

**Greater Lowell Workforce Development Board
 Division of City Manager's Office
 WIOA Title I Year Round Youth Services
 Out-of-School Youth Programs
 FY 2017 & 2018**

Program Proposal Cover Sheet

Organization: Middlesex Community College

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Program Summary

Please provide a brief summary of your proposed program. If awarded this summary may be used in publicly shared materials:

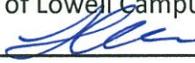
Middlesex Community College's Out-of-School Youth Development Center (OSYDC) and the Career Center of Lowell (CCL) are joining together in the Career Pathways Initiative to support out-of-school youth ages 16 to 24 in the successful transition to higher education and/or the workforce. Essential activities will include HiSET preparation and credential attainment, academic preparation for postsecondary education, work experience, support services and case management. Both organizations are experienced and well-qualified providers of programming for youth in the Greater Lowell area and together will focus on building opportunities through education and occupational training. The continuum of services provided by this partnership will engage and serve the target population of out of school youth, provide multiple education and training elements to meet the range of participant needs, prepare participants for the workplace through job readiness support and practical experience including subsidized work experience, and result in the successful achievement of placement postsecondary education, employment, advance training or the military.

Project Performance Goals (FY17 only):			
Total Participants (including carryovers if applicable):	<u>45</u>	Total Proposed Participants Positively Completing Program Objectives:	<u>36</u>
Proposed New Participants:	<u>40</u>	Participant: Supervisor/Instructor Ratio:	<u>11:1</u>
Proposed Carryovers from FY16 (if applicable):	<u>5</u>		

Signature of Authorized Representative for Your Organization:

Submitted By:  5/13/16
 Signature Date

Colleen Cox, MCC Dean of Lowell Campus

Submitted By:  5/13/16
 Signature Date

Shannon Norton Calles, Executive Director of Career Center of Lowell

WDB WIOA Out-of-School Youth Program Proposal Narrative Questions

Please answer all questions

A. Program Design (40 points)

1. *Summarize the design of your program. Explain how each participant will meet the WIOA performance measures as defined for Out-of-School youth. Describe any partnerships/collaborations you have established for the proposed program. What are the roles and responsibilities of each?*

The programming in this proposal, **Career Pathways Initiative (CPI)**, represents the combined efforts of Middlesex Community College's Out-of-School Youth Development Center (OSYDC) and the Career Center of Lowell (CCL) joined together to support out of school youth ages 16 to 24 in the successful transition to higher education and/or the workforce. Middlesex Community College is a well-qualified and experienced provider of services for Out of School Youth by virtue of operating a successful Out of School Youth Development Center (OSYDC) for nearly 20 years. The Career Center of Lowell (CCL) is the One Stop Career Center serving the city of Lowell and is also highly experienced in providing services to youth for career exploration, job readiness and preparation as well as on-the-job training, subsidized work experience and job placement. Together these organizations have consistently provided youth in the Greater Lowell area with an array of educational, occupational training and connected support services. Each organization has particular expertise and will have a well-defined roles in the operation of the proposed program.

The continuum of services provided by this partnership will engage and serve the target population of out of school youth, provide multiple education and training elements to meet the range of participant needs, prepare participants for the workplace through job readiness support and practical experience including subsidized work experience, and result in the successful achievement of placement postsecondary education, employment, advance training or the military. The following summarizes the components to be implemented and indicates the responsible partner which in some cases will be undertaken as shared responsibilities.

Recruitment (OSYDC and CCL): This will be a shared effort in which the two organizations use their extensive network of relationships with youth serving organizations to aggressively reach youth in need of the OSY program. Brochures, flyers, meetings with the staff at target organizations, social media postings, and presentations on CPI will all be used. Organizations that currently serve the youth audience for CPI include Megan's House (recovery support), Department of Children and Families (child welfare), Bridget's Crossing and House of Hope (shelters), as well as the guidance counselors in the public schools in the communities of the service area.

Intake and Assessment (OSYDC and CCL): Participants who are likely candidates and express interest will be scheduled for an initial intake appointment with the OSYDC during which the program will be explained as well as the program expectations and the requirement for the participants' commitment to attend. It is at this time that the initial application will be completed and basic documentation collected (proof of birth, Social Security card, and identification such as a driver's license or passport).

Participants will then be scheduled for an academic skill assessment using the HiSET pre-test that will establish grade level equivalents and the youth will be assigned to either HiSET preparation classes for those without a diploma, MCAS prep for those with a certificate of completion, or post-secondary opportunities including advanced training or higher education for students with (or who complete) high school credentials. The youth will also be administered an occupational interest inventory

(<http://losrios.edu/irc/ois>) to determine employment goals and an overall summary of goals and service

plan will be developed. Eligibility determination for WIOA participation will be made through the GLWDB when the participant establishes that they can meet the program expectations.

Academic skill preparation, classes (OSYDC): The OSYDC will be responsible for academic skill development through HiSET classes, MCAS preparation as well as tutoring and, when indicated, referral to ELL instruction. Participants will be supported and monitored in their progress to a HiSET credential, successful completion of the MCAS tests and a high school diploma, entrance to postsecondary education or occupational training. Support in entering postsecondary education and occupational skill training will be managed by OSYDC through the program's case management services.

Occupational training (OSYDC): Middlesex Community College offers a wide variety of non-credit and credit career program training that will be available to CPI participants. For students in good standing and who express interest, short-term credentials such as CPR, ServSafe, and OSHA will be available while the participants are taking HiSET or MCAS classes. When participants meet their primary educational goal related to a high school credential, and are ready to attend postsecondary education, they will be able to attend either non-credit courses (available through the grant) or credit programs at MCC. During attendance in the CPI, OSYDC will offer informational interviews with businesses (guest speakers) and field trips/site visits to businesses such as nursing homes, healthcare facilities, and banking institutions.

Work Experience (CCL): This is an essential activity of the CPI program. CPI participants who indicate an interest in gaining immediate work experience will work with CCL staff and resources to achieve that outcome. These resources will include career exploration workshops with **labor market information (LMI)** to inform a good decision about their career pathway; the creation of a Massachusetts Career Information System (MassCIS) profile to research and save occupational and educational options in career planning; as well as job readiness sessions in the form of resume writing, interviewing, and other soft skill development. Placement in subsidized work experience will occur for those participants who prioritize employment as their desired outcome and may also be elected as a valuable work experience option for other participants planning to pursue higher education or advanced training. Payment will be made through CCL's budget for the subsidized work experience. Permanent job placement, for those who identify employment as their goal, will be the responsibility of the CCL. For those in OJT, training will be the responsibility of the employer as well as the commitment to hiring those trained.

Financial literacy (CCL): CCL has been selected as a site for a DOL pilot of a 5 session (over 5 weeks for a total of 6-9 hours) basic financial literacy curriculum that includes personal budgeting, banking basics and the importance and use of credit. Additionally, the participants will be taught how to use the phone app Mint and the credit phone app Credit Karma as well as other technology tools for banking. The youth will take a pre and post-test to determine the effectiveness of the units and assess their understanding of this important information.

Support Services and Case Management (CCL and OSYDC): Support services in the form of counseling and referral to outside providers will take place throughout the duration of a participant's involvement in CPI. For all participants this is a fundamental way to get needed support or learn how to address personal and life issues while working towards long-term goals. Both CCL and OSYDC use case management strategies to support participants while they are involved in their respective program elements, prevent termination from the program, and improve outcomes.

Transition to Postsecondary Education (OSYDC): Participants who make the necessary progress in terms of completing a high school credential and demonstrate an interest in postsecondary education will receive support in the transition to higher education. This includes the case management support to complete the steps to enrolling in MCC or another institution. These steps include completion and submission of application, college placement testing (CPT/Accuplacer), financial aid counseling and FAFSA completion, and assistance with the purchase of textbooks (through OSYDC support.)

Job placement (CCL): This is a CCL expertise and they will work with all participants to gain a better understanding of career options and employment opportunities through the multiple workshops and

services they provide to assist in the preparation for employment including those on LMI. CCL has access to vast database of job listings, regularly conducts job fairs, and has strong working relationships with many employers and employer groups.

Tracking of outcomes (CCL and OYSDC): This will be a shared responsibility and occur through the organization that was supporting the primary activity of the participant – either educational advancement (OSYDC/MCC) or employment (CCL).

The CPI initiative will meet the required WIOA Performance Measures for Out of School Youth as follows:

- 1) **Placement in employment, postsecondary education, advanced training, or the military:** Staff will work closely with each participant to determine educational and career goals and participants will be assigned to program elements – including academic support, short term occupational skill training, and preparation for postsecondary education - that can help them achieve those goals. As required under WIOA, the program will track the number of participants from the program that enroll in postsecondary education, enter employment or the military, and/or advanced training/occupational skills training through the 4th quarter following exit. Required documents for tracking purposes include wage records, copy of enrollment letters into postsecondary education, advanced training or the military and/or copies of postsecondary class schedules.
- 2) **Credential Attainment:** CPI will provide academic classes for HiSET testing (for those who have left school) and MCAS instruction (to assist those who need to pass the MCAS to receive a full high school diploma). Additional opportunities for credentials that improve employability, such as **Industry Recognized Credentials (IRC)**, will be integrated into each participant’s service plan. Participants may also elect to enter non-credit career training or enroll in one of MCC’s credit career certificate or degree programs. CPI will track the number of participants attaining a degree (diploma, high school equivalency, postsecondary degree) or industry recognized certificate or credential. Required documents for tracking purposes will be a copy of their high school diploma or a copy of the HiSET (high school equivalency) exam results from the Educational Testing Service.
- 3) **Measurable Skill Gains:** Since this measure has not been determined, it is difficult to identify how this will be measured. However, OSYDC goals include strengthening the academic skills of these participants to assist them in passing the HiSET exam, preparing for enrollment in postsecondary education, and/or other credential attainment.
- 4) **Median Earnings:** The program will track the participants’ employment from date of exit through the 4th Quarter after exit.
- 5) **Effectiveness in Serving Employers:** Although focused on serving individual needs, critical labor market information will be disseminated to participants to inform their decision-making but also to improve the alignment of training with job opportunities in the region, and thereby better meet employer demand for workers whenever possible.

2. *Identify the characteristics of the Out-of-School youth population you proposed to serve. Provide a description of why/how this cohort was identified.*

The CPI program anticipates serving 45 youth who have dropped out of school and/or completed high school but lack competency determination and who come to the program from the Greater Lowell area, including Chelmsford, Tewksbury, Dracut, Tyngsboro, Billerica, Dunstable and Westford. The program

will serve youth ages 16-24, with an emphasis on older customers in need of their HiSET, those without any job prospects, and the most at risk. The population will exhibit one or more serious risk factors, including being low-income or living in high-poverty areas; pregnant or parenting; having one or more disabilities, having DYS and/or DCF involvement, being in foster home and/or being a youth aging out of foster care, being a juvenile offender, and/or being a high school drop-out. Youth served are very diverse and include Latino, Cambodian, African and Caucasian individuals and a number are young/teen mothers. This cohort was identified to coincide with our mission statements and CCL business plan.

3. *Explain how your program design develops career pathways for each participant. Describe the sector(s)/industry(ies) you will focus on and why you have selected that industry/sector focus. Describe how you will connect youth to education that leads to post-secondary degrees and/or industry recognized certifications. (See Attachment C for more information.)*

Career pathway development for Out of School youth participants will begin at intake with a personalized assessment for academic skill level, career aptitudes and interests at which point the program staff/case manager will establish a service plan and contract that clearly describes the individuals goals and the plan to achieve them. Participants will be placed in HiSET preparation classes or MCAS remediation as well as academic support/tutoring for postsecondary preparation, work readiness workshops, and occupational training as indicated by the assessment and individual's goals. Counseling and personal supports will be offered to all participants and will include both individualized as well as group/workshops sessions designed to support the youth in meeting their goals. Participants will be connected to work experience, job shadowing and adult mentoring according to individual interest and employer availability. Ongoing case management will be provided by both organizations to encourage the participants in their pathway. Regular weekly meetings with OSYDC or CCL staff (depending on which elements the youth are involved in) will be a means for the participants to check-in with CPI staff, debrief on issues and questions about their progress, and get feedback from staff acting in a mentoring role. This will be an especially important feature for those in subsidized work experience or work experience because it will help them to develop productive attitudes and fundamental skills for employment including punctuality, appropriate dress and behavior for the workplace, and etiquette.

Occupational skill training with IRCs will be provided for entry-level positions in the high demand fields of healthcare (Home Health Aide/CNA, First Aid and CPR) and culinary/hospitality (OSHA, ServSafe, and TIPPS). These fields provide a broad range and relatively large number of job opportunities in the regional economy. More generalized credentials including MS Word/Computer Applications and Customer Service will also be offered to provide foundational skills that apply across a range of business sectors.

Participants who complete the HiSET or develop improved academic skills in preparation for postsecondary attendance will receive academic advising for selecting and enrolling in a program of study at MCC. OSYDC staff will offer all participants workshops on career exploration, applying to college, selecting a program of study based on an understanding of the local labor market opportunities, and financing postsecondary education including financial aid and FAFSA applications. Job placement and enrollment in postsecondary education are expected, and recognized, successful outcomes.

4. *All vendors are required to provide at least seven (7) elements of a WIOA Youth program. List the elements your program will provide and the associated components.*

Include your process for referring youth to other service providers who offer WIOA service elements that you are not providing.

- If your organization plans to offer the 'Work Experience' element (p. 8, #3), please list partners and attach coinciding memorandum of agreement.

