



Greater Lowell Workforce Development Area

---

# Executive Summary of the Fiscal Year 2017 Workforce Development Operational Plan

---

City of Lowell, Towns of Billerica, Chelmsford, Dracut, Dunstable,  
Tewksbury, Tyngsborough, and Westford

---

# GREATER LOWELL WORKFORCE DEVELOPMENT AREA

## Executive Summary of the Fiscal Year 2017 Workforce Development Operational Plan

### I. INTRODUCTION

The Greater Lowell Workforce Development Board (GLWDB), in partnership with the Chief Elected Official (CEO), Kevin Murphy, Manager, City of Lowell, is responsible for developing an Annual Plan for Fiscal Year 2017 (FY17) and submitting the plan to the Massachusetts Department of Career Services. Local Workforce Development Boards, through the annual planning process, must assure that effective service and positive outcomes remain the overarching goal for all local providers and that quality is not compromised in the wake of challenges posed to the workforce system.

In Fall 2014 the GLWDB developed a new two year strategic plan covering 2015-2016. A comprehensive strategic planning process which included Board members established a plan for the GLWDB to be business driven, manage labor market cycles to drive decision making, and bridge the gap between employer needs and skills available in the local workforce. The plan also outlines the goals, objectives, and action steps required to ensure that the Greater Lowell Workforce Development Board is the leader of local workforce solutions.

The GLWDB will continue strong collaboration with its partners to maximize regional resources and sharing of best practices for effective service delivery in support of our goals as we transition to full implementation of the new Workforce Innovation and Opportunity Act (WIOA).

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

Interested parties are encouraged to submit written comments on the Executive Summary to the Greater Lowell Workforce Development Board by August 5, 2016. The two-part plan focuses on (1) budget and projected service levels and (2) narrative. Copies of the plan may be obtained by contacting the Gail Brown at [gail.brown@glwdb.org](mailto:gail.brown@glwdb.org).

**GREATER LOWELL WORKFORCE AREA**  
Executive Summary of the  
Fiscal Year 2017 Workforce Development Operational Plan

**II. Workforce Innovation & Opportunity Act (WIOA) Allocations**

<b>WIOA Title I Adult</b>	<b>\$332,040</b>
<b>WIOA Title I Dislocated Worker</b>	<b>\$960,312</b>
<b>WIOA Title I Youth</b>	<b>\$568,494</b>
<b>Total</b>	<b>\$1,860,846</b>

**III. Budgets (and/or Budget Narrative)**

\$5,348,804

**IV. WIOA Adult and Dislocated Worker Programs**

Through the One-Stop Career Center (OSCC) workforce development system, adult and dislocated worker job seekers will have access to a broad array of services from a comprehensive assortment of employment programs. WIOA provides for basic core services, which are available to all job seekers, and additional intensive and training services are available to persons predicated on meeting certain eligibility criteria. Examples of Core, Intensive and Training services include:

- Career Center Seminar (CCS)
- Career Action Plan (CAP)
- Job Search/Job Readiness Workshops
- Individual Career Counseling/Career Planning
- Comprehensive Assessments
- Labor Market Information
- Remedial Education/Occupational Skills Training
- Job Development and Placement Assistance

Training opportunities for eligible Adults and Dislocated Worker job seekers are obtained through Individual Training Accounts (ITA's) from a wide network of qualified training providers. Based on funding availability eligible individuals may receive up to \$5,000 in funding assistance for Adult Basic Education (ABE) and/or HiSET (High School Equivalency Test), English for Speakers of Other Languages (ESOL), and/or Occupational Skills Training.

The One-Stop Career Centers partner with several core WIOA agencies providing services to Adults and Dislocated Workers to include the Department of Elementary and Secondary Education, Massachusetts Rehabilitation Commission and Massachusetts Commission for the Blind for persons with disabilities, the Department of Transitional Assistance funded education and training services to public assistance and food stamp recipients, and Title V services to

**GREATER LOWELL WORKFORCE AREA**  
Executive Summary of the  
Fiscal Year 2017 Workforce Development Operational Plan

older workers. The Center also collaborates with the Lowell Police Department in providing assistance to ex-offenders. Veterans have Priority of Service at the Career Center of Lowell.

