

FY 2012 Annual Report



*Proudly Serving Billerica, Chelmsford, Dracut,
Dunstable, Lowell, Tewksbury, Tyngsborough,
and Westford, Massachusetts*

MESSAGE FROM THE CHAIR



Kevin E. Coughlin
GLWIB Chairman
Executive Director, Greater Lowell Health Alliance

On behalf of the Greater Lowell Workforce Investment Board, I am pleased to present the Annual Report for Fiscal Year 2012. Economic recovery continues to slowly improve with Greater Lowell rising to the challenges faced during a recession. During Fiscal Year 2012, the Greater Lowell unemployment rate decreased 1.2%, from 7.9% to 6.7%. The GLWIB and Career Center of Lowell remained focused and dedicated to the task at hand: putting Greater Lowell back to work.

The Career Center of Lowell provided more than 8,000 job seekers and 335 business customers with challenging and evolving workforce needs. For the first time in several years, Greater Lowell received a small increase in federal Workforce Investment Act funding and capitalized on the opportunity. The result: nearly 1,800 customers entered employment, a 46% increase over two years. WIB and CCL staff continued to focus efforts on the emerging sectors of manufacturing, energy, and healthcare. These efforts led to training and job placement/new skill attainment for customers of various backgrounds, skill levels, and employment histories, both incumbent workers and unemployed.

The focus and drive of the staff of the Career Center of Lowell has resulted in success at the state level. The Massachusetts Executive Office of Labor and Workforce Development released the annual performance report detailing each of the 16 workforce regions. Greater Lowell finished first and second in the WIA categories of Adult and Dislocated Worker, and made significant gains in Youth.

In addition to dedicated staff, the Greater Lowell WIB and Career Center of Lowell thrived in conjunction with the strong collaborative efforts of agencies and organizations in Lowell and the surrounding towns. In FY 2012, the GLWIB and CCL partnered with the Lowell Public Schools, Greater Lowell Technical High School, Middlesex Community College, Lowell Police Department, Lowell Office of Economic Development, Community Teamwork Inc., Merrimack Valley Economic Development Council, Merrimack Valley Partners for Progress, Northern Middlesex Council of Governments, and many, many more.

Our FY 12 Annual Report provides an overview of the programs, accomplishments and challenges of the Greater Lowell Workforce Investment System. We thank our members, governmental and non-governmental (elected and non-elected) colleagues, and partners, staff of the GLWIB and Career Center of Lowell as well as our customers (our ultimate partners) who we served during the past year. The Board always welcomes comments and questions regarding any of our services. Thank you.

INTRODUCTION

The Greater Lowell Workforce Investment Board (GLWIB) is a collaborative involving private employers, educational institutions, labor groups, municipal and state officials, and community-based organizations that provides leadership, policy direction, and accountability for the local workforce investment system. The GLWIB is one of 16 Workforce Boards throughout Massachusetts, serving the communities of Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsborough and Westford.



The full Board convenes four times a year to drive workforce development policy and initiatives in the Greater Lowell area. In addition, the GLWIB has active subcommittees that meet throughout the year including the Executive Board, Strategic Planning, Workforce Issues, and Emerging Sectors Committees as well as the Youth Council. The GLWIB prides itself as a resource for information for our stakeholders and partners. The GLWIB website: www.glwib.org provides up-to-date information on the Greater Lowell labor market as well as workforce development news and announcements at the local, state, and federal levels. Our Board members drive the agenda.

The GLWIB publishes a bi-monthly eNewsletter providing a unique opportunity for outreach to our stakeholders by sharing valuable information including news and events in the region, grant opportunities, and the Workforce Training Fund.

Labor Market Research

The GLWIB utilizes current labor market information provided by the Massachusetts Executive Office of Labor and Workforce Development (EOLWD) and the Center for Labor Market Research at Northeastern University. All GLWIB initiatives are data driven and based on the most recent industry sector information.

