FRANKLIN HAMPSHIRE WORKFORCE DEVELOPMENT AREA PIONEER VALLEY REGION WIOA LOCAL PLAN FISCAL YEAR 2018

Franklin Hampshire Regional Employment Board
Patricia Crosby, Executive Director

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WIOA LOCAL PLAN OVERVIEW

FISCAL YEARS 2018-2021

Massachusetts' WIOA 4-Year Local Plan, as required at WIOA section 108, is the culmination of a deliberate strategy to align all of the WIOA required activities in a coherent manner that averts duplication. The MA WIOA Local Plan builds upward and outward from the documents listed in the Table of Contents, which coalesce into the first year of the Massachusetts 4-year local plan.

For FY18, the Commonwealth has focused on Local Memoranda of Understanding (MOU) that articulate integrated service strategies for priority WIOA populations and Regional Data Packages, comprised of critical data and analysis illustrating employer demand and worker supply in each of the seven new planning regions. In addition, the Local Plan includes the local Strategic Plan for the Workforce Board that describes local career pathway models, and current local data and information addressing the needs of the local Adult Basic Education population as well as performance indicators and participant summaries to support customer service planning.

SECTION I: REGIONAL DATA PACKAGE & ADULT BASIC EDUCATION ALLIGNMENT

DATA PACKAGE

DEMOGRAPHIC CONTEXT

Population growth: Projections through 2035 show the share of older residents in Massachusetts increasing, with working age population declining.

Trends in race, ethnicity, and national origin: Population growth is driven by immigration, and by the growth of non-white racial groups.

Regional commuter patterns: Illustrates percentage of residents employed in region but living outside it, residents living and employed in the region, and the percentage of residents living in region but employed outside it.

EMPLOYER DEMAND SUMMARY

General employment patterns: Comparison of state and regional unemployment rates between 2005 and January 2017, along with a comparison of median state wages and median regional wages.

Industry data: A comprehensive view of regional sector makeup, organized according to total wages and total employment. Prominent industry groups are highlighted and arranged according to average weekly wages. The largest fifteen employers of each top industry in the region are identified and ranked.

Occupational data: Jobs and professions defined by SOC codes are indexed according to share of employment, employer demand, and Demand Star Ranking.

CAREER PATHWAYS

Projected employment through 2024 and median annual earnings for key career pathways important to the region.

INVESTIGATING THE EMPLOYMENT SUPPLY GAP

Supply gap ratio: A proxy measure for understanding which occupations present labor supply deficiencies that are outstripped by employer demand. It shows which occupations have more job openings than qualified workers to fill those same job openings.

Labor supply/employer demand = supply gap ratio

ADULT BASIC EDUCATION SURVEY

SURVEY RESULTS ANALYSIS

The Massachusetts Department of Education's Adult and Community Learning Services (ACLS) Request for Proposal for Adult and Community Learning Service grants will provide adult education direct services in each of the 16 workforce development areas. The grants will support the development of innovative adult education programs to effectively serve shared customers. This section provides comprehensive information that will assist bidders in aligning Adult Education activities and services with the workforce system.



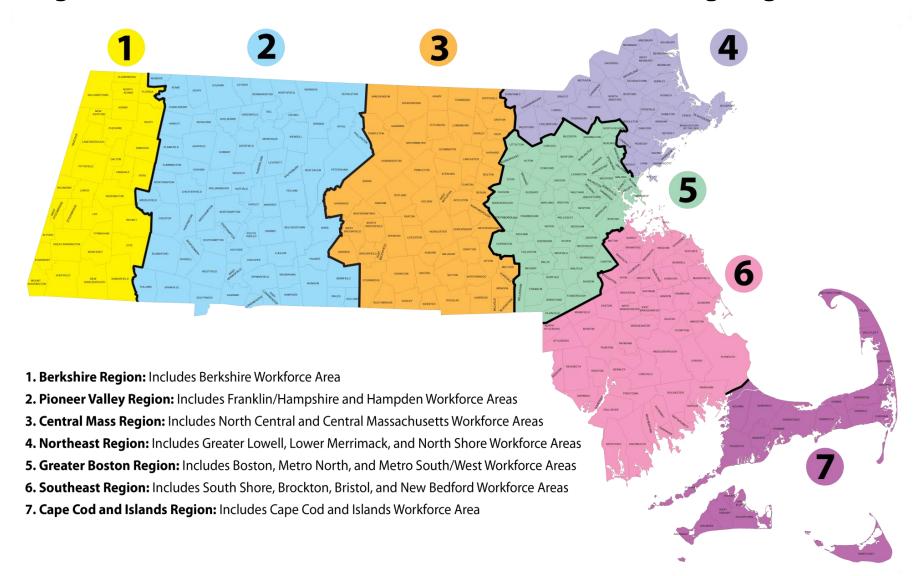


Table of Contents

This report contains critical data and analysis illustrating employer demand and worker supply in the region. Developed under the auspices of the Massachusetts Workforce Skills Cabinet to inform workplace service strategies.

- I. Regional Map
- II. Demographic Context and Overview
- III. Employer Demand Data
- IV. Supply Gap Data

Regional Structure – Workforce Skills Cabinet Planning Regions



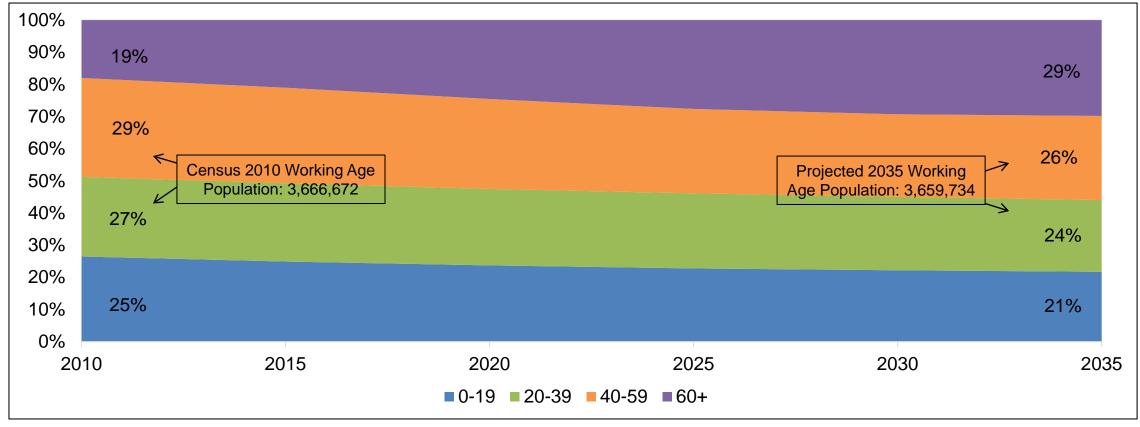
II. Demographic Context and Overview

- Population trends in age, race, ethnicity, and immigration
- Commuter patterns in and out of the region
- Data summary

Projected State Population Growth by Age, 2010-2035

The share of older residents is increasing, while the share and number of the working age population is declining.

Census 2010
Projected 2035
Population: 6,547,629
Population: 7,319,469



State Trends, Race/Ethnicity and Place of Origin

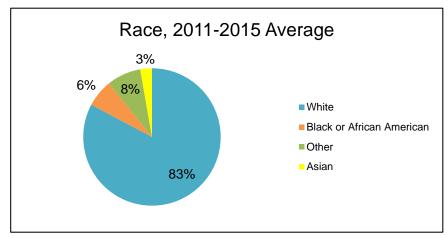
Massachusetts population growth is driven by immigration and growth in diverse populations.

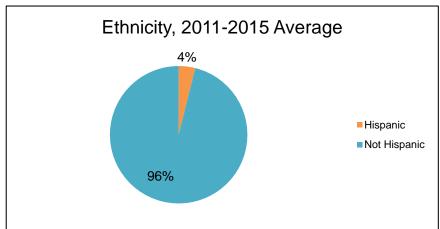
Massachusetts	2000	2012-2014	Share of Total Population 2012-2014	Absolute Change	Percent Change	Average Annual Growth Rate
Total Population*	6,131,752	6,447,295	100%	315,543	5.1%	0.4%
Nativity						
Native Born	5,279,860	5,326,213	83%	46,353	0.9%	0.1%
Foreign Born**	851,892	1,121,082	17%	269,190	31.6%	2.1%
Race/Ethnicity						
White, non-Hispanic	5,026,398	4,817,401	75%	-208,997	-4.2%	-0.3%
Black, non-Hispanic	300,758	407,723	6%	106,965	35.6%	2.4%
Asian, non-Hispanic	224,242	375,130	6%	150,888	67.3%	4.0%
Hispanic	412,496	678,193	11%	265,697	64.4%	3.9%
Other race, non-Hispanic	167,858	168,848	3%	990	0.6%	0.0%
*Civilian non-institutional population						

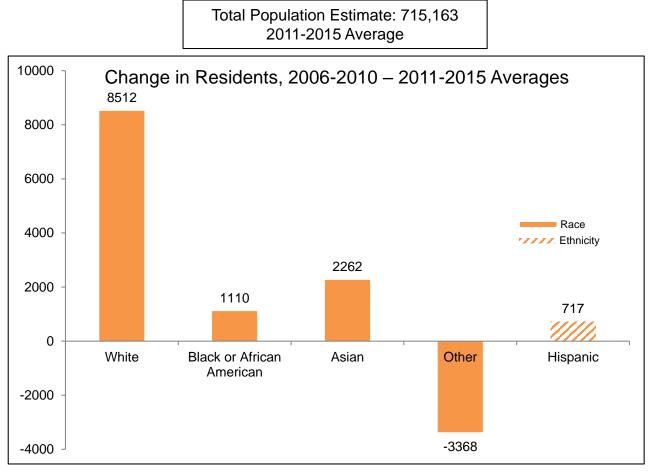
^{**}Foreign born is defined here as those born outside of the 50 states and the District of Columbia, who was not born to American parents abroad, and people born in Puerto Rico and other U.S. territories.

Regional Trends, Race/Ethnicity

While raw population growth is driven by an increase in white residents, the minority population is growing at a faster rate.

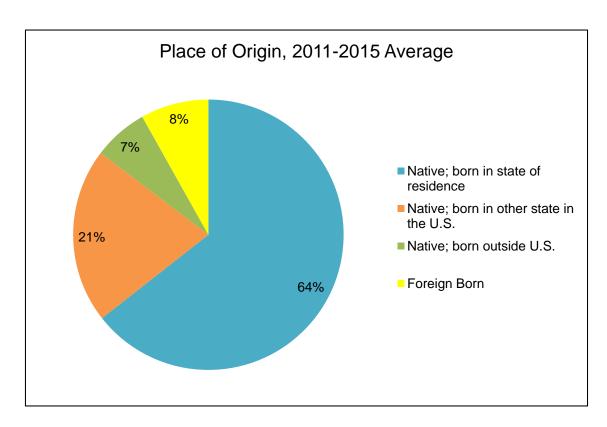


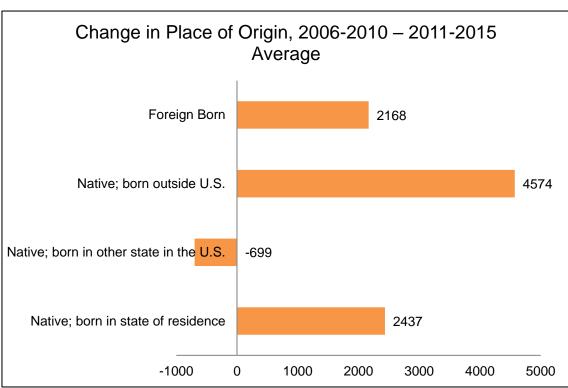




Regional Trends, Place of Origin

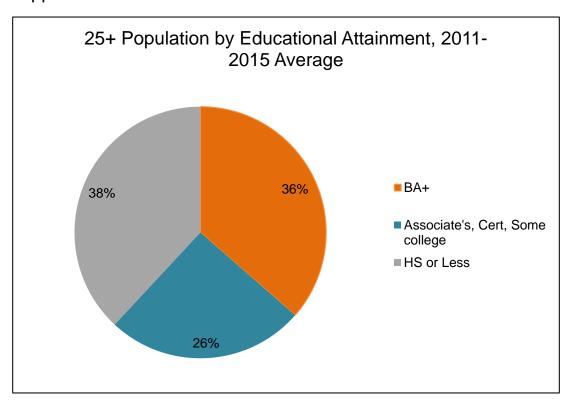
Pioneer Valley is attracting foreign-born residents, the number of migrants from other states has slightly decreased.

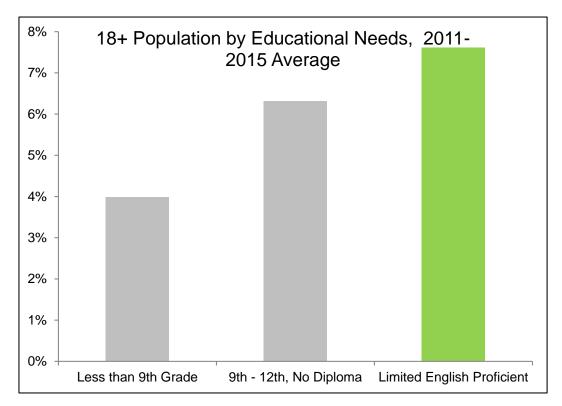




Regional Trends, Education

Although much of Pioneer Valley is highly educated, a notable portion of residents require basic education or English language supports.





Total Population Estimate, 25+: 472,029

Total Population Estimate, 18+: 567,466

Regional Commuter Patterns

Pioneer Valley sends approximately 85,000 residents outside the region to work, and attracts approximately 60,000 residents from outside its borders.

59,425 Employed in Region but Living Outside

205,169 Living and Employed in Pioneer Valley

> 85,524 Living in Region but Employed Outside

Summary of Demographic Trends

- As our State's population ages, the share of working-age and young people is declining.
- Pioneer Valley is still largely white, but small increases in population are driven by minority populations, foreign-born individuals, and residents whose primary language is not English.
- The number of people migrating to Pioneer Valley from other States has declined.
- The labor pool draws from outside the region, and employers hire employees from outside of Pioneer Valley.

III. Employer Demand Data

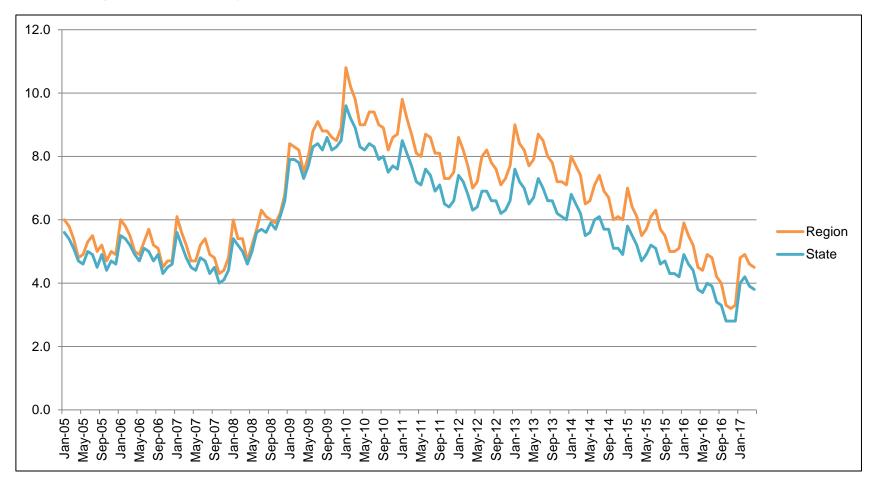
- A. Context
- B. Industry Overview
- C. Occupation Overview
- D. Career Pathways

Employer Demand Data

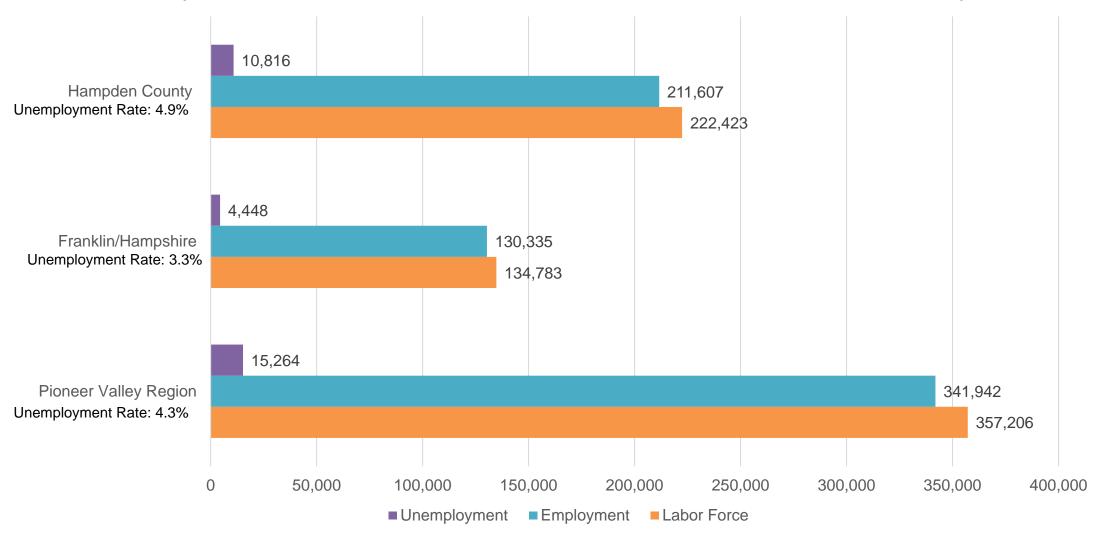
- Contextual data illustrates broadly the employment patterns in the region.
- Industry data shows which employers are prominent in the region.
- Occupation data shows which jobs people in the region do. People often perform the same jobs at different types of employers, and in different industries.
- This data is organized across several different criteria, and should guide your consensus and decision-making process.
- Consider how to layer in criteria to view and set priorities regionally.

State and Regional Unemployment Rate

Pioneer Valley unemployment rates trend about a .5-1 percentage point above those of the State, and have diverged more sharply from the State's rate since 2010.

