

**GLWDB**  
GREATER LOWELL  
Workforce Development Board

Career Center of **Lowe** 

*Aligning workforce development, business, education and community resources to create sector strategies and career pathways*



# FISCAL YEAR 2015 ANNUAL REPORT

[www.glwdb.org](http://www.glwdb.org)



## The Greater Lowell Workforce Development Board Fiscal Year 2015 Annual Report

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# CHAIRMAN'S MESSAGE

## The Greater Lowell Workforce Development Board



Raymond Wrobel, Vice President for Business Development, Align Credit Union, GLWDB Chair

During 2015 the Greater Lowell Workforce Investment Board (GLWIB) changed its name to Greater Lowell Workforce Development Board (GLWDB) to be consistent with terminology used in the new Workforce Innovation and Opportunity Act (WIOA) signed into law in 2014.

To further meet changes required under WIOA including increased emphasis on serving out-of-school youth and young adults we adjusted the percentage of OSY served to be compliant with the 75% funding allocation required under the new law, while maintaining a smaller program to continue to serve in-school youth. In FY16 we will focus on other components of WIOA including Workforce Board Certification, Career Center standards and One-Stop Career Center Procurement.

We developed and began implementation of a new two-year Strategic Plan outlining goals and objectives for the 2015-2016 time frame designed to meet employer needs for a skilled workforce; connect job seekers to competitive wage employment; support successful youth entry into career pathways and post-secondary education; and maintain a strong public workforce system in Greater Lowell.

The Northeast Advanced Manufacturing Consortium (NAMC), a partnership of the Greater Lowell, Metro North, North Shore and Merrimack Valley Workforce Boards, Career Centers, Community Colleges and Technical High Schools, successfully conducted several additional training cycles providing foundation and technical skills in machining or electronics for 45 unemployed individuals and resulting in job placement. This initiative will be maintained through a variety of federal and state funding sources as we continue to align our efforts with the needs of business and job-seekers.

We would like to acknowledge our partners, colleagues, Board members, Career Center of Lowell and GLWDB staff for their assistance in helping us achieve our goals in FY15 and successfully plan for FY16. Special thanks to City Manager Kevin J. Murphy for his role as Lead Elected Official of our local board.

# OUR PARTNERSHIPS



Northeast Advanced Manufacturing Consortium partners Mary Sarris, North Shore Workforce Investment Board; Gail Brown, GLWDB; Linda Bass, Metro North Regional Employment Board; Rafael Abislayman, Merrimack Valley Workforce Investment Board (l-r)





# OUR MISSION



Robert Broughton (left) & Mel Moundele, GLWDB Members

## The Greater Lowell Workforce Development Board

1. The Greater Lowell Workforce Development Board is one of 16 Workforce Boards throughout Massachusetts, servicing the communities of Billerica, Chelmsford, Dracut, Lowell, Tewksbury, Tyngsboro, Dunstable and Westford. We are charged with overseeing and implementing workforce development initiatives throughout the Workforce Development Area.
2. The Greater Lowell Workforce Development Board is a collaborative involving employers, educational institutions, labor groups, municipal and state officials, and community-based organizations that provides leadership, policy direction, and accountability for the local workforce development system.
3. By securing and allocating public and private funds for high quality, innovative, and collaborative workforce development programs, the Greater Lowell Workforce Development Board promotes a skilled and educated workforce, meets the workforce needs of employers, and supports and sustains economic development, business competitiveness, and job creation in Greater Lowell.

## The Greater Lowell Workforce Development Board & The Career Center of Lowell



Provided Services such as resume development, interview tips and job referrals to **6,692 job seekers**



Obtained Employment for **4,116 job seekers** with an average wage of **\$24.54/hour**



**455 regional employers** supported with labor market information, job postings, career fairs and candidate pre-screening

# OUR SUCCESSES



Wanda (above) enrolled in the Competitive Integrated Employment Services Program and received training to become a Certified Home Health Aide. She is currently employed by Merrimack Valley Hospice Home Care.

# OUR WORK



Danielle McFadden, President, Greater Lowell Chamber of Commerce & GLWDB 2nd Vice-Chair

## The Greater Lowell Workforce Development Board

### STRATEGIC PLANNING

Continue to be actively engaged in planning and implementing processes to address the challenges associated with the development of a skilled local workforce and to meet statewide standards intended to accelerate continual improvement of the Massachusetts workforce development system.

### WORKFORCE ISSUES

Review job-seeker and employer challenges, Career Center of Lowell operational reports, the Workforce Training Fund (WTF) and collaborates on labor market solutions, education, training and employment activities.

### YOUTH

Recommend program initiatives and provide oversight for WIOA and other Federal and State supported grants for economically disadvantaged youth.

### PRIORITY SECTORS

Promote education, training and employment in Advanced Manufacturing, Health Care and Information Technology.

## The Greater Lowell Workforce Development Board & The Career Center of Lowell



459  
**VETERANS** served



411  
**YOUTH** served



544  
**PEOPLE with DISABILITIES** served



4,946  
**UNEMPLOYMENT INSURANCE CLAIMANTS** served

# OUR IMPACT



Jonathan (above) participated in the Career Center of Lowell Summer Jobs Program. He spent the summer as part of a team maintaining and improving city parks. He earned over \$1,500 and was looked upon as the leader of his team.