Program Elements: Through direct service and/or referrals, the Out of School Youth Career Pathways Initiative will promote the availability of all elements of a WIOA Youth Program and provides the following elements specifically:

WIOA 1. Tutoring, study skills training, and instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent or for a recognized postsecondary credential (mandatory for programs providing HiSET): The Lowell Adult Education Center, a subcontractor, will provide the formal HiSET educational component at MCC during the academic year (See attached Memorandum of Agreement).

WIOA 2. Alternative Secondary Education, by referral

WIOA 3. Paid and Unpaid Work Experiences: The CCL will coordinate the subsidized work experience component.

WIOA 4. Occupational skills training: Both MCC's OSYDC and the CCL will offer occupational training opportunities.

WIOA 5. Comprehensive guidance, counseling and referrals as appropriate: Each participant enrolled in the OSY program receives case management provided by the Program Director and Program Assistance/Case Manager. Similarly as youth are engaged in CCL services, including subsidized work experience, they will receive case management support through the CCL related to their progress in these elements. The Program Director and Program Assistant/Case Manager are skilled in providing academic and career guidance, counseling, and supportive services, as well as referrals and the CCL staff are knowledgeable about career preparation and skills.

WIOA 6. Leadership Development Opportunities: By referral

WIOA 7. Supportive Services: The CPI program will use a case management model to determine participants' needs and work with them to develop the strategies to address the obstacles to their goals.

WIOA 8. Adult Mentoring. NA

WIOA 9. Follow-up services for 12 months after the completion of participation (mandatory): The OSYDC staff has historically maintained long-term connections with participants and CCL has well established expertise in tracking participant outcomes. The typical follow-up period has been for two years, through face to face contact, email and social media, exceeding the 12-month requirement of this grant. In keeping with the new WIOA requirements, OSYDC will formally provide and document services for 12 months.

WIOA 10. Financial Literacy Education (mandatory): The CCL is acting as pilot site for a DOL project on financial literacy and will provide a curriculum that includes group meetings, advising, and eAPPs/mobile technology tools to support Financial Literacy curriculum.

WIOA 11. Entrepreneurial Skills Training: By referral

WIOA 12. Services that provide labor market and employment information (mandatory): CLL will provide information relating to Labor Market including Workshops, O*Net Online, Mass. Job Quest.

WIOA 13. Activities that help youth prepare for and transition to postsecondary education and training: Participants choosing to continue at MCC and enroll in a certificate or degree program receive support and assistance in this process.

WIOA 14. Education offered concurrently with and in the same context as workforce preparation. The CPI design allows for academic support and preparation in conjunction with subsidized work experience or OJT.

5. Describe the financial literacy education you will offer.

A Financial Literacy Pilot project in conjunction with DOL will be offered through the CCL. There will be 5 sessions over 5 weeks for a total of 6-9 hours of instructor led computer based workshops on financial literacy. The topics will be Managing your Paycheck (could include Budgeting), Savings, Banking Basics, and Credit basics. The students will be taught how to use the phone app Mint and the credit phone app Credit Karma. Since most of the students have Jeanne D'arc Credit Union as their bank we will engage with the bank to demonstrate how their online banking works. There will be a pre-assessment and post-assessment survey to evaluate the skills learned by this curriculum. CCL has been selected as one of three sites in the Northeast region to be a pilot with the others being Bangor, ME and Newark, NJ (non WIOA program). DOL will be evaluating the pilot and Financial Literacy curriculum and the CCL anticipates integrating as a standardized for our OSY program offerings.

6. Describe the components of your program design that meet the needs of individuals with disabilities.

MCC and CCL are committed to complete accessibility for individuals with disabilities and do their utmost to meet the needs of those with disabilities. The MCC OSYDC is located in a building (Dr. Carole A. Cowan Center) with installed automatic handicapped accessible doors and elevators. Tutoring services are available for students who demonstrate a need for extra support. CCL has a designated Disability Resource Coordinator to assist customers with disabilities in navigating the various programs that impact their ability to gain, retain or return to employment. The CCL also utilizes several assistive devices to aid individuals in their job search: JAWS: Blindness; Windows 7 Magnifier; Large Print Keyboard: Sight Impairment; Trackball: Mobility Impairment; Tape Recorders: Learning Disabilities; Amplification Systems: Hearing Impairment. In 2014, the Career Center of Lowell installed automatic handicapped accessible doors at both front entrances as well as several men's and women room facilities.

7. Describe plan to provide supportive services to youth

A supportive environment and staff with counseling skills are critical elements of the CPI program. From the initial intake and assessment and the service plan that develops from the baseline assessment with the identification of educational and career goals, support and linkages to additional resources will begin. Ongoing case management will keep participants on track and facilitate them in developing their own abilities as they progress through the various stages of educational and work readiness preparation. When needed, the CPI program can, and will, refer participants to external resources for mental/physical health issues, substance abuse, housing, safety or other issues. The transition to work or postsecondary education will also be facilitated through case management.

8. Describe the timeline for program implementation, indicating when all phases of the program will begin and end (include 12 month follow-up.)

As noted, the services will be provided by a partnership between MCC and CCL as a cooperative CPI model. This OSY program also has established a partnership with the Lowell Adult Education Center to provide HiSET instruction. The Director of the Lowell Adult Education Center is responsible for monitoring the performance of the HiSET instructors. The HiSET Instructors participate in performance

reviews of the students and assist the Program Director in providing additional academic supports in identified areas of student need.

OSYDC/CCL Project Timeline

Program Components	July 1, 2016 to June 30, 2017											
	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
Recruitment	x	x	x	x	x	x	x	x	x	x	x	x
Orientation	x	x	x	x	x	x	x	x	x	x	x	x
Initial Assessment	x	x	x	x	x	x	x	x				
Tutoring		x	x	x	x	x	x	x	x	x	x	x
Service plan development		x	x	x	x	x	x	x	x	x	x	x
Case Management	x	x	x	x	x	x	x	x	x	x	x	x
HiSET Classes		x	x	x	x	x	x	x	x	x	x	x
Work Readiness Workshops			x	x	x	x	x	x	x	x	x	x
Services that Provide labor market information			x	x	x	x	x	x	x	x	x	x
Work Experience			x	x	x	x	x	x	x	x	x	x
Job Development			x	x	x	x	x	x	x	x	x	x
Follow Up*												
Contact with FY 17 OSY students quarterly (and 12 months after)			x			x			x			x
Data reporting as requested	x	x	x	x	x	x	x	x	x	x	x	x

**Follow up with FY17 OSY continues quarterly through FY18*

B. Outreach and Recruitment (10 points)

1. Please provide a timeline of your organization’s plan to recruit youth in order to meet proposed enrollment goals.

Recruitment will be a proactive process that involves ongoing community outreach. As participants are recruited they will be engaged in the process of intake, assessment and orientation, in order to receive

program services. As documented in the above table, participant recruitment begins July 1 and is ongoing through the remainder of the year. When participants are recruited, an initial interview and outline of the program is conducted on the first meeting with MCC staff. This is essentially an orientation and staff review the application given to all applicants and an explanation of the documentation necessary to determine WIOA eligibility. Subsequent to the intake and assessment, the CCL will conduct a initial meeting to help the participants formulate plans related to work experience and eventually employment as well as assist with the application and documentation that is reviewed to determine WIOA eligibility. Completing the WIOA application and verifying eligibility with the GLWDB staff will be done and determining what WIOA or non-WIOA services are most appropriate for the youth is also completed. All data concerning the applicant will be tracked.

- 2. Describe your organization's outreach plan. Discuss how this outreach strategy will combine with the work of the GLWDB in order to attract numbers of youth sufficient to meet WIOA performance measures/outcomes.*

A brochure jointly developed by the CCL and MCC will be distributed to dozens of youth-serving organizations throughout the City. Both the CCL and OSY are well-known around greater Lowell and well-established networks for recruitment and referrals through community program case managers, school headmasters, and guidance counselors at Lowell High School, Lowell Middlesex Academy Charter School (LMACS) and the high schools of the surrounding communities (Chelmsford, Tewksbury, Dracut, Billerica, Tyngsboro, Dunstable and Westford). Both the OSYDC and CCL have relationships with other programs serving out-of-school youth throughout the community, such as the MA Departments of Transitional Assistance, Children and Families, Youth Services, and the Lowell Youth Development Coalition. Contact will be made to all area schools where students may be recruited. This will be accomplished through guidance offices at Greater Lowell area schools. Information will be posted on the Lowell Telecommunications Corporation and the CCL website. The CCL will take an active role in recruiting those age appropriate youth who were separated from employment and are collecting unemployment insurance.

In addition to the GLWDB/CCL's information about WIOA funded programs on their website and in their literature promoting services available to WIOA eligible youth, the OSYDC program will conduct extensive outreach and recruitment to meet enrollment goals. In addition to the entities noted in the previous paragraph, MCC has well-established relationships with other youth serving agencies within Greater Lowell, including the Boys and Girls Club, the YWCA, and the shelters in the area serving teenagers, Brigid's Crossing and My Father's House. Outreach through contact with key personnel at these organizations will occur upon grant award in regard to the continuation of the OSY program and eligibility requirements for participants. Other efforts include posters, signage, and website and social media postings encouraging youth to contact the program and/or the WDB/CCL if they are in need of these services. Based on our history and reputations the CCL and the OSYDC programs, recruitment to meet the goal of serving 45 youth will be attainable.

- 3. If your organization failed to meet enrollment goals through May 13, 2016, please provide a description of new strategies your organization may take to ensure success in FY17 and FY18. For new applicants, explain a situation in the past when your organization has failed to meet enrollment goals and the strategies undertaken to resolve the issue (if applicable).*

CPI has exceeded its enrollment goals for FY16 and has a long history and numerous relationships with other community partners on which to build should enrollment numbers fall off. Currently there is a total of 47 WIOA OSY enrolled to date and the program is meeting programmatic goals.

4. *Describe orientation materials and information that will be provided to youth. A handbook containing the policies of your Agency and program expectation i.e. hours of operation, attendance policy, complaint and grievance procedures (with AA/EEO information) may be requested during Proposal Review period (May 16- June 2, 2016).*

The CPI Program Guidelines are presented to enrollees and a contract outlining specific expectations for each student is completed with the Program Director. The Career Center of Lowell has developed handbooks for several youth programs that include all policies such as AA/EEO, attendance, complaint and grievance procedures. Those handbooks explain hours, attendance, participant responsibilities, etc.

C. Program Outcomes (40 points)

Provide a description of how a youth will progress from point of entry to exit achieving WIOA performance outcomes:

From the point at which MCC assesses academic, career preparation, and counseling/case management needs while GLWDB establishes WIOA eligibility and CCL staff assesses worksite readiness and placement factors, a full array of services is available to the participants and can be geared to both their educational as well as their employment/career goals. A service plan will be established as an ongoing living document to track progress and benchmark achievements throughout the program. Regardless of what pathway (HiSET or Career Readiness) both MCC and CCL will work collaboratively with the participant to ensure all services available are being utilized.

Through the results of the service plan/contract, participants will follow a specific path. Those without a high school diploma will be enrolled in the HiSET program at the OSYDC while concurrently participating in career exploration, work readiness and job development at the CCL. For participants who attained HiSET or HS diploma would have the options of enrolling at MCC for prerequisite courses for entrance into a program to achieve a certificate or degree and work readiness and job development services at the CCL. If the participant chooses a direct path to employment, they would work exclusively with the CCL with goal being placement in a job and possible referral to an ITA for an industry recognized credential.

English Language Learners will have the opportunity to participate in ELL courses at MCC through the *English Language Institute* and *Bridge to College*, paid through the grant. It is anticipated that individuals will partake in career exploration, work readiness and job development.

Progress from Point of entry to Exit: The point of entry into the WIOA system is determined through eligibility guidelines and is the responsibility of GLWDB staff. Upon enrollment in the program, students receive orientation to the program and a handbook detailing expectations and rules. As necessary, using the resources of all the collaborators, students are pre-tested, meet with the Case Manager, receive academic and job readiness instruction, tutoring and other support services. Upon satisfactory completion of components of their program using their individual plan and goals as a guide, students exit the program to enter employment or advanced training, join the military, and/or pursue postsecondary credentialing programs. Follow-up occurs for at least 12 months after exit. All of the above-described services support students from point of entry through exit.

1. FOR FY16 VENDORS ONLY:

- a. **Describe past/current performance in achieving WIOA performance measures. Define results including total positive outcomes (participants that attained a HiSET/Industry Recognized Credential AND entered employment, post-**

secondary, military or advanced training). In addition, complete the Program Planning Summary on page 19.

OSYDC has successfully addressed the needs of out of school youth and high risk in-school youth since 1997. The College has a well-established record of educational partnerships with public schools and other community organizations involving the implementation of more than 20 different programs. Programs have included: High School dropout prevention/re-entry program (Student Connections); school-to-work (Lowell Career Pathways for Youth), academic preparation [U.S. Department of Education Talent Search, Upward Bound, Student Support Services (SSS), GEAR UP; Latino Connections, MCAS Pathways Transition Program), The Opportunity Project (TOP) for out-of-school youth, and SSYI with the Lowell Police Department. Overall, as of 5/4/16, there is a total of 46 students enrolled in the CPI programs: 20 have passed the HiSET; and 8 are in progress (not yet ready for tests).

b. Describe your organizations strategy for meeting the outcomes as defined under WIOA (See attachment A.)