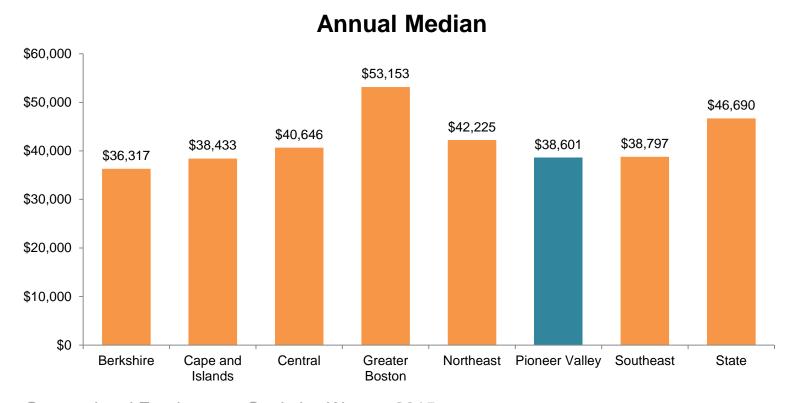


Regional and Workforce Development Area Labor Force and Unemployment Rates between June 2016 and May 2017



Median Wage

Pioneer Valley Region median wages are higher than neighbors to the west (Berkshire) but lower than neighbors to the east (Central).



Occupational Employment Statistics Wages, 2015

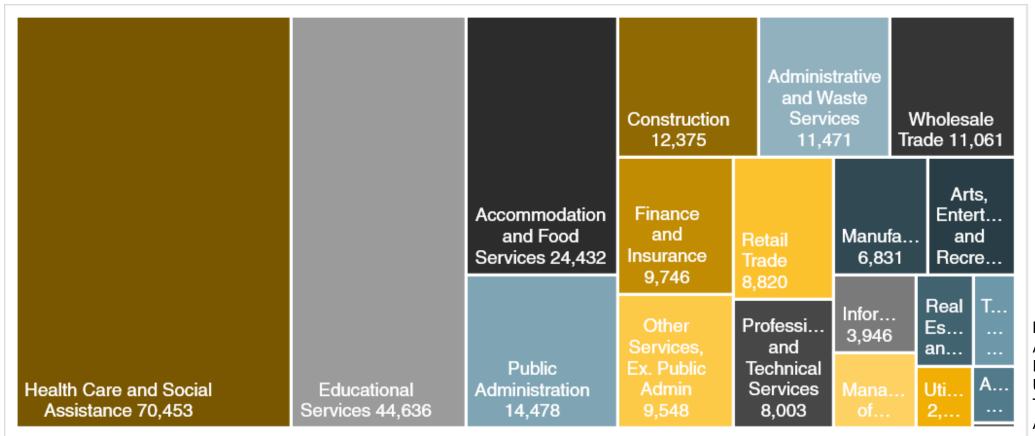
B. Industry Overview

Industry Terminology

Industry Sector	Sectors that represent general categories of economic activities, 2 digit NAICS
Industry Group	More detailed production-oriented combinations of establishments with similar customers and services, 4 digit NAICS
Total Employment	Total number of workers

Pioneer Valley Region Sector Makeup

by total employment



Management: 3863 Arts: 6404

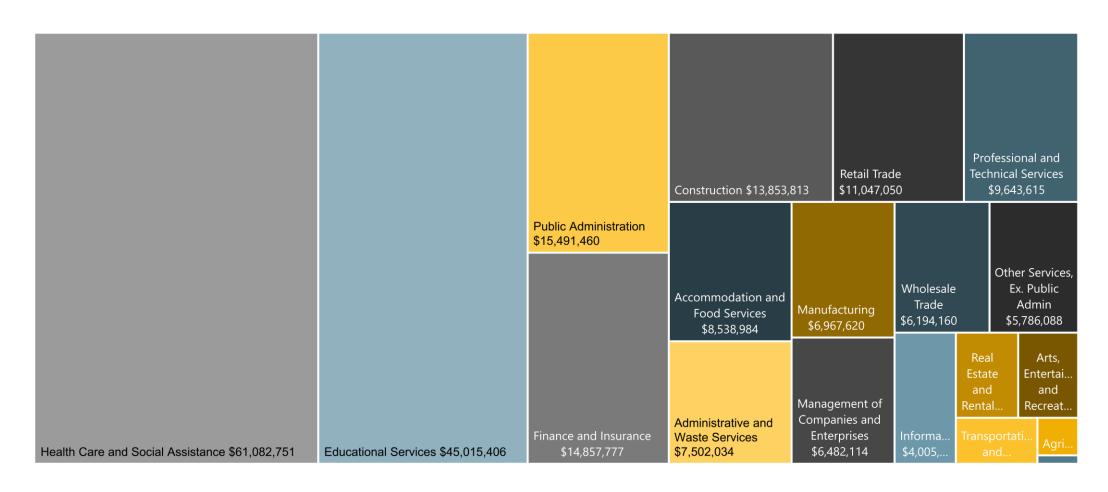
Real Estate: 3231

Utilities: 2200

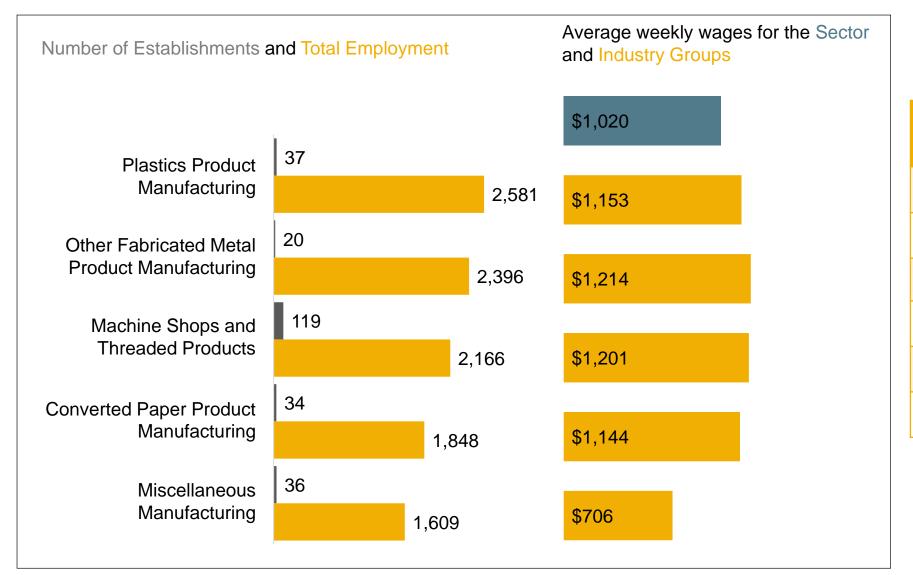
Transportation: 2376 Agriculture: 1492

Pioneer Valley Region Sector Makeup

by total wages

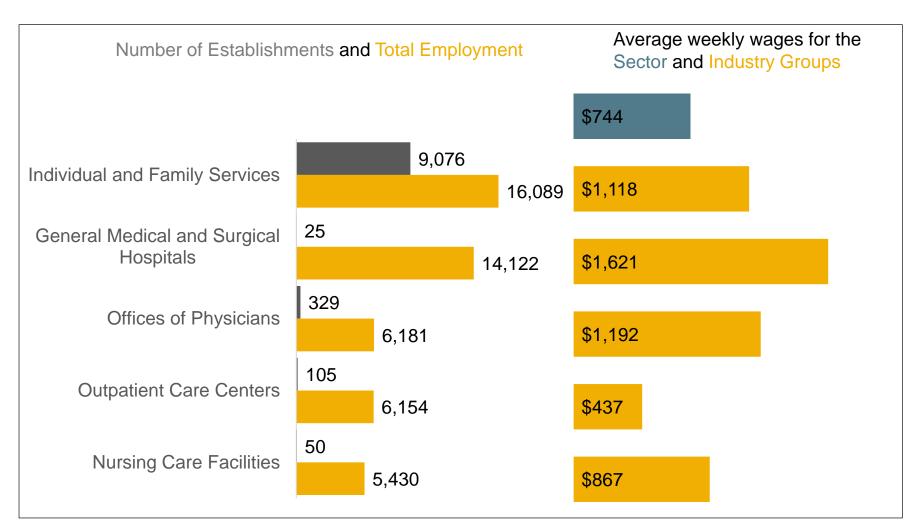


Manufacturing Industry Groups



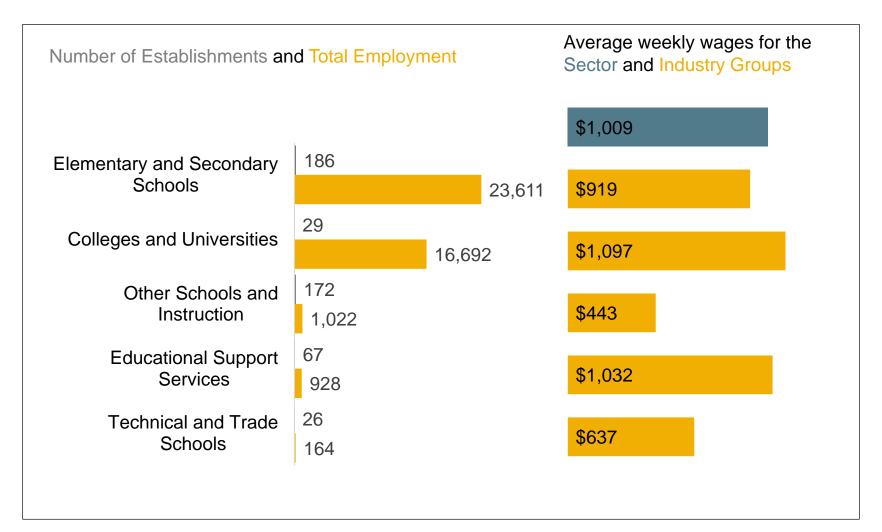
Largest Employers by 12- month Job Postings		
Employer	Postings	
L-3 Communications	88	
HP Hood LLC	49	
Smith & Wesson Holding Co.	38	
The Coca-Cola Company	28	
Advanced Drainage Systems	23	

Healthcare Industry Groups



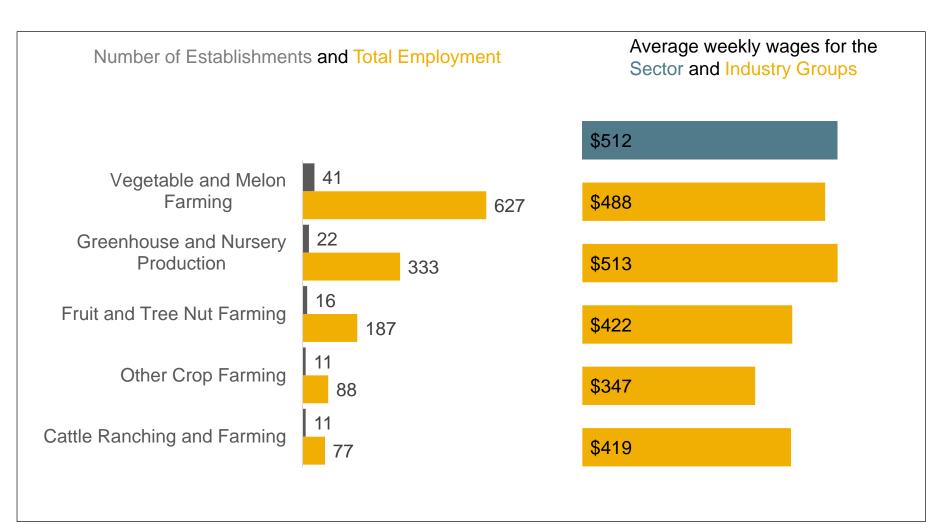
Largest Employers by 12- month Job Postings		
Employer	Postings	
University of Massachusetts	798	
University of Massachusetts Boston	540	
Milford Regional Medical Center	500	
UMass Memorial Medical Center	349	
Burncoat Family Center	231	

Education Services Industry Groups



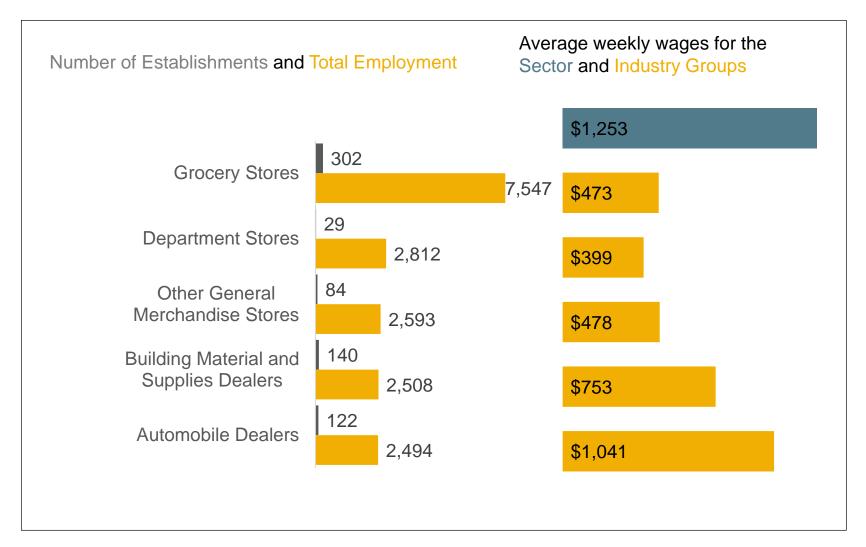
Largest Employe month Job Pos	
Employer	Postings
Smith College	163
Greenfield Community College	129
Bay Path University	96
Hampshire College	82
Benedictine University	45

Agriculture Industry Groups



Largest Employers by 12- month Job Postings		
Employer	Postings	
River Valley Market	7	
VCA Antech Inc	5	
Atkins Farms	5	
Cumberland Farms	3	
Savage Farms	3	

Retail Trade Industry Groups



Largest Employers by 12- month Job Postings		
Employer	Postings	
Lowe's	512	
Target Corporation	406	
BJ's Wholesale Club, Inc	284	
Hannaford Brothers	189	
Kohl's Corporation	123	

Industry Summary

- Manufacturing and Agriculture are likely to face labor shortages due to the aging population.
- Healthcare demonstrates the most employee diversity.
- Current employee educational attainment in Professional Technical Services and Education Services is dominated by post-secondary educational attainment (70% of workers) whereas Healthcare, Agriculture and Manufacturing offer more opportunities for individuals with less than post-secondary attainment.

C. Occupation Overview

C1: Occupations Indexed by Share of Employment

C2: Occupations Indexed by Employer Demand

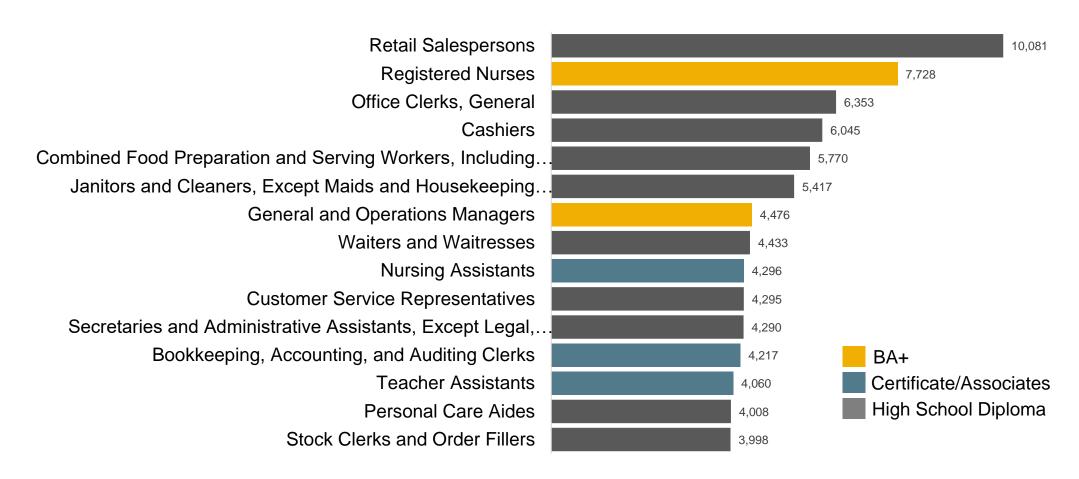
C3. Occupations Indexed by Demand Star Ranking

What jobs are people doing, and what types of work do employers need people to do.

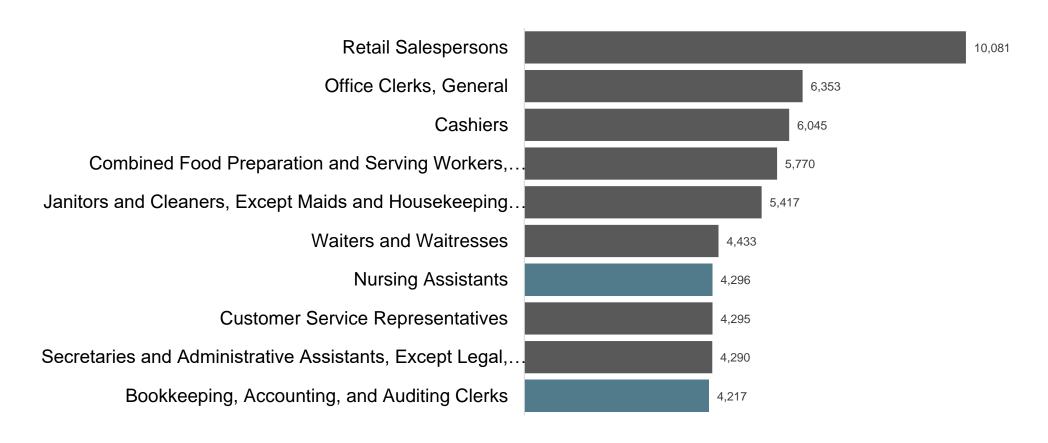
Occupation Terminology

Employment Share	Number of employees currently working in a specific industry or sector across all employers
Occupation	A job or profession, not specific to an industry, defined by SOC code

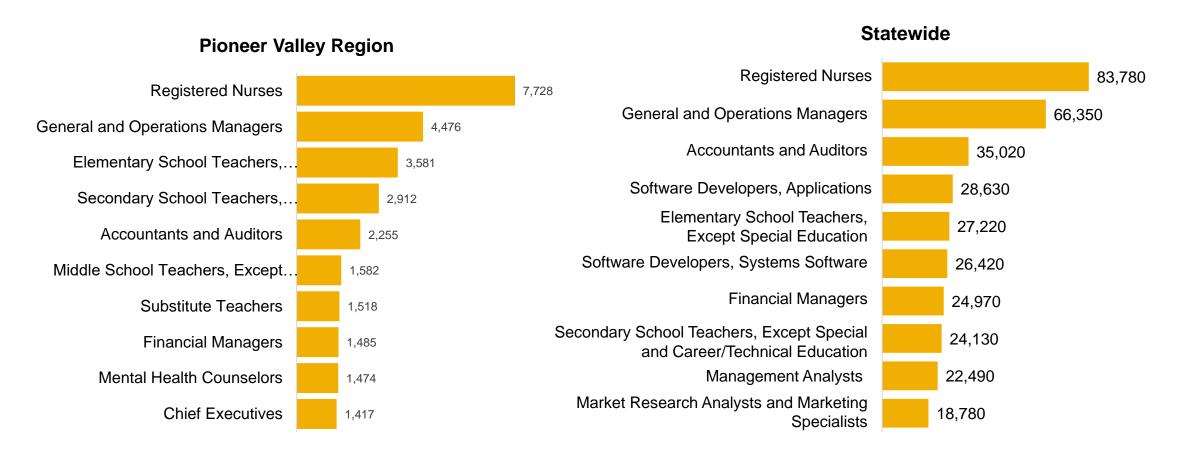
Top 15 Occupations by Share of Employment, 2015



