01843 Education & Food Service Training Amount of Regular contract award :\$120,920</p> <p>Describe youth to be served (e.g., age level, whether in-school, etc.): WIA Eligible Out of School Youth ages 16 - 21 Number of Slots: 17</p>			X		X	X					X	
<p>Service provider (include contact name, address, city, & phone number): Thomas Connors (978) 685-2151 LARE Training Center/American Training, Inc. 102 Glenn Street Lawrence, MA 01843 Education & Medical Assisting Amount of Regular contract award: \$50,034 Describe youth to be served (e.g., age level, whether in-school, etc.): WIA Eligible Out of School Youth ages 16 - 21 Number of Slots: 8</p>			X		X	X					X	

Service Providers	Framework Services	Tutoring, study skills	Alternative education	Summer jobs	Work experience	Occupational training	Leadership Development	Supportive Services	Adult Mentoring	Follow-up Services	Guidance counseling	ITA Provider
Service provider Nancy Tariot (978) 373-1971 Community Action INC. Haverhill, MA Nurse Aide Training Program Amount of Regular contract award: \$4,650.00 Describe youth to be served : OSY Number of Slots:			X			X						X
Service provider (include contact name, address, city, & phone number): Training Unlimited (978) 453-7899 850 Chelmsford Street Lowell, MA 01851 Medical Admin with Billing & Coding Amount of Regular contract award: \$5,000.00 Describe youth to be served (e.g., age level, whether in-school, etc.): Eligible OSY Number of Slots:						X						X
Service provider (include contact name, address, city, & phone number): Thomas Connors (978) 685-2151 LARE Training Center/American Training, Inc. 102 Glenn Street Lawrence, MA 01843 GED/Medical Assisting Amount of Regular contract award: \$4,995.00 Describe youth to be served (e.g., age level, whether in-school, etc.): Eligible OSY Number of Slots:			X		X	X					X	X
Service provider (include contact name, address, city, & phone number): Thomas Connors (978) 685-2151 LARE Training Center/American Training, Inc. 102 Glenn Street Lawrence, MA 01843			X		X	X					X	X

Service Providers	Framework Services	Tutoring, study skills	Alternative education	Summer jobs	Work experience	Occupational training	Leadership Development	Supportive Services	Adult Mentoring	Follow-up Services	Guidance counseling	ITA Provider
Clinical Medical Assistant Amount of Regular contract award: \$4895.00 Describe youth to be served : eligible OSY Number of Slots:												
Service provider (include contact name, address, city, & phone number): Thomas Connors (978) 685-2151 LARE Training Center/American Training, Inc. 102 Glenn Street Lawrence, MA 01843 Electronic Assembly Amount of Regular contract award:\$2,875.00 Describe youth to be served (e.g., age level, whether in-school, etc.): Eligible OSY Number of Slots:					X	X					X	X
Service provider (include contact name, address, city, & phone number): Karen Collins (978) 374-7100 Northeast Technical Institute 191 Merrimack St. Haverhill, MA 01830 Medical Billing With Coding Amount of Regular contract award: \$4,350.00 Describe youth to be served (e.g., age level, whether in-school, etc.): Eligible OSY Number of Slots:						X						X
Service provider (include contact name, address, city, & phone number): Training Unlimited (978) 453-7899 850 Chelmsford Street Lowell, MA 01851 GED/Nurse Assistant/HHA with Computer Amount of Regular contract award: \$4,850.00 Describe youth to be served (e.g., age level, whether in-school, etc.):Eligible OSY Number of Slots:			X			X						X

Service Providers	Framework Services	Tutoring, study skills	Alternative education	Summer jobs	Work experience	Occupational training	Leadership Development	Supportive Services	Adult Mentoring	Follow-up Services	Guidance counseling	ITA Provider
<p>Service provider (include contact name, address, city, & phone number): Karen Collins (978) 374-7100 Northeast Technical Institute 191 Merrimack St. Haverhill, MA 01830 Clinical Medical Assistant Amount of Regular contract award: \$5,832.00 Describe youth to be served (e.g., age level, whether in-school, etc.): Eligible OSY Number of Slots:</p>						X						X
<p>Service provider (include contact name, address, city, & phone number): Karen Collins (978) 374-7100 Northeast Technical Institute 191 Merrimack St. Haverhill, MA 01830 GED/Medical Office Assistant Amount of Regular contract award: \$6,275.00 Describe youth to be served (e.g., age level, whether in-school, etc.): Eligible OSY Number of Slots:</p>			X			X						X
<p>Service provider (include contact name, address, city, & phone number): Thomas Connors (978) 685-2151 LARE Training Center/American Training, Inc. 102 Glenn Street Lawrence, MA 01843 GED/Electronic Assembly Amount of Regular contract award: \$4,095.00 Describe youth to be served (e.g., age level, whether in-school, etc.): Eligible OSY Number of Slots:</p>			X		X	X					X	X