MCC and the CCL have worked on several collaborations throughout years for both adult and youth programs. MCC has provided the HiSET for many years while the CCL has provided work experience and career pathways programs. By combining programs through one proposal, not only will we save money on the shared costs of the program, participants will receive expert services in one cohesive manner from both organizations. Both organizations are very knowledgeable regarding WIOA, reporting requirements, and will meet and exceed goals both for enrollment and outcomes. While the GLWDB will provide all WIOA framework services, a formal firewall was established that clearly defined the expectations, roles and duties of the staff responsible for framework services and the new Career Pathways concept.

- **HiSET or Equivalent:** Approximately 30 OSY will be provided with HiSET instruction and additional tutoring in identified remedial need areas so that at least 80% of students will receive their high school equivalency. (It is anticipated that 15 OSY will already have the HiSET or HS Diploma). HiSET classes and remedial academic classes will be provided for all participants Monday through Friday each week. Services continue after attainment until a positive outcome such as enrollment in postsecondary education or employment is achieved. 80% will achieve HiSET.
- **Skill Attainment:** Increased levels of attainment, that are yet to be identified at the policy level, will be measured through individual gains made from initial performance on the assessment instruments to determine entry skill level.
- **Post-HiSET Training & Education:** Once the HiSET is passed, many participants wish to pursue career training and/or higher education. We meet with students individually to discuss the options for training and higher education opportunities.
- **Employment:** The CCL will coordinate employment placement. 100% of students (45) will be provided with Career Exploration to identify work interests and skills so students will gain work readiness skills and enter employment. Focus-2 assessments will assist students in identifying career interests and developing an employment plan. In addition, workshops including interviewing, resume development, and completing job applications will be provided.

The Youth Career Advisor assists youth in identifying work interests and matches students to worksites. Worksite cooperation has been developed with several area organizations. The Youth Career Advisor will continue to recruit employers and municipal, nonprofit and private sector worksites through direct contacts and leads.

The CCL will provide counseling, assessment, career exploration, job development, and placement and referrals to On the Job Training, and ITAs (Individual Training Accounts).

a. Clearly list your organization's enrollment goals and actual results through May 13, 2016.

The program exceeded its enrollment goal of (45) this fiscal year. As of 5/13/16, a total of 47 WIOA students were enrolled to date.

b. Clearly list your organization's outcome goals and actual results through the same period.

As of 5/13/16, of the 47 WIOA students enrolled to date 20 successfully passed the HiSET out of the 32 who entered without a high school credential (meeting outcome goals of at least 80%) one of whom also completed the Certified Nursing Assistant program; and 8 are currently in classes and in progress to take the HiSET (expected to be complete by end of fiscal year). Of the 20 who passed the HiSET, currently 10 are attending MCC; 4 are in permanent employed; and 18 entered Advanced Training and are working towards one of more of the following certificates: Certified Nurse's Aide (CNA), Personal Training National Certification, ServSafe, OSHA, or First Aid/CPR. There was an overall yield of a 26 in placement in employment, training, or postsecondary education to date exceeding the FY16 goal.

c. If your agency did not achieve contract performance goals during the FY 16, explain why and discuss strategies that will be undertaken to successfully meet goals in FY 17 and FY18. NA

d. Describe Follow-up Activities, include in this how monthly contact will be performed and what actions will be taken to help youth re-enter the workforce if they have lost their employment.

Follow up activities will be a collaborative service between MCC and CCL staff. They will maintain contact with the youth via social media, telephone calls, face-to-face meetings, and USPS (if necessary). If an exited youth loses employment or has changed their pathway, staff will meet with them to discuss the changes in their life and provide referrals to other agencies for supportive services (if necessary). They will also engage youth in intensive job search/development activities to include one-on-one meetings, workshops, job fairs/recruitments, etc.

D. Administration (5 points)

1. Provide an overview and mission statement of the organization.

Middlesex Community College (MCC) is one of the largest community colleges in Massachusetts, offering more than 75 degree and certificate programs to over 9000 degree-seeking students and over 13,000 students in non-credit, short-term courses. At MCC "everyone teaches, everyone learns," is a statement and sentiment that is at the core of our mission. MCC was founded in 1970 and has grown to be one of the largest public community colleges in MA MCC offers more than 70 degree and certificate programs in Liberal Arts, Business, Health, Human Services, Science and Technologies. MCC's strives to be collaborative in nature and innovative in practice; the school educates, engages, and empowers a diverse community of learners. Through transformative opportunities, MCC challenges and supports every student to succeed and lead. Recognizing equity and inclusion as the foundation for excellence and creativity, MCC meets the evolving educational, civic and workforce needs of our local and global communities. The OSY program is designed to reach youth in Lowell that have dropped out of school. Through the extensive efforts and reputation of the program, students have found renewed hope and opportunities to change the direction of their lives. Students must make a commitment to work with

staff, attend classes, follow through on assignments, and job searches. Students are supported in returning to school, attaining their high school equivalency, enrolling in certificate or other training programs, college or employment.

The CCL is a member of the One Stop Career Center System in the Commonwealth. The CCL operated under the direction of the City of Lowell and is chartered by the Greater Lowell WIB and provides valuable career and job services to the citizens and businesses of Greater Lowell. The CCL is a City of Lowell Department and follows all City requirements, policies and regulations. Funding is provided through multiple sources including federal, state and local agencies. Currently the CCL operates/manages 30+grant programs. Services are provided to youth, adults, veterans, persons with disabilities, older works and low-income individuals. Business involvement plays a major role in the services offered by the CCL. More than 500 local businesses utilized the services of the CCL in the past year.

2. *Describe staffing of program as it relates to this program.*

MCC: Staff involved in OSY at MCC: Maria Cunha, Associate Dean and Program Director, is a full-time employee at MCC and will be devoting a minimum of ten hours a week of oversight for OSY. Ms. Cunha has extensive experience designing and managing successful programs for both in- and out-of-school at-risk youth. These include Student Connections, Lowell Careers Pathways for Youth, and the MCC Out-of-School Youth Development Center. An additional part-time MCC Program Assistant/Case Manager, Analise Saab, will work with individual students to provide individual supportive services and progress tracking twenty hours/week. Office and program support will be provided by work study students. These positions are subsidized through federal financial aid and not charged to the grant. Students assist with intake, scheduling pre-tests, general correspondence, tracking and other tasks as assigned.

CCL: The CCL staff has combined experience of 40 years providing excellent workforce development services to youth in the Greater Lowell Area and the CCL Youth Career Advisors will conduct activities as stated in this proposal as well as co-case manage participants with MCC staff. The CCL Manager will provide oversight and management of the staff.

Lowell Adult Education Center (Subcontractor): HiSET Instruction is contracted with the Lowell Adult Education Center.

3. *Provide a job description for each position to be funded by this proposal. Include resumes of existing staff or job descriptions of staff to be hired. Attached*

E. Program Operations (5 points)

Facilities providing services should be in full compliance of American with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1974 as well as other applicable Federal and State laws.

The CPI program will be held at Middlesex Community College, Lowell Campus, Room 116 and at the Career Center of Lowell at 107 Merrimack Street. The facilities are centrally located in downtown Lowell, handicapped accessible and equipped with classrooms and access to computer labs. The partners have access to staff with knowledge of the educational accommodations required for persons with disabilities and provides services in compliance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1974 as well as other applicable federal and state laws relating to serving students with disabilities or those requiring special accommodations.

Attachment B: WIOA Elements

Please provide a description of all the elements you plan to provide to WIOA participants.	
WIOA ELEMENTS	Description of Activities
<p>1. Tutoring, study skills, instruction, & evidence based dropout prevention & recovery strategies that lead to the completion of requirements for high school or Hi-SET</p>	<p><u>Offered through OSYDC.</u></p> <p>Preparation will include classroom instruction in five subjects: Language Arts Reading, Language Arts Writing, Social Studies, Science, and Mathematics. Additionally, students have access to HiSET Academy, an online tool that provides assessment and instruction in all five subject areas. Youth needing English Language Instruction will have the opportunity to participate in <i>Bridge to College</i> and the <i>English Learning Institute</i> at MCC. Introduction to Internet use and keyboarding will also be an integral part of the curriculum. Attainment of computer skills is necessary for students to access DESE websites for online practice tests and the HiSET curriculum, as well as for success in post-GED and HiSET educational goals. Students have access to the Program Assistant/tutor as well as MCC tutors in addition to activities to support their service plan/contract; additional details appear under Program Elements section.</p>
<p>2. Alternative secondary school services or dropout recovery services</p>	<p><u>By referral.</u></p> <p>OSY students expressing interest in returning to school meet with the Associate Dean/Project Director or Program Assistant/Tutor who will assist them in seeking an alternative secondary school option through referral to MCC’s Lowell Middlesex Academy Charter School (LMACS), a high school reentry program for area residents who have previously dropped out of school or who are at great risk of doing so, or Shriver Job Corps.</p>
<p>3. Paid and unpaid work experiences that have an academic & occupational education: <i>summer & year round employment opportunities, pre-apprenticeship, internships, job shadowing and on the job training</i></p>	<p><u>Through the Career center of Lowell.</u></p> <p>CCL has been providing work experience through summer and year round job experiences for more than 30 years. The following is a partial list of worksites that have been used in the past two years: Acre Family Day Care, Boys and Girls Club, City of Lowell, Cultural Organization of Lowell, Coalition for a Better Acre,</p>

	<p>Community Teamwork Inc, Gr. Merrimack Valley Convention and Visitors Bureau, Gr. Lowell Technical High School, International Institute, Light of Cambodian Children, Lowell Community Health Center, Lowell Day Nursery, Lowell Housing Authority, Lowell Humane Society, National Historic Park, Lowell Telecommunications, Merrimack Valley Food Bank, National Senior Network, Pollard Library, New England Interstate Water Pollution Control, Center for Hope and Healing, The WISH Project, Ramalho’s West End Gym, YWCA of Lowell. See sample worksite agreement attached. In addition to these worksites, the CCL has engaged potential private sector employers that are interested in participating either as a subsidized worksite, or an OJT arrangement or to provide additional services such as mock interviewing or guest speaking.</p>
<p>4. Occupational skills training which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved.</p>	<p><u>MCCs OSYDC and the CCL will offer occupational skills training opportunities.</u></p> <p>As one the largest community colleges in the Commonwealth, MCC has a wide range of non-credit and credit career programs. These include Home Health Aide/CNA training, Computer Applications/MS Office, CPR & First Aid, Accounting, Personal Training, OSHA, ServSafe and many others. These certificate opportunities will be available to participants and paid through the grant. The CCL can provide Individual Training Accounts (ITAs) to enable participants to take advantage of occupational training and advanced training through the many vendors in the workforce development system.</p>
<p>5. Comprehensive guidance & counseling, which may include referrals for drug and alcohol counseling</p>	<p><u>MCC OSYDC and CCL staff will provide case management relative to their roles.</u></p> <p>OSYDC participants will meet with the Program Director and/or Program Assistant/Case Manager on a regular basis to constantly re-assess successes and obstacles to reaching their goals. The Program Director and Program Assistant/Case Manager will monitor attendance and follow up with students with high absenteeism and chronic tardiness. The Program Director and Program Assistant/Case Manager will maintain a confidential and comprehensive file for each participant that includes intake information, results of academic and career assessments, attendance records, referral information and other personal documents. Summary notes of weekly meetings with participants are maintained</p>

	<p>in the students' files, as well as other documentation regarding services and referrals. The Program Director and Program Assistant/Case Manager play a critical role in student retention providing individual outreach, referral and support. The individual meetings provide an opportunity to discuss student progress as well as issues or concerns. Through these meetings the Program Director and Program Assistant/Case Manager is often able to address barriers and identify appropriate strategies for meeting a challenge before they become insurmountable and the student withdraws from the program. The CCL staff will offer similar types of ongoing support and monitoring relative to the work experience, OJT, and job placement. CPI program staff will refer students to outside resources to assist with housing and community health situations, alcohol and drug abuse treatment, counseling services, and domestic violence resolution.</p>
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Please provide a description of all the elements you plan to provide to WIOA participants.	
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WIOA ELEMENTS	Description of Activities
<p>6. Leadership development opportunities, which may include community & peer centered activities</p>	<p>This is not offered directly through The Out of School Youth Career Pathways Initiative.</p>
<p>7. Supportive Services, i.e: meals, child care, housing, etc.</p>	<p><u>Primarily through case management.</u></p> <p>In addition to educational instruction and internship/work experience multiple resources and services will be available to encourage participants and help them develop important skills. OSYDC will offer informational interviews with businesses (guest speakers) and field trips to businesses such as nursing homes, healthcare facilities, and banking institutions. These services include tutoring and academic support, job readiness skills, financial literacy and how to manage money, and group support on a regular basis to help participants integrate the experiences they are gaining in the workplace.</p> <p>In addition CCL will offer workshops on job preparation and readiness skills and will include conducting a job search, developing a resume and cover letter, job interviews, and dressing for success. These workshops are presented through computer simulation programs, facilitated discussion, and role play of mock</p>

