



Greater Lowell Workforce Area

# Executive Summary of the Fiscal Year 2019 Workforce Development Operational Plan

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

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**I. INTRODUCTION**

The Greater Lowell Workforce Development Board (GLWDB), in partnership with the Chief Elected Official (CEO), Eileen Donoghue, Manager, City of Lowell, is responsible for developing an Annual Plan for Fiscal Year 2019 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 September 2018, the GLWDB and Career Center of Lowell will officially transition to the MassHire brand. MassHire is a comprehensive branding initiative undertaken by the Executive Office of Workforce Development to unify the Massachusetts Workforce System's state, regional, and local operations under a new brand. Under the new brand, the GLWDB will be renamed MassHire Greater Lowell Workforce Board and the Career Center of Lowell will be renamed MassHire Lowell Career Center.

The GLWDB will continue strong collaboration and integration with its partners to maximize regional resources and sharing of best practices for effective service delivery in support of our goals through the Workforce Investment and Opportunity Act (WIOA). In addition, Greater Lowell will continue partnering with the Merrimack Valley and North Shore workforce regions to implement the goals and strategies outlined in the Northeast Labor Market Blueprint.

Due to a low unemployment rate in Massachusetts, federal Department of Labor funding through the Workforce Innovation and Opportunity Act (WIOA) has been diminished over the last several fiscal years. To address the federal budget cuts, the GLWDB will seek focus on developing and strengthening partnerships to obtain resources and grants outside of core funding.

Interested parties are encouraged to submit written comments on the Executive Summary to the Greater Lowell Workforce Development Board, no later than August 27, 2018 to:

Nancy McGovern  
Senior Program Manager  
[Nancy.McGovern@glwdb.org](mailto:Nancy.McGovern@glwdb.org)

Copies of the plan may be obtained by contacting the GLWDB, 107 Merrimack Street, Lowell, MA 08152; 978-937-9816.

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

For FY'19, Massachusetts experienced an overall decrease in federal WIOA funding by 5.8%. Considering only new FY'19 funding, the Greater Lowell region experienced a slight increase of 10.2% or \$137,075 compared to FY'18. When compared to FY'17, the region has seen a decrease in funding of \$99,307 or 6.3%. The chart below compares WIOA funding over the last three years for Greater Lowell.

	<b>FY'17</b>	<b>FY'18</b>	<b>FY'19</b>	<b>Diff FY'19 Less FY'18</b>	<b>Diff FY'19 Less FY'17</b>
<b>WIOA Adult</b>	455,676	383,122	\$480,278	97,156	24,602
<b>WIOA Dislocated Worker</b>	642,457	563,040	\$491,552	(71,488)	(105,905)
<b>WIOA Youth</b>	486,494	402,083	513,490	111,407	26,996
<b>Total</b>	1,584,627	1,348,245	1,485,320	137,075	(99,307)

**III. 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 career services, which are available to all job seekers, and additional individualized career, training, and follow-up services are available to persons predicated on meeting certain eligibility criteria. Examples of these 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 (ITAs) from a wide network of qualified training providers. Based on funding availability eligible individuals may receive up to \$7,000 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 Center partners with several agencies which provide additional services to adults and dislocated workers including the Department of Elementary and Secondary

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Education, Massachusetts Rehabilitation Commission, Massachusetts Commission for the Blind, the Department of Transitional Assistance, and the Senior Community Service Employment Program. Veterans have Priority of Service at the Career Center of Lowell.

**Adults:**

In FY'19, approximately 78 adult job seekers will receive additional intensive and training services that are available to persons predicated on meeting certain eligibility criteria.

WIOA Adult Performance Goals	
• Entered Employment Rate (2 <sup>nd</sup> quarter after exit)	86.5%
• Entered Employment Rate (4 <sup>th</sup> quarter after exit)	78%
• Median Earnings (second quarter)	\$5,200
• Credential Attainment Rate	71%

**Dislocated Workers:**

In FY'19, approximately 227 dislocated worker job seekers will receive additional individualized and training services available to persons predicated on meeting certain eligibility criteria.

WIOA Dislocated Worker Performance Goals	
• Entered Employment Rate (2 <sup>nd</sup> quarter after exit)	86%
• Entered Employment Rate (4 <sup>th</sup> quarter after exit)	85%
• Median Earnings (second quarter)	\$7,700
• Credential Attainment Rate	60%

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

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

**IV. Wagner – Peyser**

Wagner-Peyser funded employment services provide universal access to basic career 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. In FY'19, the region received \$444,717 for Wagner-Peyser services. Compared to FY'18, this is a 1.7% decrease in funding or 7,721.

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During FY'19, approximately 6,300 job seekers will receive labor exchange services. Of those receiving services, 5,800 will be unemployed, 400 will be persons with disabilities and 325 will be veterans.

### **V. Business Services**

The Business Team will assist employers in recruiting and hiring qualified and talented job seekers. During FY'19, approximately 490 employers will be provided services through the 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.

### **VI. WIOA Youth Programs**

The Greater Lowell Workforce Development Board provides funds to organizations in Lowell to support and maintain a framework of education, training and employment services for 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.

In the spring 2018, the GLWDB procured youth training providers for a two-year funding cycle starting in FY'19. The region will fund one in-school youth program for \$50,000 and three out-of-school programs totaling \$273,515. Greater Lowell will serve 30 in-school youth and approximately 50 out-of-school youth through its WIOA youth programs.

#### **Additional Youth Programs**

- The GLWDB Connecting Activities (CA) program, funded through the Department of Elementary and Secondary Education, will provide on-site services for students at Lowell High School, Greater Lowell Technical High School, Tewksbury Memorial High School and Dracut High School. The Connecting Activities program provides Massachusetts Work-Based Learning Plans and anticipates placing 425 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 150 employers in the database sponsoring Work and Learning Placements.
- The FY'19 Young Adult Summer Jobs Program will provide work readiness training and subsidized employment opportunities for 264 youth (ages 14-21) in Lowell, MA.