

BOSTON CAREER LINK



Morgan Memorial Goodwill Industries



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THOSE MOST IN NEED OF CAREER CENTER SERVICES

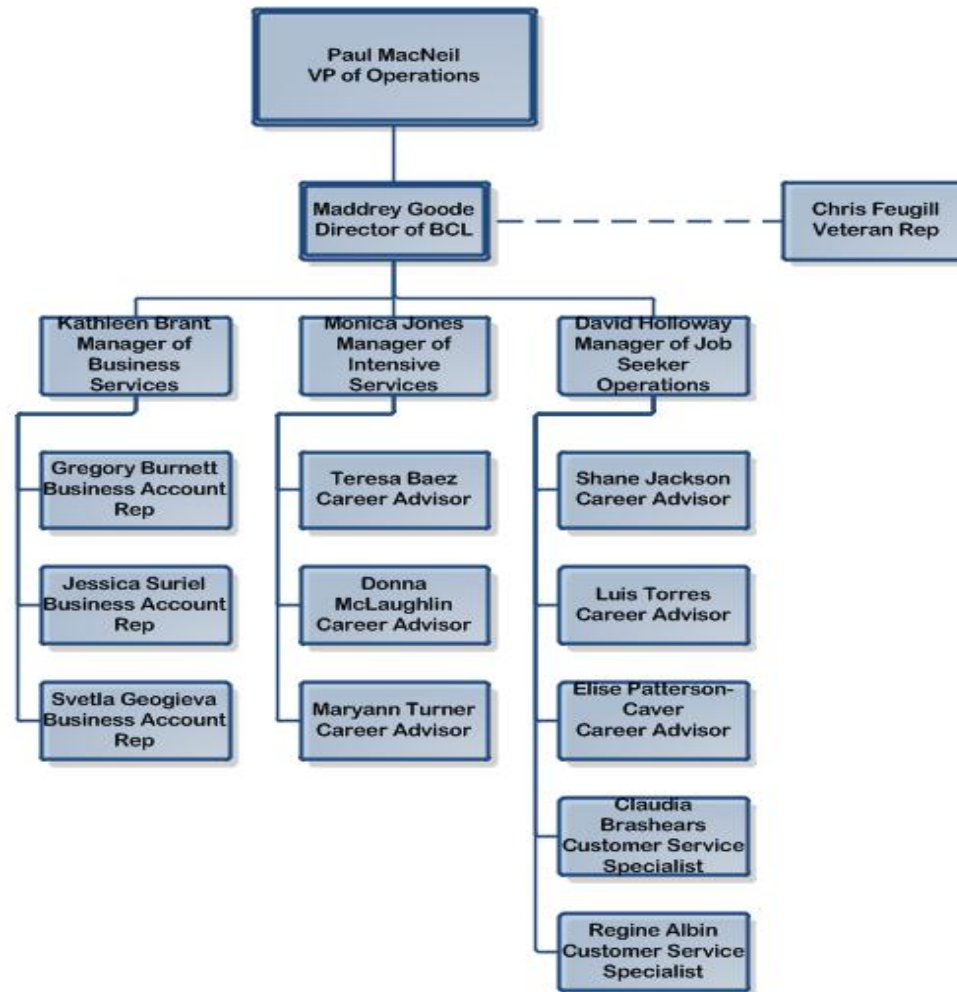
**JOB SEEKERS WITH LIMITED SKILLS
ESPECIALLY THOSE IN THE LOW INCOME COMMUNITIES
ROXBURY, DORCHESTER, SOUTH END, AND MATTAPAN**