	<p>interviews. All students also receive individualized assistance when they are completing employment applications and going on interviews. Each participant will have an individualized service plan to document his/her individual pathway. Youth will participate and complete work readiness activities in order to prepare and increase workplace expectations (Signal Success, Career Ready 101, ACT); receive individualized job search assistance and tutorial; and receive guidance on completing job applications, interviewing, how to keep a job, and how to be safe on a job.</p> <p>Together the OSYDC and CCL will facilitate weekly meetings. OSYDC and CLL staff will use the time to review participants' progress, de-brief about worksite experiences, hold career pathway development opportunities, and develop a cohort of CPI participants for peer-to-peer support.</p>
<p>8. Adult Mentoring (for the period of participation and a subsequent period for a total of not less than 12 months)</p>	<p><u>NA, this program design does not directly provide adult mentoring.</u></p>
<p>9. Follow up Services (for not less than 12 months after the completion of participation)</p>	<p><u>OSYDC and CCL will maintain ongoing connection with CPI participants who use their services through the Out of School programming.</u></p> <p>Follow-up with participants will include checking in within the first month of enrollment in secondary, postsecondary, advanced training, or employment. Additional check in will occur at least once every month after exit for 12 months to make sure youth are continuing in their education, training or employment. If participants are experiencing difficulties, the Program Director or Youth Worker will meet with them and assist them in obtaining appropriate support services. Documentation pertaining to the attainment of credentials, certificates or diploma/equivalency will be maintained in case files for reporting purposes. Where youth are employed, data will be maintained in case files regarding earned wages. These documentation efforts will be coordinated with CCL. The CCL will do monthly follow up via social media, phone calls, e-mails and USPS if necessary.</p>
<p>10. Financial Literacy Education</p>	<p><u>Through the CCL.</u></p>

	<p>The CCL is acting as pilot site for a DOL project on financial literacy and will provide a curriculum that includes group meetings, advising, and eAPPs/mobile technology tools to support Financial Literacy curriculum. In addition, OSYDC and MCC staff will provide individualized counseling and workshops on financial aid, FAFSA, and financial planning for education.</p>
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Please provide a description of all the elements you plan to provide to WIOA participants.	
WIOA ELEMENTS	Description of Activities
11. Entrepreneurial Skills Training	<p><u>By referral, to college programs in Business, as well as resources such as the Merrimack Valley Small Business Center.</u></p> <p>MCC offers a certificate in Entrepreneurship in Small Business Management; this is not a direct offering of this OSYDC proposal, however students will be referred if they are indicate interest in entrepreneurship.</p>
12. Services that provide Labor Market and employment information about in-demand industry sectors, local occupations, career awareness, counseling, exploration	<p><u>Through CCL workshops for career preparation.</u></p> <p>CLL will provide information relating to Labor Market including Workshops, O*Net Online, Mass. Job Quest. CCL also utilizes job posts with the BSR (Business Service Representative) Unit; collaborates with the BSR Unit for job opportunities; and approaches employers that a customer is interested in working for, where appropriate/requested</p>
13. Post-Secondary Education/Training Activities that help young adults prepare to transition to postsecondary or training	<p><u>Provided as an essential service of the OSYDC to support the transition to college.</u></p> <p>The Program Director and Program Assistant/Case Manager will assist and support students in re-entry to postsecondary programs, provide assistance in for the admissions process and access to financial aid at MCC, as well as work with the Career Center to support students in obtaining employment. The location of the OSYDC directly in the main Lowell campus center where Admissions is housed strongly facilitates these services. Information regarding specific programs that educate and/or train students in the health, STEM fields, and manufacturing will be disseminated with all participants that express interest.</p>

<p>14. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster</p>	<p><u>CPI encourages academic support and preparation in conjunction with subsidized work experience or OJT.</u></p> <p>The CPI design integrates academic and career preparation so that participants will advance both educationally and in terms of securing long-term employment. A primary goal of the CPI is for all students to acquire improved academic skills and the completion of a high school credential as well as developing the skills and attitudes necessary to be successful in fulltime employment and a career in a field of their choice. Educational support include HiSET instruction, MCAS remediation on an individual basis, and ELL by referral to MCC resources.</p>
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**Greater Lowell Workforce Development Board
Division of City Manager's Office
WIOA Title I Year Round Youth Services
Out-of-School Youth Programs**

FY 2017 & 2018

Price Proposal Cover Sheet

Organization: Middlesex Community College

Mailing Address: 33 Kearney Square

Fiscal Person Contact: Gina Spaziani Telephone: 978.656.3145

City/Towns to Be Served: Lowell and surrounding communities

Email Address: spazianig@middlesex.mass.edu

Amount of Funding Request:

Total \$ 117,264.22

Youth Served

X **Out-of-School**

Project Performance Goals:

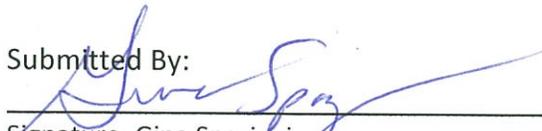
Total Participants:	<u>45</u>
Total Participants Completing Individuals Program Objectives:	<u>36</u>
Participant: Supervisor/or Instructor Ratio:	<u>N/A</u>

Duration:

Youth Activity (Start Date) 7/1/16 to 6/30/17 (End Date)

Signature of Authorized Representative for Your Organization:

Submitted By:


Signature, Gina Spaziani

Date

5/13/16

**PRICE
PROPOSAL**

WIOA Title I Youth Price Proposal

Price Proposal Contents Checklist

Place a check mark to indicate that each area has been addressed. Write N/A if not applicable.

Cover Sheet

Each section fully completed

Signed by authorized signatory

Minimum Qualifying Criteria

Signatory Authorization for Corporate Providers (If Applicable)

Signatory Authorization for Non-Corporate Providers (If Applicable)

Certification Regarding Debarment, Suspension and Other Responsibility Matters

Statement of Commitment to a Drug-Free Workplace

Certificate of Non Collusion

Audit Assurance Certification

Evidence of Commitment to Equal Opportunity, Nondiscrimination, and Affirmative Action

Budget & Budget Narrative

Budget Completed

Budget Narrative Completed

Indirect Rate included (if applicable)

Signatory Authorization for Corporate Providers

N/A to MCC

PROVIDER: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

COMPLETE ALL SECTIONS

MASSACHUSETTS OR FOREIGN CORPORATION

- Massachusetts Corporation
- Non-Massachusetts Corporation

A Non-Massachusetts Corporation is required to register with the Massachusetts Secretary of State to obtain an authorization to do business within Massachusetts. Attach a copy of such authorization to this form.

CORPORATE TAX STATUS

- For-Profit Corporation
- Corporation exempt from taxation under 501 [C] [3] of the Internal Revenue Code
- Corporation exempt from taxation under _____ of the Internal Revenue Code.

CERTIFICATE OF VOTE

The following statement must be completed and signed by the Clerk(s) of the corporation, or a Certificate of Vote authorizing a signatory to execute contracts on behalf of the corporation must be attached.

At a duly authorized meeting of the Board of Directors of _____ [Name of Corporation] held on [Date], in accordance with the by-laws of said corporation, it was voted that:

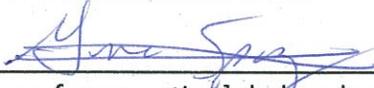
_____ and/or
NAME TITLE

_____ NAME TITLE

of the corporation be hereby authorized to execute contracts and bonds on behalf of the corporation and that such execution of any contract or obligation in this corporation's name on its behalf by the person so authorized shall be valid and binding on this corporation.

SIGNATURE OF CLERK: _____ DATE__

AFFIDAVIT OF COMPLIANCE

I , authorized signatory of _____
[name of corporation] do hereby certify that the above named corporation has filed with the
Secretary of State all certificates and reports required by MGL c.1563 s. 109 and MGL c. 180 s.
26A.

Signatory Authorization for Non-Corporate Providers

Name of entity: Middlesex Community College

Address: 33 Kearney Sq, Lowell MA 01852

Designate type of entity (e.g., sole proprietorship, partnership, local education agency, municipality, etc.):

State community college

Title of the staff position with authority to sign contracts: VP Administration & Finance

Name of the person currently filling this position: Gene Spaziani

Signature of authorized party Gene Spaziani
Date: 5/11/16

Certification Regarding Debarment, Suspension and Other Responsibility Matters
Primary Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register [Pages 19160-19211.]

BEFORE SIGNING THE CERTIFICATION, PLEASE READ THE INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION

1. The prospective primary participant certifies to the best of its knowledge and belief that it and its principals:
 - a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;
 - b. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public [Federal, State or local] transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of record, making false statements, or receiving stolen property.
 - c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity [Federal, State or local] with the commission of any of the offenses enumerated in paragraph [1] [b] of this certification; and
 - d. Have not within a three-year period preceding this application/ proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

GINA Spaziani, VP Administration & Finance

NAME AND TITLE OF AUTHORIZED SIGNATORY

Gina Spaziani

5/11/16

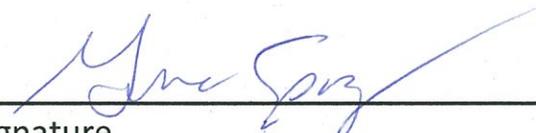
Drug Free Workplace Certification

I, Gina Spaziani, in representation of
(Print Name)

Middlesex Community College, do hereby certify
that
(Agency/Organization)

Middlesex Community College, has taken all
(Agency/Organization)

necessary measures to ensure a drug free workplace consistent with the **Drug Free Workplace Act of 1988**, as well as all applicable state laws.


Signature

5/11/16
Date

Certificate of Non-Collusion

The undersigned certifies under penalties of perjury that this bid or proposal has been made or submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

Gina Spaziani

(Printed name of individual submitting bid or proposal)

[Signature]

(Signature of individual submitting bid or proposal)

Middlesex Community College

(Name of Organization)

5/11/16

(Date)

Audit Certification

Check whichever is applicable.

A copy of my organization's most recent Audited Financial Statements or Single Audit (if applicable) is attached.

A copy of my organization's most recent Audited Financial Statements or Single Audit (if applicable) has already been submitted to GLWDB Staff.

As an entity of the Commonwealth of Massachusetts, a copy of my organization's most recent Single Audit is available on line at _____
(Indicate website)

Gina Spaziani
(Printed name of individual submitting bid or proposal)

Gina Spaziani
(Signature of individual submitting bid or proposal)

Middlesex Community College
(Name of Organization)

5/11/16
(Date)

Commitment to Equal Employment Opportunity/Affirmative Action/Non-Discrimination

I have attached my organization's Equal Opportunity/Affirmative Action/Non-Discrimination Policy.

Gina Spuziani
(Printed name of individual submitting bid or proposal)

Gina Spuziani
(Signature of individual submitting bid or proposal)

Middlesex Community College
(Name of Organization)

5/10/16
(Date)

Youth Program RFP Budget					
Vendor Name: Middlesex Community College					
Program Name: Out-of-School Youth					
Program Period: 7/1/16 – 6/30/17					
Funds Requested					
Category	Hourly Rate	Hours Per Week Worked	Hours Per Week Charged to this Proposal	# of Weeks Charged to this Proposal	Total Cost
Staff Positions					
Project Director/Case Manager, M. Cunha*	50.57	37.5	10.00	52.2	26,397.54
Program Assistant/Tutor, A. Saab	23.00		18.00	52.2	21,610.80
Other MCC Staff: HiSET/MCAS remediation support, ServSafe and CPR/First Aid Training	30.00		9.60	52.2	15,000.00
Subtotal Salaries					63,008.34
Fringes (Describe)					
Established fringe benefit rate at MCC:	35.17				9,284.01
Fringe benefits are the Commonwealth's cost for employee-related expenses including health and life insurance and the administration of these benefit programs, pension liabilities, terminal leave salaries. This rate is 33.5%. Payroll tax at 1.67% is added to the fringe rate for FT employees, for a total of 35.17%.					
Payroll Tax @ 1.67% (PT employees)	1.67				611.40
Payroll taxes are unemployment insurance, universal health insurance and Medicare tax.					
Health & Welfare Trust @ \$800 yearly per FTE .27 FTE					216.00
Subtotal Fringe					10,111.42
Other Costs					
Describe briefly - Explain fully in Narrative Section III					
Supplies: Books and materials	Textbooks for college courses as well as othre educational supplies				5,101.45
Other: Tuition	Individual tuition/fees for occupational and other training				9,264.00
Other: HiSET Testing/Retesting Registration					3,675.00
Subcontract					
LAEC-HiSET Classes					20,520.00
Subtotal Other					38,560.45
Subtotal OSY Budget					
					111,680.21
Indirect @ 5%					5,584.01
Total Amount requested					117,264.22
Note: The budget requests partial funding for the Director's salary. The full salary is \$98,990.78 plus fringe.					

2. Youth Program Budget Narrative

Provide a narrative justification of the following costs in the space provided as directed.

Staff positions-

Maria Cunha, Associate Dean/Program DirectorⓂ \$50.57/hr @ 10 hrs/wk x 52.2 weeks) Ms. Cunha is responsible for management oversight of the Out-of-School Youth Program. Her other tasks include preparing program components, scheduling activities for the year, recruiting students, providing orientation, conducting case management and following up with students and all reporting.

Program Assistant/Case Management Support/Tutor, Analise Saab: (\$23.00hr @ 18 hrs/wk x 52.2) weeks
The Program Assistant/Case Manager/Tutor will assist the program director with the administration of activities associated with the implementation of the program including but not limited to intake process, administration of HiSET pretests, enrollment in class, attendance, registration for HiSET, and other duties as determined by Program Director including case management support. She will assist the program director in overseeing daily program operations. He/she will work closely with teachers and students to provide individual tutoring to students needing the extra support on individual subjects.

Other departmental staff Instructors (\$500 hrs @ \$30/hr) will provide HiSET and MCAS remedial instruction for additional test support for students. This instruction will complement the instruction that Lowell Adult Education Center will provide and provide comprehensive MCAS remediation to those students who need to prepare for the MCAS retake in order to get their High School Diploma. Other staff time include instructors for ServSafe and CPR/First Aid Training as group training rather than individual tuition (priced below): Total Budget : \$15,000.00 *Please see **Subcontract** for LAEC budget.*

Fringe Benefits- Fringe benefits are the Commonwealth's cost for employee-related expenses including health and life insurance and the administration of these benefit programs, pension liabilities, terminal leave salaries. The fringe benefit rate is the cost of fringe benefits as a percent of salaries paid. The FY2017 fringe benefit rate proposal has been calculated at **35.17 %** for general full-time employees. Payroll taxes are unemployment insurance, universal health insurance and Medicare tax. The FY2017 payroll tax rate has been calculated at **1.67%**. In addition, the State requires MCC to collect a Health and Welfare Trust rate for non-state funded employees. The rate is \$800 a year per FTE. This has been prorated for 27%.