Service Providers	Framework Services	Tutoring, study skills	Alternative education	Summer jobs	Work experience	Occupational training	Leadership Development	Supportive Services	Adult Mentoring	Follow-up Services	Guidance counseling	ITA Provider
<p>Service provider (include contact name, address, city, & phone number): Karen Collins (978) 374-7100 Northeast Technical Institute 191 Merrimack St. Haverhill, MA 01830 Medical Billing & Coding Amount of Regular contract award: \$4,350.00 Describe youth to be served (e.g., age level, whether in-school, etc.): Eligible OSY Number of Slots:</p>			X		X	X					X	X
<p>Service provider (include contact name, address, city, & phone number): Karem DeSilva, Prog Mgr. 617-274-5252 American Red Cross 177 Ward Hill Avenue Ward Hill, MA 01835 Amount of contract award: \$1,250 Describe youth to be served (e.g., age level, whether in-school, etc.): Eligible OSY Number of Slots:</p>						X	X					X
<p>Service provider (include contact name, address, city, & phone number): New England Tractor Trailer Gary Peters, Training Coordinator. 978-689-8210 Corporate and Community Learning Center 1600 Osgood Street North Andover, MA 01845 CDL A Amount of contract award: \$4,995.00 Describe youth to be served (e.g., age level, whether in-school, etc.): Eligible OSY Number of Slots:</p>						X	X					X

Service Providers	Framework Services	Tutoring, study skills	Alternative education	Summer jobs	Work experience	Occupational training	Leadership Development	Supportive Services	Adult Mentoring	Follow-up Services	Guidance counseling	ITA Provider
<p>Service provider (include contact name, address, city, & phone number): Sr. Eileen Burns, Exec Director. 978-682-6441 Notre Dame Education 354 Merrimack Street, Suite 210 Lawrence, MA 01843 Nursing Assistant Amount of contract award: \$2,319.10</p> <p>Describe youth to be served (e.g., age level, whether in-school, etc.): Eligible OSY</p> <p>Number of Slots:</p>		X	X			X	X					X
<p>Service provider (include contact name, address, city, & phone number): Training Unlimited (978) 453-7899 850 Chelmsford Street Lowell, MA 01851 GED/ Computer Skills Amount of Regular contract award: \$4,785.00 Describe youth to be served (e.g., age level, whether in-school, etc.): Eligible OSY Number of Slots:</p>			X			X						X
<p>Service provider (include contact name, address, city, & phone number): Training Unlimited (978) 453-7899 850 Chelmsford Street Lowell, MA 01851 GED/ Medical Assisting/Med Billing & Coding Amount of Regular contract award: \$4,850.00 Describe youth to be served (e.g., age level, whether in-school, etc.): Eligible OSY Number of Slots:</p>		X	X			X						X

ATTACHMENT L3

Massachusetts FY2012 Local Annual WIA Plan

Degree or Certificate Worksheet

Instructions: Complete one form for each type of degree or certificate being provided to youth participants.

Name of Degree or Certificate	CDL A
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Indicate the Type			
<i>(X)</i>	<input type="checkbox"/> <i>Mark All that Apply</i>	<i>(X)</i>	<input type="checkbox"/> <i>Mark All that Apply</i>
	Basic Education	X	Occupational Skills
	Higher Education		Technical Skills
	Other (specify)		Other (specify)

Awarding Authority	Full Name(s) of Awarding Entity (no acronyms please)
<i>(X)</i> <input type="checkbox"/> <i>Mark All that Apply</i>	<i>Example of full name. Bunker Hill Community College (not BHCC)</i>
	State Education Entity
	Institution of Higher Education
	Industry/Employer Recognized
X	Regulatory Agency Massachusetts Department of Transportation
	Registered Apprenticeship
	Dept. of Veteran's Affairs
	Job Corps

Select the terms that best describes the awarding entity

<i>(X)</i>	<input type="checkbox"/> <i>Mark All that Apply</i>
	Competitively procured vendor awards the degree/certificate directly to participants
X	Competitively procured vendors only provides support to participants to achieve degree/certificates that are awarded by other entities
	Partner organizations offer this degree/certificate to participants as part of uncompensated network agreement
	Non-partner organizations provide degree/certificate to participants independent of the program vendors or a partner network

Briefly describe the labor market trends and other rationale that support awarding this particular degree or certification? Our Labor Market Information indicates a need for well-trained tractor-trailer drivers. Our male population, who are often not interested in allied health careers or other training, are finding jobs after training.