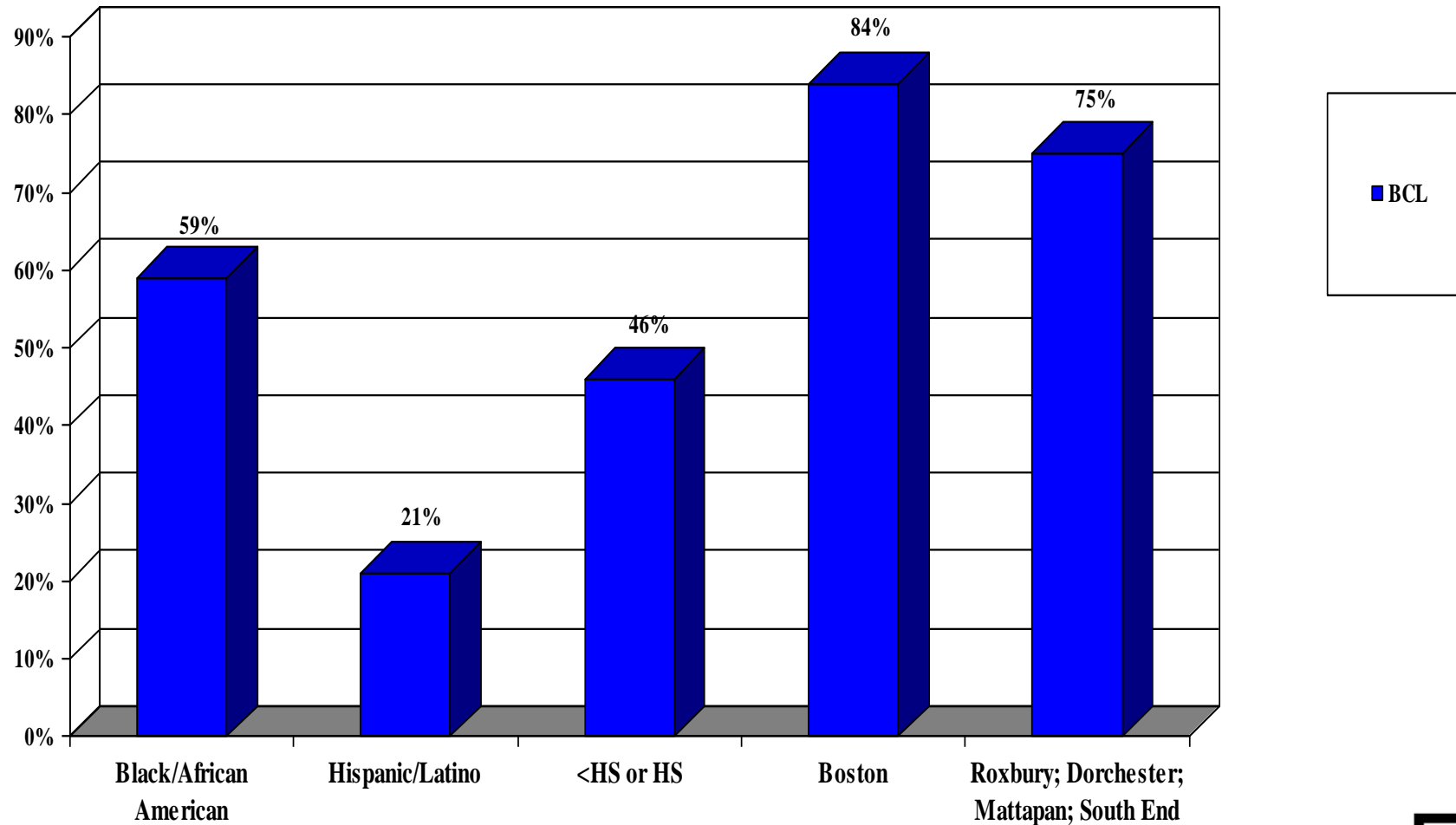
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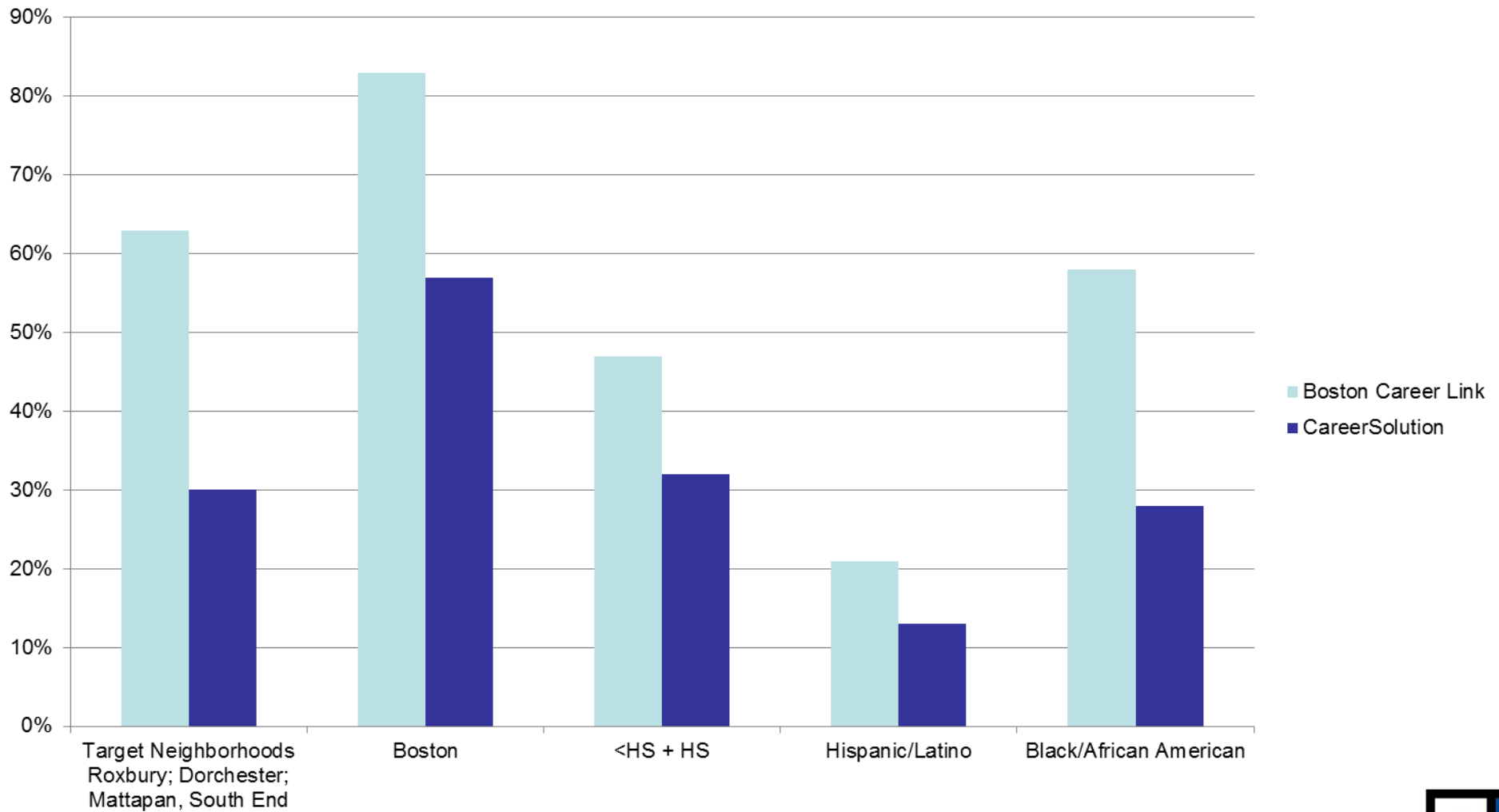
Boston Career Link Organizational Chart