Top 10 Occupations by Employment Share, 2015 Sub-BA



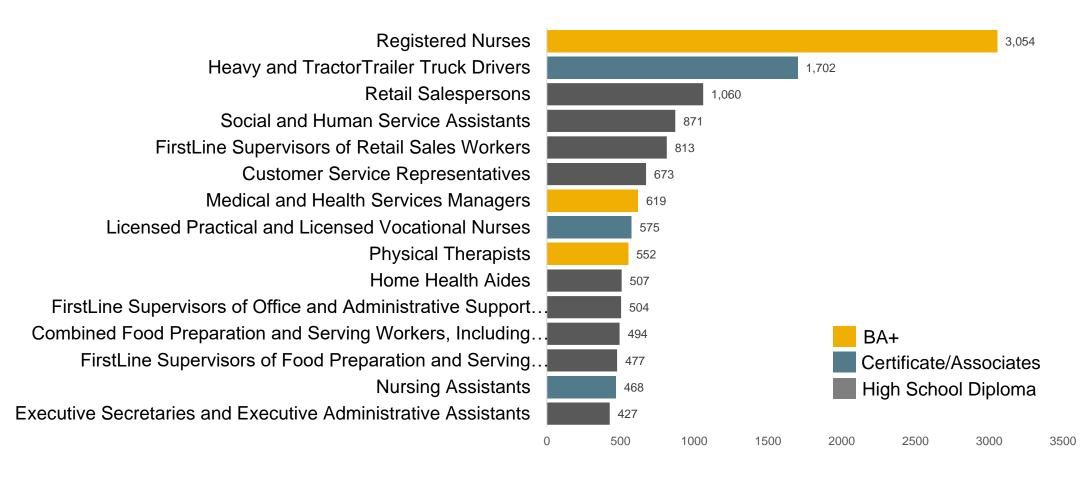
Top 10 Occupation by Employment Share, 2015, BA+



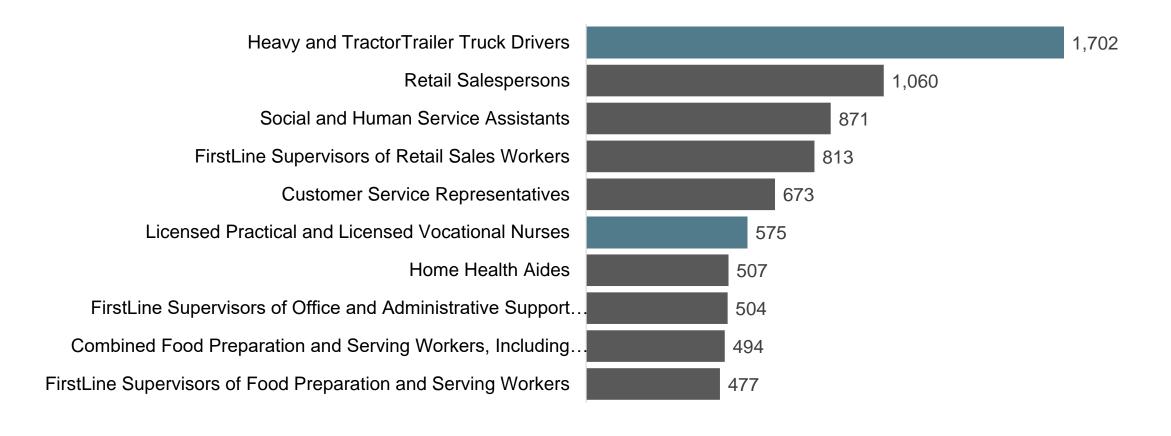
Employer Demand Terminology

Employment Projections	Expected employment in 2017 (short term) and 2024 (long term) for a particular occupation, based on surveyed employers
Weighted Employer Demand	Short term openings from replacement and growth (2017), long term openings from replacement and growth (2024), and advertised online postings, averaged Note: there are many different ways to measure "employer demand." The WSC team acknowledges that none are perfect, and thus an average of three different measures seeks to find middle ground.

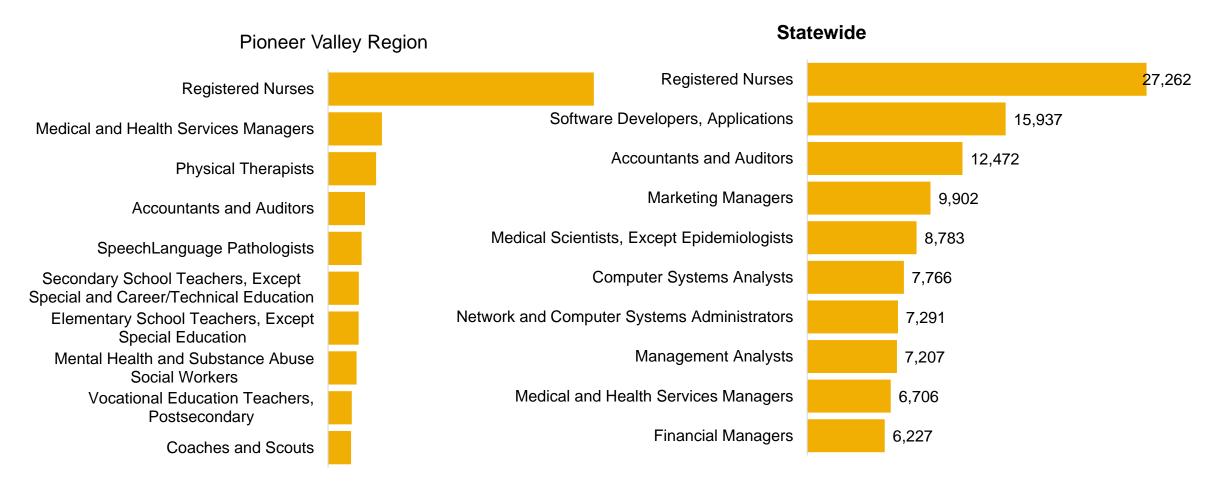
Top 15 Occupations by Indexed Employer Demand, All Education Levels



Top 15 Occupations by Indexed Employer Demand, Sub-BA



Top 15 Occupations Requiring a BA by Indexed Employer Demand



Terminology

Demand Star Ranking

Ranking of highest-demand, highest-wage jobs in Massachusetts, based on short-term employment projections (2017), long-term employment projections (2024), current available openings from Help Wanted Online, and median regional wage.

Ranking developed by State of Louisiana's workforce system and implemented with support of Boston Federal Reserve.

II.B.1: Selected 4- and 5- Star Occupations Requiring a High School Diploma

Occupation Title Insurance Sales Agents	STARS 4	Associated Industry Finance and Insurance	Median Wages \$68,277
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	5	Wholesale Trade	\$62,440
FirstLine Supervisors of Office and Administrative Support Workers	4	Wholesale Trade	\$54,102
Billing and Posting Clerks	4	Health Care and Social Assistance	\$37,755
Customer Service Representatives	4	Finance and Insurance	\$34,330
Production, Planning, and Expediting Clerks	4	Manufacturing	\$51,692
Medical Secretaries	4	Health Care and Social Assistance	\$39,010
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	4	Educational Services	\$37,526
FirstLine Supervisors of Construction Trades and Extraction Workers	4	Public Administration	\$65,601
Carpenters	4	Construction	\$49,187
Construction Laborers	4	Construction	\$44,891
Operating Engineers and Other Construction Equipment Operators	4	Construction	\$60,936
Electricians	4	Construction	\$57,449

II.B.2: Selected 4- and 5-Star Occupations Requiring an Associates/Certificate

Occupation Title	Demand STARS	Associated Industry	Annual Median Wages
Web Developers	4	Professional and Technical Services	\$62,615
Computer User Support Specialists	4	Professional and Technical Services	\$49,603
Paralegals and Legal Assistants	4	Professional and Technical Services	\$47,326
Respiratory Therapists	4	Health Care and Social Assistance	\$64,781
Medical and Clinical Laboratory Technicians	4	Health Care and Social Assistance	\$43,266
Dental Hygienists	4	Health Care and Social Assistance	\$78,982
Cardiovascular Technologists and Technicians	4	Health Care and Social Assistance	\$55,706
Diagnostic Medical Sonographers	4	Health Care and Social Assistance	\$73,912
Radiologic Technologists	4	Health Care and Social Assistance	\$58,344
Surgical Technologists	4	Health Care and Social Assistance	\$48,947
Licensed Practical and Licensed Vocational Nurses	4	Health Care and Social Assistance	\$48,166
Medical Records and Health Information Technicians	4	Health Care and Social Assistance	\$39,845
Physical Therapist Assistants	4	Health Care and Social Assistance	\$56,780

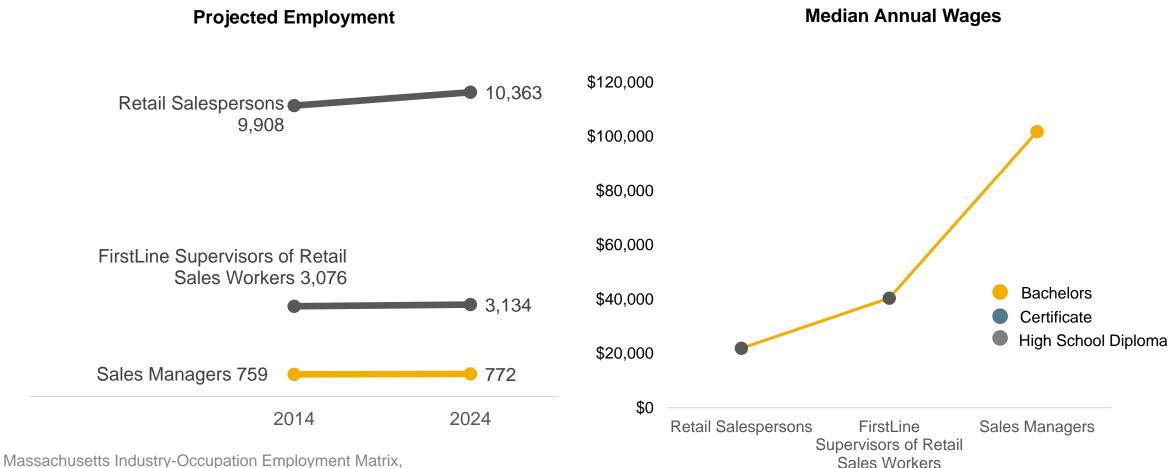
II.B.2: Selected 5-Star Occupations Requiring a BA+

Occupation	Demand STARS	Associated Industry	Median Annual Wages
Human Resources Managers	4	Professional and Technical Services	\$86,281
Construction Managers	4	Construction	\$87,651
Education Administrators, Preschool and Childcare Center/Program	4	Educational Services	\$54,357
Education Administrators, Elementary and Secondary School	5	Health Care and Social Assistance	\$89,837
Education Administrators, Postsecondary	5	Educational Services	\$74,636
Architectural and Engineering Managers	4	Professional and Technical Services	\$126,094
Medical and Health Services Managers	5	Health Care and Social Assistance	\$93,572
Social and Community Service Managers	4	Health Care and Social Assistance	\$51,071
Purchasing Agents, Except Wholesale, Retail, and Farm Products	4	Manufacturing	\$59,634
Compliance Officers	4	Public Administration	\$67,519
Cost Estimators	4	Construction	\$62,112
Human Resources Specialists	4	Administrative and Waste Services	\$59,673

D. Career Pathways

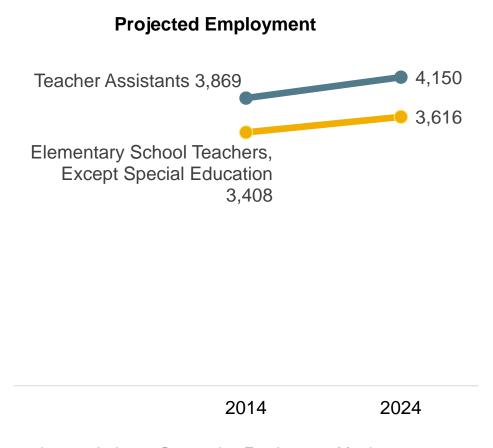
 Projected employment and median earnings for key career pathways important to the region

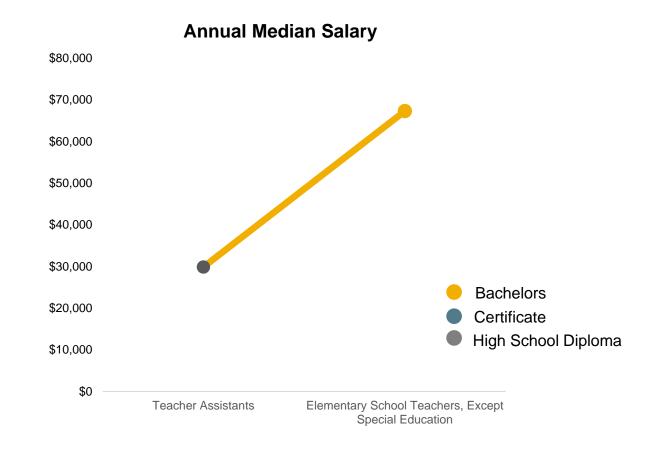
Retail Career Pathway



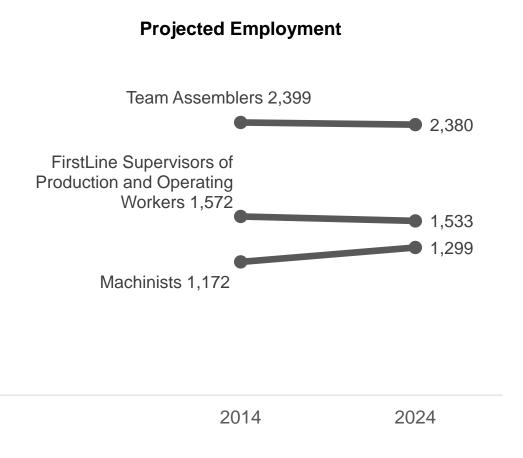
Massachusetts Industry-Occupation Employment Matrix, 2014-2024, DUA/BLS Quarterly Census of Employment and Wages, QTR 3 2016

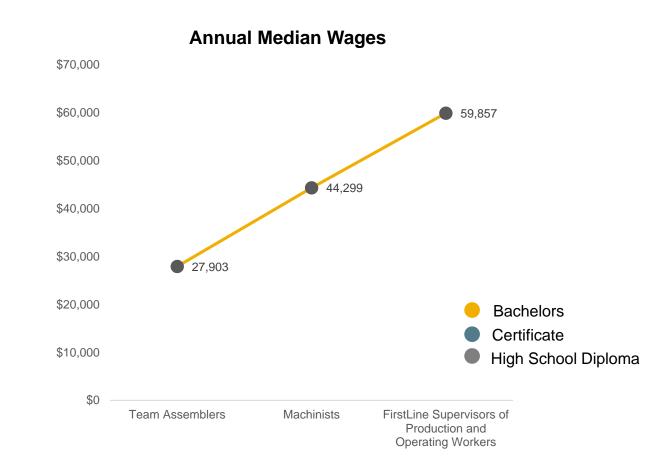
Teaching Career Pathway



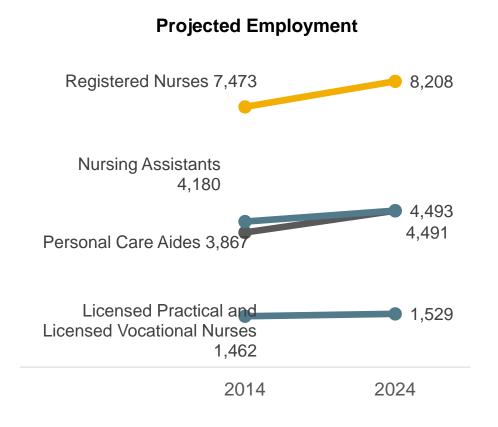


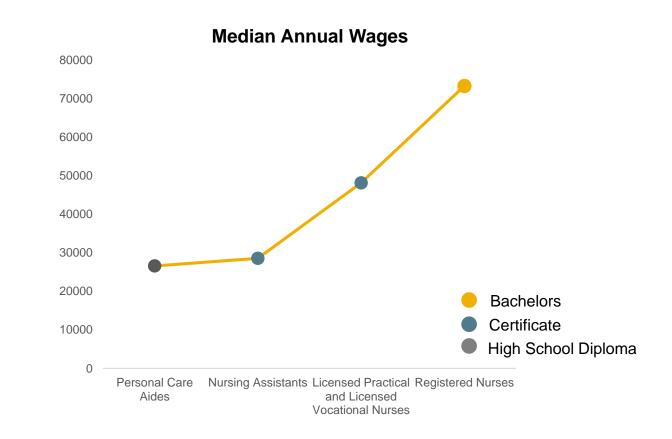
Manufacturing Career Pathway





Nursing Career Pathway





IV. Supply Gaps

- A. Calculating Supply Gap Ratio
- B. Calculating Labor Demand & Labor Supply
- C. Supply Gap Analysis

Calculating the Supply Gap Ratio

Supply Gap Ratio = Projected Qualified Individuals Per Opening

- Supply Gap Ratio is a proxy measure for understanding which occupations are likely to NOT have enough talent to meet employer demand.
- Supply / Demand = Supply Gap Ratio
 - 100 qualified individuals / 50 potential openings = supply gap ratio of 2
 - 2 qualified individuals per opening (More supply than demand)
 - 6 qualified individuals / 12 potential openings = supply gap ratio of 0.5
 - 0.5 qualified individuals per opening (Less supply than demand)

Calculating Labor Demand & Labor Supply

Demand

How many potential job openings do are expected for a given occupation?

Average of total number of jobs for each occupation across three data sets...