# OUR PROGRAMS



Vladimir Saldana of Enterprise Bank and a former Connecting Activities Program Participant

## The Greater Lowell Workforce Development Board & The Career Center of Lowell



### **Disability Employment Initiative (DEI)**

The DEI Program served 103 individuals with disabilities. A total of 236 job interviews were arranged; 88 individuals were employed and 10 enrolled in training programs in Information Technology, Health Care, Manufacturing and other sectors.



### **Competitive Integrated Employment Services (CIES)**

The CIES Program, in partnership with the Massachusetts Department of Transitional Assistance, served 95 individuals. 42 individuals enrolled in Health Care training and 75 obtained employment in Health Care and other sectors.



### **Youth & Young Adult Services**

Youth & Young Adult Services include education and employment support; workplace readiness skill development; and subsidized job placements in area organizations.

WIA & Career Services: 411 served

Summer Jobs Programs: 285 Served \*

YouthWorks Year-Round Programs: 61 served \*

## The Greater Lowell Workforce Development Board & The Career Center of Lowell

### **Business Services**

#### **Job Fairs**

The Career Center of Lowell hosted or partnered in three job fairs. A total of 1,195 job seekers and 131 employers participated.

#### **Industries Served**

The Top 5 Industries Served were:

1. Health Care & Social Assistance
2. Manufacturing
3. Administrative Support
4. Professional, Scientific & Technical Services
5. Construction

#### **Services Provided**

Employers were provided with information about business resources including tax incentives and training funds. Employers were also given access Mass Job Quest to post job openings at no-cost. In addition, employers received labor market information to help guide their business and workforce needs.

# OUR PROGRAMS



Valentina (left-above) and Indiana participated in the Career Center of Lowell Summer Jobs Program. They provided administrative and customer service support to Career Center of Lowell Staff and gained valuable job experience.

# OUR FUNDING



Bob McIntosh (left) & Ellen Lloyd, Career Center of Lowell Workshop Facilitators

## The Greater Lowell Workforce Development Board & The Career Center of Lowell



Workforce Investment Act Title I  
\$1,799,709



Wagner-Peyser/Federal Career Center  
\$1,555,046



Youth Summer Programs  
\$506,136



Other  
\$1,264,677

### TOTAL FISCAL YEAR 2015 FUNDING

**\$5,125,658**

## The Greater Lowell Workforce Development Board

- Raymond Wrobel, Chair, Align Credit Union
- Maureen Fitzpatrick, Vice Chair, Lowell General Hospital
- Danielle McFadden, 2nd Vice Chair, G. L. Chamber of Commerce
- Susan Soucy, UPS
- Carolyn Cox, Cox Fuel Company
- Stephanie Lee, Verizon
- Melchior Moundele, Burger King
- Charlene Jancsy, Enterprise Bank
- Cynthia Smith, Element Care
- Staci Landress, Watermark Corporation
- Greg Lennartz, Excell Solutions
- Liliana Kualapai, Merrimack Valley Small Business Center
- Susan Gath Koerber, George Gath Insurance Agency, Inc.
- Peter D. Bata, Raytheon
- Melida Aizpurua, Laser Services, Inc.
- Joe McNally, Cracker Barrel
- Robert L. Broughton, McCoy Associates/McDonald's
- Tracy Trippleton, Walgreens Co.
- Vichtcha Kong, Washington Savings Bank
- Barbara O'Neil, Career Center of Lowell
- Karen Frederick, Community Teamwork, Inc.
- Sovanna Pou, Cambodian Mutual Assistance Association
- Beth Goguen, MA Department of Career Services
- Maureen S. Kriff, Massachusetts Rehabilitation Commission
- Susan Jepson, National Senior Network
- Tom Raiche, Merrimack Valley Central Labor Council
- Ed Starr, Esq., IBEW #2321
- Beverly A. Woods, Northern Middlesex Council of Governments
- Allison Lamey, City of Lowell
- Stephanie Cronin, Middlesex 3 Coalition
- Elizabeth McKiernan, Abisi Adult Education Center
- Judy Burke, Middlesex Community College
- Johanna Bohan Riley, University of Massachusetts Lowell
- Linda Arsenault, Greater Lowell Technical High School
- Susan D'Amore, University of Massachusetts Lowell

## OUR BOARD



Sovanna Pou, Executive Director, Cambodian Mutual Assistance Association & GLWDB Member



# 2015 HIGHLIGHTS



“There are many who contributed to my journey to find the perfect position, but I would need to include too many names so let’s just say my experience with the staff at the Career Center of Lowell has always been enjoyable and educational. The direction and communications were accurate. Thank you everyone for all you do! Best Regards.

—  
- Kelly, Career Center of Lowell Job Seeker

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## CONNECTING ACTIVITIES

In FY15 the Connecting Activities program staff met with 547 students from Lowell High School, Greater Lowell Technical High School, Dracut High School and Tewksbury Memorial High School. In addition, a combined 70 employers and 710 students attended job fairs in April and May, 2015 at Lowell and Tewksbury High Schools. Many students were referred to part-time jobs after school and 134 hires were confirmed as of June 30.