Boston Career Link Customer Served Demographics & Area



Career Center Comparison



Served by Community

-
- **5,559**
- **Boston 81.9%**
- Boston - Dorchester/Codman Square 858 15.4%
- Roxbury 768 13.8%
- Boston - Roxbury/Grove Hall 680 12.2%
- Boston - Dorchester/Uphams Corner 498 9.0%
- Boston - Mattapan 462 8.3%
- Boston - South End 378 6.8%
- Boston - Hyde park 345 6.2%
- Boston - Jamaica Plain 292 5.3%
- Boston - Roslindale 268 4.8%
- Boston - Dorchester/Fields Corner 213 3.8%
- Boston - Back Bay 174 3.1%
- Boston - Roxbury Crossing 146 2.6%
- South Boston 140 2.5%
- Boston - East Boston 66 1.2%
- Boston - Brighton 62 1.1%
- Boston - Charlestown 43 0.8%
- Boston - West Roxbury 42 0.8%
- Boston - Allston 36 0.6%
- Central Boston 27 0.5%
- Boston - Kenmore/B.U. 26 0.5%
- Boston South Industrial 22 0.4%
- Boston Central/North End 13 0.2%

KEY OBJECTIVES/ASSUMPTIONS

- ❖ Daily on-site recruitment and pre-screening events for employers
- ❖ Targeting employers with positions that match the skill set of our customer base
- ❖ Core workshops developed based on employer/industry expectations
- ❖ Expansion of industry specific job fairs to compliment larger multi-industry fairs
- ❖ Offering mass hiring events for employers that are expanding, opening, and/or increasing their seasonal labor pool
- ❖ Building strong relationships with employers can open doors for job seekers that are struggling with barriers to employment
- ❖ Continue to provide state-of-the-art services that successfully connect job seekers and businesses