Instructions: Complete one form for each type of degree or certificate being provided to youth participants.

Name of Degree or Certificate	Clinical Medical Assistant
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Indicate the Type			
(X)	<input type="checkbox"/> Mark All that Apply	(X)	<input type="checkbox"/> Mark All that Apply
	Basic Education	X	Occupational Skills
	Higher Education		Technical Skills
	Other (specify)		Other (specify)

Awarding Authority		Full Name(s) of Awarding Entity (no acronyms please)
(X)	<input type="checkbox"/> Mark All that Apply	<i>Example of full name. Bunker Hill Community College (not BHCC)</i>
	State Education Entity	
	Institution of Higher Education	
	Industry/Employer Recognized	
X	Regulatory Agency	National Healthcareer Association
	Registered Apprenticeship	
	Dept. of Veteran's Affairs	
	Job Corps	

Select the terms that best describes the awarding entity

(X)	<input type="checkbox"/> Mark All that Apply
	Competitively procured vendor awards the degree/certificate directly to participants
X	Competitively procured vendors only provides support to participants to achieve degree/certificates that are awarded by other entities
	Partner organizations offer this degree/certificate to participants as part of uncompensated network agreement
	Non-partner organizations provide degree/certificate to participants independent of the program vendors or a partner network

Briefly describe the labor market trends and other rationale that support awarding this particular degree or certification? Our Labor Market Information indicates that the Allied Health Care has both entry and middle skills level job openings in the MVWIA.

Instructions: Complete one form for each type of degree or certificate being provided to youth participants.

Name of Degree or Certificate	Certified Nurse Assistant
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Indicate the Type			
(X)	<input type="checkbox"/> Mark All that Apply	(X)	<input type="checkbox"/> Mark All that Apply
	Basic Education	X	Occupational Skills
	Higher Education		Technical Skills
	Other (specify)		Other (specify)

Awarding Authority		Full Name(s) of Awarding Entity (no acronyms please)
(X)	<input type="checkbox"/> Mark All that Apply	<i>Example of full name. Bunker Hill Community College (not BHCC)</i>
	State Education Entity	
	Institution of Higher Education	
x	Industry/Employer Recognized	American Red Cross
	Regulatory Agency	
	Registered Apprenticeship	
	Dept. of Veteran's Affairs	
	Job Corps	

Select the terms that best describes the awarding entity

(X)	<input type="checkbox"/> Mark All that Apply
	Competitively procured vendor awards the degree/certificate directly to participants
X	Competitively procured vendors only provides support to participants to achieve degree/certificates that are awarded by other entities
	Partner organizations offer this degree/certificate to participants as part of uncompensated network agreement
	Non-partner organizations provide degree/certificate to participants independent of the program vendors or a partner network

Briefly describe the labor market trends and other rationale that support awarding this particular degree or certification? Our Labor Market Information indicates that Allied Health Care has both entry and middle skills level job openings in the MVWIA.

Instructions: Complete one form for each type of degree or certificate being provided to youth participants.

Name of Degree or Certificate	Certified Pharmacy Technician Program
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Indicate the Type			
(X)	<input type="checkbox"/> Mark All that Apply	(X)	<input type="checkbox"/> Mark All that Apply
	Basic Education	X	Occupational Skills
	Higher Education		Technical Skills
	Other (specify)		Other (specify)

Awarding Authority		Full Name(s) of Awarding Entity (no acronyms please)
(X)	<input type="checkbox"/> Mark All that Apply	<i>Example of full name. Bunker Hill Community College (not BHCC)</i>
	State Education Entity	
	Institution of Higher Education	
	Industry/Employer Recognized	
X	Regulatory Agency	National Healthcareer Association
	Registered Apprenticeship	
	Dept. of Veteran's Affairs	
	Job Corps	

Select the terms that best describes the awarding entity

(X)	<input type="checkbox"/> Mark All that Apply
	Competitively procured vendor awards the degree/certificate directly to participants
X	Competitively procured vendors only provides support to participants to achieve degree/certificates that are awarded by other entities
	Partner organizations offer this degree/certificate to participants as part of uncompensated network agreement
	Non-partner organizations provide degree/certificate to participants independent of the program vendors or a partner network

Briefly describe the labor market trends and other rationale that support awarding this particular degree or certification? Our Labor Market Information indicates that Allied Health Care has both entry and middle skills level job openings in the MVWIA.