Other

Materials & Supplies. \$2500 is requested for books for students for the classes. An additional \$2601 is requested for other educational materials for students including notebooks, calculators, flash drives, and folders.

Tuition for students. It is estimated that 5 participants will enroll in the CNA program, 2 in Microsoft Applications, 4 in OSHA, 5 in ELL 1 & 2, and 5 in Bridge to College. The following is an estimate of the tuition costs.

<u>Name of Course</u>	<u>Hours</u>	<u>Provider</u>	<u>Tuition</u>	<u>Estimated # of Participants</u>	<u>Total</u>
Certified Nursing Assistant (CNA)	108	MCC or Commonwealth	\$950	5	\$4750
OSHA		MCC	\$129	4	\$516
Computer Applications (certificate)	36	MCC	\$499	2	\$998
English Learner Institute PAC	42	MCC	Free	5	0
IEL 101 & 102	84	MCC	\$400	5	\$2000
Bridge to College		MCC	\$200	5	\$1000
					\$9,264

HiSET Testing Registration: 30 students x \$101.50 per test is projected as per Educational Testing Service= \$3045. Retesting is estimated for 20 students at \$10.50/test x 3 retests= \$630; total of \$3,675

Subcontract

HiSET Classes: Lowell Adult Education Center (LAEC) provides 18 hours of instruction at \$30/hr x 38 weeks=\$20,520.

Indirect cost-

MCC has a federally approved indirect cost rate of 42% of direct salaries and wages including fringe benefits, but is charging only 5% to the direct charges of this grant proposal to cover administrative costs.

ORIGINAL

COLLEGES AND UNIVERSITIES RATE AGREEMENT

EIN: 046002284

DATE:02/04/2013

ORGANIZATION:

Middlesex Community College
Mass Community College Council
One Ashburton Place, Room 1401
Boston, MA 02108-1696

FILING REF.: The preceding
agreement was dated
04/08/2010

The rates approved in this agreement are for use on grants, contracts and other agreements with the Federal Government, subject to the conditions in Section III.

SECTION I: Facilities And Administrative Cost Rates

RATE TYPES: FIXED FINAL PROV. (PROVISIONAL) PRED. (PREDETERMINED)

EFFECTIVE PERIOD

<u>TYPE</u>	<u>FROM</u>	<u>TO</u>	<u>RATE (%)</u>	<u>LOCATION</u>	<u>APPLICABLE TO</u>
PRED.	07/01/2013	06/30/2016	42.00	On-Campus	All Programs
PRED.	07/01/2013	06/30/2016	25.00	Off-Campus	All Programs
PROV.	07/01/2016	Until Amended	42.00	On-Campus	All Programs
PROV.	07/01/2016	Until Amended	25.00	Off-Campus	All Programs

*BASE

Direct salaries and wages including all fringe benefits.

ORGANIZATION: Middlesex Community College Mass Community College
Council

AGREEMENT DATE: 2/4/2013

SECTION II: SPECIAL REMARKS

TREATMENT OF FRINGE BENEFITS:

Fringe benefits applicable to direct salaries and wages are treated as direct costs.

TREATMENT OF PAID ABSENCES

Vacation, holiday, sick leave pay and other paid absences are included in salaries and wages and are claimed on grants, contracts and other agreements as part of the normal cost for salaries and wages. Separate claims are not made for the cost of these paid absences.

OFF-CAMPUS DEFINITION: For all activities performed in facilities not owned by the institution and to which rent is directly allocated to the project(s), the off-campus rate will apply. Actual costs will be apportioned between on-campus and off-campus components. Each portion will bear the appropriate rate.

Equipment means an article of nonexpendable, tangible personal property having a useful life of more than one year, and an acquisition cost of \$500 or more per unit.

ORGANIZATION: Middlesex Community College Mass Community College Council

AGREEMENT DATE: 2/4/2013

SECTION III: GENERAL

A. LIMITATIONS:

The rates in this Agreement are subject to any statutory or administrative limitations and apply to a given grant, contract or other agreement only to the extent that funds are available. Acceptance of the rates is subject to the following conditions: (1) Only costs incurred by the organization were included in its facilities and administrative cost pools as finally accepted; such costs are legal obligations of the organization and are allowable under the governing cost principles; (2) The same costs that have been treated as facilities and administrative costs are not claimed as direct costs; (3) Similar types of costs have been accorded consistent accounting treatment; and (4) The information provided by the organization which was used to establish the rates is not later found to be materially incomplete or inaccurate by the Federal Government. In such situations the rate(s) would be subject to renegotiation at the discretion of the Federal Government.

B. ACCOUNTING CHANGES:

This Agreement is based on the accounting system purported by the organization to be in effect during the Agreement period. Changes to the method of accounting for costs which affect the amount of reimbursement resulting from the use of this Agreement require prior approval of the authorized representative of the cognizant agency. Such changes include, but are not limited to, changes in the charging of a particular type of cost from facilities and administrative to direct. Failure to obtain approval may result in cost disallowances.

C. FIXED RATES:

If a fixed rate is in this Agreement, it is based on an estimate of the costs for the period covered by the rate. When the actual costs for this period are determined, an adjustment will be made to a rate of a future year(s) to compensate for the difference between the costs used to establish the fixed rate and actual costs.

D. USE BY OTHER FEDERAL AGENCIES:

The rates in this Agreement were approved in accordance with the authority in Office of Management and Budget Circular A-21, and should be applied to grants, contracts and other agreements covered by this Circular, subject to any limitations in A above. The organization may provide copies of the Agreement to other Federal Agencies to give them early notification of the Agreement.

E. OTHER:

If any Federal contract, grant or other agreement is reimbursing facilities and administrative costs by a means other than the approved rate(s) in this Agreement, the organization should (1) credit such costs to the affected program, and (2) apply the approved rate(s) to the appropriate base to identify the proper amount of facilities and administrative costs allocable to these programs.

BY THE INSTITUTION:

Middlesex Community College Mass Community College Council

(INSTITUTION)

Kathleen Rich

(SIGNATURE)

Kathleen R Rich

(NAME)

Comptroller

(TITLE)

3/20/13

(DATE)

ON BEHALF OF THE FEDERAL GOVERNMENT:

DEPARTMENT OF HEALTH AND HUMAN SERVICES

(AGENCY)

Darryl W. Mayes

(SIGNATURE)

Darryl W. Mayes

(NAME)

Regional Director, Division of Cost Allocation

(TITLE)

2/4/2013

(DATE) 1178

HHS REPRESENTATIVE: Ryan McCarthy

Telephone: (212) 264-2069

**Greater Lowell Workforce Investment Board
Division of City Manager's Office
WIOA Title I Year Round Youth Services
Out-of-School Youth Programs**

FY 2017 & FY 2018

Price Proposal Cover Sheet

Organization: Career Center of Lowell

Mailing Address: 107 Merrimack Street

Fiscal Person Contact: Michael Durkin Telephone: 978-805-4808

City/Towns to Be Served: Northern Middlesex Service Delivery Area

Email Address: Michael.Durkin@cclowell.org

Amount of Funding Request:

Total \$115,330

Youth Served

Out-of-School

Project Performance Goals:

Total Participants:	<u>45</u>
Total Participants Completing Individuals Program Objectives:	<u>36</u>
Participant: Supervisor/or Instructor Ratio:	<u>N/A</u>

Duration:

Youth Activity (Start Date) 7/1/16 to 6/30/17 (End Date)

Signature of Authorized Representative for Your Organization:

Submitted By:  5/13/16
Signature Date

PRICE PROPOSAL

FY 2017 WIOA Title I Youth Price Proposal

Price Proposal Contents Checklist

Place a check mark to indicate that each area has been addressed. Write N/A if not applicable.

Cover Sheet

X Each section fully completed

X Signed by authorized signatory

Minimum Qualifying Criteria

X Signatory Authorization for Corporate Providers (If Applicable)

X Signatory Authorization for Non-Corporate Providers (If Applicable)

X Certification Regarding Debarment, Suspension and Other Responsibility Matters

X Statement of Commitment to a Drug-Free Workplace

X Certificate of Non Collusion

X Audit Assurance Certification

X Evidence of Commitment to Equal Opportunity, Nondiscrimination, and Affirmative Action

Budget & Budget Narrative

X Budget Completed

X Budget Narrative Completed

N/A Indirect Rate included (if applicable)

Signatory Authorization for Non-Corporate Providers

Name of entity: Career Center of Lowell

Address: 107 Merrimack Street, Lowell Ma 01852

Designate type of entity (e.g., sole proprietorship, partnership, local education agency, municipality, etc.):

Municipality

Title of the staff position with authority to sign contracts: Executive Director

Name of the person currently filling this position: Shannon Norton Calles

Signature of authorized party  Date: 5/13/16

Certification Regarding Debarment, Suspension and Other Responsibility Matters
Primary Covered Transactions

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register [Pages 19160-19211].

BEFORE SIGNING THE CERTIFICATION, PLEASE READ THE INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION

1. The prospective primary participant certifies to the best of its knowledge and belief that it and its principals:
 - a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;
 - b. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public [Federal, State or local] transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of record, making false statements, or receiving stolen property.
 - c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity [Federal, State or local] with the commission of any of the offenses enumerated in paragraph [1] [b] of this certification; and
 - d. Have not within a three-year period preceding this application/ proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Shannon Norton Calles, Executive Director

NAME AND TITLE OF AUTHORIZED SIGNATORY

SIGNATURE

DATE



5/13/16

Drug Free Workplace Certification

I, Shannon Norton Calles, in representation of
(Print Name)

The Career Center of Lowell, do hereby certify that
(Agency/Organization)

The Career Center of Lowell, has taken all
(Agency/Organization)

necessary measures to ensure a drug free workplace consistent with the **Drug Free Workplace Act of 1988**, as well as all applicable state laws.



Signature

5/13/14

Date

Audit Certification

Check whichever is applicable.

____ A copy of my organization's most recent Audited Financial Statements or Single Audit (if applicable) is attached.

X A copy of my organization's most recent Audited Financial Statements or Single Audit (if applicable) has already been submitted to GLWDB Staff.

____ As an entity of the Commonwealth of Massachusetts, a copy of my organization's most recent Single Audit is available on line at _____
(Indicate website)

Shannon Norton Calles
(Printed name of individual submitting bid or proposal)


(Signature of individual submitting bid or proposal)

Career Center of Lowell
(Name of Organization)

5/13/16
(Date)

Commitment to Equal Employment Opportunity/Affirmative Action/Non-Discrimination

I have attached my organization's Equal Opportunity/Affirmative Action/Non-Discrimination Policy.

Shannon Norton Calles

(Printed name of individual submitting bid or proposal)



(Signature of individual submitting bid or proposal)

Career Center of Lowell

(Name of Organization)

5/13/16

(Date)

Affirmative Action/Equal Opportunity is the Law

The Career Center of Lowell is prohibited from discriminating on the grounds of race, color, religion, sex, national origin, age, disability, sexual orientation, veteran's status political affiliation or belief, and for beneficiaries only, citizenship or participation in programs funded under the Workforce Innovation and Opportunity Act (WIOA), in admission or access to, opportunity or treatment in, or employment in the administration of or in connection with, any WIOA funded program or activity.

Complaints of discrimination on the basis of race, color, religion, sex, age, disability, sexual orientation, veteran's status, national origin, political affiliation or belief, and for WIOA participants in a WIOA funded program should be addressed to the Career Center, AA/EEO Officer/Complaint Officer.

Complaints and information involving fraud, waste, abuse or criminal activity should be reported directly and immediately to: US Department of Labor, Office of the Inspector General, Office of Investigation, 200 Constitution Avenue, Room S5514, Washington, DC 20210, Tel: 1-800-347-3756.

1A. Youth Program RFP Budget – Work Experience (If Applicable)

Vendor Name: Career Center of Lowell

Program Name: Work Experience

Program Period: 7/1/16- 6/30/17

Funds Requested \$115,330

Category	Hourly Rate	Hrs Per Week Worked	Hrs Per Week Charged to this Proposal	# of Weeks Charged to this Proposal	Total Cost
<i>Staff Positions</i>					
Assistant CC Manager	31.128	35	2	52.2	\$3,250
Young Adult Career Advisor 1	25.27	35	17	52.2	\$22,178
Young Adult Career Advisor 2	21.75	35	11	52.2	\$12,746
Subtotal Salaries					\$38,173
<i>Fringes (Describe)</i>					
	24 % of Salaries				Total Cost
					\$9,163
Subtotal Fringe					\$9,163
<i>Other Costs:</i>					
	Describe briefly - Explain fully in Narrative Section III				Total Cost
Premises	Building lease, maintenance, utilities, insurance				\$7,592
Supplies					
Travel	Mileage				\$600
Communications					
Equipment					
Participant Wages	Wages paid to program participants for hours worked				\$50,716
Participant Fringe	Fringe Benefits (FICA & workers comp) related to above				\$4,564
Other - Non-Personnel Services	Consummable supplies, postage, IT, telephone				\$3,522
Other - Support Services	Bus passes uniforms, tools				\$1,000
Other (Specify)					
<i>Subcontracts</i>					
Subtotal Other					
Grand Total					\$115,330

2. Youth Program Budget Narrative

Provide a narrative justification of the following costs in the space provided as directed. Attach additional space if necessary.