BUSINESS SERVICES



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BUSINESS SERVICES HIGHLIGHTS

Through 2nd Quarter FY 2017

- Employers Served 214
- 428 Job Seekers Placed; 80% Entered Full-time Employment
- Average Placement Wage \$16.80

BUSINESS SERVICES HIGHLIGHTS

Through 2nd Quarter FY 2017

- 110 Onsite Recruitment Events
- 2 Mass Hire Events
- 1 Industry Specific Mini Job Fairs

Employer Partners

Accountemps	Brandon School	GreenKiss Staffing	NESCTC Security	The Bridge of Central MA
ACE Employment Services	Bridj	House of Blues	Northeastern	The Kraft Group
Action Jackson	Brigham & Women's	Hubway/Motivate	Nurtury	TSA
Advance Home Care Solutions	Chipotle	I & I Slings	PLS	Universal Protection
Advantage Solutions	Citizens Bank	Ippolito Snow Services	P & R Ice Cream	US Census
AIDS Action	City of Boston	Labor Ready	Phoenix Marketing	US Customs & Border Patrol
Air Serv	Community Catalyst	LAZ Parking	Price Rite	USPS
Aireko	CRJ	Legal Seafood	Remetronix	Verts
Allied Universal	Delta Airlines	LeVangie Electric	Riverside Community Care	VPNE
Arbor Associates	Dicom	LSG Sky Chef	SAS Retail	Waste Management
AuDtalent/ Mass Audiology	Dig Inn	Macy's	Securitas	
AVIS	Donna's Cake	Madison Security	Shearaton Hotel	
Bay Cove	East Boston Savings Bank	Manpower	Snap Chef	
BIDM	Eately Boston	Marshall's	Southwest Airlines	
BMC	Eliot	Masis Staffing	Starbucks	
Bon Me	FedEx	Microtech Staffing Group	Sterlingwear	
Boston Children's Hospital	Fenway Health	Millennium Place	Stop & Shop	
Boston College	G4S	Museum of Fine Arts	Super Tours	
Boston Water & Sewer	GBFB	Museum of Science	Sweetgreen	
Boys & Girls Club	Goodwill	NACA	Tforce Direct	

JOB SEEKER INTENSIVE SERVICES



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Job Seeker Intensive Services Summary Through 2nd Quarter FY 2017

- 25 Employment and Education Session serving 295 Members
- 101 Followed up for Initial Assessment
- 42 Training Vouchers Approved
- 2,777 Job Seekers attended workshops
- 7 Targeted New Member Orientations 49 Members attended

JOB SEEKER INTENSIVE SERVICES

Supportive Services

Through 2nd Quarter FY 2017

- CORI Sealing
- ABE/ESOL 38 Referrals to Navigator and 11 Placed in a Program
- Clothing Interview Attire 184
- Youth/Young Adults Job Search Resource
- SSI/SSDI Resource

JOB SEEKER OPERATIONS



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JOB SEEKER OPERATIONS SUMMARY

Through 2nd Quarter FY 2017

- Served 3,575 Job Seekers
- 78 Seminars Served 1905 Claimants
- 2,040 Served in Resource Room

JOB SEEKER OPERATIONS FY17 Strategic Plan Goals


- Serve 7,500
- Place 1,000
- Offer 200 on-site recruitment events
- Implementation of Updated WIOA Customer Flow
- Implementation of Mandated MOU with State Partners

3 Year Comparison

	FY 14	FY 15	FY 16
Job Seekers Served	7,540	7,708	6,964
Job Seekers Placed	991	1025	1,038
Avg. Placement Wage	\$15.02	\$15.24	\$16.80
Employers Served	142	153	212
ITAs	84	82	83

To ensure comparability, data is for first half of each fiscal year. 50% of ITAs for each fiscal year are listed.