Career Center of Lowell

The Career Center of Lowell (CCL) is a member of the Massachusetts One-Stop Career Center system. The Career Center operates under the direction of the City of Lowell and is chartered by the GLWIB. The Career Center is collaboration between the Massachusetts Department of Workforce Development and the City of Lowell. Following the leadership of City Manager Bernard F. Lynch, the Career Center provides valuable services to the citizens and businesses of Lowell and the surrounding towns.

The CCL served over 8,000 job seekers during FY 2012 (July 1, 2011 through June 30, 2012). The GLWIB and Career Center of Lowell work together to serve the businesses of the region. This year more than 335 employers were provided with services offered by the Career Center of Lowell.

GREATER LOWELL WIB

• YEAR IN REVIEW • July 1, 2011 - June 30, 2012

Northeast Energy Sector Partnership

In conjunction with the North Shore and Merrimack Valley WIBs, Greater Lowell was awarded a grant focused on expanding the capacity of the local workforce in renewable energy and energy efficiency. With funding made available through the U.S. Department of Labor and the American Recovery and Reinvestment Act (ARRA), the Energy Sector Partnership provided training opportunities for unemployed residents and assists individual companies in training their existing workforce.

The GLWIB provided training for 57 incumbent workers at area companies and 36 unemployed individuals, achieving goals in both categories under the grant. Incumbent and dislocated workers received training in overall energy efficiency including weatherization, HVAC, Solar PV Installation and Energy Auditing resulting in job placements for 25 unemployed individuals and improvements in job retention and wages for incumbent workers.

Greater Lowell Ex-Offender Reentry Partnership

The GLWIB, in conjunction with a number of community partners including the Lowell Police Department, completed the Greater Lowell Ex-Offender Reentry Strategic Plan in early FY 11. The Partnership continues to convene and implement the initiatives of the plan. To download the plan click [here](#).

The Partnership convenes monthly and continues to grow and evolve. The annual Greater Lowell Ex-Offender Partnership Community Forum which was held in September 2012. The Community Forum was open to the public, and provided an update on the progress of the Partnership. The Partnership moves forward with another Strategic Plan by the Lowell Police Department that will tighten the collaboration even further.

Northeast Advanced Manufacturing Consortium

The NE Advanced Manufacturing Consortium is a new initiative led by four WIBs: Greater Lowell, Merrimack Valley and North Shore WIB, and the Metro North REB. Other partners include: Community Colleges, One Stop Career Centers, Vocational High Schools, and various State Agencies.

The Consortium meets monthly with a focus on the following:

- Identification of demand occupations/skills and developing training solutions in collaboration with manufacturers, e.g., stackable credentials
- Curriculum/career path development based on industry input
- Coordination of academic learning with on-site work experience
- Resource development to support consortium goals
- Comprehensive outreach campaign to manufacturing employers in the Northeast region of Massachusetts.

Follow Us!

Follow us on 

View our profile on 

New Members in FY 12

- ❖ John Langton - American Capital Energy
- ❖ Tom Raiche - Merrimack Valley Central Labor Council
- ❖ Margie Sands - Hardric Laboratories, Inc.

** Nine members were named to the Board after June 30, 2012.*

Training Vendor Asset Map

The GLWIB released an update to the Training Vendor Asset Map. The Map is a directory of training vendors in the Greater Lowell Region and surrounding area. Click [here](#) to download.

FY 12 Youth Summer Jobs Program

271 youth ages 14-24 received summer job experience at over 50 worksites throughout the Greater Lowell region.

Connecting Activities Job Fair

The GLWIB Connecting Activities program hosted its most successful Youth Job Fair on May 3, 2012. More than 600 students attended the Job Fair at Lowell High School with an all-time high of 48 employers in attendance. As a result, 158 students received part-time jobs from the event!