Staff Positions – Explain the function of each position. Justify the both number of hours charged per week for each position as well as the total weeks charged for each position.

Assistant Career Center Manager – This person is responsible for overseeing the program, supervising the Young Adult staff and ensuring that all program goals and objectives are met. Over the course of the project she will charge an average 2 hours per week to this program

Young Adult Career Advisor 1 – This person will be responsible for case managing program participants throughout the duration of the program. She will also help develop worksites, and provide job counseling and worksite supervision, as well as assist the Assistant Career Center Manager with program supervision. It is estimated that over the course of the program this will take an average of 17 hours per week.

Young Adult Career Advisor 2 – This person will be responsible for worksite supervision , as well as providing some counseling and case management services to program participants. It is estimated that over the course of the program this will take an average of 11 hours per week.

Fringe Benefits – Explain your fringe package.

Fringe Benefits are estimated at 24% of salaries. Fringe benefits include workers compensation, Unemployment Insurance, Medical insurance, Life Insurance and Retirement.

Other Costs - Fully explain and justify each proposed “Other” cost in the space provided. Describe why each is necessary to the proposed program.

Include the basis for calculating each cost. Examples for calculating costs may include but not necessarily limited to:

- Premises – total square feet x cost per square foot
- Supplies – historical date, cost per staff
- Travel – total estimated miles x rate per mile

Premises – This cost represents this grant’s projected equitable share of the cost of the 107 Merrimack Street’s building lease, utilities, insurance and maintenance. Cost are charged to a Premises cost pool and are subsequently allocated back to their benefiting grants based on a combination of square footage and time charges to the applicable grant/grant categories and/or cost pools.

Travel – This cost represents reimbursement to Young Adult staff for mileage incurred during the operation of this program. Staff are reimbursed at the city of Lowell rate of 54 cents per mile.

Participant Wages – This cost represents wages paid to eligible WIOA program participants for hours worked at worksites under this Work Experience program. Participants will work between 8 and 15 hours per week for 15 weeks, and will be reimbursed at a rate of \$10.00 per hour. The hours per week

and number of weeks of participation could vary. Beginning 1/1/17, participants will be reimbursed at a rate of \$11.00 per hour, consistent with the state's minimum wage.

Participant Fringe – This cost represents worker's compensation and FICA costs associated with the above. Estimated at 9% of participant wages.

Non-Personnel Services – This cost represents this grant's projected equitable share of the Career Center of Lowell's cost of information technology, telephone, copier lease, postage, and consumable supplies. Costs are charged to a Premises cost pool and are subsequently allocated back to their benefiting grants based on the time charged to those grants.

Support Services – This cost represents various support services for program participants that will assist them in succeeding in the program. They include but are not necessarily limited to bus tokens and/or bus passes, uniforms, and tools. The need will be determined by Young Adult program staff on an as needed basis.

**Program Planning Summary: Out-of-School
Out-of-School Youth Program Vendor**

FY 17 Participant Summary (*FY16 Vendors Only)

	FY16 Plan*	FY16 Actual*	% of FY16 Plan*	FY17 Plan
Enrollment				
New Participants	43	47	109.30%	40
Carry Over (From FY16)	2	0	N/A	5
Total	45	47	104.44%	45
Common Measures	FY16 Plan*	FY16 Actual*	% of FY16 Plan*	FY17 Plan
Credential Attainment	36	32	88.89%	36
Placement in Employment/ Post-Secondary /Advanced Training/ Military	36	32	88.89%	36
Measurable Skills Gains	TBD	TBD	TBD	TBD
	FY16 Plan*	FY16 Actual*	% of FY16 Plan*	
Total Exits	N/A	TBD	TBD	40

Please note: Goals for FY 17 are as follows unless the Commonwealth increases/decreases subsequent to 7/1/16.

Attainment of Degree/Industry Recognized Credential:	80%
Placement in Employment/Education/Training/Military	80%
Measurable Skills Gains	TBD

* Performances Measures are subject to change between now and July 1, 2016.

Middlesex Community College
Position Description

POSITION: Associate Dean/Program Director

GENERAL SUMMARY: Under the direction of the Dean of the Lowell Campus/Campus Manager, responsible for working with at risk youth and their families to provide alternative pathways to success by designing, developing and supervising programs that meet the needs of students who follow non-traditional paths. Continue to support those students as they enter MCC so that they complete courses and successfully finish academic programs that will prepare them to compete in an economy that demands more highly skilled workers.

ESSENTIAL JOB FUNCTIONS:

- Supervise and monitor WIA, SSYI, and CDBG grant funded programs at the Out of School Youth Development Center.
- Supervise and monitor the In-School WIA funded program at LHS.
- Maintain the grant budget; monitor funds and track expenditures in accordance with established policies and procedures; prepare grant related reports.
- Hire, direct and manage program staff.
- Provide case management to youth.
- Conduct, analyze and respond to quantitative and qualitative evaluations of at risk youth.
- Submit reports to funding sources on a monthly basis.
- Reach out and provide College information to community organizations and businesses.
- Provide interpreting/translation services to students and parents.
- Research and develop new programs designed to provide additional Alternative Pathways to Success.
- Work one-on-one with in-school and out-of school youth on matters of career awareness and exploration leading to opportunities for internships and employment;
- Build a corp. of business partners that will support these efforts by providing work opportunities.
- Represent the College as a member of the Immigration Commission.
- Represent the College as a member of the City of Lowell Youth Council.

OTHER DUTIES AND RESPONSIBILITIES:

- Promote and maintain responsive school and community relations.
- Maintain current knowledge of trends and practices in the field through peer association, attendance at seminars, study, and review of literature.
- Perform other related duties as required.

MINIMUM QUALIFICATIONS:

Duties require a Bachelor's degree and three to five years of related experience, extensive knowledge of dropout prevention programs and alternative educational opportunities. Skills in leadership, planning, supervision, and grant management are important. Bi-lingual capability preferred to more effectively interact with a community of diverse backgrounds, Ability to communicate effectively both verbally and in writing is required.

MARIA D. CUNHA

48 Winthrop Avenue, Lowell, Massachusetts 01851
978-459-2723

EXPERIENCE

1998-Present Middlesex Community College Lowell, MA
Associate Dean (2014-present)/ Program Director (1998-present)

- ❖ Responsible for overseeing the implementation of school to career initiative and dropout prevention and reentry program with Lowell High School.
- ❖ Work with diverse community organizations, business partners, school personnel, and families
- ❖ Work with students on matters relating to academic options and support programs.
- ❖ Maintain the grant budgets, monitor funds and track expenditures
- ❖ Hire, direct, and manage program staff
- ❖ Design and carry out programs aimed at meeting the needs of out of school youth between the ages of 16 and 24 years of age
- ❖ Facilitate student access to community programs, and educational institutions

1993–1998 Office of United States Representative Martin T. Meehan Lowell, MA
Director of Constituent Services

- ❖ Manage ten Congressional Aides in three district offices in the area of constituent services
- ❖ Serve as a liaison between numerous and diverse government agencies such as the U.S. Department of Veterans Affairs, U.S. Immigration and Naturalization Service, the Federal Deposit Insurance Corporation and the Internal Revenue Service to resolve constituent problems and promote local community concerns
- ❖ Organize Congressional events in the district, including forums featuring the First Lady and Cabinet members
- ❖ Coordinate Congressional appointments to the U.S. Military Service Academies by aggressively promoting the opportunities which the Academies offer to high school guidance counselors and students
- ❖ Represent the Congressman at public functions and speaking engagements
- ❖ Prepare press releases and talking points for official district events
- ❖ Develop and oversee the 5th District Veterans Advisory Committee
- ❖ Recruit and supervise college students participating in the district intern program

1981–1993 International Institute of Lowell Lowell, MA
Immigration Specialist

- ❖ Provided counseling, document preparation and document review to immigrant clients requiring assistance with refugee processing, adjustment of status and naturalization
- ❖ Served as a liaison between immigrant clients and the U.S. Immigration and Naturalization Service while providing the applicable advice and information to clients
- ❖ Spanish and Portuguese interpreter for clients, legal counsel, social service agencies and hospitals
- ❖ Provided assistance for non-English speaking clients dealing with federal and state agencies

1978–1981 Chelmsford Middle Schools Chelmsford, MA
Teacher

- ❖ Instructor of Spanish and French language and culture to middle school students

PROFESSIONAL SKILLS

- ❖ Fluent in Portuguese, Spanish and French
- ❖ Proficient in all areas of immigration and naturalization

EDUCATION

- ❖ Regis College - Weston, MA
B.A. Spanish and French (1978)
- ❖ Massachusetts Teacher Certification, Secondary Education

**Middlesex Community College
Out of School Youth Development Center**

JOB DESCRIPTION

Title: Program Assistant/Tutor (to be named) 19 hours/week-benefitted/grant-funded

Job Function: Assists the Program Director with administration of program and services for assigned students enrolled in the WIOA-funded Out of School Youth Program.

Reports to: Program Director, Out of School Youth Program

Responsibilities:

- Assist program director with the administration of activities associated with the implementation of the program including but not limited to intake process, administration of HiSET pretests, enrollment in classes, attendance keeping, registration for HiSET and other duties as determined by Program Director.
- Support Program Director in providing case management and individualized support to youth.
- Work closely with teachers and students to provide individual tutoring to students needing the extra support on individual subjects.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintain current knowledge of trends and practices in the field.
- Perform other related duties as required.

MINIMUM QUALIFICATIONS:

Duties require a Bachelor's degree and three to five years of related experience, extensive knowledge of dropout prevention programs and alternative educational opportunities. Bilingual (Spanish) capability preferred to more effectively interact with a community of diverse backgrounds, Ability to communicate effectively both verbally and in writing is required.

EXECUTIVE SUMMARY

Bilingual professional, with over nine years of experience volunteering and working with at-risk youth. Strong interest in direct service work, with a passion for engaging, teaching, mentoring, and creating opportunities for youth and young adults. Highly involved in the non-profit field, serving on several non-profit Boards in the Merrimack Valley region.

EDUCATION

University of Massachusetts Lowell
Candidate for M.Ed., Curriculum & Instruction
GPA 3.85

Lowell, MA
Expected Graduation May 2017

Lesley University
B.S., Human Services
Minor in Mathematics

Cambridge, MA
May 2014

Phillips Academy Andover
High School Diploma

Andover, MA
June 2009

EXPERIENCE

Middlesex Community College, Out of School Youth Development Center
Program Assistant / Case Manager to WIOA "Career Pathways Initiative" Program

Lowell, MA
July 2015 – Present

- Manage a caseload of forty-five students
- Track student progress through HiSET completion, work readiness training, higher education, certificate programs, and career development
- Organize soft skills workshops, mock interviews and job site tours for students
- Instruct students on creating resumes, building specific career-related skills, and postsecondary education planning
- Mentor students affiliated with the OSYDC
- Produce monthly reports submitted to funder (Workforce Development Board) and provide data to Program Director for reporting purposes
- Collaborate with grant partner, Career Center of Lowell, to enhance participant experience

HiSET & College Tutor / Program Assistant

August 2014 – June 2015

- Provide individualized tutoring and education plans to students studying to pass their HiSET Exam
- Tutor graduates of the GED/HiSET program, in all subjects at the college level
- Instruct students on creating resumes, building job-related skills, and seeking employment
- Mentor HiSET and Middlesex Community College students affiliated with the OSYDC

Saab Family Foundation

Program Director, Trustee

Lowell, MA
May 2010 – Present

- Establish systems and processes for collecting, distributing and evaluating grant and scholarship applications
- Engage in school/youth outreach resulting in a scholarship applicant pool of over 300 students in 2014
- Connect with non-profits leaders to build a competitive and effective non-profit grant cycle
- Complete site visits and assessments of non-profits seeking grant funding
- Review grant and scholarship applications annually
- Assess our grant and scholarship cycles annually, presenting recommendations for improvement to the Board of Trustees
- Meet with corporate and private funders to obtain sponsorships and share Foundation's mission and vision
- Develop all technological tools, including website, e-mail service, and online application processes
- Design, create and maintain Foundation's website
- Generate all e-mails and mailings sent from the Foundation
- Prepare for and attend board meetings, staff meetings and community non-profit workshops
- Complete all program and administrative tasks
- Partnered with the A.M.S.I. Foundation to organize a motivational speaking event, featuring Eric Thomas, attended by 2,900 students and community members
- Raised sponsorships to fund the cost of student tickets

Greater Lowell Community Foundation*Development Intern*

Lowell, MA

July 2013 – January 2014

- Created a non-profit assessment tool for staff, volunteers, and Board members to utilized during grant cycles and site visits
- Conducted site visits to local non-profit organizations
- Interviewed several well-known philanthropists and volunteers in the Merrimack Valley
- Collected and analyzed qualitative research on philanthropy in the Greater Lowell community
- Participated on grant and scholarship cycles

Housing Families, Inc.*Youth and Families Program Intern*

Malden, MA

August 2012 – December 2012

- Tutored children, ages seven to eighteen, who are homeless or at risk of becoming homeless
- Shared developmental observations of children with Education Specialist
- Collaborated with graduate-level counseling interns and shadow counselors during group therapy

Common Ground Development Corporation (Subsidiary of CTI)*Affordable Housing Intern*

Lowell, MA

May 2012 – August 2012

- Recreated company's webpage; updating information, adding options and improving site aesthetics
- Led a group of board members in revision of organization's mission statement and strategic plan
- Prepared for and attend board meetings, building meetings and staff meetings
- Researched public and private funding opportunities
- Analyze data on current affordable housing properties

Lowell Middlesex Academy Charter School*Teaching Intern*

Lowell, MA

January 2011 – December 2011

- Created the curriculum for and teach a Service-Learning class on legacy, volunteerism and social responsibility
- Led a group of teachers in analyzing school data to better understand student success
- Taught a senior-level math class
- Substitute taught and assistant taught all subjects at all high school levels

Middlesex Community College, Out of School Youth Development Center*GED Teacher & Tutor, All Subjects*

Lowell, MA

May 2010 – June 2011

- Researched subject areas of GED test, created lesson plans, and taught a class of five to twelve students focused on GED mathematics, social studies, language arts, reading, science, and essay writing prep
- Tailored lessons to fit individual students' needs
- Instructed students on creating resumes and building job-related skills
- Graded mock GED tests for the Out of School Youth Department

ADDITIONAL VOLUNTEER AND INTERNSHIP EXPERIENCESPortuguese American Senior Center of Greater Lowell, *Youth Group Coordinator*. 2005 – 2011Boys & Girls Club of Greater Lowell, *Summer Camp Counselor & Art Teacher*. 2010Boys & Girls Club of Lawrence, *Tutor*. 2008 – 2009Si, Se Puede Lawrence, *Tutor/Mentor*. 2006 – 2009Massachusetts Alliance of Portuguese Speakers, *Volunteer*. 2003 – 2004**RECENT NON-PROFIT BOARD MEMBERSHIP**

Community Teamwork Inc.