Instructions: Complete one form for each type of degree or certificate being provided to youth participants.

Name of Degree or Certificate	Electronic Assembly
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Indicate the Type			
(X)	<input type="checkbox"/> Mark All that Apply	(X)	<input type="checkbox"/> Mark All that Apply
	Basic Education	X	Occupational Skills
	Higher Education		Technical Skills
	Other (specify)		Other (specify)

Awarding Authority		Full Name(s) of Awarding Entity (no acronyms please)
(X)	<input type="checkbox"/> Mark All that Apply	<i>Example of full name. Bunker Hill Community College (not BHCC)</i>
	State Education Entity	
	Institution of Higher Education	
	Industry/Employer Recognized	
x	Regulatory Agency	IPC – Association Connecting Electronics Industries
	Registered Apprenticeship	
	Dept. of Veteran’s Affairs	
	Job Corps	

Select the terms that best describes the awarding entity

(X)	<input type="checkbox"/> Mark All that Apply
	Competitively procured vendor awards the degree/certificate directly to participants
X	Competitively procured vendors only provides support to participants to achieve degree/certificates that are awarded by other entities
	Partner organizations offer this degree/certificate to participants as part of uncompensated network agreement
	Non-partner organizations provide degree/certificate to participants independent of the program vendors or a partner network

Briefly describe the labor market trends and other rationale that support awarding this particular degree or certification? Our Labor Market Information indicates that manufacturing has both entry and middle skills level job openings in the MVWIA.

Instructions: Complete one form for each type of degree or certificate being provided to youth participants.

Name of Degree or Certificate	GED/Electronic Assembly
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Indicate the Type			
(X)	<input type="checkbox"/> Mark All that Apply	(X)	<input type="checkbox"/> Mark All that Apply
X	Basic Education	X	Occupational Skills
	Higher Education		Technical Skills
	Other (specify)		Other (specify)

Awarding Authority		Full Name(s) of Awarding Entity (no acronyms please)
(X)	<input type="checkbox"/> Mark All that Apply	<i>Example of full name. Bunker Hill Community College (not BHCC)</i>
X	State Education Entity	Massachusetts Department of Elementary and Secondary Education's GED® Office
	Institution of Higher Education	
	Industry/Employer Recognized	
X	Regulatory Agency	IPC – Association Connecting Electronics Industries
	Registered Apprenticeship	
	Dept. of Veteran’s Affairs	
	Job Corps	

Select the terms that best describes the awarding entity

(X)	<input type="checkbox"/> Mark All that Apply
	Competitively procured vendor awards the degree/certificate directly to participants
X	Competitively procured vendors only provides support to participants to achieve degree/certificates that are awarded by other entities
	Partner organizations offer this degree/certificate to participants as part of uncompensated network agreement
	Non-partner organizations provide degree/certificate to participants independent of the program vendors or a partner network

Briefly describe the labor market trends and other rationale that support awarding this particular degree or certification? Our Labor Market Information indicates that manufacturing has both entry and middle skills level job openings in the MVWIA.

Instructions: Complete one form for each type of degree or certificate being provided to youth participants.

Name of Degree or Certificate	GED/Med Admin/Med Billing and Coding
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Indicate the Type			
(X)	<input type="checkbox"/> Mark All that Apply	(X)	<input type="checkbox"/> Mark All that Apply
X	Basic Education	X	Occupational Skills
	Higher Education		Technical Skills
	Other (specify)		Other (specify)

Awarding Authority		Full Name(s) of Awarding Entity (no acronyms please)
(X)	<input type="checkbox"/> Mark All that Apply	<i>Example of full name. Bunker Hill Community College (not BHCC)</i>
X	State Education Entity	Massachusetts Department of Elementary and Secondary Education's GED® Office
	Institution of Higher Education	
	Industry/Employer Recognized	
X	Regulatory Agency	National Healthcareer Association
	Registered Apprenticeship	
	Dept. of Veteran's Affairs	
	Job Corps	

Select the terms that best describes the awarding entity

(X)	<input type="checkbox"/> Mark All that Apply
	Competitively procured vendor awards the degree/certificate directly to participants
X	Competitively procured vendors only provides support to participants to achieve degree/certificates that are awarded by other entities
	Partner organizations offer this degree/certificate to participants as part of uncompensated network agreement
	Non-partner organizations provide degree/certificate to participants independent of the program vendors or a partner network

Briefly describe the labor market trends and other rationale that support awarding this particular degree or certification? Our Labor Market Information indicates that Allied Health Care has both entry and middle skills level job openings in the MVWIA.