Monthly Calendar

Monday	Tuesday	Wednesday	Thursday	Friday
<p>"Job Search Strategies Workshop" "Avoiding the Black Hole Workshop"</p> <p>These workshops are good choices for Mass Talent Connect Customers.</p> <p>For more information contact Boston Career Link.</p>		<p>1 9:00-2:00: Education Advisor Session (ESOL/HiSET) By appointment only 9:30-1:00: (WIOA) Training Information Session 10:00-1:00: (WIOA) Employment Info. Session</p>	<p>2 9:15-10:45: *Resume Writing</p> <p>11:30-1:00: Avoiding the Black Hole</p> <p>1:00-2:30: Career Readiness 101/ Where The Jobs Are</p>	<p>3 9:00-3:00: Education Advisor Session (ESOL/HiSET) By appointment only</p> <p>11 :00-12 :00 Rx2 Educate Clinical Institute Information Session</p>
<p>6 9:15-10:45: Job Search Strategies</p>	<p>7 9:15-10:45: Effective Networking 11:00-12:00 Health Care & Customer Service Information Session 12:00-1:00: LinkedIn</p>	<p> r- By</p> <p>Employment Info. Session 1:00-2:00: *How to Write a Cover Letter</p>	<p>9 9:15-10:45: *Resume Writing</p> <p>11:30-1:00: Job Interview</p> <p>1:00-2:30: Career Readiness 101/ Where The Jobs Are</p>	<p>10 9:00-3:00: Education Advisor Session (ESOL/HiSET) By appointment only</p>
<p>13 9:15-10:45: Job Search Strategies</p>	<p>14 9:15-10:45: Effective Networking 12:00-1:00: LinkedIn</p>	<p>15 9:00-2:00: Education Advisor Session (ESOL/HiSET) By appointment only 9:30-1:00: (WIOA) Training Information Session 10:00-1:00: (WIOA) Employment Info. Session</p>	<p>16 9:15-10:45: *Resume Writing</p> <p>11:30-1:00: How to Impress the Employer</p> <p>1:00-2:30: Career Readiness 101/ Where The Jobs Are</p>	<p>17 9:00-3:00: Education Advisor Session(ESOL/HiSET) By appointment only</p> <p>11:30-12:30: Orientation to Financial Literacy</p>
<p>20 BCL is closed today</p>	<p>21 9:15-10:45: Effective Networking 12:00-1:00: LinkedIn</p>	<p>22 9:00-2:00: (ESOL/HiSET) Advisor- By appointment only 9:30-1:00: (WIOA) Training Information Session 10:00-1:00: (WIOA) Employment Info. Session</p>	<p>23 9:15-10:45: *Resume Writing 11:30-1:00: Avoiding the Black Hole 1:00-2:30: Career Readiness 101/ Where The Jobs Are</p>	<p>24 9:00-3:00: Education Advisor Session(ESOL/HiSET) By appointment only</p>
<p>27 9:15-10:45: Job Search Strategies</p>	<p>28 9:15-10:45: Effective Networking 12:00-1:00: LinkedIn</p>			

Workshops Description

- **Group New Member Orientation**
- *This Orientation shares career center service to large groups/community based organizations. Orientation is scheduled by appointment and can be facilitated at Boston Career Link or another site. For more information contact: Monica Jones, Manager of Intensive Services, 617-541 1476: mjones@bostoncareerlink.org*
- ***Basics of Resume Writing**
- *In order to write an effective resume you need to clearly understand what employers look for when they are reading resumes. You also need to understand the layout, content, and how the language you use can increase your chances of getting an interview. Ask questions; receive assistance and guidance from our skilled staff, while you work independently on your resume. **Please bring a USB drive if you have one.***
- **(registration required)**
- ***How to Write a Cover Letter**
- *This workshop will help you to understand the three parts of a cover letter and simplify cover letter writing. It will also assist you on how to support, rather than repeat what is already on your resume. Ask questions; receive assistance and guidance from our skilled staff, while you work independently on your cover letter. **Please bring a USB drive if you have one.***
- **(registration required)**
- **Job Interview**
- *Learn how to prepare and implement an effective personal interviewing strategy.*
- **Job Search Strategies**
- *Your success in finding a job depends on your understanding how to perform job searching, being prepared and well organized.*