Greater Lowell Community Foundation

Lowell General Hospital

Lowell Middlesex Academy Charter School

Saab Family Foundation

Sociedade do Divino Espirito Santo (Holy Ghost Society)

UMass Lowell Saab-Pedroso Center for Portuguese Culture & Research

SKILLS

Language Skills: Portuguese (Fluent), Spanish (Conversational); Proficient in Microsoft Office Suites
Semi-Professional Photographer (refer to www.AnaliseSaabPhotography.com), Expert in Adobe Lightroom;
Competent with Web Development Tools, Familiar with Adobe Dreamweaver and Adobe Photoshop;
Certified Rescue SCUBA Diver; First Aid, CRP and AED Certified

City of Lowell
Career Center of Lowell

Job Description

Job Title: Executive Director

Department: Career Center of Lowell

Job Function: Has overall operational responsibility for the Career Center's staff and programs. Oversight and administration of the organization's federal and state funding. Responsible for the implementation and successful execution of the organization's programs.

Essential Duties & Responsibilities:

- Establish current and long-range goals, objectives, plans and policies, subject to approval by the City Manager and/or are subject to the authority vested in the position of the Executive Director.
- Plans and directs all negotiations pertaining to the award of grants, sub-grants, contracts, agreements, joint ventures and the acquisition of goods and services in accordance with the approved policies and procedures of the organization.
- Analyzes required performance plans and outcomes using Crystal reports as required by Federal, State and local performance standards. Executes, through delegation to appropriate management staff, the implementation of policies and procedures necessary to achieve the performance objectives of the organization, compares them to established objectives and takes steps to ensure that appropriate measures are taken to correct unsatisfactory results.
- Oversees the adequacy and soundness of the organization's financial, procurement, personnel, programmatic, monitoring, operational and other administrative requirements. Ensure that the fiscal audit and all federal and state program monitoring are successfully complete without findings
- Dispenses advice, guidance, direction and authorization to carry out plans and procedures, consistent with laws, regulations and policies issued by the appropriate funding sources, the Greater Lowell Workforce Development Board and the City of Lowell.
- Establishes and maintains an effective system of communications throughout the organization and with outside stakeholders.
- Represents the organization at all functions.

Supervisory Responsibilities: Lead, coach and develop senior level Managers who supervise employees in the Fiscal, Operations, and Programmatic Departments. Is responsible for the overall direction, coordination and evaluation of these units.

Job Description

Job Title: Executive Director

Page 2

Carries out supervisory responsibilities in accordance with the organization's policies, procedures and applicable laws. Responsibilities include interviewing, recommend for hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and discipline employees; addressing complaints, resolving problems, and increasing/decreasing the workforce.

Cost Allocation Classification: The person occupying this position must document and be able to support appropriate allocation of their time. The guidelines to be followed shall be the allocation plan of the City of Lowell Career Center of Lowell. This position is funded through the allocations of all agency State and Federal Grant funding sources.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Ability to read, analyze and interpret complex documents. Ability to respond effectively to sensitive inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups and/or Greater Lowell Workforce Development Board. Ability to coach staff, manage and develop high-performance teams and manage a budget.

Ability to work with mathematical concepts. Ability to apply principles of logic and dealing with practical problems. Ability to make data driven decisions.

Education and/or Experience: Bachelor's Degree from four-year college or university required, a Masters in Public Administration or Business Administration preferred, and three to five years experience in the administration of multi-level grants and contracts. Must have demonstrated experience in the administration of personnel and human resource and/or related programs.

Other Skills & Abilities: Must be knowledgeable of the executive judicial political process and State Massachusetts rules and regulations. A working knowledge of various Federal and State Laws, i.e. Equal Employment Opportunity (EEO), Americans with Disabilities Act (ADA), Workforce Innovation and Opportunity Act (WIOA), Wage and Hour, Family Medical Leave Act, Child Labor Laws, etc.

Track record of effectively leading a performance and outcomes based organization and staff
Ability to understand and be sensitive to the needs of the economically disadvantaged and dislocated worker.

Job Description

Job Title: Executive Director

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Must have excellent written and oral communication skills.
Ability to develop and maintain effective working relationships with others.
Ability to plan, schedule and execute assigned tasks.

Physical Demands: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk and hear.

Work Environment: The noise level in the work environment is usually moderate.

Organizational Relationship: Reports to the City Manager of Lowell

Hours of Work: 35 hours standard work week

Shannon Norton Calles

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137 Lincoln Parkway
Lowell, MA 01851

ph: 978.455.0958
Cell: 617.838.5794

FINANCIAL PROFESSIONAL/ORGANIZATIONAL DEVELOPMENT/SENIOR MANAGER

Strategic thinking, results oriented, senior manager with over 12 years of experience in Workforce Development. Experienced in State and Federal Grant Management. Expertise in continuous improvement resulting in better customer service, cost efficiencies, process improvements and best practices that have been adopted by other One Stop Career Centers. A technology-oriented, “big picture” thinker who engages and energizes staff to see projects through and achieve optimum results.

MANAGEMENT COMPETENCIES

- **Federal & State Grants Administration**
 - **Staff Development**
 - **Continuous Improvement**
 - **Financial Reporting/Budget Control**
 - **Organizational/Strategic Planning**
 - **Federal Performance Measures**
 - **WIOA Regulations**
 - **MUNIS & MOSES Databases**
-

PROFESSIONAL SUMMARY & ACCOMPLISHMENTS

Career Center of Lowell -Lowell, MA

Interim Executive Director

(March, 2016- Present)

Assistant Director

(2013-February 2016)

Fiscal Manager

(2003- 2013)

Originally hired as the Fiscal Manager to oversee all aspects of grant financial management. Promoted to Assistant Director in 2013. Responsibilities increased at that time to include providing a variety of leadership functions to assist the Career Center Executive Director in overseeing day-to-day operations while working towards achieving workforce development goals and objectives. Currently serving as Interim Executive Director with responsibility for oversight of all facets of Career Center operations.

PROFESSIONAL SUMMARY

- Responsible for fiscal grant management for dozens of Federal and State Grants including budgeting, grant financial reporting, contract management, accounts payables/receivables and payroll.
- Oversee all outside auditing and monitoring of Federal and State Grants
- Serving as department HR Coordinator as a liaison to the City of Lowell’s HR department to coordinate all HR activities and resolve HR issues pertinent to the Career Center
- Oversee Career Center department managers and conduct bi-weekly management team meetings
- Represent the Career Center at all state-wide policy meetings and ensure that all grant policies, regulations, and directives are fully implemented
- Participate in state-wide workgroups to formulate workforce development activities with the Greater Lowell Workforce Development Board
- Comprehensive knowledge of MUNIS accounting system, MOSES (One Stop CC database), &MS Office
- Comprehensive knowledge of all federal, state, and local (30B) procurement regulations
- Detailed understanding of all Career Center state and federal grant financial and programmatic rules and regulations

ACCOMPLISHMENTS

- The Career Center of Lowell ranked first in the state for Workforce Investment Act Title I Adult & Dislocated Worker performance for FY15, outperforming fifteen other local workforce areas
- The Career Center of Lowell ranked first in the state in placing public assistance (TANF) recipients into jobs for FY15, outperforming twenty five other program operators in the State
- Selected to join the Career Center Standards Sub Committee of the State’s Workforce Board that determined the standards for Massachusetts’ Career Centers as required by the Workforce Innovation and Opportunity Act
- Developed grant accounting procedures that the Massachusetts Division of Career Services has put up as a state-wide model

- First in the state to develop and submit a proposed Indirect Rate and Cost Allocation Plan to the Massachusetts Division of Career Services as required by the new USDOL Uniform Guidance. Key member of the team to develop State Policy on Indirect Rate calculations and submittal process
- Increased Career Center efficiency and productivity resulting in enhanced customer service by implementing the following:
 - Streamlined the Summer Youthworks application process to partner with the local High Schools resulting in reduction in staff time and better service to the youth who do not have to come to the CCL twice before getting selected for the program
 - Initiated an on-line paperless summer jobs application procedure
 - Simplified the process for customers to meet with Career Advisors resulting in expediting Customers accessing training and career advice
 - Spearheaded staff development resulting in a total of nine Career Advisors becoming Certified Professional Resume Writers (a nationally recognized certification),with an additional six now testing for it
 - Re-aligned staff responsibilities which allowed us for the first time to devote a staff member full time to our customer Resource Room to serve as the Resource Room Navigator, providing consistent valuable technical and job search assistance to our customers
 - Creation of a 2 ply Career Action Plan form; staff now do not have to photocopy CAPs which was wasting valuable customer time
- Spurred the implementation of multiple technology advancements that include the following:
 - Installation of customer Wi-Fi which will allow us to double capacity in our computer lab and serve up to twenty five customers at a time, currently limited to twelve customers
 - Installation of two Smart Boards (interactional white boards) which allows our staff to present in an ultra modern environment which enhances our customer workshop experience
 - Installation of a robust up-to-date Voice Over IP telephone system with features and capabilities (teleconferencing, webinars) that will enhance staff productivity and customer service
 - Part of the team to update the Career Center Website to a more modern, user friendly interface

Northeastern University- Boston, MA

Accounting Manager

(2001-2003)

Reported to the Director of a NASA funded commercial space center. Responsible for all fiscal and administrative duties of the center. Supervision of a part time administrative assistant and work-study students

Casa Myrna Vazquez, Inc. -Boston, MA

Staff Accountant/Deputy Director of Finance and Administration (1995- 2001)

Reported to the CFO at New England’s largest battered women and children’s organization with a \$5 million annual budget and 100+ employees

EDUCATION

M.B.A.

Northeastern University

Boston, MA

B.S. Accountancy

Bentley University

Waltham, MA

VOLUNTEER/BOARD EXPERIENCE

Greater Lowell Workforce Development Board

Lowell, MA

Member

2016

Pollard Memorial Library Board of Trustees

Lowell, MA

Trustee

2013-Present

The Center for Hope & Healing (Greater Lowell Rape Crisis Center)

Lowell, MA

Treasurer, Board of Directors, Finance Committee Chair

2014-Present

Jane Doe, Inc. –MA Coalition- Sexual Assault & Domestic Violence

Boston, MA

Treasurer, Board of Directors, Finance Committee Chair

2004-2013

City of Lowell
Career Center of Lowell

Job Description

Job Title: Assistant Career Center Manager

Department: Career Center of Lowell

Job Function: To assist the Career Center manager by coordinating and managing the day to day operations of Young Adult services within the Career Center of Lowell, as well as assisting in coordinating the day to day operations of service delivery to the WIOA Adult and Dislocated worker populations. Serves as the coordinator of services to the Career Center of Lowell's customers with disabilities population. Provides case management services to WIOA Adult and Dislocated Worker populations.

Duties and Responsibilities:

- Supervise Young Adult Career Advisors by overseeing the daily activities in the Young Adult Career Center within the Career Center of Lowell
- Oversee and direct staff in providing the young adult with accessing occupational, educational or vocational information.
- Ensure that management directives are carried out and fully explained to the staff in the Career Center.
- Oversee WIOA Title I Youth Work Experience program staff
- Oversee the CCL Youthworks Year Round Program
- Provide technical assistance and support to staff regarding the various funding sources, policies and procedures of the Career Center of Lowell..
- Work with customers who enroll in WIOA Adult and Dislocated Worker funded programs by providing ongoing assistance in developing a MOSES Case Management plan which may lead to training or reemployment.
- Guide customers through ITA process
- Coordinates weekly case management meetings and quality checks training packages completed by co-workers to insure compliance with applicable policies and procedures of the funding sources.
- Assists the customer by providing job development
- Oversee Career Center Disability Resource Coordinator
- Update MOSES as necessary
- Review and assist staff with the approval of ITA's for Career Center customers enrolled into WIOA Title I programs to ensure compliance with federal and state procurement procedures
- Utilize Crystal reports to ensure that program performance objectives are met.
- Assist and provide one-on-one support to staff in providing up front career assessment, exploration and job development services to Career Center customers.
- Provide technical assistance and support to staff in the use of MOSES Case Management system.
- Attend meetings as required.