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## WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA)

On June 11, 2015 the GLWIB Youth Council voted to recommend funding a total of \$310,732.00 in WIOA youth and young adult programs, 75% of which must be allocated to programs serving Out-of-School youth. Two Out-of-School programs, one at the United Teen Equality Center and the other a collaboration between Middlesex Community College and the Career Center of Lowell, and two In-School programs, one at Lowell Community Health Center and one at Lowell High School were awarded funding.

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## WORKFORCE INVESTMENT ACT (WIA) PERFORMANCE

FY15 Title I WIA Performance ranks the 16 Career Centers in Massachusetts by a number of measures including:

1. Dislocated Worker Entered Employment: 96% (1st)
2. Adult Worker Entered Employment: 100% (1st)
3. Youth Entered Employment or Education: 85% (7th)
4. Youth Attainment of a degree or Certificate: 74% (9th)

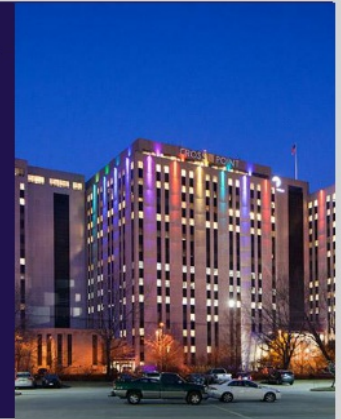
# 2015 HIGHLIGHTS

" I always enjoy attending job fairs through your organization. Your staff is always willing to assist with my recruiting efforts. "

"You provided us with great candidates with a variety of skills."

"The Career Center has been extremely helpful to our establishment."

*- Career Center of Lowell Business Customers*



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## NORTHEAST ADVANCED MANUFACTURING CONSORTIUM (NAMC)

NAMC, a partnership between industry, education and workforce boards in Northeastern Massachusetts, successfully trained 44 workers in nearly 300 hours of machining or electronics skills. Workers also received Foundation Skills Training; Career Prep and On the Job Training; Career Readiness; Job Shadowing and and internship. Of those 44, 41 were employed. NAMC also has an outreach initiative focused on needs identification, gap analysis and actions to bridge gaps.

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## WORKFORCE TRAINING FUND

In FY15, 13 Greater Lowell companies received a total of \$1.7 million in Workforce Training Funds, a program of the Massachusetts Executive Office of Labor & Workforce Development and administered by Commonwealth Corporation. Training in Lean Manufacturing, Software and Accounting/Finance was provided to 1076 employees. The GLWDB raises awareness of the program and provides technical assistance.

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## 2015-2016 STRATEGIC PLAN

On December 11, 2014, the Greater Lowell WIB held its Quarterly Meeting and adopted the 2015-2016 Strategic Plan. The goals of the plan were adopted:

- Goal 1: Meet regional employer needs for a skilled workforce
- Goal 2: Connect job seekers to competitive wage employment
- Goal 3: Support successful youth entry into career pathways and post-secondary credential programs
- Goal 4: Continue to maintain strong WIB operations



# OUR PLANS

## APPRENTICESHIPS



AS A PARTNER IN THE NORTHEAST ADVANCED MANUFACTURING CONSORTIUM, PROMOTE APPRENTICESHIPS IN ADVANCED MANUFACTURING AS PART OF A MULTI-MILLION DOLLAR FEDERAL GRANT AWARDED TO THE STATE

## PRIORITY SECTORS



PROMOTE EDUCATION & EMPLOYMENT IN THE PRIORITY SECTORS IN OUR REGION AS DEFINED IN OUR STRATEGIC PLAN: ADVANCED MANUFACTURING, HEALTH CARE & INFORMATION TECHNOLOGY

## WIOA IMPLEMENTATION



CONTINUE PLANNING FOR CHANGES ASSOCIATED WITH THE WORKFORCE INNOVATION & OPPORTUNITY ACT; INCLUDING WORKFORCE BOARD STANDARDS & CERTIFICATION AND PROCUREMENT OF ONE-STOP OPERATORS

## YOUTH & YOUNG ADULTS



DEVELOP CAREER PATHWAYS AND WORKPLACE READINESS SKILLS FOR YOUTH AND YOUNG ADULTS; IN PARTICULAR OUT-OF-SCHOOL AND AT-RISK YOUTH

# GET IN TOUCH WITH US



(978) 937-9816



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[twitter.com/glwdb](https://twitter.com/glwdb)

(On the cover: Tasha participated in the GLWDB/Career Center of Lowell Summer Jobs Program. She was placed at Mill City Grows, an urban farming program, and helped to operate their mobile food market. The staff was extremely pleased with her work and asked if she could stay through the fall.)

\* YouthWorks programs funded through the Commonwealth of Massachusetts, Executive Office of Labor and Workforce Development and administered by the Commonwealth Corporation.

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Designed by Michael J. Paglia, Grant Specialist, GLWDB

Photos by Michael J. Paglia, except page 9, courtesy photo &  
page 10, stock photo

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