- 2017 projections from openings and replacement (OES)
- 2024 projections from openings and replacement (OES)
- Help Wanted Online annualized 2016 job postings

Supply

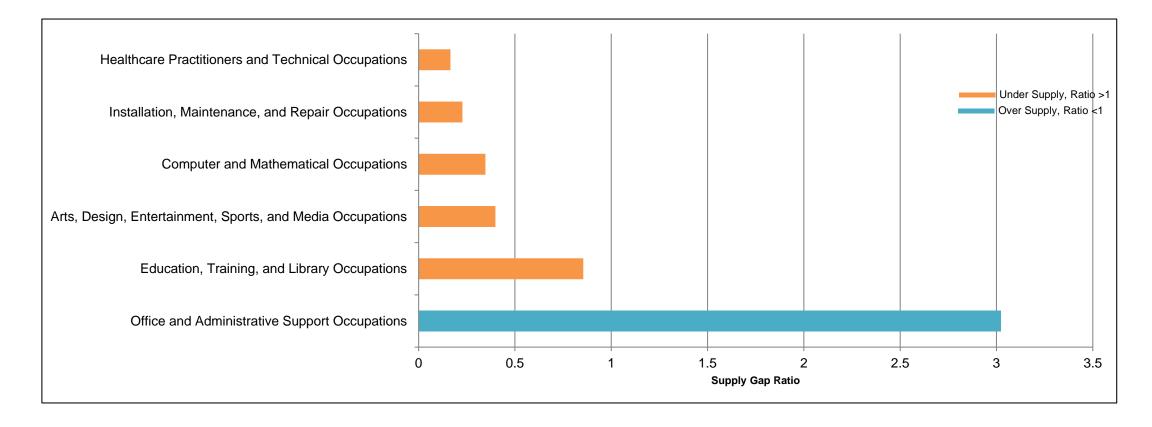
How many qualified individuals are potentially available to fill a relevant job opening?

Sum of available workers or graduates related to an occupation from multiple data sets...

- Unique UI claims, 2016 (DUA)
- Relevant completer data
 - Voc-Tech completers, 2013-2015 average (DESE), 50% available*
 - Community College completers, 2013-2015 average (DHE), 90% available
 - State University completers, 2013-2015 average (DHE), 71% available
 - Private University completers, 2013-2015 average (iPEDS), 55% available
 - *All retention figures are statewide, studies cited in Data Tool
 - **Occupations requiring post-secondary education only

Regional Supply Gap Overview: Sub-BA Clusters

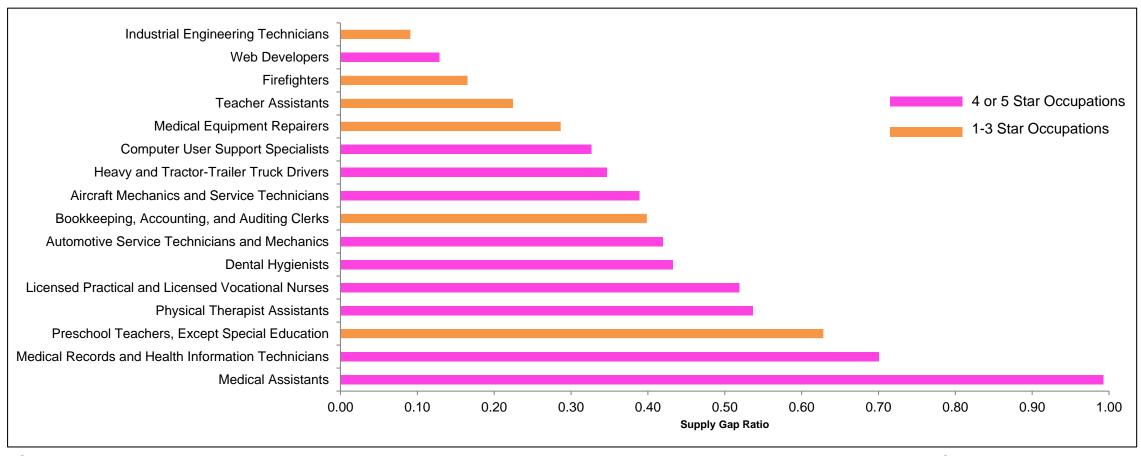
Healthcare, Installation, and Computer and Mathematical occupations average the lowest ratios of qualified individuals per opening at the sub-BA level.



Occupations requiring a postsecondary non-degree award, some college, or an Associate's Degree, 20+ Demand Index only

More Openings than Qualified: Regional Sub-BA Occupations

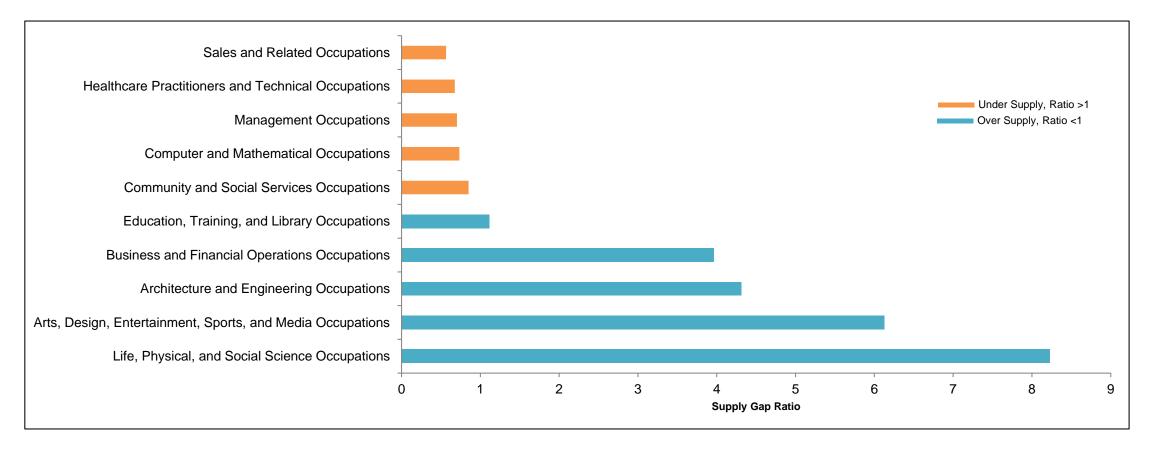
Among all occupations requiring an Associates or Certificate, a number of four and five star occupations do not have enough regional supply to meet employer demand.



Occupations requiring a postsecondary non-degree award, some college, or an Associate's Degree, 20+ Demand Index Only

State Supply Gap Overview: BA Clusters

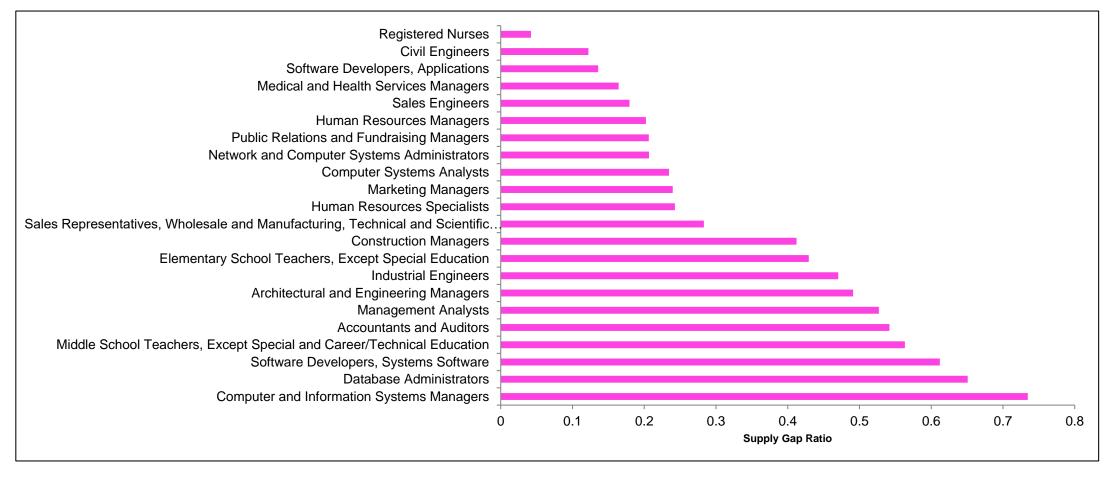
Sales, Healthcare, Management, and Computer and Mathematical Occupations average the lowest ratios of qualified individuals per opening at the BA level.



Occupations requiring a Bachelor's Degree, Demand Index 100+ Only

More Openings than Qualified: State BA Occupations

A number of 4 and 5 star occupations, largely in STEM fields, are in short supply.



Occupations requiring a Bachelor's Degree, 4 and 5 stars, Demand Index 100+ only

Labor Supply Gap Summary

Associate's, Some college, Post-secondary Certificate

 In Pioneer Valley, we can expect supply gaps in 4 and 5 star occupations primarily in categories of Computer Support/IT, Installation, Transportation, and Healthcare Support.

Bachelor's Degree

 Across the State, we expect supply gaps in 4 and 5 star occupations primarily in STEM fields, with an emphasis on Healthcare and Computer and Mathematical occupations.

Franklin Hampshire Regional Employment Board

Local Area Information Related to Adult Education and Literacy

1. ALIGNMENT WITH ADULT EDUCATION AND LITERACY ACTIVITIES

The FHREB hopes adult education and literacy providers will closely align their career development activities with the FHREB Strategic Plan, which can be seen at www.fhreb.org and the Franklin Hampshire Career Center, whose website (www.fhreb.org and the Franklin Hampshire Career Center, whose website (www.fhreb.org and the Franklin Hampshire Career Center, whose website (www.fhcc-onestop.com) outlines a wide variety of free services for job seekers. Providers can do so by making sure their students know about and take advantage of the latter services, starting with registering as a Career Center participant. When seeking resources to support employment readiness and career development, we encourage providers to include the FHREB in their planning process so that we may maximize existing resources and ensure new resources address gaps and/or unique needs of their adult learners.

2. EDUCATIONAL AND SERVICE NEEDS OF PRORITY POPULATIONS

The Workforce Innovation & Opportunity Act requires us to prioritize the following populations: people with disabilities, unemployment insurance claimants, low-income adults including TANF and SNAP recipients, those who are Limited English Proficient, the homeless, veterans, older workers, re-entry populations, youth with barriers to employment, and Title II Adult Education participants in general. Among those categories, we feel Adult Education Providers can be particularly instrumental in connecting older youth and Limited English Proficient students with our services, and helping us to be responsive to their needs. Priority populations need an awareness of the local economy and industries open to them, updated job search skills, information about skill-training resources they may be eligible for, and general work readiness, including a good resume and interview skills. Providers can incorporate some of these components into their curricula and/or work with the Career Center and REB to connect their students with such services at the Career Center.

3. PROJECTED NEED FOR ADULT EDUCATION AND ESOL PROGRAMS

In FY'16 over 150 Career Center registrants needed an educational assessment and plan as part of their employment readiness process. Each year until FY'17, 30 to 60 participants were able to receive academic tutoring and HiSET preparation at the Career Center itself. This year we had to close down our in-house tutoring program due to budget constraints, which will significantly increase the need for such services at local literacy sites. Moreover, in our 1400 square mile region, it is important that such services

are available at more than one site. Many ABE students have little or no access to transportation and must be served where they are.

4. CAREER PATHWAYS FOR ABE AND ESOL POPULATIONS

We have worked closely and successfully with ABE partners to create career pathways in healthcare and manufacturing. In the past green jobs and food services have also been a focus. We would encourage ABE providers to keep a connection with CNA/HHA and Foundational Manufacturing training offered in the region, as well as opportunities to earn credentials in ServSafe and OSHA. An orientation to green job pathways also continues to be available on the FHREB website.

Students completing Foundational Manufacturing have often successfully transitioned into Advanced Manufacturing, especially if offered continued academic support by ABE providers. ABE providers would be able to help entry-level CNA/HHA graduates advance to one-year Medical Assistant certificate programs with the same strategy of helping them meet pre-requisites and providing on-going coaching.

SECTION II: WORKFORCE BOARD STRATEGIC PLAN

STRATEGIC VISION

The Strategic Plan demonstrates utilization of "business intelligence" to develop data driven strategies based on analysis of Labor Market Information. The Strategic Plan includes strategies for the Board to convene, broker and leverage partnerships with key stakeholders, e.g., WIOA Core Partners, career and technical education, community colleges and other higher education entities, organized labor, and others.

The Strategic Plan develops and/or replicates successful career pathway models and industry sector interventions that involve significant employer engagement activity and includes use of job driven strategies & innovative use of work-based models of training interventions – OJT, apprenticeship, internship, etc. It describes the role of the board in the development of the region's comprehensive economic development strategies as well as the coordination of the workforce activities with economic development strategies.

FRANKLIN HAMPSHIRE REGIONAL EMPLOYMENT BOARD STRATEGIC PLAN

NEW! 2013 – 2018 SYNOPSIS

Mission

"To shape, nurture and sustain a regional workforce development system that promotes the economic well-being of a diverse workforce and business base."

Goals and Action Steps 2013-2018

- I. In collaboration with community partners, increase frequency and depth of contacts and relationships with priority industry sector employers.
 - Engage more employers directly in education/training program development
 - Intensify use of OJT, paid internship and other on-site opportunities to incentivize hiring and enhance training
 - Maintain/expand staff specialist/coach role in at least 3 priority areas: e.g. manufacturing, healthcare, and educational services
 - Track and support continuing growth and development of jobs and training in industry areas key to our regional identity: e.g. agriculture, green jobs, and the creative economy.
- II. Refine and expand our ability to work creatively and effectively with community partners to serve homeless and ex-offenders, among other special populations (e.g. Adult Learners, Veterans, people with disabilities, the long-term unemployed, etc.)
 - Document current practice/partners and identify potential improvements/enhancements
 - With or without grant funding, build on strong working relationships to implement
 - Seek funding to work collaboratively with partners to address persistent weaknesses and gaps.
- III. Draw on Board member expertise and contacts to increase visibility of REB and impact of services.
 - Increase the visibility of the REB in Hampshire County, including Ware, and in West County
 - Engage REB members personally in new member recruitment
 - Ensure every REB member contributes to youth employment goals through either a donation, a youth work experience, or assistance in engaging an additional business in youth employment activities.
- IV. Improve the quality, not just the quantity, of business relationships.
 - Increase focus on employer workshops/seminars
 - Increase direct referrals of jobs seekers to employers
 - Establish a local, collaborative "rapid response" strategy for projected lay-offs that complements and enhances state Rapid Response program.

- V. Engage a variety of partners in helping youth in transition develop a focus, gain skills, and achieve goals.
 - Provide a diverse mix of career development activities that afford out-of-school and in-school youth the opportunity to move from awareness, to exploration, to immersion
 - Ensure every youth completing a program has a Next Step Plan and Back-Up Plan.
 - Increase the level of awareness and utilization of Youth Service Council education/employment resources in area high schools.

FRANKLIN HAMPSHIRE REGIONAL EMPLOYMENT BOARD

Strategic Plan 2013 - 2018

Mission

(Revised)

"To shape, nurture and sustain a regional workforce development system that promotes the economic well-being of a diverse workforce and business base."

Core Values

LIFELONG LEARNING

Fostering continuous access to education and training opportunities for all helps individuals and businesses to thrive.

COLLABORATION

Intentional, deliberate cooperation among public and private sector partners leverages community assets and leads to innovative programs and efficient use of resources.

REGIONAL SOLUTIONS

Broad-based leadership and participation generates creative, strategic responses to employment needs that span our workforce investment area and have a powerful and lasting impact.

Statement of Purpose: The Franklin Hampshire Regional Employment Board is the community board made up of representatives of business, labor, education, and government that oversees and directs workforce development policy, funding, and programming for the fifty communities of Franklin and Hampshire Counties and the North Quabbin region.

Vision of the Franklin Hampshire Regional Employment Board 2013 – 2018

The F/H Regional Employment Board will continue to be widely-recognized as a high performing workforce investment board by its community, W/DB counterparts, and state partners. The Board will have comprehensive strategies in place for addressing the workforce needs of each of its prominent industry sectors, and will offer documented success of changes or enhancements in the public workforce system that support each of these sectors. The REB will be able to articulate and account for effective programs and strategies in relation to key workforce populations, including the Emerging Workforce, the Transitional Workforce, the Incumbent Workforce, and the Adult Learner/Limited English speaking workforce. The Board will continue to communicate success in these strategies regularly with its partners through press releases, an annual community "report card, and an increased web presence. The Board will use ROI measures to quantify its success to the community.

In these five years the FHREB will be strengthened by increased reliance on individual Board members to take a leadership role in setting the agenda and carrying out the business of its subcommittees: including the Performance Oversight, Youth Career Connections, Legislative, Nominating, and Special Projects Committees.

The FHREB will be recognized widely by the business community as the place to go for assistance in developing creative workforce development solutions. The REB will have at least doubled the number of employer partners involved in competitively grant-funded collaborative training projects. The number of employers applying for Workforce Training Funds will have increased, and the the number of employers listing job orders at our Career Centers will have increased. By 2018, the FHREB will also have increased its capacity to develop and sustain innovative projects in partnership with business and community partners through the addition of at least one staff member specifically devoted to special projects and resource development.

By 2018, the REB will have established itself as a hub of resources, services, and collaborative grant programming for youth development. The REB will have played a leadership role across our region in implementation of the Governor's Readiness Project goals, documenting improvement of college and career readiness of F/H/NQ youth. Moreover, the REB and its Youth Career Connections Council will have solidified its unique position as the only regional entity specifically targeting the out-of-school youth population with extensive and continuous youth development, training, and job placement services. .

The Board will have utilized its private non-profit capacity to access private and foundation funding, at least doubling the amount awarded in its baseline year of 2013.

The Board will have expanded and strengthened its links to its legislative representatives and town government leaders, and their understanding of the public workforce development system as a key player, so that all think of and turn to the Board and its staff when issues of job creation, unemployment, job training, business recruitment or expansion arise.

Most importantly, the Board will have communicated its vision of "Workforce Development as Human Development" broadly and effectively in the community. Board's activities will demonstrate that it is equally interested in:

- helping unemployed individuals and groups of workers through the process of discovering, inventing, doing, and being that turns "jobs" into "careers and leads them to become productive, satisfied and contributing members of the community
- helping businesses use workforce development as a tool for increasing their competitiveness, their productivity and their long term growth, and publicly recognizing and commending those who do.

Background

The Franklin Hampshire Regional Employment Board developed and implemented its first formal five-year Strategic Plan in 2002. The Plan at that time focused on refining and honing the mission, goals and objectives of the REB as an entity independent of and different from the Career Center, a focus prompted by major changes as a result of the Workforce Investment Act of 1998 and its launching of Boards with more autonomy, authority and discretion than prior advisory councils.

In late 2007, in acknowledgement of the achievement of many of its five-year goals, and in recognition of the changing landscape of workforce development, the Board made a decision to launch development of a new Strategic Plan. The new plan more closely defines the role of the Board in overseeing regional workforce development activities through the One-Stop Career Center system, as well as updates the focus and intensity of competitively-funded strategic initiatives either led or contributed to in major ways by REB members and Career Center staff.