Instructions: Complete one form for each type of degree or certificate being provided to youth participants.

Name of Degree or Certificate	GED/CNA/Computer Skills
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Indicate the Type			
(X)	<input type="checkbox"/> Mark All that Apply	(X)	<input type="checkbox"/> Mark All that Apply
X	Basic Education	X	Occupational Skills
	Higher Education		Technical Skills
	Other (specify)		Other (specify)

Awarding Authority		Full Name(s) of Awarding Entity (no acronyms please)
(X)	<input type="checkbox"/> Mark All that Apply	<i>Example of full name. Bunker Hill Community College (not BHCC)</i>
X	State Education Entity	Massachusetts Department of Elementary and Secondary Education's GED® Office
	Institution of Higher Education	
X	Industry/Employer Recognized	American Red Cross
	Regulatory Agency	
	Registered Apprenticeship	
	Dept. of Veteran's Affairs	
	Job Corps	

Select the terms that best describes the awarding entity

(X)	<input type="checkbox"/> Mark All that Apply
X	Competitively procured vendor awards the degree/certificate directly to participants
X	Competitively procured vendors only provides support to participants to achieve degree/certificates that are awarded by other entities
	Partner organizations offer this degree/certificate to participants as part of uncompensated network agreement
	Non-partner organizations provide degree/certificate to participants independent of the program vendors or a partner network

Briefly describe the labor market trends and other rationale that support awarding this particular degree or certification? Our Labor Market Information indicates that Allied Health Care has both entry and middle skills level job openings in the MVWIA.

Instructions: Complete one form for each type of degree or certificate being provided to youth participants.

Name of Degree or Certificate	GED/ Computer Skills
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Indicate the Type			
(X)	<input type="checkbox"/> Mark All that Apply	(X)	<input type="checkbox"/> Mark All that Apply
X	Basic Education	X	Occupational Skills
	Higher Education		Technical Skills
	Other (specify)		Other (specify)

Awarding Authority		Full Name(s) of Awarding Entity (no acronyms please)
(X)	<input type="checkbox"/> Mark All that Apply	<i>Example of full name. Bunker Hill Community College (not BHCC)</i>
X	State Education Entity	Massachusetts Department of Elementary and Secondary Education's GED® Office
	Institution of Higher Education	
X	Industry/Employer Recognized	Notre Dame Education, Training Unlimited
	Regulatory Agency	
	Registered Apprenticeship	
	Dept. of Veteran's Affairs	
	Job Corps	

Select the terms that best describes the awarding entity

(X)	<input type="checkbox"/> Mark All that Apply
X	Competitively procured vendor awards the degree/certificate directly to participants
X	Competitively procured vendors only provides support to participants to achieve degree/certificates that are awarded by other entities
	Partner organizations offer this degree/certificate to participants as part of uncompensated network agreement
	Non-partner organizations provide degree/certificate to participants independent of the program vendors or a partner network

Briefly describe the labor market trends and other rationale that support awarding this particular degree or certification? Our Labor Market Information indicates that information technology has both entry and middle skills level job openings in the MVWIA. Youth with a GED or HSD will be more successful than those without.

Instructions: Complete one form for each type of degree or certificate being provided to youth participants.

Name of Degree or Certificate	GED/CNA/HHA/Computer Skills
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Indicate the Type			
(X)	<input type="checkbox"/> Mark All that Apply	(X)	<input type="checkbox"/> Mark All that Apply
X	Basic Education	X	Occupational Skills
	Higher Education		Technical Skills
	Other (specify)		Other (specify)

Awarding Authority		Full Name(s) of Awarding Entity (no acronyms please)
(X)	<input type="checkbox"/> Mark All that Apply	<i>Example of full name. Bunker Hill Community College (not BHCC)</i>
X	State Education Entity	Massachusetts Department of Elementary and Secondary Education's GED® Office
	Institution of Higher Education	
X	Industry/Employer Recognized	American Red Cross
	Regulatory Agency	
	Registered Apprenticeship	
	Dept. of Veteran's Affairs	
	Job Corps	