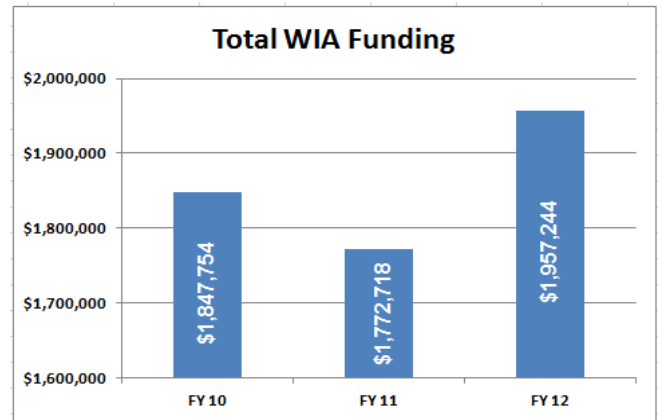
Workforce Training Fund

In conjunction with the MA Dept of Career Services, the GLWIB held four info-sessions for local employers, resulting in high WFTP application success rates, and subsequently increased participation with Board activities including membership and labor market surveys.

GLWIB/CCL FUNDING ALLOCATIONS

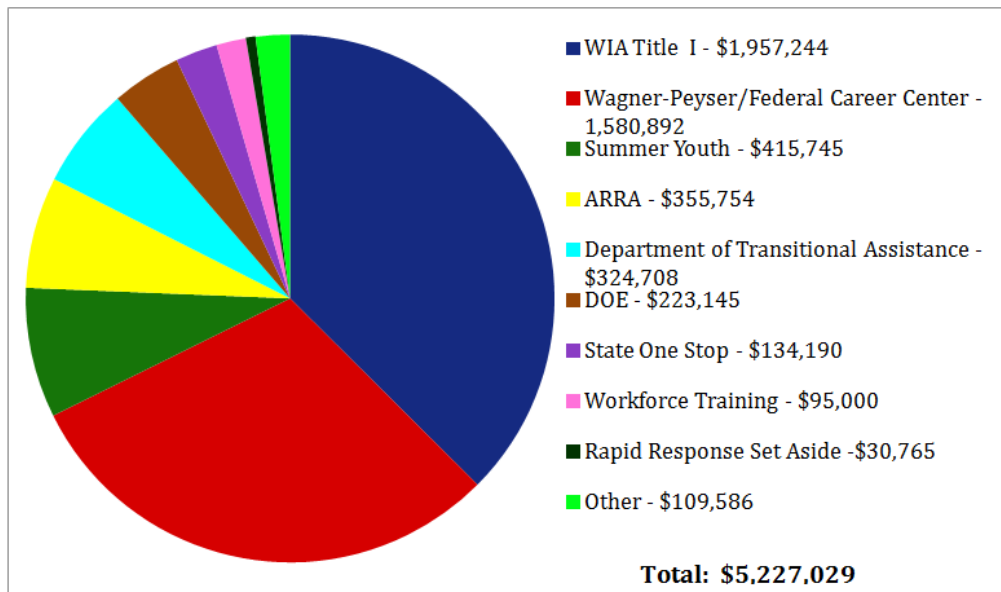
Workforce Investment Act (WIA) Funding

For the first time in the past three fiscal years, the GLWIB/CCL received an increase in Workforce Investment Act funding. The GLWIB/CCL utilized the increase in funding to full advantage and continued to deliver successful employer and job seeker services, as demonstrated by a 46% increase in the entered employment rate over the past two years.