Workshop Description

- **Effective Networking**
 - *Learn some networking strategies to help you tap into the “hidden” job market.*
- **Impress the Employer**
 - *Boston Career Link Business Service Reps want to share with you the best way to impress employers.*
- **Training Info Session (WIOA)**
 - *Work Innovation Opportunity Act funds are available to pay for training opportunities for qualified applicants. Come to a session on any Wednesday at 9:30am to find out more. ***Due to limited seating (15 seats) you should arrive at least 30 minutes prior to the session.***
- **Employment Info Session (WIOA)**
 - *Customers are provided with Individual Career Services geared towards providing you with advice and guidance that help identify and attain realistic employment goals. Upon completion of the Individual Employment Plan, you will be place in the Job Matching conference to obtain assistance with finding a job.*
- **LinkedIn**
 - *Online networking sites have become very popular. Knowing how to use them in your job search can be highly beneficial. This workshop will help you to become familiar with LinkedIn, an online professional networking site, by discussing its features and how it can help you expand your networking connections.*
- **Keeping it Moving**
 - *Has your job search stalled? To get you back on track, this workshop will help review your: Job Search Computer Skills, Resume, Interviewing Techniques, On-Line Application Skills, Networking & Social Networking Skills.*
- **Career Readiness 101/Where The Jobs Are**
 - *This is a self-help focus group, where Career Center Staff assist customers with using the Career Ready 101 software and other websites to enhance marketable skills, gather labor market information, and identify which local employers are hiring.*

Workshop Description

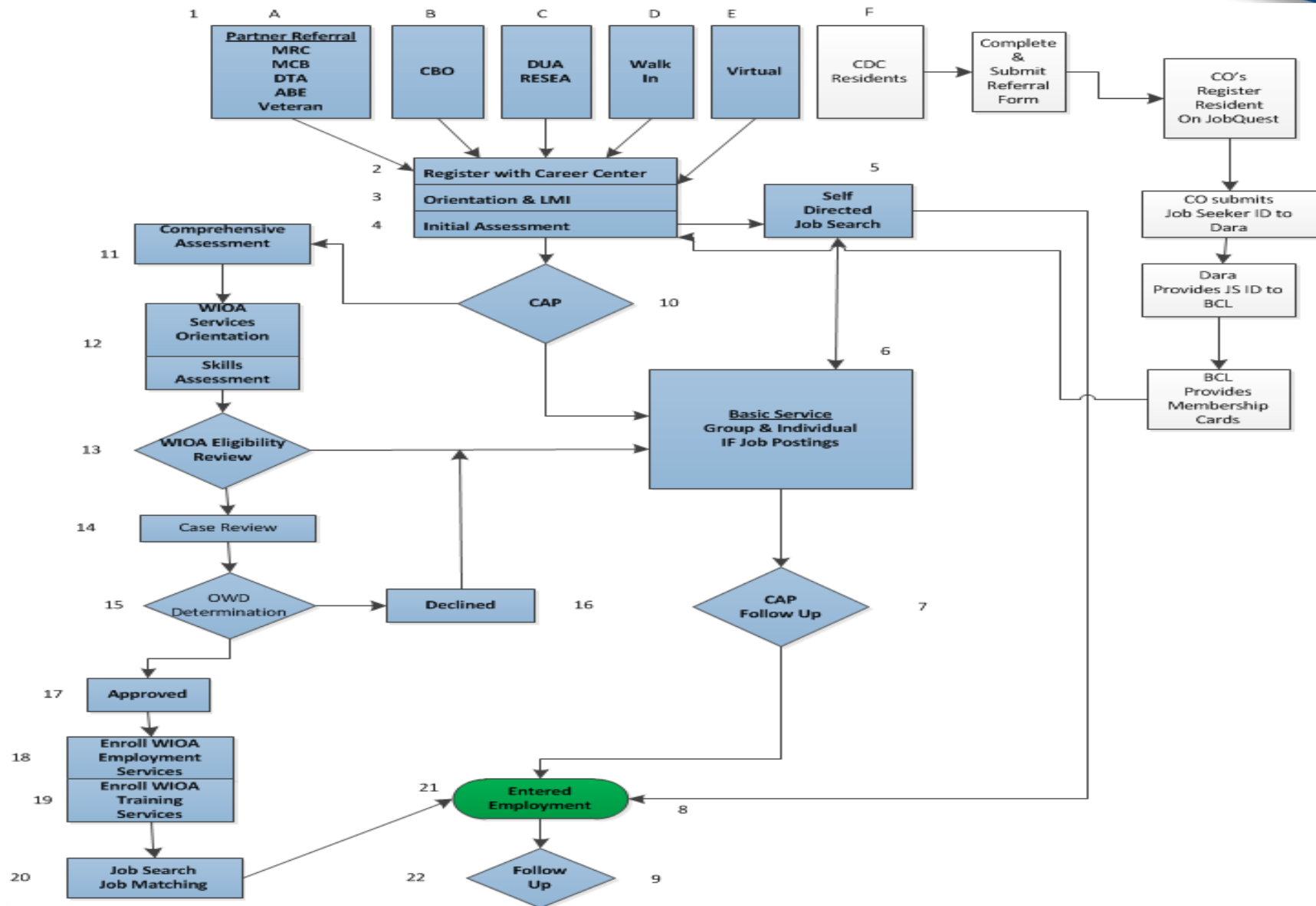
- **Orientation to Financial Literacy**
- *An overview of services at Roxbury Center for Financial Empowerment.*