Select the terms that best describes the awarding entity

(X)	<input type="checkbox"/> Mark All that Apply
X	Competitively procured vendor awards the degree/certificate directly to participants
X	Competitively procured vendors only provides support to participants to achieve degree/certificates that are awarded by other entities
	Partner organizations offer this degree/certificate to participants as part of uncompensated network agreement
	Non-partner organizations provide degree/certificate to participants independent of the program vendors or a partner network

Briefly describe the labor market trends and other rationale that support awarding this particular degree or certification? Our Labor Market Information indicates that Allied Health Care has both entry and middle skills level job openings in the MVWIA.

Instructions: Complete one form for each type of degree or certificate being provided to youth participants.

Name of Degree or Certificate	Medical Billing & Coding
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Indicate the Type			
(X)	<input type="checkbox"/> Mark All that Apply	(X)	<input type="checkbox"/> Mark All that Apply
	Basic Education	X	Occupational Skills
	Higher Education		Technical Skills
	Other (specify)		Other (specify)

Awarding Authority		Full Name(s) of Awarding Entity (no acronyms please)
(X)	<input type="checkbox"/> Mark All that Apply	<i>Example of full name. Bunker Hill Community College (not BHCC)</i>
	State Education Entity	
	Institution of Higher Education	
	Industry/Employer Recognized	
X	Regulatory Agency	National Healthcareer Association
	Registered Apprenticeship	
	Dept. of Veteran's Affairs	
	Job Corps	

Select the terms that best describes the awarding entity

(X)	<input type="checkbox"/> Mark All that Apply
	Competitively procured vendor awards the degree/certificate directly to participants
X	Competitively procured vendors only provides support to participants to achieve degree/certificates that are awarded by other entities
	Partner organizations offer this degree/certificate to participants as part of uncompensated network agreement
	Non-partner organizations provide degree/certificate to participants independent of the program vendors or a partner network

Briefly describe the labor market trends and other rationale that support awarding this particular degree or certification? Our Labor Market Information indicates that Allied Health Care has both entry and middle skills level job openings in the MVWIA.

Instructions: Complete one form for each type of degree or certificate being provided to youth participants.

Name of Degree or Certificate	Medical Office Assistant
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Indicate the Type			
(X)	<input type="checkbox"/> Mark All that Apply	(X)	<input type="checkbox"/> Mark All that Apply
	Basic Education	X	Occupational Skills
	Higher Education		Technical Skills
	Other (specify)		Other (specify)

Awarding Authority		Full Name(s) of Awarding Entity (no acronyms please)
(X)	<input type="checkbox"/> Mark All that Apply	<i>Example of full name. Bunker Hill Community College (not BHCC)</i>
	State Education Entity	
	Institution of Higher Education	
	Industry/Employer Recognized	
X	Regulatory Agency	National Healthcareer Association
	Registered Apprenticeship	
	Dept. of Veteran's Affairs	
	Job Corps	

Select the terms that best describes the awarding entity

(X)	<input type="checkbox"/> Mark All that Apply
	Competitively procured vendor awards the degree/certificate directly to participants
X	Competitively procured vendors only provides support to participants to achieve degree/certificates that are awarded by other entities
	Partner organizations offer this degree/certificate to participants as part of uncompensated network agreement
	Non-partner organizations provide degree/certificate to participants independent of the program vendors or a partner network

Briefly describe the labor market trends and other rationale that support awarding this particular degree or certification? Our Labor Market Information indicates that Allied Health Care has both entry and middle skills level job openings in the MVWIA.

Instructions: Complete one form for each type of degree or certificate being provided to youth participants.

Name of Degree or Certificate	GED/Medical Assistant
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Indicate the Type			
(X)	<input type="checkbox"/> Mark All that Apply	(X)	<input type="checkbox"/> Mark All that Apply
X	Basic Education	X	Occupational Skills
	Higher Education		Technical Skills
	Other (specify)		Other (specify)

Awarding Authority		Full Name(s) of Awarding Entity (no acronyms please)
(X)	<input type="checkbox"/> Mark All that Apply	<i>Example of full name. Bunker Hill Community College (not BHCC)</i>
X	State Education Entity	Massachusetts Department of Elementary and Secondary Education's GED® Office
	Institution of Higher Education	
	Industry/Employer Recognized	
X	Regulatory Agency	National Healthcareer Association
	Registered Apprenticeship	
	Dept. of Veteran's Affairs	
	Job Corps	