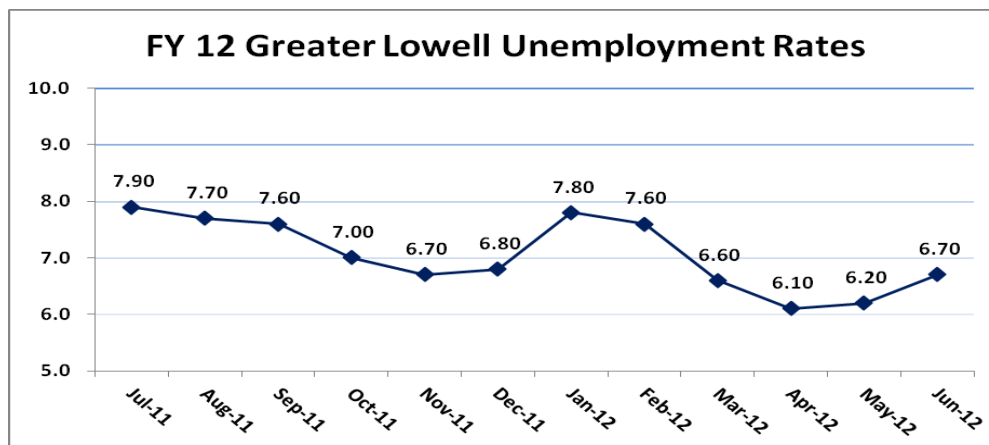
FY 12 GLWIB/CCL Program Budget

This chart illustrates the funding streams that support our services. The Career Center of Lowell received the majority of funding from WIA Title I Formula and WIA Wagner-Peyser. The WIA American Recovery and Reinvestment Act (ARRA) funding allotted extra services and training opportunities for WIA Title I Adult, Dislocated Workers, and Youth (funding ended in FY 12).



Unemployment Services

The Career Center of Lowell serves customers seeking unemployment insurance as a component of the MA One-Stop Career Center model. The Greater Lowell area's unemployment rates continued to improve as the economy slowly turned the corner. The CCL served 4,849 customers who were receiving unemployment insurance.



CAREER CENTER AT A GLANCE

The Career Center of Lowell served 8,013 job seekers during FY 12. See below for the demographic breakdown:

CCL Customer Gender Breakdown	
Male	4,429
Female	3,582

CCL Customer Age Breakdown	
Under 18	339
19 thru 21	475
22 thru 45	3,757
46 thru 54	1,817
55 and over	1,623

CCL Customer Education	
Less than High School	1,037
High School Diploma/GED	2,651
Some College/Voc Degrees	1,289
Associate Degree	701
Bachelors Degree	1,251
Advanced Degree	595
Information Not Available	486

Ethnicity	
White	5003
Black or African American	490
Hispanic or Latino	1018
American Indian or Alaskan Native	26
Asian	1306
Other	139
Information Not Available	102

	Veterans	Customers with Disabilities
Total Served	571	391
Total Entered Employment	137	67

Greater Lowell Residents	6,337	79%
Billerica	337	4%
Chelmsford	531	7%
Dracut	631	8%
Dunstable	33	.4%
Lowell	4,075	51%
Tewksbury	326	4%
Tyngsboro	183	2%
Westford	221	3%
Non Greater Lowell Residents	1,676	21%

Individual Services Provided	
Service	Customers
Assessment/Testing	5,583
Workshops	6,129
Counseling	4,875
Resource Room	2,295
Job Search	7,541
Job Development	1,243
Job Referrals	1,157
Training Services	310

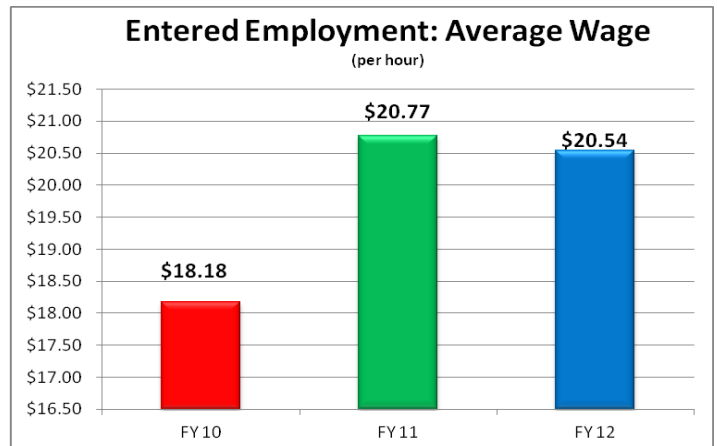
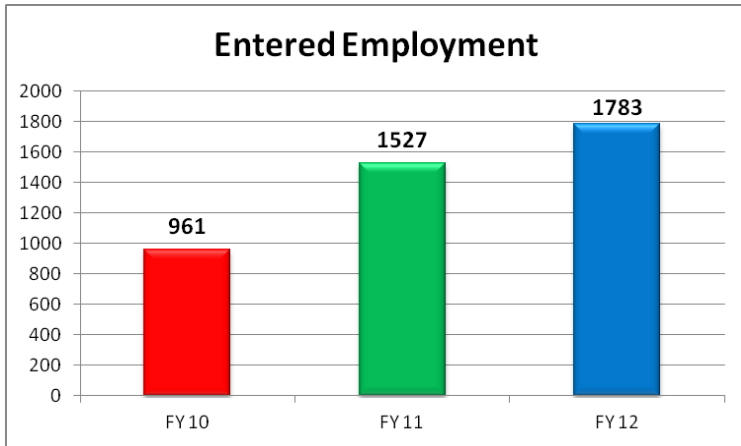
Job Seeker Services