In April 2008 the REB hosted a Community Planning session to launch development of the plan. The Community Planning Session was a highly-significant component of the FHREB strategic planning process. Not only did a broad range of community stakeholders reflect on updated Labor Market Data (see Appendix for detailed LMI), respond to and add to the REB's 2008-2013 Vision, and begin the process of refining that vision into Strategic Goals. Partners and stakeholders also had the chance to review and incorporate the results of a preliminary community survey:

The community survey and followup planning session elicited facts, figures, and insights on a wide variety of topics, including demographics; economic, business and labor trends; education and training issues; political and legislative trends; socio-economic factors; and workforce development system capacity.

"WHAT'S IN THE AIR?"

Franklin Hampshire Regional Employment Board Strategic Planning April 2008

The Community's Thoughts on What We Need to Know about the Franklin, Hampshire and North Quabbin Region

- Inaugural launch of open strategic planning
- Key regional stakeholders participate
- Identification and analysis of key workforce data
- Identification of key REB directions
- Community members noted such things as the aging baby boomer generation, and a generation of elders needing to work much longer to support themselves. They noted the growing immigrant population, including Moldovan, Romanian, and Russian as well as Hispanic citizens. They highlighted the growing percentage of older youth in adult education programs, and the relatively flat birth rate.
- Participants noted the trend toward more home-based business and small businesses, and increasing reliance on the Internet. Persistent labor

- demand among small "niche" manufacturers was highlighted, as well as the fact that—while only 135 establishments in F/H have more than 100 employees, those firms are responsible for over two-fifths of the jobs in the region.
- Concerns were expressed about the lack of access to vocational-technical training in the region for older youth, adults, and immigrant populations, and the fear that we were creating a new generation of "discouraged workers," with too few viable pathways for accessing sustainable-wage work. Participants noted we had become better at educating and counseling for industry clusters, instead of reacting to a single company's problems.

This preliminary survey and follow-up planning session were a way of infusing our process and final plan with the expertise and accumulated wisdom and experience of a wide range of community partners, including but not limited to:

- > Business Leaders
- Workforce Development Professionals
- Municipal leaders
- > Labor Representatives
- > Chambers of Commerce
- The Franklin Regional Council of Governments (FRCOG)
- Community Action of Franklin and Hampshire Counties
- > Franklin County Community Development Corporation
- > The University of Massachusetts
- > The Adult Basic Education and Worker Education community
- > Greenfield Community College
- Representative secondary schools, including both vocational-technical high schools.
- > And many others...

Strategic plans and needs assessments from many of these entities, and the data supporting them, were also drawn on to complete our Plan, but the personal presence and input of leaders in our community planning as reflected in their contributions to this document and their participation in the day's work were particularly invaluable.

With the advent of WIOA in 2016, the FHREB reviewed progress on implementation of its Strategic Plan and updated Goals and Objectives for the 2013 – 2018 period. The FHREB is now looking forward to the data, resources and focus provided by the MA Workforce Skills Cabinet's Regional Workforce Planning Initiative to shape our efforts in succeeding years.

[FH Profile update in process]

The Franklin Hampshire Region

The Franklin/Hampshire workforce area covers all of Franklin and Hampshire counties and four towns in northwestern Worcester County. The Franklin/Hampshire REB serves forty-seven towns and three cities (Easthampton, Greenfield and Northampton). The region is predominately rural (29 of the towns in the area have populations of less than 2,000). It is the largest Workforce area in the state in geographical area, but the third or fourth smallest in population. Estimated population in 2006 was approximately 241,761, which is about 3.7% of the State's total population. The total land area of the region is approximately 1,400 square miles, 17% of the State.

Although the Franklin/Hampshire area has a much lower percentage of minorities than the state (7.3% versus 15.5%), the minority population is growing much faster than the white population and much faster than in previous years. This fact has led the Board and Career Centers to increase our collaborations with literacy partners, support aggressive recruitment of minority staff in WIA youth programs, and improve our One Stop's ability to respond to customers with limited English proficiency. The region also has a very high educational attainment level because of the five colleges and universities that are in the area. Among the population 25 and over, high school dropouts were just 11.6% and those with a Bachelor or advanced degree were 33.7%. For Massachusetts as a whole the respective percentages were 15.2% and 33.2%. Although the Franklin/Hampshire area has a relatively low percentage of school dropouts in the population, it is this group that faces many difficulties in achieving labor market success, especially those who are between the ages of 16 and 19. Data from the 2000 Census shows that these young school dropouts had an unemployment rate of over 25% and an additional 28% of this population was not participating at all in the labor market. For that reason, there is a heavy emphasis on youth services in our region, with WIA Youth Year Round, Connecting Activities, and Pathways to MCAS Success all working hand-in-hand out of our Career Centers. Our WIA Youth programs have long targeted the much harder-to-serve out-of-school youth population.

As indicated in DCS/DUA Labor Market profiles of 2002 though 2008 the Franklin/Hampshire area, like Massachusetts, experienced a downturn in the economy during 2002 and 2003, and another in the past year. The area had gone from nearly full employment in 2001 (unemployment rate of less than 3%) to unemployment rates in 2002 of 4.0% and 4.3% in 2003. Unemployment rates in Massachusetts, during the same period, increased from 5.5% to 5.7%. Most recent data (2008 4th Quarter) shows an unemployment rate of 5.5% for the Franklin/Hampshire area as compared to the statewide rate of 6.5 %.

Small employers dominate the Franklin/Hampshire area. In March of 2006 over 88% of the area employers had fewer than 20 employees and only 1.9% of the employers had over 100 employees. Not only are our wages only 66% of the statewide average, but in a recent period, Franklin/Hampshire wages increased at a slower rate than the state's increase (3% increase versus 5.6%).

Updated Labor Market Analysis affirms our conviction that the most striking feature of the Franklin/Hampshire economy is the importance of the Educational Services sector. This sector accounts for nearly 1 in 4 jobs (22.9%) in F/H, compared to 1 in 10 (9.3%) statewide. Moreover, half of those jobs are located at the College and University level.

Additional key data points that informed our subsequent community planning and Strategic Plan Task Force sessions included the following:

- Payroll jobs are increasing at a much slower rate in F/H, compared to the statewide rate. Between 3rd Quarter '04 and 3rd Quarter '07, Massachusetts jobs increased by 3.1%, F/H by only .3%. However, during the most recent 12-month period covered by the analysis, F/H doubled its rate of growth in payroll jobs, largely attributable to the region's manufacturing sector. The important manufacturing sector, with its higher-than-average overall wages and entry-level wages, still figures in the top five most important industry sectors in F/H.
- As in the rest of the state, the Healthcare and Social Assistance sector is also prominent in the F/H economy, comprising 13.1% of area jobs. The major increases in employment within this sector have been in Ambulatory Health Care services, with growth most pronounced among Physician's Offices and Home Health care. Growth in Nursing and Residential Care facilities was also distinct, almost all of it in Community Care for the Elderly, including Independent and Assisted Living facilities.
- The F/H employment structure differs sharply from the rest of the state in the high technology sectors of Information and Professional and Technical Services. While these two sectors comprise 10.7% of all jobs in the state, the respective share in F/H is less than one half this proportion (4.5%).

Salient among the challenges identified by the community and supported by data were the following:

- We have the largest geographical span and lowest population of any MA workforce region, leading to some of the lowest allocations of state/federal resources, but with some of the highest potential costs when it comes to such things as transportation (e.g. costs of helping disadvantaged job seekers get to training or even basic services; costs of staff outreaching services to clients).
- Similar to the rest of the state, our birth rate is down and there is a steep increase in the percentage of our population who are senior citizens or workers nearing retirement age.
- There is only one community college in our 1400 square mile region; Hampshire is the only county in the state with <u>no</u> community college.
- Technical training beyond the CNA, LPN, Nursing, and business programs offered by the local community college and Skills, Inc. in Amherst is a minimum of <u>40 miles distant</u>, in Holyoke, Springfield, Gardner, or New Hampshire—out of our region and beyond any feasible daily public transportation routes.
- Of the 32 communities in MA with <u>no</u> access to high-speed internet, 56% (18) are located in the F/H region. This severely impacts job seeker access to on-line services and education/training, as well as entrepreneurship and overall business development.

Conversely, our region has very unique workforce development strengths that we can call upon, among these strengths are:

- The powerful Five College Network economic engine which helps sustain and generate countless small businesses in our region (including the backbone businesses at the heart of our vibrant downtown economies)
- > The identification of Northampton as one of the top ten places to spend retirement years, and the geriatric /retiree housing/community living career paths emerging

- > The growing interest and support for renewable energy/energy efficiency in the community and in businesses, with the recognition that this direction will ensure their ability to compete and survive: on this issue the Franklin region is ahead of the curve
- > Strong, collaborative youth development network
- Strong, collaborative adult education network, including outstanding workplace education (UMASS) and ESOL (Center for New Americans and International Language Institute of Massachusetts) components, as well as innovative literacy "transitions" approaches (The Literacy Project)

Policy implications include the following:

- Educational Services, Healthcare and Manufacturing should remain our priority industries since they employ significant numbers of people, have the greatest potential for good wages, and serve a generator of economic activity in our region.
- Rising levels of employment in Retail/Sales and Food Services prompt us to attend to strategy development in those areas as well, since many get their start through entry-level jobs in these industries (including members of key disadvantaged populations).
- While numbers of jobs are not currently substantial, distinct positive trends in agriculture and green industry development lead us to promote awareness of and attention to these areas.
- Strategies must consistently take into consideration and attend to our wide geographical span, rural nature, poverty rates, scarcity of broadband access, aging workforce, and limited community college and technical training access

Additional strategic issues related to our priority industry areas that our work takes into consideration include:

- the proliferation of jobs in home care and extended care, but also the high attrition rate of individuals in these fields.
- the demand for retail and food service workers, but-noting the high turnover rate—the need to acknowledge a certain given level of "churn" in these areas that skill development will not necessarily address.
- genuine skill gaps in such occupational areas as healthcare practitioner and healthcare support, and significant replacement and expansion worker needs in manufacturing.
- the aging workforce, the eager-to-work disabled workforce, and the declining youth population. Not only must we help employers be proactive in planning for changes in expectations and commitments that increased older worker presence in the job market will bring; we must also convince them that investing in youth readiness and making space for differently-abled workers will soon be not a luxury but a necessity if they want to remain competitive.

Strategic Plan Progress Tracking

- 1. The Executive Committee oversees implementation of the Strategic Plan.
- 2. The REB Director reports interim progress on Plan implementation at each Executive Committee Meeting (minimum 3 times annually).
- 3. Strategic Plan accomplishments are shared with the full Board and general public at least once a year.

Franklin Hampshire WIOA MOU Partner Summaries

Partner	Office Locations	Population Served	Programs & Services	Performance Metrics	Customer Flow/Collaboration with	Technology/On-line Services	
	Serving FH Area				Partners		Tracking
FH Career Center/FH	Greenfield,		Free Unemployment/RESEA Assistance; Employment	Employment Rate 2nd Quarter after Exit	Receive referrals, refer to partners,		
Employment and Training	Northampton,		Services (workshops, resource room, resume/letter	(Education/Employment for youth)	intake, assessment, coordinated	TABE, teleconferenced one-on-	_
Consortium (FHCC/FHETC)	Orange (1-day per		writing consultation job postings/referrals, online job	Employment Rate 4th Quarter after Exit	case management for shared	one customer services in	
	week co-located		search tools), career counseling; job training; job	(Education/Employment for youth)	customers (instituting), co-located	exploration/testing stage.	
	staff in Orange)		placements; case management; supportive services,	Median Earnings in the 2nd Quarter after	services (ABE, MRC, SCSEP, GCC	Teleconferenced workshops to)
			referral/coordination with partner services; follow up	Exit	Navigator, NEFWC, Franklin	be researched and	
			employment counseling for 12 months.	Credential Attainment Rate	County LEAP (re-entry), Community	implemented.	
			Special Population Services/Programs: Competitive	Measurable Skills Gain	Action is WIOA Youth provider,		
			Integrated Employment Services (CIES/DTA) for DTA	Effectiveness in Serving Employers - # of new	collaborate on career pathways		
			cash assistance clients; Veterans; Disability (Disability	served, retention of those served	and sector initiatives, job		
			Employment Program and SSI/SSDI Ticket to Work		referral/placement, revised intake		
			Employment Services; SCSEP outstationed; Long-term		form based to coincide with		
			unemployed; ABE assessments; TRADE; Secure Jobs for		partner intake questions. Shared		
			homeless.		form with partners. Created		
			Business services: MA BizTeam service introduction;		simplified CCS for ABE/ESOL staff		
			hiring/recruitment assistance; job training assistance		and students.		
			(new hires/incumbents); hiring incentives; work based				
			learning; job matching /warm referrals.				
FH Regional Employment Board	Greenfield	General public,	Selects career center operator, sets workforce policy,		Receives referrals, refers to		MOSES
(FHREB)		businesses, industry	and oversight of workforce/career center performance.		partners as part of industry sector		
		sector initiative	Selects Youth Provider		client services, business outreach,		
		participants	Identifies, obtains funding, and manages industry sector		career pathways development		
			and career pathway initiatives-manufacturing, health				
			care, green energy, etc.				
The Literacy Project (TLP)	Greenfield,	Low skilled/low	Free Educational assessments, HiSET/GED pre-		Receives referrals, refer to	CR101, TABE, blended	SMART
	Orange, Ware,	education/low	/preparation classes; college and career readiness		partners, assessment, career	classroom, JobQuest	
	Northampton,	literacy 16+ years of	preparation (resumes, interview skills, field trips),		pathway programing coordination,		
	Amherst	age; homeless vets;	digital literacy classes, soft skills, career pathway		case management coordination.		
			bridge programs (manufacturing, health care,		TLP Assessment staff co-located		
		immigrants/refugees	hospitality, STEM). SNAP education/training		part-time in Greenfield Career		
					Center. FHCC co-located in TLP		
					Orange office as of 7/6/17.		

Partner	Office Locations	Population Served	Programs & Services	Performance Metrics	Customer Flow/Collaboration with	Technology/On-line Services	Data
	Serving FH Area				Partners		Tracking
Center for New Americans (CNAM)	Greenfield, Amherst, Northampton, Turners Falls	Speakers of other languages	Free ESOL classes, literacy classes, citizenship, basic computer literacy. Career pathway/bridge programs: Health care, green jobs, college readiness, foundational manufacturing		Receives referrals, refer to partners, assessment, career pathway programing coordination, case management coordination, job referrals/placement.	CR101, blended classroom, JobQuest	SMART
International Language Institute (ILI)	Northampton	Speakers of other languages, international students	Free English classes, volunteer tutoring. Fee and tuition based on-site workplace language training, Intensive English program, university pathways track, ESOL teacher training, world language program		Receives referrals, refers to partners	JobQuest	SMAR?
Senior Community Service Employment Program (SCSEP) Catholic Charities	Greenfield	Low income mature workers age 55+ and unemployed	Subsidized paid temporary training assignments in non- profit work sites (20-hours/week), counseling, permanent job search and placement assistance		Receives referrals, refers to partners, places clients in partner sites. Local coordinator co-located in Greenfield Career Center, job referrals/placement.	JobQuest	MOSES
Senior Community Service Employment Program (SCSEP) Springfield Elder Affairs	Springfield, Northampton	Low income mature workers age 55+ and unemployed	Subsidized paid temporary training assignments in non- profit work sites (20-hours/week), counseling, permanent job search and placement assistance		Receives referrals, refers to partners, places clients in partner sites. Local coordinator co-located in Northampton Career Center, job referral/placement.	JobQuest	MOSES
MA Commission for the Blind (MCB)	Springfield	Individuals who are legally blind.	IEP, training and mobility programs, vision evaluations, rehabilitation teaching, adaptive equipment for college/job use, paid in-house internships, supported employment, vocational counseling, job development with businesses, job readiness/search/placement, work based learning, funds for college books/supplies/tuition. Advocacy at IEP meetings, Career counciling; job readiness. Enabling the visually impaired to be self sufficient at their home, school and employment.		Receives referrals, refers to partners, job referral/placement.	Adaptive equipment provided including IT technology	?

Partner	Office Locations	Population Served	Programs & Services	Performance Metrics	Customer Flow/Collaboration with	Technology/On-line Services	Data
	Serving FH Area				Partners		Tracking
MA Rehabilitation Commission (MRC)	Greenfield, Holyoke	Individuals with a disability - priority for most severe disabilities	Eligibility determination, assessment, counseling and guidance to support employment, job placement, training including job driven trainings and OJTs, education, financial assistance towards post secondary education, assessing worksite accommodations, adaptive equipment/technology, supported employment and post-employment supports; Benefits Counseling; and other services based on individual consumer needs.		Receives referrals, refers to partners. MRC staff use FHCC career centers to meet with MRC clients. Can provide technical assistance and subject matter expertise to address accessibility issues based on individual needs for access such as: Dragon, JAWS, ASL and other adaptive equipment and devices.	Assistance with obtaining Adaptive equipment provided including IT technology; Infor Talent Science; Career Scope, ONET; COPS assessment.	MRCIS
- I	Greenfield, Holyoke	Low income families, parents, unemployed with barriers	Competitive Integrated Employment Services (CIES) for cash assistance clients. Contracts with FHETC for Greenfield and Franklin County and with CPM for Orange area. Services provided by FHCC include assessments, job readiness, job search assistance, training (WIOA \$ if eligible), job development/placement assistance, at least 90 days follow up assistance post employment. Some funds for HiSET tests fees, child care, and transportation for training/work. Also provides SNAP (food stamps) benefits.		Receives referrals, refers to partners. FHCC operates CIES classroom for DTA Franklin County customers. Greenfield FEW colocated in Greenfield Career Center part-time.		BEACON
Franklin County Sheriff's Office	Greenfield	Incarcerated and re- entry individuals in Franklin County	Partner with CareerPoint Linking to Employment Activities, Pre-Release (LEAP) Program with a LEAP program staff person co-located part time at Greenfield Career Center to provide pre-release job readiness, education assessments/HiSET, ABE, College classes, vocational development (auto detailing, print shop, gardening, grounds maintenance, community service), job search/placement. Also provides post-release job search/placement, follow up support and drop-in services. Soon post-release employment services will be stationed out of Greenfield Career Center.		Refers to partners. Co-located LEAP staff in Greenfield Career Center, job referral/placement.	JobQuest	Internal
Hampshire County Sheriff's Office	Northampton	Incarcerated and re- entry individuals in Hampshire County	In-house re-entry program. HCSO and FHCC are beginning to collaborate on cross-training staff and possible shared customer services		Refers to partners.		Internal

Partner	Office Locations	Population Served	Programs & Services	Performance Metrics	Customer Flow/Collaboration with	Technology/On-line Services	Data
	Serving FH Area				Partners		Tracking
Greenfield Community College	Greenfield	General public	ABE, ESOL (later tiers, first level provided by	Reports outcomes for approved trainings in	Receives referrals, refers to	CR101, blended classroom, on-	MOSES
			TLP/CNAM), workforce training, post-secondary	Training Pro, NEASC accredited.	partners, partners with FHCC on	line classes	
			programs. Certificate, Associates degrees.		job fairs, FHCC presents certain job		
			Sector/career pathways in health care, manufacturing,		readiness workshops on campus.		
			and green jobs, and ServeSafe. Outreach to businesses		Partners with FHCC on job fairs.		
			to respond to training needs. Offers classes at Smith		Provides CNA/HHA trainings at		
			Vocational HS, Smith College, and Franklin County		Northampton Career Center.		
			Technical School. Navigator on staff (through 9/30/17)		Navigator co-located at Greenfield		
			part-time co-located in Greenfield Career Center.		Career Center, job		
					referral/placement.		
Holyoke Community College	Holyoke (Serving	General public	ABE, ESOL (full range), workforce training, post-	Reports outcomes for approved trainings in	Receives referrals, refers to	CR101, Act Work Keys,	MOSES
	Hampden,		secondary programs. Certificate, Associates degrees.	Training Pro, NEASC accredited.	partners, presentations/workshops	blended classroom, on-line	
	Hampshire, and		Sector/career pathways in health care, ESOL/Health		in Northampton Career Center, job	classes	
	Franklin Counties)		care, and hospitality as well as manufacturing and IT.		referral/placement.		
	and Ware		Student recruiters are also case managers and job				
	through E2E		dvelopers. Outreach to businesses to respond to				
			training needs. Offers classes at Smith Vocational HS,				
			Smith College, and Cooley Dickinson Hospital and in				
			Ware. Navigator on staff (through 9/30/17)				

SECTION III: MEMORANDUM OF UNDERSTANDING

METHODS OF INTEGRATED SERVICE DELIVERY

The Local Board convened the OSCC Partners and other stakeholders into "MOU Teams" (defined locally) to strategize integrated, coordinated, person-centric service design and delivery within the One-Stop Career Center for youth, job seekers, and businesses. The OSCC service design is articulated in the Local WIOA Joint Partner Umbrella MOUs, effective July 1, 2017.