Select the terms that best describes the awarding entity

(X)	<input type="checkbox"/> Mark All that Apply
	Competitively procured vendor awards the degree/certificate directly to participants
X	Competitively procured vendors only provides support to participants to achieve degree/certificates that are awarded by other entities
	Partner organizations offer this degree/certificate to participants as part of uncompensated network agreement
	Non-partner organizations provide degree/certificate to participants independent of the program vendors or a partner network

Briefly describe the labor market trends and other rationale that support awarding this particular degree or certification? Our Labor Market Information indicates that Allied Health Care has both entry and middle skills level job openings in the MVWIA.

ATTACHMENT M

FY 2012 ANNUAL INTEGRATED BUDGET NARRATIVE

WIB Name: Merrimack Valley WIB			
		Budget Narrative Summary explanation for line item amounts	BASIS FOR ALLOCATING COSTS
Line Item	Amount	Please give a brief description of what you have included in each line item	Please explain the Cost Allocation Basis/Methodologies for charging direct costs and allocating indirect costs in a brief summary for each applicable line item. If plan is specific to particular funding sources, please specify these funding sources and provide an explanation for each exception. Please identify costs included as part of a Resource Sharing plan.
Example: Fringe	\$ 100,000	medical, dental, life, medicare, 5% retirement, workers compensation	25% of "PERSONNEL" line item amount; allocated across grants based on Cost Allocation Plan (CAP)
Carry-in Funding (FY'11 to FY'12)	\$1,084,147		
STATE-PAID- RETAINED FTEs:	27.0		
PERSONNEL (use personnel sheets)	\$1,049,747	Wages Paid to DCS Staff.	Charged based on time sheet documentation.
FRINGE - (33.25%) & Payroll Tax (1.91%) (use personnel sheets)	\$369,091	Fringe & Payroll Taxes paid on behalf of DCS Staff.	Charged based on time sheet documentation.
AS&T - (12.6%) & State Indirect (6.94%) (use personnel sheets)	\$205,121	AS&T & Indirect costs charged against DCS Staff.	Allocated by DCS, based on staff costs.
PREMISES LEASE (see attachment)	\$0		
TELEPHONES (see attachment)	\$0		
DATA CIRCUITS (see attachment)	\$6,094	Costs allocated for Data Circuits for DCS Staff, based on number of staff in each location of the Agency.	Allocated to each program, based on number of Staff in the Agency and Staff Time Distribution.
MOSES FEE (see attachment)	\$14,895	Costs allocated for MOSES Fees for DCS Staff, based on number of MOSES users in the Agency.	Allocated to each program, based on number of Staff in the Agency and Staff Time Distribution.
TRAVEL	\$8,091	Costs for DCS Staff to Travel on behalf of DCS Funded Programs.	Charged based on travel agenda.
INFORMATION TECHNOLOGY (IT)	\$20,000	Support Costs for UI System in the Agency.	Charged directly to UI to support its Computer System.
SUPPLIES & EQUIPMENT ETC.	\$70,000	Costs for Computers for DCS Staff and Resource Room.	Charged to WP 90%, based on DCS Staff Time Distribution and Customer Enrollments.
OTHER	\$26,000	Staff Development and other staff related activities.	Charged to WP 90%, based on DCS Staff Time Distribution and benefit to the Agency.
SUBTOTAL-STATE-PD RETAINED EXP	\$1,769,039		