The CCL provides several comprehensive services to customers in the Greater Lowell region. The first step in becoming a CCL member is attending a Career Center Seminar which explains the programs and resources available to help customers successfully gain employment. More than 4,600 new customers attended seminars this year. Once a customer attends the seminar, they have a variety of options including meeting one-on-one with a Career Advisor to develop a Career Action Plan (CAP). The Career Center also implemented a more comprehensive case management service delivery model which resulted in an increased amount of customers entering and retaining employment.

Veteran Services

The Career Center of Lowell is proud to provide priority of service to United States Military Veterans. The Career Center of Lowell has a designated Career Advisor to assist veterans. Veterans have priority of service for workshops, receiving unemployment services, and in obtaining training resources for veterans meeting all other eligibility requirements. The CCL held a Veterans Job Fair on-site at the Career Center in which 23 employers participated and more than 240 job seekers attended. In FY 12, the CCL served 571 veterans of which 137 entered into employment.

Nearly 1800 Career Center of Lowell customers entered employment, which represents a 46% increase in placements from FY 10 and a 14% increase from FY 11. In addition, the average wage of customers entering employment was \$20.54.



Department of Transitional Assistance (DTA)

The Career Center of Lowell administers the DTA Competitive Integrated Employment Services program. The CCL works closely with this hard-to-serve population to develop their skills to become employment ready. This population includes customers of low income, low skill, and low educational backgrounds, with scattered work histories. However, CCL staff provide compassionate and comprehensive services and a nurturing learning environment for DTA customers to succeed. In FY 12, 87% of the customers enrolled in the two models were placed into employment.

DTA FY 12 Performance	Employment Training and Education Model	Employment Supports Model
Enrollment	34	42
Entered Employment	29	37
Entered Employment Rate	85%	88%

Business Services

The GLWIB and Career Center of Lowell provide various services to employers in the region. The Business Services team served 335 employers. The Career Center developed a Job Order system that employers utilize to post job openings. The CCL Business Service team works with employers to fill job orders by matching and conducting pre-screenings with CCL customers, and referring the most qualified. This year there were 789 job orders placed with the Career Center. The Career Center of Lowell held two very successful Job Fairs in FY 12. The Merrimack Valley Job Fair co-sponsored by the ValleyWorks Career Center was held at UMass Inn & Conference Center and was attended by 42 employers and over 700 job seekers. The CCL also held a Veterans Job Fair on-site at the Career Center previously mentioned on pg 6. Our goal is to increase the number of employers seeking workforce development, job placement, and recruitment services.

Employer Services in FY 2012			
Total Employers Served	335	Workforce Development Services	3
Employers Listing Job Orders	252	Business Information Services	96
General Employer Services	292	Labor Exchange Services	217
Financial Incentive Services	30		

Young Adult Career Center

The Greater Lowell Workforce Investment Board in partnership with the Career Center of Lowell provides federal and state funds to support and maintain a framework of education, training and employment services for at-risk youth ages 14-24. The goal is to re-connect youth with education and employment strategies, which will lead to a life-long attachment to the workforce and ultimately, economic self-sufficiency.

The Greater Lowell WIB contracted with seven community and educational organizations to provide services to both In-School and Out-of-School youth under the Workforce Investment Act. Services include: GED preparation, drop-out prevention, work readiness and job placement. This year, 133 (84 Out-of-School, 49 In-School) young adults were provided with services.

Every summer, the GLWIB and Career Center of Lowell operates a summer jobs program for low-income young adults. The FY 12 Summer Jobs Program saw a sharp decrease in funding, but a total of 271 jobs were created for young adults at worksites throughout the City of Lowell.