The Local Boards engage with businesses to understand their needs and develop an integrated education and workforce system that supports career pathways to prepare residents with foundation, technical, professional skills and information and connections to postsecondary education and training.

WIOA partners are working to construct career pathways aligned with business demand across federal, state and community-based partnerships that will improve foundation skills and facilitate the transition to postsecondary education and training for individuals with barriers to employment, including adults who are undereducated and with limited English proficiency.

Workforce Innovation and Opportunity Act

Franklin Hampshire Regional Employment Board,

Franklin Hampshire Employment & Training Consortium

and WIOA Partners

Umbrella Memorandum of Understanding (MOU)

July 1st, 2017 to June 30th, 2020

I. PURPOSE

This Memorandum of Understanding (MOU) communicates the agreement developed and executed between the Franklin Hampshire Regional Employment Board (FHREB), with agreement of Mayor William Martin and Mayor David Narkewicz, Chief Elected Officials, Franklin Hampshire Employment and Training Consortium, and required Franklin Hampshire Workforce Partners, relating to the operation of the one-stop delivery of service in the local workforce area.

The FHREB has and will continue to act as the convener of MOU negotiations and together with the Franklin Hampshire Employment and Training Consortium and required WIOA Partners will continue to shape how local One-Stop Career Center Services are delivered.

This MOU defines the roles and responsibilities of the OSCC Required Partners to operationalize the delivery of services necessary to produce the best possible outcomes for shared customers – youth, job seekers and businesses.

The MOU may include other provisions agreed to by all parties that are consistent with all Partner programs, services and activities authorizing statutes and regulations.

II. OSCC REQUIRED PARTNERS

In accordance with WIOA Section 121(c), this Local Memorandum of Understanding has been developed and executed with agreement of the Chief Elected Officials of the Franklin Hampshire Workforce Development Region, the FHREB, Franklin Hampshire Employment and Training Consortium, and the Workforce Innovation and Opportunity Act (WIOA) OSCC Required Partners as defined by WIOA in WIOA Regulations 20 CFR Part 678.400 as mandatory Partners in the One-Stop Career Centers include:

- 1. The Adult Program (Title I), as part of the Department of Career Services (DCS), Executive Office of Labor and Workforce Development (EOLWD): represented by Teri Anderson, Executive Director, Franklin Hampshire Employment and Training Consortium.
- 2. The Dislocated Worker Program (Title I), as part of DCS/EOLWD: represented by Teri Anderson, Executive Director, Franklin Hampshire Employment and Training Consortium.
- **3. The Youth Program** (Title I), as part of DCS/EOLWD; represented by Teri Anderson, Executive Director, Franklin Hampshire Employment and Training Consortium.

- 4. The Adult Education and Family Literacy Act Program (Title II), as part of Adult and Community Learning Services (ACLS), Department of Elementary and Secondary Education (DESE) Executive Office of Education (EOE): represented by Judith Roberts, Executive Director of the Literacy Project, Laurie Millman, Executive Director of the Center for New Americans; Caroline Gear, Executive Director of the International Language Institute of Massachusetts; Andree Duval, Education Coordinator at the Franklin County House of Correction, and Yvonne Gittelson, Director of Education at the Hampshire County House of Correction.
- **5.** The Wagner-Peyser Act Program (Wagner-Peyser Act, as amended by Title III), as part of DCS, EOLWD: represented by Edie Smith, Operations Director, Franklin Hampshire Career Center.
- 6. The Vocational Rehabilitation Program (Title I of the Rehabilitation Act of 1973, as amended by Title IV), as part of the Massachusetts Rehabilitation Commission (MRC) and Massachusetts Commission for the Blind (MCB), Executive Office of Health and Human Services (EOHHS): represented by Mark Dore, Director, Greenfield Area Office, MRC, and Nate Skrocki, Regional Director, MA Commission for the Blind Springfield.
- 7. Federal-state unemployment compensation program, as part of the Department of Unemployment Assistance (DUA), EOLWD: represented by Marie-Lise Sobande, Deputy Chief of Staff, MA Department of Unemployment Assistance.
- **8.** Trade Adjustment Assistance for Workers Programs (Activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)), as part of DCS, EOLWD: represented by Teri Anderson, Executive Director, Franklin Hampshire Employment and Training Consortium.
- **9. Jobs for Veterans State Grants Program** (Programs authorized under 38, U.S.C. 4100 et. seq.) as part of DCS, EOLWD: represented by Edie Smith, Operations Director, Franklin Hampshire Career Center.
- 10. Temporary Assistance for Needy Families Program (42 U.S.C. 601 et seq.) as part of Department of Transitional Assistance (DTA), EOHHS: represented by Joanne LaCour, Greenfield DTA Office.
- 11. Employment and Training Programs under the Supplemental Nutrition Assistance Program, (Programs authorized under section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C.2015(d)(4)), as part of DTA, EOHHS: represented by Joanne LaCour, Greenfield DTA Office.
- **12. Senior Community Service Employment Program** (Programs authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.): Susan Maedler, Program Administrator, Catholic Charities Worcester County, and Charlotte Lee (and, more recently, Sandra Federico), Employment Director, Department of Elder affairs City of Springfield.

Additional non-required Partners who have and will continue to be part of the WIOA Partner Planning process in the FH region include Community Action of Franklin, Hampshire and the North Quabbin region, Greenfield Community College, and Holyoke Community College. These latter parties are valuable participants but are not among formal MOU signatories at this time.

III. DURATION OF THE MOU

WIOA Section 121(c) (g) requires that the MOU shall be reviewed not less than once every 3-year period to ensure appropriate funding and delivery of services, also including effectiveness, physical and programmatic accessibility. WIOA Regulations Subpart C 20 CFR Part 678.500 further requires MOU renewal following the 3-year review if substantial changes have occurred.

This agreement shall commence on July 1st, 2017 and shall terminate on June 30th, 2020, unless otherwise terminated by agreement of all parties or superseded.

IV. ASSURANCES

The FHREB, Franklin Hampshire Employment and Training Consortium, and the required WIOA One Stop Partners agree to continue participation in bi-monthly meetings convened by the FHREB to conduct the following activities at a local level:

- 1. Participate in the operation of the one-stop delivery system consistent with the terms of this MOU, the requirements of WIOA, and the requirements of Federal laws authorizing the programs and activities.
- 2. Further develop the concept of "shared" customers between Partners to create a clear understanding of how multiple providers, services and resources can better support youth, job seekers, and businesses.
- 3. Continue to enhance customer flows and service practices across partner agencies, including ensuring the accessibility and availability of services to "shared" customers.
- 4. Utilize robust technology tools to scale-up practices and provide more significant supports for individuals with barriers to employment, including basic skills assessment, remediation, and career development tools.
- 5. Track and evaluate the outcomes for individuals who face barriers to employment. Subject to applicable legal constraints, including but not necessarily limited to those contained in G. L. 151A and 20 C.F.R. Pt. 603, the parties of this MOU agree to seek increased sharing of data with a view to improving the quality of service-delivery to both job-seekers and business-customers. The Party whose data is requested to be shared shall be the judge, in its sole discretion, of the legal constraints governing whether and how its data may be shared. The parties of this MOU understand that a shared data system is being designed at the state level and will fully support the development and implementation of a state-level data system, subject to the foregoing limitations.
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- 7. Provide representation on the local workforce boards to the extent possible and/or participate in Local Board ad hoc activities/events or on standing committees.
- 8. Review the MOU annually and, if substantial changes have occurred, renew, not less than once every 3-year period to ensure appropriate funding and delivery of services. The MOU must be updated to reflect any change in the One-Stop Partner infrastructure cost contributions

V. MEMORANDUM OF UNDERSTANDING CONTENT

1. Process for developing the MOU, career pathway models for populations, and shared customer definitions.

Franklin Hampshire WIOA Workforce Partners have been meeting regularly since May 2016 to learn more about each other's services, discuss new WIOA expectations, and explore ways in which we might better coordinate our services on behalf of shared customers. A summary of meeting agendas is attached and notes are on file. For the majority of partners, working relationships have already been in place; for a few, new opportunities for information sharing and coordination have emerged.

Among the topics explored were the process whereby a shared customer will access services through the One Stop Career Center, be linked with any pertinent partner services, receive assessment, career planning, and—potentially--training services, and thus proceed along a career pathway to placement in employment.

Franklin Hampshire WIOA Partners agree that <u>any WIOA</u> partner customer being readied for employment should be encouraged to register at the Career Center, attend a Career Center Seminar, and become fully aware of Career Center services. However, a shared customer currently will be defined as a customer who becomes specifically co-enrolled in two or more partner agencies.

The Franklin Hampshire Career Center Intake Form has been redesigned to more readily identify if a customer may be eligible for (or already receiving services through) a Partner so that staff from multiple agencies can coordinate.

2. Description of the priority populations identified by the MOU Partners.

Franklin Hampshire WIOA partners have agreed to prioritize the following populations, as required: unemployment insurance claimants; low-income adults including TANF and SNAP recipients, homeless; Adult Education participants (Title II); individuals with disabilities (Vocational Rehabilitation Title IV); Veterans; older workers; re-entry populations; and, youth, including youth with barriers to employment.

The Franklin Hampshire Career Center currently serves members of all those populations on site on a regular basis. As indicated on the Flow Chart:

- Claimants receive UI assistance and re-employment services (RESEA);
- Low-income adults (including TANF and SNAP) through WIOA Title I Disadvantaged Adult, CIES and WPP programming as well as other OSCC services;

- Homeless customers through WIOA programs, Secure Jobs, CIES and WPP programming and/or the services of a counselor with specialized training/expertise in homeless issues and resources;
- Title II Adult Education participants through above programs but also through the services of an out-stationed literacy assessment counselor from The Literacy Project;
- Individuals with disabilities through the above programs, Social Security Ticket to Work program, and/or the services of a counselor with special training/expertise in disabilities employment services, as well as through coordination with the Massachusetts Rehabilitation Commission and Massachusetts Commission for the Blind area office staff;
- Veterans through on-site state and federally-funded Veterans Services programs which partner closely with Veterans organizations region wide through VOICE (Veterans Outreach into Community Engagement), a highly-effective coalition established by an FHCC Veterans Service staff member.
- Older workers through WIOA Title I and other above programs but also through the on-site services provided through Senior Community Service Employment Service programs out of Catholic Charities Worcester County and the Department of Elder Affairs, City of Springfield.
- Re-entry populations through WIOA Title I and other above programs but also through on-site re-entry services currently provided through a federal Pre-Release grant serving the Franklin County House of Corrections.
- And youth, including those with barriers to employment, through WIOA Title I Youth programming as well as through Franklin Hampshire Regional Employment Board School-to-Career/Connecting activities.

Through even closer collaboration with WIOA partners, the Career Center expects to increase the numbers of each population receiving Self-Directed/Universal/Job Ready services, as well as those receiving Basic Career Services, being determined eligible, and co-enrolling in Individual Career Services (see Customer Flow Map).

Our experience is that optimal service coordination and integration is usually achieved when at least some portion of external partner services are co-located, as is the case with SCSEP, ABE, DTA, and FCHOC, and/or when partners are mutually engaged in a specific project that links external partner services with programming offered through the REB/Career Center. An example of the latter are "bridge" curricula developed by the Literacy Project and Center for New Americans with the assistance of REB, Career Center, and College staff, informed by REB/Career Center/College knowledge/connections with area employers, and leading to successful entry into specific Career Pathway training programs in such areas as healthcare and manufacturing.

In the past year, WIOA partners have contributed to the design of a new co-location concept that may further enhance services to priority populations and promote partner collaboration: one in which comprehensive One Stop services are reduced to a single site, but One Stop outreach services are increased through satellite services at partner organization sites across the region where funding allows. In a time when increasing budget constraints prompt the need to reduce overhead costs, this model may be a way to ensure we can still reach priority populations in all parts of our 1400 square mile rural region, while simultaneously improving priority customer service through direct partner engagement and resource sharing. One such example is already in place in the North Quabbin region, where the Literacy Project will host Franklin Hampshire Career Center satellite services one day a week, and FHCC will share its broadband connection with TLP.

WIOA Partners are committed to exploring ways in which this vision of partner-based satellite services may be developed in other parts of the region.

3. Description of the continuum of services available for each priority population in the local workforce area based on a customer-centered design or career pathway model.

The attached Franklin Hampshire Career Center Customer Flow map shows the continuum of services for <u>all</u> priority populations. All Career Center customers are welcomed by Career Center Reception Desk staff, receive an initial service needs assessment, complete an FHCC Intake/Membership form, register in JobQuest, and are directed to FHCC staff and/or Internal/External Partners as appropriate. Through a referral form and warm hand-off in development, ABE/ESOL, SCSEP, DTA, MRC, and other partners will encourage customers of their own being readied for employment to visit the Career Center, where they will register and begin to access other services for which they may be eligible. Once a customer is co- enrolled, they become a shared customer, and partner agencies agree to co-coordinate service delivery. Coordination of services will vary depending on the type of program enrollment.

As part of Franklin Hampshire WIOA partner meetings over the last year, each partner contributed to a **Partner Summary grid (attached)** created by the FH Career Center Director that provides a snapshot of their role in providing pre-employment and employment services, their target populations, their current coordination status in terms of customer flow, their Technology/On-Line services, and their Data Tracking tools. WIOA Partners will continue to refine this document, including the identification of performance metrics for each partner and how they interconnect.

Significant progress has been made between FHCC and WIOA Partner DTA in mapping out an agreed upon Scope of Work for serving Transitional Assistance customers. DTA and FHCC have designated a staff liaison to work together on behalf of DTA CIES and WPP clients; co-located a designated DTA staff at the Greenfield OSCC to provide support, information and resources to OSCC staff and DTA clients, agreed to OSCC staff participation in DTA client orientations to share information about OSCC services and recruit participants, and are working on the establishment of formal referral mechanisms between DTA and the OSCC. Activities will be partially supported with DTA funds. The agreement is in its early stages of implementation and may need to be updated and adapted based on funding and staffing. Piloting it in the next several months will provide Partners an opportunity to determine what is feasible, practical, and effective in terms of these agreements, and the funding needed to support it.

4. A description of the continuum of services available for businesses in the workforce area based on a customer-centered design or career pathway model. Include a map for the business customer flow across MOU partners in the local area.

Franklin Hampshire WIOA Partners have reviewed business services across partner programs and concluded that with few exceptions, there is little major overlap or duplication of business services among partners in the region. For the most part, partners turn to and rely on the Career Center and REB to make connections with the business community, generate job postings, and secure participation in recruitments, job fairs, career panels, and sector partnerships. Partners work to ensure their customers take advantage of these resources. Businesses in turn are served by having fewer individual agencies knocking on their doors, knowing that postings will be entered into a public system (JobQuest) easily accessible on-line to Partner staff and customers.

MRC and FHCC acknowledge there is the most potential for overlap and duplication between their two agencies, as each have agency staff or contractors specifically devoted to job placement, job development, and offering business resources such as subsidized On-the-Job training. MRC and FHCC are committed to exploring increased coordination, including potential use of the quarterly regional BizTeam meetings to coordinate business outreach among partner agencies, as well as other measures of potential collaboration to be identified during ongoing discussions.

A map of Franklin Hampshire Business Customer Flow is attached. The map reflects increased attention to and opportunities for information-sharing and coordination across WIOA partners.

5. A description of the access to technology and materials available through One-Stop Career Center delivery system, including access to One-Stop Career Centers services (in-person, virtual, etc.).

Technology/On-Line Services available through the One Stop and partners were the focus of discussion at more than one of our WIOA Partner meetings, and key services are captured on the attached Partner Summaries. FHCC website links were reviewed, including MA JobQuest, MassCIS (career inventory), TORQ (transferable skills identification), and other resources. The availability of resource room computers and a computer learning lab/workshops, as well as access to copy/fax and phone (for UI queries) was also reviewed. On-line assessment and readiness instruments such as CR101 are used by several partners, with the pros and cons of each discussed. MRC and MCB noted adaptive equipment and IT Technology they can provide eligible job seekers at workplaces as needed.

Partners agree that increased functionality of the FHCC website would serve customers well, as well as the development of mini-video workshops, information session webinars, and tele-conferencing etc. These will be further explored in the coming year.