Job Description

Job Title: Career Center Manager

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Supervisory Responsibilities: Career Center staff

Cost Allocation Classification: The person occupying this position must document and be able to support appropriate allocation of their time. The guidelines to be followed shall be the allocation plan of the City of Lowell/Career Center of Lowell. This position is funded through the WIOA and various other applicable Career Center of Lowell funding sources.

Qualifications Requirements: Ability to read, analyze and interpret technical materials. Ability to respond to sensitive inquiries or complaints from customers, funding sources, the City of Lowell, the WDB or members of the business community. Ability to effectively manage and motivate personnel.

Education and/or Experience: A minimum of 5 years experience in a Workforce Development system preferred, with at least two years of responsible and continuous supervisory experience. Substitution: A bachelor's degree from an accredited college or university with two to four years responsible and continuous management experience in a Human Resources or employment and training field.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percentages based on established guidelines published by the State and/or Federal government.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of information and instructions furnished in written, oral diagram, or graphic form.

Certificates, Licenses, Registrations: Must possess a valid driver's license.

Other Skills and Abilities: Ability to understand and be sensitive to the needs of the economically disadvantaged and dislocated worker. Must have excellent written and oral communication skills and be able to maintain detailed records on an automated and/or manual system. Ability to develop and maintain effective working relationships with others. Ability to plan, schedule and execute all assigned duties effectively. Proficient with current computer hardware and software.

Physical Demands: Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands to finger for calculator and computer mouse and talk and hear. Specific vision abilities required by this job include close vision, color vision and the ability to adjust focus.

Work Environment: The work environment is very fast paced.

Organizational Relationship: Reports to Career Center of Lowell Manager

Hours of Work: 35 hours standard work week

Heather Donovan

94 Vernon Street • Lowell, MA 01850 • Phone: 978-265-9846 • Email: HeatherSerrats@aol.com

A committed and outgoing professional who is dedicated to assisting young adults and adults in the Lowell community to better themselves both academically and professionally. A heavy emphasis on community involvement in my career has led to strong community partner relationships that I have personally cultivated that have spanned years. An in depth knowledge and skill base of the workforce development efforts and labor market within this city give me knowledge as well as skill when assisting new members of the workforce in gaining marketable skills.

EDUCATION

University of Massachusetts at Lowell

Bachelor of Arts, 2009 – Major: Criminal Justice; Minor: Psychology

- Received Academic Scholarships from the Lowell Police Department, the Rotary Club and Lowell High School.
- High-level courses completed include: Adolescent Psychology, Psychology and Women, Forensic Psychology, Social Psychology, Data Analysis, and Research Basics in Psychology.

EXPERIENCE

City of Lowell-Career Center/GLWIB, Lowell, MA

Young Adult Career Advisor, November, 2013 to Present

- Oversee YouthWorks Year Round Program run via Grant money from Commonwealth Corporation, employing between 40-80 young adults aged 17-21 throughout the Lowell Community.
- Oversee Young Adult Department summer program, grant funded, employing 230-350 young adults aged 14-21 in 60-80 various worksites (community partners) across the Lowell area.
- Case Management of YouthWorks Year Round participants, Young Adult Department Summer Participants, WIOA participants, Safe and Successful Youth Initiative (proven risk) participants including site visits to their work location across the community.
- Develop and Maintain strong relationships and partnerships with local schools, private business, city and state offices, and various non-profit organizations.
- Plan, design and implement staff trainings for summer staff hired to assist in overseeing the Young Adult Department Summer program as well as new staff to the Young Adult Department.
- Complete various databases, tracking everything from attendance at workshops and job placements to case management notes and assessments including but not limited to: MOSES, Apricot, CommCorp, MWBLP.
- Assist work site supervisors with reviews on performance and job skills of young adult participants.
- Plan and implement job skills training workshops with all young adult participants, ensuring youth receive between 15-20 hours of work readiness while gaining hands on work experience including but not limited to Holland Codes, Strong Interest Inventory, Career Clusters, Interview skills, Massachusetts Job Quest, Cover letter and Resume, etc.
- Design and implement a yearly worksite supervisor training for all community partners hosting a Career Center Young Adult intern to encompass 60-80 varied partners across the City of Lowell.
- Plan, design, schedule and deliver workshops to Workforce Investment Opportunity Act (WIOA) participants on Labor Market Research, Massachusetts Career Information System, Financial Literacy, basic work readiness skills.

Girl Scouts of Central and Western Mass., Worcester, MA

Outreach Supervisor, September, 2009 to February, 2011

- Recruited, trained, and supervised one to four part time program staff.
- Developed and maintained strong relationships and partnerships with local schools and organizations.
- Created and implemented academic enrichment programs, including various STEM programs, and activities for 400 girls ranged in ages from five to eighteen.
- Ensured compliance with all guidelines and safety regulations.
- Managed girl records and membership dues.
- Worked closely with families to enable under privileged girls to participate in programming.

Community Teamwork Inc., Lowell, MA

Citizen Schools Campus Director, October, 2008 to September, 2009

- Recruited, trained and provided on-going support for approximately ten volunteers per semester who hosted Apprenticeship and job shadow programs for our participants.
- Created and implemented academic enrichment activities for eighty middle school students.
- Supervised and trained two full-time and five part-time program staff.
- Developed and maintained strong relationships and partnerships with local organizations, such as the LHS STEM program, and our host school.
- Ensured compliance with EEC Regulations and all safety guidelines.
- Managed database (PROMIS) including contact information, grades and attendance.
- Managed and maintained relationships with parents and guardians, including bi-weekly check ins.
- Worked in conjunction with families to create developmental improvement plans for children displaying at risk behaviors.

Assistant Campus Director, September, 2007 to October, 2008

- Assisted in training and supervising staff.
- Acted as the Volunteer Manager for the Campus, communicating and providing on-going feedback to volunteers.
- Planned and implemented field trips and campus-wide activities.
- Transcribed phone and in person interviews for Human Resources department.
- Led bi-weekly check ins with families both in person and over the telephone.
- Acted as Campus Director in her absence.

COMMITTEES

Greater Lowell Health Alliance Substance Use and Abuse Task Force

COMPUTER SKILLS

Proficient in Microsoft Word, Excel and Database Management

Social Media for Career Center Young Adult Department to include: Facebook, website content and Twitter

CERTIFICATIONS

First Aid, CPR, and AED certified

Young Adult Mental Health Certified First Responder

REFERENCES

Upon Request

City of Lowell
Career Center of Lowell

Job Description

Job Title: Career Advisor, Young Adults-Grant Funded Position
Department Career Center of Lowell (CCL)
Reports to: Career Center Manager

Job Summary: Provides core, intensive and career/employment services to young adults ages 16-24 for the Career Center of Lowell. To perform this job successfully an individual must be able to work in a fast paced, multi-cultural environment assisting young adults with any and all of their / job search/job placement/educational needs.

Essential Duties and Responsibilities:

- Develop /manage participants and job worksites for at-risk eligible young adults in the CCL summer and year round youth employment programs.
- Supervise worksites and young adult caseload on a regular basis, communicate to management any problematic occurrences and document information into various data bases.
- Develop and facilitate job readiness and employment skills workshops with young adult co-workers in a team environment.
- Participate in “team meetings” conducted by Manager for updates and most importantly to brainstorm ideas regarding policy, procedures and continuous quality improvement for the various grant funded programs and the CCL Young Adult Department.
- Assist young adults in the development of a Case Management Plan to document the next best steps for the young adult. Formulate plan with the young adult regarding barriers to employment.
- Recruit and outreach eligible young adults for grants and participation in the Young Adult Resource Room.
- Provide ongoing career counseling and direct job placement services to young adults 16-24 and utilize occupational, educational and labor market information to aid the young adults in making and carrying out a plan for both short term and long term goals that will lead to self-sufficiency.
- Assist young adults with the achievement of career/educational/employment goals related to their skills, interests and abilities.
- Must be detailed oriented, ability to multi task and prioritize various job duties as assigned in a busy, multicultural Young Adult Career Center environment.
- Case Manage program participant caseload and data enter into MOSES and other databases accurate detailed oriented documentation of services, referrals, incidents, case notes and assessments in compliance with State and agency policies and procedures.
- Assist management in preparing and analyzing department performance reports.
- Participate as part of a team to determine the young adult’s suitability for participation in WDB/CCL funded programs.
- Works with partners at the City, State and local CBOs on issues relating to Young Adults as needed.
- Markets the WIB/CCL young adult services to local school systems, business, labor and the public using Social Media such as Twitter, Facebook and LinkedIn

Job Description

Job Title

Career Advisor, Young Adults

Page 2

- Represents Career Center at community meetings involving young adult issues
- Other duties as assigned

Cost Allocation Classification: The person occupying this position must document and be able to support appropriate allocation of their time. This position is funded by agency State and Federal Grant funding sources.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Undergraduate Degree desired in the areas of Education, Counseling, Social Work, or Human Services. Five to three years experience working with Young Adults particularly those who are court/gang involved. Knowledge of local area community based organizations, supportive service agencies and educational institutions desired.

Language Skills: Bi-Lingual English/Spanish a plus, as well as the ability to read, analyze and interpret general business periodicals and federal and state regulations. Applicants must be able to present in a professional manner all CCL young adult program information, employment and work readiness practices to management, federal and state representatives as well as social service agencies.

Mathematical Skills: Ability to add, subtracts, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rates, ratios and percentages based on established guidelines published by the State and/or Federal government.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of information and instructions furnished in written, oral, diagram, or graphic form.

Certificates, Licenses, Registrations: Must possess a valid driver's license.

Other Skills and Abilities:

- Ability to understand and be sensitive to the needs of the at-risk Young Adult to include the homeless, economically disadvantaged, and court/gang involved young adults.
- Proficient in Windows 7 operating system and Microsoft Outlook, Word, Excel and general database knowledge. Familiar with Social Media
- Knowledge of resume development, job interview skills, job search skills, and case management skills a plus.
- Must have excellent written and oral communication skills and ability to document services into databases as needed (MOSES).

Job Description

Job Title

Career Advisor, Young Adults

Page 3

- Ability to work as part of a team oriented department and develop effective working relationships with co-workers.
- Strong customer service skills are mandatory.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear.

The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Hours of Work: 35 hours standard work week.

Zulaika Brens

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zbrens@gmail.com

Professional Overview

Dedicated professional with a strong background in the human service field. Bilingual/Bi-cultural individual with extensive experience working with the at risk youth population. Able to multi task, set and implement goals as well as meet deadlines. Moses trained with excellent communication and data entry skills.

Experience

- September 2013 **Youth Villages** Woburn, MA
to
May 2014 **Living Specialist**
- Provide 24-7 on-call clinical support and crisis management to caseload of 8 young adults aged 17 - 22 years old.
 - Create, develop and implement individualized treatment plans to promote independent living, housing stability, educational attainment, money management, and employment acquisition skills.
 - Maintain weekly contact with collaterals, including Department of Children & Families, Department of Mental Health, schools, families, and legal representatives.
- September 2011 **Emmaus Inc** Haverhill, MA
to
September 2013 **Case Manager**
- Screened applicants seeking emergency assistance through Department of Housing Community Development.
 - Conducted Prevention Assessment Screen to determine prevention services.
 - Provided families with referrals to meet with Homeless Coordinators and community based resources.
- June 2007 **Valley Works Career Center** Lawrence, MA
to
July 2010 **Youth Career Counselor**
- Provided career counseling to youth aged 16-21 seeking education/ occupational training and job search.
 - Completed comprehensive assessments of young adults to evaluate barriers to education as well as employment.
 - Provided case management and completed eligibility documentation in compliance with WIA Title I guidelines.
 - Conducted research in reference to education and local community resources available.
 - Assisted youth with job search and facilitated workshops related job readiness.
- January 2007 **Justice Resource Institute** Lowell, MA
to
June 2007 **Residential Counselor**
- Worked directly with homeless adolescents aged 16-20 in a residential independent living setting.
 - Assisted clients in job search assistance, financial planning, and educational problems.
 - Maintained daily log documentation on adolescents.
 - Participated in case conferences and staff meetings.
 - Made regular rounds to ensure that residents and areas are safe and secure.
 - Enforced rules and regulations to ensure the safety of all residents and other staff members.
- November 2005 **Lowell Public Schools** Lowell, MA
to
June 2006 **Tutor and Substitute Teacher**
- Provided private instruction to individual students to improve academic performance.
 - Communicated students' progress to students, parents or teachers in written progress reports, in person, by phone, or by email.
 - Collaborated with students, parents, teachers, school administrators, or counselors to determine

student needs, develop tutoring plans, or assess student progress.

November 2001
to
April 2005

**Pathways for Youth
Family Assistant**

- Maintained records and prepared reports for owner or management concerning visits with clients.
- Submitted/presented and reviewed reports to superiors.
- Interviewed individuals and family members to compile information on social, educational, criminal, institutional, or drug history.
- Provided information and refer individuals to public or private agencies or community services for assistance.
- Consulted with supervisor concerning programs for individual families.
- Advised clients regarding food stamps, childcare, food, money management, sanitation, and/or housekeeping.
- Visited individuals to provide information on agency services, requirements and procedures.
- Met with youth groups to acquaint them with consequences of delinquent acts.

Education

May 2005

**Metropolitan College of New York
Bachelors of Professional Studies: Human Services**

New York City, New York

Skills

- Critical thinking skills
- Organizational skills
- Microsoft Proficient: Word, Power Point, Outlook and Publisher
- Ability to facilitate groups.
- CPR and First Aid Certified.