The CCL is also a partner on the Lowell Police Department's Safe and Successful Youth Initiative (SSYI). The SSYI

Partnership includes local agencies providing comprehensive case management, support and resources for mental health, education (GED and/or college), and work readiness skills training and subsidized work experience, to court-involved youth to help become contributing members of society. As a partner, the Career Center of Lowell has provided training and work experience services to young adults.

Young Adult Summer Jobs Program	
Funding Source:	Youth Served:
YouthWorks I	93
YouthWorks II	53
Shannon (LPD)	46
ARRA/JAG Byrne - Summer	63
Discretionary(CCL)	16
Total Youth Served FY12 Summer:	271

GLWIB Youth Council

The Greater Lowell Workforce Investment Board works with a solid group of dedicated community volunteers who serve in an advisory capacity to the GLWIB and the Career Center.

The Youth Council meets on a quarterly basis and recommends program initiatives and provides oversight for WIA and other State supported grants for economically disadvantaged youth. The diversity of the Youth Council members represents the residents of the City of Lowell and the Greater Lowell community.

- Fred Abisi
Lowell Adult Education
- Maryann Ballotta
Neighborhood Services/Lowell Police
- Tom Belkakis
Lowell Adult Education
- Candy Campbell
Catholic Charities-Merrimack Valley
- Andy Chandonnet
Greater Lowell YWCA
- Kaitlin Corcoran
City of Lowell Youth Services
- Maria Cunha
Middlesex Community College
- Peter Faticanti
City of Lowell Recreation
- Yolanda Francois
Shriver Job Corps Center
- Karen Frederick
Community Teamwork, Inc.
- Alisen Grenham
Lowell Housing Authority
- Veronica Holmes
Caleb Foundation
- Joseph Hungler
Boys & Girls Club of Greater Lowell
- Jennie Kennedy-Wagner
Dept. of Youth
- Vichtcha Kong
Washington Savings Bank
- Peter Martin
Walgreens
- Carol McCarthy-Lavoie
Lowell DTA
- Charlene Pires
Greater Lowell Technical High School
- Rachel
NFI/DYS
- Arthur Ramalho
West End GYM
- Julie Salois
CTI/YouthBuild
- Sayon Soeun
Light of Cambodian Children
- Linda Sou
Lowell Community Health Center
- Stacey Thompson
Catholic Charities – Merrimack Valley

Youth Representatives

BunthunVoath Chea - Lowell High School
Jennifer Mao - Lowell High School
Bunkeath Meng - University of Massachusetts Lowell

CAREER CENTER OF LOWELL

YEARLY PERFORMANCE FY 12

The Workforce Investment Act (WIA) was signed into law in 1998, and with that came the creation of 16 regional Workforce Investment Boards and 34 One-Stop Career Centers. The One-Stop Career Center system is the portal for workforce development service delivery in Massachusetts. As part of WIA service delivery strategy, customers are placed into the following categories: Adult, Dislocated Worker, and Youth. Of the 16 WIB areas, Greater Lowell finished in the top two for each statistical measure under the Adult and Dislocated Worker categories, and made significant gains in Youth. Overall, the Career Center of Lowell was the top ranked One-Stop performer for Adult and Dislocated Worker in the Commonwealth.

WIA Title I Adult Program	Negotiated Goal	Actual Performance	Percent of Goal	State Rank
Entered Employment Rate	69%	92.7%	134.4%	2 nd
Employment Retention Rate	76%	94%	123.7%	2 nd
Six Months Average Earnings	\$9,150	\$15,349	167.7%	1 st

WIA Title I Dislocated Worker Program	Negotiated Goal	Actual Performance	Percent of Goal	State Rank
Entered Employment Rate	74%	95.5%	129.1%	1 st
Employment Retention Rate	85%	96%	112.9%	1 st
Six Months Average Earnings	\$15,400	\$25,402	165%	2 nd

WIA Title I Youth Program	Negotiated Goal	Actual Performance	Percent of Goal	State Rank
Placement in Emp or Ed	74%	80%	108.1%	8 th
Attainment of Degree or Cert	61%	72.4%	118.7%	9 th
Literacy or Numeracy Gains	25%	54.5%	218.2%	5 th

Performance Average - Percent of Goal/State Rank	Adult Group		Dislocated Worker Group			
Greater Lowell	141.9%	1 st	135.6%	2 nd	148.3%	5 th

The FY 12 WIA Title I performance results are a product of a dedicated staff and the development of a comprehensive case management service delivery.