6. A plan for coordinated staff development and training.

Currently FHCC staff meet as a group weekly on Friday morning from 8:30 to 9:30. Co-located Partners such as SCSEP and GCC (via the Navigator) are welcome to participate and benefit from the information shared and the special topics addressed, sometimes taking the form of a mini-staff training. Recently, FHCC instituted alternating weeks of staff meeting with a Customer Coordination meeting, when staff have the opportunity to present and match business needs/job openings with job seeker needs/skills and better coordinate needs identification and service delivery. FHCC also traditionally holds all-staff afternoon meetings several times a year, which provide an occasion for more sustained staff development activities and dialogue about One Stop issues, customer services, and new resources. Partner agencies have been occasional participants in and presenters at these meetings which is expected to continue.

In addition, the partners agree to continuing bi-monthly WIOA MOU partner meetings as an opportunity for partner coordination of service delivery and for staff cross training and development.

In the meantime, Partners have already been implementing cross-agency visitations and staff-coordination activities. Career Center staff have developed a simplified Career Center Seminar to introduce Limited English Proficient customers to Career Center Services with the help of ABE/ESOL partners, for example, Career Center staff have been planning an outreach workshop for the Hampshire County House of Correction, and have conducted job seeker workshops at the Franklin County House of Corrections. Front Desk reception staff at FHCC are in the process of being cross-trained in all WIOA

Programs and Partner services to ensure early identification and referral of customers. FHCC staff have hosted OSCC group tours with ABE/ESOL partner customers and are working on group registration events to encourage familiarity and OSCC ease of use.

VI. COMPETITIVE SELECTION OF ONE STOP CAREER CENTERS

WIOA partners agree to participate as appropriate and requested, as representative OSCC Required Partners, in the competitive selection process for the One-Stop Career Center lead operator in the local workforce area once every four years.

VII. PERFORMANCE MEASURES

Franklin Hampshire Regional Employment Board, along with Franklin Hampshire Employment & Training Consortium and our required WIOA Partners, agree to jointly review the WIOA mandated performance metrics for the workforce areas or metrics as negotiated as part of any shared and infrastructure contract costs between a Local Board and the mandated One- Stop Career Center partner.

VIII. SIGNATORIES

By signing this agreement, all parties agree to the provisions contained herein are subject to all applicable, Federal, State, and local laws, regulations and/or guidelines relating to nondiscrimination, equal opportunity, displacement, privacy rights of participants, and maintenance of data and other confidential information relating to One-Stop Career Center customers.

DUA Clause: Any other provision in this agreement notwithstanding: DUA will not be bound by any provision of this agreement that does not expressly mention DUA by name. .DUA only will provide information under this agreement to another party to this agreement:

- a. upon the determination by the DUA Director that the information lawfully may be provided in accordance with applicable law, including, but not limited to, G. L. c. 151A, § 14P and § 46, and 20 C.F.R. Pt. 603;
- b. following approval by DUA of an Application for Unemployment Insurance and/or Wage Reporting Data, which DUA reserves the right to modify in its sole discretion); and
- c. following execution by DUA and an approved applicant of a Data Sharing and Cost Reimbursement Agreement. for nonconfidential data, which DUA reserves the right to modify in its sole discretion).

By signing the MOU, all Parties agree to reviewing and modifying the local MOU on an as needed basis to ensure further development and alignment with local area priorities and strategies to serve shared customers as well as to update the MOU to satisfy all requirements as identified by WIOA.

William F. Martin, Mayor

City of Greenfield

Local Chief Elected Official

David J. Narkewicz, Mayor

City of Northampton

Local Elected Official

William Sharp, Cha

Franklin Hampshire Regional Employment Board Local Board Chair

Teri Anderson, Executive Director

Franklin Hampshire Employment & Training

Consortium

Franklin Hampshire Career Center Lead Operator

Nathan Skrocki, Regional Director MA Commission for the Blind

onne Gittelson, Director of Education Hampshire County Sheriff's Office Adult and Community Learning Services

Rachel Martins, Coordinator International Language Institute Adult and Community Learning Services

Mark Dore, Area Director Greenfield Area Office MA Rehabilitation Commission

Susan S. Maedler, Program Administrator Catholic Charities, Worcester County Senior Community Service Employment Program Patricia H. Crosby, Executive Director

Franklin Hampshire Regional Employment Board

Local Board Executive Director

Edie Smith, Operations Manager

Franklin Hampshire Career Center DCS Operations Manager

Judith Roberts, Executive Director

The Literacy Project

Adult and Community Learning Services

Ed Hayes, Asst. Superintendent of Treatment & Programs

Franklin County Sheriff's Office

Adult and Community Learning Services

Laurie Millman, Executive Director Center for New Americans

Adult and Community Learning Services

Joanne LaCour, Director

Greenfield DTA Office

MA Department of Transitional Assistance

Suzette Livingston, Employment Specialist (authorized to sign for Sandra Federico, Director) Department of Elder Affairs, City of Springfield Senior Community Service Employment Program

Richard Jeffers, Director
MA Department of Unemployment Assistance
DUA Representative

Workforce Innovation and Opportunity Act

Franklin Hampshire Regional Employment Board,

Franklin Hampshire Employment & Training Consortium

and WIOA Partners

Umbrella Memorandum of Understanding (MOU)

July 1st, 2017 to June 30th, 2020

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- Homeless customers through WIOA programs, Secure Jobs, CIES and WPP programming and/or the services of a counselor with specialized training/expertise in homeless issues and resources;
- Title II Adult Education participants through above programs but also through the services of an out-stationed literacy assessment counselor from The Literacy Project;
- Individuals with disabilities through the above programs, Social Security Ticket to Work program, and/or the services of a counselor with special training/expertise in disabilities employment services, as well as through coordination with the Massachusetts Rehabilitation Commission and Massachusetts Commission for the Blind area office staff;
- Veterans through on-site state and federally-funded Veterans Services programs which partner closely with Veterans organizations region wide through VOICE (Veterans Outreach into Community Engagement), a highly-effective coalition established by an FHCC Veterans Service staff member.
- Older workers through WIOA Title I and other above programs but also through the on-site services provided through Senior Community Service Employment Service programs out of Catholic Charities – Worcester County and the Department of Elder Affairs, City of Springfield.
- Re-entry populations through WIOA Title I and other above programs but also through on-site re-entry services currently provided through a federal Pre-Release grant serving the Franklin County House of Corrections.
- And youth, including those with barriers to employment, through WIOA Title I Youth programming as well as through Franklin Hampshire Regional Employment Board School-to-Career/Connecting activities.

Through even closer collaboration with WIOA partners, the Career Center expects to increase the numbers of each population receiving Self-Directed/Universal/Job Ready services, as well as those receiving Basic Career Services, being determined eligible, and co-enrolling in Individual Career Services (see Customer Flow Map).

Our experience is that optimal service coordination and integration is usually achieved when at least some portion of external partner services are co-located, as is the case with SCSEP, ABE, DTA, and FCHOC, and/or when partners are mutually engaged in a specific project that links external partner services with programming offered through the REB/Career Center. An example of the latter are "bridge" curricula developed by the Literacy Project and Center for New Americans with the assistance of REB, Career Center, and College staff, informed by REB/Career Center/College knowledge/connections with area employers, and leading to successful entry into specific Career Pathway training programs in such areas as healthcare and manufacturing.

In the past year, WIOA partners have contributed to the design of a new co-location concept that may further enhance services to priority populations and promote partner collaboration: one in which comprehensive One Stop services are reduced to a single site, but One Stop outreach services are increased through satellite services at partner organization sites across the region where funding allows. In a time when increasing budget constraints prompt the need to reduce overhead costs, this model may be a way to ensure we can still reach priority populations in all parts of our 1400 square mile rural region, while simultaneously improving priority customer service through direct partner engagement and resource sharing. One such example is already in place in the North Quabbin region, where the Literacy Project will host Franklin Hampshire Career Center satellite services one day a week, and FHCC will share its broadband connection with TLP.

WIOA Partners are committed to exploring ways in which this vision of partner-based satellite services may be developed in other parts of the region.

3. Description of the continuum of services available for each priority population in the local workforce area based on a customer-centered design or career pathway model.

The attached Franklin Hampshire Career Center Customer Flow map shows the continuum of services for <u>all</u> priority populations. All Career Center customers are welcomed by Career Center Reception Desk staff, receive an initial service needs assessment, complete an FHCC Intake/Membership form, register in JobQuest, and are directed to FHCC staff and/or Internal/External Partners as appropriate. Through a referral form and warm hand-off in development, ABE/ESOL, SCSEP, DTA, MRC, and other partners will encourage customers of their own being readied for employment to visit the Career Center, where they will register and begin to access other services for which they may be eligible. Once a customer is co- enrolled, they become a shared customer, and partner agencies agree to co-coordinate service delivery. Coordination of services will vary depending on the type of program enrollment.

As part of Franklin Hampshire WIOA partner meetings over the last year, each partner contributed to a **Partner Summary grid (attached)** created by the FH Career Center Director that provides a snapshot of their role in providing pre-employment and employment services, their target populations, their current coordination status in terms of customer flow, their Technology/On-Line services, and their Data Tracking tools. WIOA Partners will continue to refine this document, including the identification of performance metrics for each partner and how they interconnect.

Significant progress has been made between FHCC and WIOA Partner DTA in mapping out an agreed upon Scope of Work for serving Transitional Assistance customers. DTA and FHCC have designated a staff liaison to work together on behalf of DTA CIES and WPP clients; co-located a designated DTA staff at the Greenfield OSCC to provide support, information and resources to OSCC staff and DTA clients, agreed to OSCC staff participation in DTA client orientations to share information about OSCC services and recruit participants, and are working on the establishment of formal referral mechanisms between DTA and the OSCC. Activities will be partially supported with DTA funds. The agreement is in its early stages of implementation and may need to be updated and adapted based on funding and staffing. Piloting it in the next several months will provide Partners an opportunity to determine what is feasible, practical, and effective in terms of these agreements, and the funding needed to support it.

4. A description of the continuum of services available for businesses in the workforce area based on a customer-centered design or career pathway model. Include a map for the business customer flow across MOU partners in the local area.

Franklin Hampshire WIOA Partners have reviewed business services across partner programs and concluded that with few exceptions, there is little major overlap or duplication of business services among partners in the region. For the most part, partners turn to and rely on the Career Center and REB to make connections with the business community, generate job postings, and secure participation in recruitments, job fairs, career panels, and sector partnerships. Partners work to ensure their customers take advantage of these resources. Businesses in turn are served by having fewer individual agencies knocking on their doors, knowing that postings will be entered into a public system (JobQuest) easily accessible on-line to Partner staff and customers.

MRC and FHCC acknowledge there is the most potential for overlap and duplication between their two agencies, as each have agency staff or contractors specifically devoted to job placement, job development, and offering business resources such as subsidized On-the-Job training. MRC and FHCC are committed to exploring increased coordination, including potential use of the quarterly regional BizTeam meetings to coordinate business outreach among partner agencies, as well as other measures of potential collaboration to be identified during ongoing discussions.

A map of Franklin Hampshire Business Customer Flow is attached. The map reflects increased attention to and opportunities for information-sharing and coordination across WIOA partners.

5. A description of the access to technology and materials available through One-Stop Career Center delivery system, including access to One-Stop Career Centers services (in-person, virtual, etc.).

Technology/On-Line Services available through the One Stop and partners were the focus of discussion at more than one of our WIOA Partner meetings, and key services are captured on the attached Partner Summaries. FHCC website links were reviewed, including MA JobQuest, MassCIS (career inventory), TORQ (transferable skills identification), and other resources. The availability of resource room computers and a computer learning lab/workshops, as well as access to copy/fax and phone (for UI queries) was also reviewed. On-line assessment and readiness instruments such as CR101 are used by several partners, with the pros and cons of each discussed. MRC and MCB noted adaptive equipment and IT Technology they can provide eligible job seekers at workplaces as needed.

Partners agree that increased functionality of the FHCC website would serve customers well, as well as the development of mini-video workshops, information session webinars, and tele-conferencing etc. These will be further explored in the coming year.

6. A plan for coordinated staff development and training.

Currently FHCC staff meet as a group weekly on Friday morning from 8:30 to 9:30. Co-located Partners such as SCSEP and GCC (via the Navigator) are welcome to participate and benefit from the information shared and the special topics addressed, sometimes taking the form of a mini-staff training. Recently, FHCC instituted alternating weeks of staff meeting with a Customer Coordination meeting, when staff have the opportunity to present and match business needs/job openings with job seeker needs/skills and better coordinate needs identification and service delivery. FHCC also traditionally holds all-staff afternoon meetings several times a year, which provide an occasion for more sustained staff development activities and dialogue about One Stop issues, customer services, and new resources. Partner agencies have been occasional participants in and presenters at these meetings which is expected to continue.

In addition, the partners agree to continuing bi-monthly WIOA MOU partner meetings as an opportunity for partner coordination of service delivery and for staff cross training and development.

In the meantime, Partners have already been implementing cross-agency visitations and staff-coordination activities. Career Center staff have developed a simplified Career Center Seminar to introduce Limited English Proficient customers to Career Center Services with the help of ABE/ESOL partners, for example, Career Center staff have been planning an outreach workshop for the Hampshire County House of Correction, and have conducted job seeker workshops at the Franklin County House of Corrections. Front Desk reception staff at FHCC are in the process of being cross-trained in all WIOA

Programs and Partner services to ensure early identification and referral of customers. FHCC staff have hosted OSCC group tours with ABE/ESOL partner customers and are working on group registration events to encourage familiarity and OSCC ease of use.

VI. COMPETITIVE SELECTION OF ONE STOP CAREER CENTERS

WIOA partners agree to participate as appropriate and requested, as representative OSCC Required Partners, in the competitive selection process for the One-Stop Career Center lead operator in the local workforce area once every four years.

VII. PERFORMANCE MEASURES

Franklin Hampshire Regional Employment Board, along with Franklin Hampshire Employment & Training Consortium and our required WIOA Partners, agree to jointly review the WIOA mandated performance metrics for the workforce areas or metrics as negotiated as part of any shared and infrastructure contract costs between a Local Board and the mandated One- Stop Career Center partner.

VIII. SIGNATORIES

By signing this agreement, all parties agree to the provisions contained herein are subject to all applicable, Federal, State, and local laws, regulations and/or guidelines relating to nondiscrimination, equal opportunity, displacement, privacy rights of participants, and maintenance of data and other confidential information relating to One-Stop Career Center customers.

DUA Clause: Any other provision in this agreement notwithstanding: DUA will not be bound by any provision of this agreement that does not expressly mention DUA by name. .DUA only will provide information under this agreement to another party to this agreement:

- a. upon the determination by the DUA Director that the information lawfully may be provided in accordance with applicable law, including, but not limited to, G. L. c. 151A, § 14P and § 46, and 20 C.F.R. Pt. 603;
- b. following approval by DUA of an Application for Unemployment Insurance and/or Wage Reporting Data, which DUA reserves the right to modify in its sole discretion); and
- c. following execution by DUA and an approved applicant of a Data Sharing and Cost Reimbursement Agreement. for nonconfidential data, which DUA reserves the right to modify in its sole discretion).

By signing the MOU, all Parties agree to reviewing and modifying the local MOU on an as needed basis to ensure further development and alignment with local area priorities and strategies to serve shared customers as well as to update the MOU to satisfy all requirements as identified by WIOA.

William F. Martin, Mayor

City of Greenfield

Local Chief Elected Official

David J. Narkewicz, Mayor

City of Northampton

Local Elected Official

William Sharp, Cha

Franklin Hampshire Regional Employment Board Local Board Chair

Teri Anderson, Executive Director

Franklin Hampshire Employment & Training

Consortium

Franklin Hampshire Career Center Lead Operator

Nathan Skrocki, Regional Director MA Commission for the Blind

onne Gittelson, Director of Education Hampshire County Sheriff's Office Adult and Community Learning Services

Rachel Martins, Coordinator International Language Institute Adult and Community Learning Services

Mark Dore, Area Director Greenfield Area Office MA Rehabilitation Commission

Susan S. Maedler, Program Administrator Catholic Charities, Worcester County Senior Community Service Employment Program Patricia H. Crosby, Executive Director

Franklin Hampshire Regional Employment Board

Local Board Executive Director

Edie Smith, Operations Manager

Franklin Hampshire Career Center DCS Operations Manager

Judith Roberts, Executive Director

The Literacy Project

Adult and Community Learning Services

Ed Hayes, Asst. Superintendent of Treatment & Programs

Franklin County Sheriff's Office

Adult and Community Learning Services

Laurie Millman, Executive Director Center for New Americans Adult and Community Learning Services

Joanne LaCour, Director Greenfield DTA Office

MA Department of Transitional Assistance

Suzette Livingston, Employment Specialist (authorized to sign for Sandra Federico, Director) Department of Elder Affairs, City of Springfield Senior Community Service Employment Program

Richard Jeffers, Director
MA Department of Unemployment Assistance
DUA Representative

Franklin Hampshire Career Center Customer Flow

Welcome ◆ Disability Services **Job Seeker** → Introduction to Career Center services → Assessment ♦ Veterans Services Career Planning/Counseling → Career/Job Search Preparation/Skills Devel-**Reception Desk** ◆ DTA/CIES Program opment/Training → Job Matching/Referral → Job Placement → Follow-Up ♦ Career Services -Customer Coordination Team Meetings → All Staff Bi-weekly → Monitor WIOA, TAA, NEG, ♦ Greet Needs/Outcomes/Connect Job Seekers to Business Needs/ etc. Refer to Partners/Coordinated Case Management ♦ Identify Initial Service Needs ♦ Youth Services ♦ Identify Priority Populations **♦** Employment **Employer** → Coordinated Outreach → Assessment → Introduction to ♦ Language Assistance Services -UI/ Business Services → Business Services Plan (Integrate Partners) → Job ♦ Introduction to OSCC/Partner RESEA, Work-Matching/Referral Services shops, Job Search ♦ Intake Form/OSCC Member- Business Services ship ♦ JobQuest Registration ♦ Direct to OSCC Services/Staff ◆ Refer to Internal/External Self-Directed/ **Basic Career Individual Career Business Services** Partners Services Universal/Job **Services** ♦ Needs Assess-♦ All Basic Services Ready ♦ All Universal ment **♦** Comprehensive ◆ Resource Services Assessment **♦** Recruitment Room ♦ Skills/Work History ♦ WIOA Infor-Assistance ♦ Identify Barriers/ (Assisted/Non mation/ ♦ LMI **Training Needs** -Assisted) Orientation ♦ Career exploration/ ♦ Testing/Pre-♦ ABE/ESL - TLP, CNAM, ILI goals/plan **♦** CCS ♦ Program Screening ♦ On-going Career ♦ Senior Community Services ♦ UI Assistance ♦ Initial Assess-Counseling ◆ Training ♦ Community Action Youth Pro-♦ Job Listings ment ◆ Assisted Job Search ♦ Work Based ♦ Skills Development grams **♦** LMI **♦** Eligibility Learning/OJT training/WBL/OJT ♦ College Navigator/Career Path-Determina-♦ Job Search **♦** Incentives Financial Literacy way Programs tion ♦ Online Tools Partner Blended ♦ Rapid Re-

(MACIS,

♦ Workshops

TORQ, CR101)

♦ DTA, MRC, MCB, LEAP/Re-Entry

♦ REB Programs, e.g. MSMI

Services and

agement

Follow-up

shared case man-

Career Pathways

sponse

Services

♦ MA Business

3/21/17

Outcomes

♦ Employer/Worker

Needs Aligned

♦ Integrated OSCC/

Partner Services

and Fulfilled

♦ Performance

Goals Met

Economy

♦ Strong Regional

♦ Continuous Evalu-

ation and Im-

provement

Franklin Hampshire BUSINESS CUSTOMER FLOW

Entry Point for Business



Assessment of Business Needs/Coordinati on with Partners



Account Management



Outcomes

- Business Services
 Rep Solicitation
 (esp. but not
 exclusively FHCC &
 MRC)
- Community
 Outreach
- Chambers of Commerce
- Municipal Economic Development Department
- REB Sector Partnership Development
- Business to business referral
- Job Fair
- Job Posting

- Business Services Rep assessment/clarification of employer needs/ expectations
- Determine employers eligibility for WTF, OJT or Apprentice Program
- Business Service Reps confer with each other to identify employers particularly open to/suitable for target populations.
- Referral of employer to other agencies/ resources i.e. Rapid Response, MOBD, DOL, DOR
- Quarterly regional BizTeam Coordination meetings between workforce Partners

- BSR post jobs to JobQuest
- E-mail blasts to staff and partner contacts
- Announcements at regular staff meetings of current business developments and openings with job matching
- Recruitments; Meet the Employer panels, etc.
- Referrals of job seekers to job orders
- Check- ins with priority businesses regularly
- Enhanced business services agreement when applicable

- Successful hires
- Maximum access to business "intel" between partners, to the benefit of business and job seekers
- Employee retention
- Repeat business/referrals

SECTION IV: PARTICIPANT SUMMARIES AND PERFORMANCE INDICATORS

CAREER CENTER PARTICIPANT AND OUTCOME SUMMARIES

PROFILE OF CAREER CENTER CUSTOMERS

A profile of customers served at the One-Stop Career Centers in the workforce area during Fiscal Year 2017 (July 1, 2016 – June 30, 2017). Profiles and outcomes data are provided for customers who received services at the One-Stop Career Centers under the WIOA Title I Adult, Dislocated Worker and Youth Programs and the Trade Adjustment and Assistance Program.