- **Avoiding the Black Hole**
- *This workshop will help you identify ways to avoid the pitfalls of job applications and to increase your chances of getting an interview.*

- **Employer Events & Job Fairs**
- *These are posted in the Resource Room as well as emailed to our customer base. Please follow the instructions on the individual flyer to participate in an Employer event.*
-
- **Email List**
- *At Boston Career Link we communicate with our customers via email. We send out information about upcoming Employment opportunities, Training and Education opportunities and any other special events that may be happening here. **To be added to our list, please sign-up with the front desk.***
-
- ***Ask The Career Advisor** (registration required)
- *Do you have questions regarding; your resume, interviewing, career focus or your job search strategy? Boston Career Link provides its customers with personal one-on-one career related advice. Come meet with a Career Advisor for an individual hour session. To schedule a time please call our **Front Desk**. **Please note: If you are more than 5 minutes late for this session you will not be seen.***

- **Education Advisor Session** (ESOL/HiSET)
- *Receive information on English for Speakers of Other Languages (ESOL) classes or The High School Equivalency Test (HiSET) is a new way for people who didn't finish high school to earn a diploma and get on track for college or a career.*

Job Seeker Customer Flow





FAIRMOUNT
INDIGO
CDC Collaborative



BOSTON
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Fairmount Job Referral Network & Boston Career Links

Job Quest Training

January 31, 2017



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FJRN and BCL: GOALS

- Identify Job Seekers along Fairmount Corridor
- Register Fairmount Job Seekers into BCL Career Center, Job Quest database
- BCL assessment help determine job seekers pathway towards gaining resources for skill and/or training programs and/or pathways towards gaining employment
- Assigned Career Coaches, accesses job opportunities through FJN and other BCL listed employment opportunities

Plan of Action—Your Role

- Community Organizers, target job seekers through individual CDC outreach efforts
- Complete FJN (Fairmount Job Network) Referral Form
- Clearly indicating Option A, B or BOTH
- Option A, **ONLY** if indicating specific position applied through FJRN (**See green jobs booklet**)
- Option B, follow steps to register into Job Quest and retrieve JS ID Number(*see following slides*)
- CO, submits completed Referral Forms to Dara, clearly indicating JS ID Number-- via fax or email
- BCL provides Membership card to registered job seeker

Plan of Action—My Role

- JS ID Numbers are submitted to BCL
- Maintain data of those referred
- FJRN and BCL will maintain shared relationship of those referred through FN
- FJRN will share job listings with BCL for their listings in Jobs booklet
- FJRN works with Career Coaches
- FJRN work to establish other shared opportunities, i.e Job Fairs, Employer connections

Why this Platform/Partnership.....

- This platform broadens the accessibility of resources, enhancing our job seekers pathway towards exposure of training and employment opportunities.
- Boston Career Links, already serves many along the Fairmount Corridor-partnership in existence
- BCL, has an existing Job Seeker Customer Workflow that provides the case management that we are not trained to provide.
- BCL maintains a successful rate of job placement

Referral Form

- **Option A**

- Employer Connection
- Apply to Job
- Submit Resume
- Interview scheduled/
- Employer call back

- **Option B**

- Register Career Center
- Personal Assessment
- Career Coach
- Access to resources
- Access to Employment
- Apply Jobs in area
- Drop-in Assistance



**THANK YOU to our host and Partner Boston
Career Links, Community Organizers and CDC Staff**

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