ATTACHMENT M

FY 2012 ANNUAL INTEGRATED BUDGET NARRATIVE

WIB Name: Merrimack Valley WIB			
		Budget Narrative Summary explanation for line item amounts	BASIS FOR ALLOCATING COSTS
Line Item	Amount	Please give a brief description of what you have included in each line item	Please explain the Cost Allocation Basis/Methodologies for charging direct costs and allocating indirect costs in a brief summary for each applicable line item. If plan is specific to particular funding sources, please specify these funding sources and provide an explanation for each exception. Please identify costs included as part of a Resource Sharing plan.
CAREER CENTER/FISCAL AGENT FTEs:	39.0		
PERSONNEL	\$1,667,570	Wages Paid to Local VWCC Staff.	Charged based on time sheet documentation.
FRINGE	\$859,051	Fringe & Payroll Taxes paid on behalf of Local VWCC Staff.	Charged based on time sheet documentation.
PREMISES LEASE	\$437,345	Costs for space, electric, and insurance for Lawrence and Haverhill Locations.	Allocated to each program, based on number of Staff in the Agency and Staff Time Distribution.
DATA CIRCUITS	\$7,541	Costs allocated for Data Circuits for Local VWCC Staff, based on number of staff in each location of the Agency.	Allocated to each program, based on number of Staff in the Agency and Staff Time Distribution.
MOSES FEE (see attachment)	\$22,067	Costs allocated for MOSES Fees for Local VWCC Staff, based on number of MOSES users in the Agency.	Allocated to each program, based on number of Staff in the Agency and Staff Time Distribution.
INFORMATION TECHNOLOGY (IT)	\$0		
NON PERSONNEL SERVICES TOTAL	\$352,456	Costs of DCS Staff & Local VWCC Staff overhead, including but not limited to, non DCS travel, equipment rental, supplies, telephone, postage, advertising, dues, subscriptions, printing, non DCS office equipment, vendor service fees, meetings, conferences, lodging, refreshments, and software.	Direct charged to the benefiting Program, or allocated to each program, based on number of Staff in the Agency and Staff Time Distribution.
OTHER	\$0		
SUPPORT SERVICES	\$140,110	Needs Related and Supportive Services Costs.	Direct Charged to the benefiting Program, based on customer enrollment.
TRAINING			
Occupational Skills Training (ITA)	\$537,122	Individual Training Account.	Direct Charged to the benefiting Program, based on customer enrollment.
All other training	\$450,201	Group Programming, OJT's, and Work Experience Subsidized Wages.	Direct Charged to the benefiting Program, based on customer enrollment.
Sub-Total TRAINING	\$987,323		
SUBTOTAL-CC FA EXP (locally paid)	\$4,473,463		

FY 2012 ANNUAL INTEGRATED BUDGET NARRATIVE

WIB Name: Merrimack Valley WIB			
		Budget Narrative Summary explanation for line item amounts	BASIS FOR ALLOCATING COSTS
Line Item	Amount	Please give a brief description of what you have included in each line item	Please explain the Cost Allocation Basis/Methodologies for charging direct costs and allocating indirect costs in a brief summary for each applicable line item. If plan is specific to particular funding sources, please specify these funding sources and provide an explanation for each exception. Please identify costs included as part of a Resource Sharing plan.
WIB/FISCAL AGENT FTEs:	12.0		
PERSONNEL	\$616,019	Wages Paid to the MVWIB and DGA (Fiscal Agent) Staff.	Charged based on time sheet documentation.
FRINGE	\$164,182	Fringe & Payroll Taxes paid on behalf of MVWIB & DGA Staff.	Charged based on time sheet documentation.
PREMISES LEASE	\$61,794	Costs for space and insurance for Lawrence Offices.	Allocated to each program, based on number of Staff in the Agency and Staff Time Distribution.
DATA CIRCUITS	\$1,195	Costs allocated for Data Circuits for MVWIB & DGA Staff, based on number of staff in each location of the Agency.	Allocated to each program, based on number of Staff in the Agency and Staff Time Distribution.
MOSES FEE (see attachment)	\$5,516	Costs allocated for MOSES Fees for MVWIB & DGA Staff, based on number of MOSES users in the Agency.	Allocated to each program, based on number of Staff in the Agency and Staff Time Distribution.
INFORMATION TECHNOLOGY (IT)	\$0		
NON PERSONNEL SERVICES TOTAL	\$112,959	Costs of DGA & MVWIB overhead, including but not limited to, travel, equipment rental, supplies, telephone, postage, advertising, dues, subscriptions, printing, office equipment, vendor service fees, meetings, conferences, lodging, refreshments, and software.	Direct charged to the benefiting Program, or allocated to each program, based on number of Staff in the Agency and Staff Time Distribution.
OTHER	\$166,300	Costs of Independent Contractors and Health and Dental Benefits for Agency Retirees.	Direct charged to the benefiting Program, or allocated to each program, based on funding allocations.
SUPPORT SERVICES	\$0		
TRAINING			
Occupational Skills Training (ITA)	\$0		
All other training	\$185,488	Training Costs on behalf of the High Performing WIB Funds and the DESE ABE Program.	Direct charged to the benefiting Program.
Sub-Total TRAINING	\$185,488		
WIB EXPENSES (NON-ADD) TOTAL	\$0		
SUBTOTAL-WIB FA EXP (locally paid)	\$1,313,453		