WIOA TITLE I ADULT PARTICIPANTS SUMMARY

The Adult program provides job search assistance and training opportunities to unemployed and other job seekers, with priority to public assistance recipients, low-income individuals, and those that are basic skills deficient and others who face barriers to employment.

WIOA TITLE I DISLOCATED WORKER PARTICIPANTS SUMMARY

The Dislocated Worker program provides job search assistance and training opportunities to individuals experiencing job dislocation resulting from a layoff or business closing or who have exhausted Unemployment Insurance, to help them return quickly to the labor force.

WIOA TITLE I YOUTH PARTICIPANTS SUMMARY

The Youth program provided employment and training activities to provide youth assistance in achieving careers and academic and employment success and provides opportunity for training and supportive services.

WIOA TRADE ADJUSTMENT ASSISTANCE

The Trade Adjustment Assistance (TAA) program assists workers impacted by foreign Trade providing training, employment and case management services, job search and relocation allowances, wage supplements for those 50 or older, and Trade Readjustment Allowances (TRA).

WIOA PRIMARY INDICATORS OF PERFORMANCE

The Primary Indicators of Performance for the WIOA Title I Programs, WIOA Title III, Wagner Peyser and WIOA Title II, Adult Education will be used to measure and evaluate performance for the local area. These are federal performance indicators negotiated with the U.S. Department of Labor and the U.S. Department of Education.

ADDITIONAL PERFORMANCE DATA

Career Center Performance Reports are located at: http://www.mass.gov/massworkforce/ccpr/

PROFILE OF CAREER CENTER CUSTOMERS FRANKLIN/HAMPSHIRE WORKFORCE DEVELOPMENT AREA FISCAL YEAR 2017

Gender Male 2,450 57% Female 1,856 43% Ethnicity White 3,623 84% Black or African American 251 6% Hispanic or Latino 335 8% American Indian or Alaskan Native 62 1% Asian 96 2% Hawaiian Native or Other Pacific Islander 9 0% Other 378 9% Age 18 or under 119 3% 19-21 202 5% 22-45 1,940 45% 46-54 837 19% 55+ 1,208 28% Education Less than High School 325 8% High School Diploma or Equivalent 1,410 33% Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 474 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 33	Total Individuals Served	4,306	
Male 2,450 57% Female 1,856 43% Ethnicity White 3,623 84% Black or African American 251 6% Hispanic or Latino 335 8% American Indian or Alaskan Native 62 11% Asian 96 2% Hawaiian Native or Other Pacific Islander 9 0% Other 378 9% Age 119 3% 19-21 202 5% 22-45 1,940 45% 46-54 837 19% 55+ 1,208 28% Education 28% Less than High School 325 8% High School Diploma or Equivalent 1,410 33% Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 674 16% Advanced Degree 333 8% Unemployment Insurance Claimants	Gender		
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White 3,623 84% Black or African American 251 6% Hispanic or Latino 335 8% American Indian or Alaskan Native 62 1% Asian 96 2% Hawaiian Native or Other Pacific Islander 9 0% Other 378 9% Age 18 or under 119 3% 19-21 202 5% 22-45 1,940 45% 46-54 837 19% 55+ 1,208 28% Education 325 8% Less than High School 325 8% High School Diploma or Equivalent 1,410 33% Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 474 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 </td <td>Female</td> <td>1,856</td> <td>43%</td>	Female	1,856	43%
White 3,623 84% Black or African American 251 6% Hispanic or Latino 335 8% American Indian or Alaskan Native 62 1% Asian 96 2% Hawaiian Native or Other Pacific Islander 9 0% Other 378 9% Age 18 or under 119 3% 19-21 202 5% 22-45 1,940 45% 46-54 837 19% 55+ 1,208 28% Education 325 8% Less than High School 325 8% High School Diploma or Equivalent 1,410 33% Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 474 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 </td <td>Ethnicity</td> <td></td> <td></td>	Ethnicity		
Hispanic or Latino 335 8% American Indian or Alaskan Native 62 1% Asian 96 2% Hawaiian Native or Other Pacific Islander 9 0% Other 378 9% Age	<u> </u>	3,623	84%
American Indian or Alaskan Native 62 1% Asian 96 2% Hawaiian Native or Other Pacific Islander 9 0% Other 378 9% Age 18 or under 119 3% 19-21 202 5% 22-45 1,940 45% 46-54 837 19% 55+ 1,208 28% Education Less than High School 325 8% High School Diploma or Equivalent 1,410 33% Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 674 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Listing Job Orders 463 61% Employers Receiving Referrals 247 32%	Black or African American	251	6%
American Indian or Alaskan Native 62 1% Asian 96 2% Hawaiian Native or Other Pacific Islander 9 0% Other 378 9% Age 18 or under 119 3% 19-21 202 5% 22-45 1,940 45% 46-54 837 19% 55+ 1,208 28% Education Less than High School 325 8% High School Diploma or Equivalent 1,410 33% Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 674 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Listing Job Orders 463 61% Employers Receiving Referrals 247 32%	Hispanic or Latino	335	8%
Hawaiian Native or Other Pacific Islander Other 9 0% Other Age 378 9% 18 or under 119 3% 199 19-21 202 5% 22-45 22-45 1,940 45% 45% 45% 45% 45% 45% 45% 45% 46-54 55+ 1,208 28% Education Education Less than High School 325 8% 46% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45		62	1%
Other 378 9% Age 119 3% 19-21 202 5% 22-45 1,940 45% 46-54 837 19% 55+ 1,208 28% Education Education Less than High School 325 8% High School Diploma or Equivalent 1,410 33% Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 674 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Served 764 Employers Listing Job Orders 463 61% Employers Receiving Referrals 247 32%	Asian	96	2%
Age 18 or under 119 3% 19-21 202 5% 22-45 1,940 45% 46-54 837 19% 55+ 1,208 28% Education Less than High School 325 8% High School Diploma or Equivalent 1,410 33% Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 674 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Served 764 Employers Receiving Referrals 463 61% Employers Receiving Referrals 247 32%	Hawaiian Native or Other Pacific Islander	9	0%
18 or under 119 3% 19-21 202 5% 22-45 1,940 45% 46-54 837 19% 55+ 1,208 28% Education Less than High School 325 8% High School Diploma or Equivalent 1,410 33% Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 674 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Served 764 Employers Receiving Referrals 463 61% Employers Receiving Referrals 247 32%	Other	378	9%
19-21 202 5% 22-45 1,940 45% 46-54 837 19% 55+ 1,208 28% Education Less than High School 325 8% High School Diploma or Equivalent 1,410 33% Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 674 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Served 764 Employers Receiving Referrals 463 61% Employers Receiving Referrals 247 32%	Age		
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46-54 837 19% 55+ 1,208 28% Education Less than High School 325 8% High School Diploma or Equivalent 1,410 33% Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 674 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Served 764 Employers Listing Job Orders 463 61% Employers Receiving Referrals 247 32%	19-21	202	5%
55+ 1,208 28% Education Less than High School 325 8% High School Diploma or Equivalent 1,410 33% Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 674 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Served 764 Employers Listing Job Orders 463 61% Employers Receiving Referrals 247 32%	22-45	1,940	45%
Education Less than High School 325 8% High School Diploma or Equivalent 1,410 33% Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 674 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Served 764 Employers Listing Job Orders 463 61% Employers Receiving Referrals 247 32%	46-54	837	19%
Less than High School 325 8% High School Diploma or Equivalent 1,410 33% Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 674 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Served 764 Employers Listing Job Orders 463 61% Employers Receiving Referrals 247 32%	55+	1,208	28%
High School Diploma or Equivalent Some College/Vocational Degree Associate Degree Associate Degree Bachelors Degree Advanced D	Education		
Some College/Vocational Degree 623 14% Associate Degree 424 10% Bachelors Degree 674 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Served 764 Employers Listing Job Orders 463 61% Employers Receiving Referrals 247 32%	Less than High School	325	8%
Associate Degree 424 10% Bachelors Degree 674 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Served 764 Employers Listing Job Orders 463 61% Employers Receiving Referrals 247 32%	High School Diploma or Equivalent	1,410	33%
Bachelors Degree 674 16% Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Served 764 Employers Listing Job Orders 463 61% Employers Receiving Referrals 247 32%	Some College/Vocational Degree	623	14%
Advanced Degree 370 9% Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Served 764 Employers Listing Job Orders 463 61% Employers Receiving Referrals 247 32%	Associate Degree	424	10%
Self-Identified Persons With Disabilities 333 8% Unemployment Insurance Claimants 2,840 66% Veterans 295 7% Employers Served 764 Employers Listing Job Orders 463 61% Employers Receiving Referrals 247 32%	Bachelors Degree	674	16%
Unemployment Insurance Claimants2,84066%Veterans2957%Employers Served764Employers Listing Job Orders Employers Receiving Referrals463 24761% 32%	Advanced Degree	370	9%
Veterans2957%Employers Served764Employers Listing Job Orders Employers Receiving Referrals463 24761% 32%	Self-Identified Persons With Disabilities	333	8%
Employers Served764Employers Listing Job Orders46361%Employers Receiving Referrals24732%	Unemployment Insurance Claimants	2,840	66%
Employers Listing Job Orders 463 61% Employers Receiving Referrals 247 32%	Veterans	295	7%
Employers Receiving Referrals 247 32%	Employers Served	764	
Employers Receiving Referrals 247 32%	Employers Listing Joh Orders	463	61%
	· · ·		
ETHOLOGICA VITO THICK A COLOR OLOGICAL TOTOTHAL COLOR	Employers Who Hired a Job Seeker Referral	36	5%

FRANKLIN-HAMPSHIRE WORKFORCE DEVELOPMENT AREA - FY 2017 - 3RD QUARTER ENDING MARCH 2017

TITLE I YOUTH PARTICIPANT SUMMARY

IIILLETTOOTII	PARTICIPANT SUI	IIIVIAIN I		
	In-School	Out-of-School	Total Youth	
Participan	t Characteristics (%	%)		
Total	5	54	59	
Age 14-18	60%	28%	31%	
Age 19-21	40%	59%	58%	
Age 22-21	0%	13%	12%	
Female	60%	63%	63%	
Disabled	40%	22%	51%	
HS Student	60%	0%	5%	
HS Dropout	0%	33%	31%	
Limited English	0%	0%	0%	
Math or Reading Level <9.0	20%	67%	63%	
Offender	0%	24%	22%	
Welfare	0%	22%	20%	
Foster Child	0%	2%	2%	
Homeless/Runaway	40%	20%	22%	
Pregnant/Parenting	0%	20%	19%	
Requires Additional Assistance	40%	13%	15%	
Enrollments By Activity				
Educ., Trng, & Tutoring	5	54	59	
ABE/GED or Alternative	0	10	10	
Financial Literacy	5	54	59	
Summer Employment Opportunity	3	13	16	
Work Experience/OJT	5	19	24	
Occupational Skills Trng	2	11	13	
Leadership Dev/Community Services	4	21	25	
Mentoring	0	0	0	
Guidance/Comprehensive Counseling	5	54	59	
Other (non program)	0	0	0	
Exit and Outcome Summary				
Total Exits YTD	3	16	19	
Entered Employments YTD	1	10	11	
Entered Post-HS Training YTD	0	2	2	
Placed in Employment/Education Rate	33%	75%	68%	
Average Wage	\$9.00	\$10.30	\$10.18	
Degree/Certification	3	3	6	

Note: Data on entered employments and wages obtained from the participants. Source: DCS, CCPR http://www.mass.gov/massworkforce/ccpr/fy-2017/

ANKLIN HAMPSHIRE WORKFORCE DEVELOPMENT AREA - FY 2017 - 3RD QUARTER ENDING MARCH 20
TITLE I ADULT AND DISLOCATED WORKER, AND TRADE PARTICIPANT SUMMARIES

	Title I Adult	Title I Dislocated Worker	Trade Adjustment Assistance		
Parti	cipant Characteristics	s (%)			
Total Participants YTD	38	94	45		
Female	61%	49%	43%		
Age 55 or Over	18%	43%	57%		
Less than High School	0%	2%	0%		
Limited English	0%	1%	0%		
Math or Reading Level < 9.0	5%	0%	0%		
Disabled	39%	5%	0%		
Cash Welfare	34%	na	na		
UI Claimant	na	87%	79%		
Offender	3%	0%	0%		
Veteran	3%	14%	29%		
Single Parent	37%	14%	7%		
Low Income	97%	na	0%		
E	Enrollments By Activity				
Total Program Participants YTD	38	94	14		
New Program Enrollments	29	58	8		
New Training Enrollments	21	35	7		
New & Carry-in Training Enrollments	16	52	12		
ABE/GED or Equivalent	0	0	0		
ESL	0	1	1		
Occupational Skills Training	20	52	12		
OJT	0	1	0		
Other.	9	1	0		
Exit and Outcome Summary					
Total Exits YTD	17	45	4		
Entered Employments YTD	14	39	3		
Entered Employment Rate at Exit	82%	87%	75%		
Average Pre-Wage	na	na	\$24.72		
Average (Post) Wage	\$13.52	\$20.94	\$13.50		
Wage Retention Rate (post/pre-wage)	na	na	55%		
Degree/Certification	10	17	na		

Note: Data on entered employments and wages obtained from the participants. Source: DCS, CCPR http://www.mass.gov/massworkforce/ccpr/fy-2017/

FRANKLIN HAMPSHIRE WORKFORCE DEVELOPMENT AREA			
PRIMARY INDICATORS OF PERFORMANCE	FISCAL YEAR 2017 7/1/16 -6/30/17	FISCAL YEAR 2018 7/1/17 - 6/30/18	
WIOA TITLE I ADULT			
Employed 2 nd Quarter After Exit	83%	83.3%	
Employed 4th Quarter After Exit	75%	78%	
Median Earnings at 2 nd Quarter After Exit	\$4900	\$5200	
Credential Attainment Rate	Baseline	Indicator	
Measureable Skill Gains	Baseline	Indicator	
Effectiveness in Serving Employers	Baseline	Indicator	
WIOA TITLE 1 DISLOCATED WORKER			
Employed 2 nd Quarter After Exit	84%	86%	
Employed 4th Quarter After Exit	80.6%	80.6%	
Median Earnings at 2 nd Quarter After Exit	\$7500	\$7600	
Credential Attainment Rate	Baseline	Baseline Indicator	
Measureable Skill Gains	Baseline	Baseline Indicator	
Effectiveness in Serving Employers	Baseline Indicator		
WIOA TITLE 1 YOUTH			
Employed 2 nd Quarter After Exit	59.40%	59.4%	
Employed 4th Quarter After Exit	65.40%	65.40%	
Median Earnings at 2 nd Quarter After Exit			
Credential Attainment Rate	Baseline Indicator		
Measureable Skill Gains	Baseline Indicator		
Effectiveness in Serving Employers	Baseline Indicator		
	·		
WIOA TITLE III WAGNER-PEYSER			
Employed 2 nd Quarter After Exit	60.0%	64.0%	
Employed 4th Quarter After Exit	60.0%	62.0%	
Median Earnings at 2 nd Quarter After Exit	\$5,100.00	\$5,500.00	
WIOA TITLE II ADULT EDUCATION			
Measureable Skill Gains	41.0%	42.0%	

Goal Setting:

- State level performance goals for Title I and Wagner-Peyser programs were negotiated by the Department of Career Services, Executive Office of Labor and Workforce Development (DCS/EOLWD) with the U.S. Department of Labor, Employment and Training Administration. (DOL/ETA).
- DCS/EOLWD negotiated performance goals for Title I with each local Workforce Development Board. Local Boards adopt the State Wagner-Peyser goals.
- Adult and Community Learning Services, Massachusetts Department of Elementary and Secondary Education
 (ACLS/DESE) negotiated for Measureable Skill Gains only with the U.S. Department of Education, Office of Career,
 Technical, and Adult Education (ED/OCTAE). Each provider's final performance will be assessed against the State
 goals based on individual local factors.
- A Baseline Indicator is one for which States did not propose goals. Data will be collected during FY17 and FY18 that will be used for goal setting beginning in FY19.