GREATER LOWELL

WORKFORCE INVESTMENT BOARD MISSION

"Dedicated to developing and sustaining a skilled and educated workforce to respond to current and emerging labor market needs by addressing the skills gap and enhancing the youth pipeline to effectively position the Greater Lowell community for continued success in the 21st century."

GLWIB MEMBERS

Kevin Coughlin, Chair, Executive Director, Greater Lowell Health Alliance

Jeanne Osborn, Vice-Chair, Eastern Bank*

Matt Sepe - Second Vice-Chair, Middlesex Community College

Rasy An - Palm City

Enterprises/Cambodian Mutual

Assistance Association

Peter D. Bata - Raytheon

Johanna Bohan Riley - University of Massachusetts-Lowell

Robert L. Broughton - McCoy Associates*

Lyle Collman - UPS

Carolyn Cox - Cox Fuel Company

Dr. Carole Cowan - Middlesex Community College

Susan D'Amore - University of Massachusetts-Lowell

Peter DeSalvo - Town and Country Health Care Center*

Christopher Dick - Trinity EMS, Inc.

Maureen Fitzpatrick - Lowell General Hospital

Karen Frederick - Community Teamwork, Inc.

Elaine Fox - AFL-CIO

James Gilet - Red Mill Graphics

Beth Goguen - MA Department of Workforce Development

Stacie Hargis - Lowell Small Business Assistance Center

Nancy Harrington - Greater Lowell Technical School

Charlene Jancsy - Enterprise Bank*

Susan Jepson - National Senior Network

Susan Gath Koerber - Gath Insurance

Vichtcha Kong - Washington Savings Bank*

John Langton - American Capital Energy

Peter Martin - Walgreens Co.*

Joseph Manganaro - Stop & Shop*

Danielle McFadden - Greater Lowell Chamber of Commerce

Joe McNally - Cracker Barrel*

Michael McQuaid - Career Center of Lowell

Melchior Moundele - Burger King*

Theresa Park - City of Lowell Economic Development Office

Donna Grieb - Bank of America*

Bonnie Posnak - Ideal Tape Inc.

Tom Raiche - Merrimack Valley Central Labor Council

Margie Sands - Hardric Laboratories, Inc.

Tscherina Telesford - Shriver Job Corps Center

Stanley Usovicz - Verizon

Beverly Woods - Northern

Middlesex Council of Governments

Ray Wrobel - Northern

Massachusetts Telephone Workers Community Credit Union

* - new members named after 6/30/12

* - resigned March 12

GLWIB Committees

Executive Board

Kevin Coughlin

Michael McQuaid

Matt Sepe

Sue Gath Koerber

Ray Wrobel

Rasy An

Strategic Planning

Matt Sepe, Chair

Shannon Norton

Michael McQuaid

Theresa Park

Susan Jepson

Workforce Issues

Susan Jepson, Chair

Susan D'Amore

Cathy Byrnes

Maureen Fitzpatrick

Michael McQuaid

Emerging Sectors

Carolyn Cox, Chair

Jay Donovan

Michael McQuaid

Rasy An

Lisa Tuzzolo

Judy Burke

Beth Goguen

**FOR MORE INFORMATION
PLEASE CONTACT**

**BARBARA O'NEIL
DIRECTOR
GREATER LOWELL WORKFORCE INVESTMENT BOARD
TEL: 978-937-9816
EMAIL: ONEILB@NMSDA.ORG**

**MICHAEL MCQUAID
DIRECTOR
CAREER CENTER OF LOWELL
TEL: 978-459-2336
EMAIL: MICHAEL.MCQUAID@CCLOWELL.ORG**