**Adults:**

In FY17, approximately 61 Adult job seekers will receive additional intensive and training services that are available to persons predicated on meeting certain eligibility criteria.

**WIOA Adult Program Summary:**

• Entered Employment Rate	80%
• Average Hourly Wage at Placement	\$13.50
• Participants in Training Activities	30
• Training Participants Obtaining Certificate	25

**Dislocated Workers:**

In FY17, approximately 240 Dislocated Worker job seekers will receive additional intensive and training services are available to persons predicated on meeting certain eligibility criteria.

**WIA Dislocated Worker Performance Goals:**

• Entered Employment Rate	85%
• Average Hourly Wage at Placement	\$21.00
• Participants in Training Activities	166
• Training Participants Obtaining Certificate	132

In addition, other WIOA and non-WIOA funding sources assisting dislocated workers will include:

- Department of Career Center Services “Rapid Response”
- National Emergency Grants (NEGs)
- Trade Adjustment Assistance
- On-the-Job Training (OJT)

**V. Wagner – Peyser**

Wagner-Peyser funded employment services provide universal access to core services delivered through the Career Center of Lowell. The Career Center will focus on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers. During FY17, approximately 6,000 job seekers will receive labor exchange services. Of those receiving services, 5,500 will be unemployed, 400 will be persons with disabilities and 400 will be veterans.

**VI. Business Services**

The Business Team will assist employers in recruiting and hiring qualified and talented job seekers. During FY17, approximately 425 employers will be provided services through the

**GREATER LOWELL WORKFORCE AREA**  
 Executive Summary of the  
 Fiscal Year 2017 Workforce Development Operational Plan

Career Center. Services will consist of job postings, applicant screening and referrals; Work Opportunity Tax Credit (WOTC); on site recruitments; job fairs; labor market information; On the Job Training (OJT), Business Workshops.

**VII. Youth WIOA Youth Programs**

The Greater Lowell Workforce Development Board in partnership with the Career Center of Lowell provides funds organizations in Lowell to support and maintain a framework of education, training and employment services for at-risk youth 14-24 years of age. Our goal is to re-connect these youth with education and employment strategies, which will lead to a life-long attachment with the workforce and ultimately economic self-sufficiency. Approximately 100 Youth job seekers will be served in FY17.

<u>WIOA Youth Program Summary:</u>	
• Entered Employment or Education Rate	78%
• Attained Degree/Diploma/HiSET/Certificate Rate	73%

- Our priorities for FY17 will be to continuously improve the employment/educational services offered in the Young Adult Career Center which is integrated within the Career Center of Lowell. The Young Adult Career Center Seminar and Career Action Plan (CCS/CAP) workshop will continue during FY17 as the gateway for youth ages 14-24 accessing services.
- The Young Adult Career Center area provides an inviting, friendly environment with the opportunity for the young adult to network and interact with their peers in the Resource Room. The Young Adult Career Center mirrors the services offered the Adult and Dislocated Worker within the Career Center of Lowell to include workshops.
- The GLWDB Connecting Activities (CA) program will provide on-site services for students at Lowell High School (including Lowell High School Career Academy), Greater Lowell Technical High School, Tewksbury Memorial High School and Dracut High School, and will be expanding outreach to include more Greater Lowell schools. The Connecting Activities program provides Massachusetts Work-Based Learning Plans and anticipates placing 445 area high school students in part-time jobs or internships. This includes summer, school year and year round; paid, unpaid and subsidized. The CA program also anticipates 100 employers in the database sponsoring Work and Learning Placements.
- The FY17 Young Adult Summer Jobs Program (July 7-August 17, 2016) will provide work readiness training and subsidized employment opportunities for 265 youth (ages 14-21) in Lowell, MA.