

MAYOR'S OFFICE OF WORKFORCE DEVELOPMENT

FY19 ANNUAL REPORT

*EQUITABLE ACCESS TO FAIR WAGES, OPPORTUNITIES FOR
ADVANCEMENT, AND ECONOMIC SECURITY*



JULY 1, 2018 - JUNE 30, 2019





Dear friends and colleagues:

The City of Boston is in the midst of an era of low unemployment and booming economic activity. More and more businesses are moving into the city, and jobs are more plentiful than ever. If job placements were our only goal, we might be tempted to rest on these laurels. But putting people into jobs is not our ultimate goal. Our ambition is much higher.

We strive to be a city where every resident has equal access to the education, training, and support they need to start careers, not just jobs. To bring home not just a paycheck, but benefits and wages that can help support a family. That's how we strengthen and expand our middle class.

I am proud of the work documented in this annual report from the Mayor's Office of Workforce Development (OWD). Over Fiscal Year 2019, OWD distributed more than \$13 million to organizations that provide services ranging from adult education to English language classes to job training in high-demand industries. What's more, these programs are concentrated in the neighborhoods that need them most.

Ricardo Bonilla, a graduate of our City Academy training pipeline, is a great example of the power of these programs. Thanks to the collaborative efforts of City Academy's training and employment partners—and his own dedication and hard work—Ricardo is now working for the Boston Water & Sewer Commission, earning new benefits and wages that are 70% higher than at his earlier jobs. His new career is life-changing not only for him, but also for his family and three young sons.

There are many more residents like Ricardo who only need the opportunity to prove what they can do. It is our job to continue to create pathways to that prosperity, and help more residents reach their fullest potential.

Sincerely,

A handwritten signature in black ink, appearing to read "Martin J. Walsh". The signature is fluid and cursive, written in a professional style.

Martin J. Walsh
Mayor, City of Boston



Dear partners:

At the Mayor's Office of Workforce Development (OWD), we are honored to undertake the mission that Mayor Walsh has put before us: To create equitable access to fair wages, opportunities for advancement, and economic security for all of Boston's residents.

To fulfill this call, we challenge ourselves year after year in many facets of workforce inclusion:

Leadership. We aim to lead the conversation, both regionally and nationally, on innovative approaches to expanding equity.

Research. We commission new research, and follow the latest findings from our partners, to think strategically about workforce trends and resident needs.

Achievement. We continually monitor the success of our programs to ensure that the dollars we invest yield outcomes for the city's career-seekers.

Growth. When programs demonstrate their value, we strive to expand their reach so that the maximal number of workers can benefit.

The past fiscal year represents significant strides for Boston's workforce. City Academy, a training pipeline for residents, produced its first class of graduates: new trainees in emergency medical services and in commercial driving and hoisting. The Tuition-Free Community College Plan expanded its participating colleges to include its first four-year college, Benjamin Franklin Institute of Technology. And our office is leading a new initiative to improve work outcomes for youth and young adults who are experiencing homelessness. As this annual report attests, these collaborative accomplishments are but a few of many to celebrate this year.

Thank you to our staff, colleagues, and partners who have made the successes described in this report possible. We look forward to building on the momentum of the past year to continue to expand opportunity for all of Boston's workers.

Sincerely,

A stylized, handwritten signature in dark ink, appearing to be the name 'Trinh'.

Trinh Nguyen
Director, Mayor's Office of Workforce Development



CONTENTS

01 INTRODUCTION

02 LEADERSHIP

04 RESEARCH

06 ACHIEVEMENT

09 GROWTH

10 FINANCIALS

11 ACKNOWLEDGEMENTS



INTRODUCTION



* Includes community benefits, Community Development Block Grant, and Neighborhood Jobs Trust funds, which are not captured in FY19 Financials

In the past fiscal year, the Mayor’s Office of Workforce Development distributed more than \$13 million to 85 community organizations that provide such critical services as vocational training, English instruction, adult basic education, tuition-free college, and economic supports. While these programs are available throughout the city, they are especially concentrated in neighborhoods like Roxbury and Dorchester (where unemployment is over triple the city average) and help position these residents for better jobs.

But employment is only a step toward the greater goal: Equity. As Mayor Walsh put it in his State of the City address, “Social justice strengthens all of us.” In the realm of workforce development, justice means equitable access to fair wages, opportunities for advancement, and economic security. This is the vision that guides us.

It is why we are national leaders in implementing novel workforce approaches to problems like homelessness and incarceration. It is why we commission new research to understand the shifting labor and economic landscape in which we work. It is why we don’t simply launch programs, but grow them to their full potential.

We encourage you to follow up on the achievements highlighted in this FY19 annual report by learning more from the web resources provided. Please join us in pushing the conversation from jobs to justice, from employment to equity.

LEADERSHIP

FROM A CHALLENGED PAST TO A CAREER-FOCUSED FUTURE



For many returning citizens, a release from prison often brings new confinements: A criminal record, restricted employment, and limited access to the legal services, housing, and education they need to start their lives anew. Youth Options Unlimited (YOU) Boston, a division of OWD, is leading the effort to help Boston's returning citizens make a successful transition back into the community.

With the help of a newly awarded \$630,000 grant from the U.S. Department of Labor and leveraged funds, YOU Boston will provide 100

young adults with support services and job training in commercial driving, culinary work, information technology, construction, healthcare, wastewater management, and office administration. YOU Boston is undertaking this effort as part of the Compass Rose Collaborative, a re-entry project of eight communities nationwide that apply evidence-based program designs. The goal is to place 70% of participants into higher education, apprenticeship, or unsubsidized employment by 2021.

[Learn more about YOU Boston at youboston.org](http://youboston.org)

ALIGNING PARTNERSHIPS TO END YOUTH HOMELESSNESS

The National Center on Employment and Homelessness at Heartland Alliance issued a challenge to communities across the United States: Spark systems change to increase employment and income for those facing homelessness. The Mayor's Office of Workforce Development answered that call by proposing a coordinated citywide effort to improve job outcomes specifically for youth and young adults—a priority population in the City's action plan to end chronic homelessness. Less than half of 18-24-year-olds experiencing homelessness in Boston report active employment.

As one of seven communities awarded a Pathways Forward Challenge grant, the City of Boston is now convening public, private, and non-profit organizations to address the unique employment challenges facing youth with housing instability.

Why focus on youth homelessness?

235

young people live in shelters, transition housing, or on the street

160

are pregnant or parenting

58%

lack employment

[Learn more at owd.boston.gov/RisingTogether](http://owd.boston.gov/RisingTogether)

RESEARCH

WORKFORCE INCLUSION FOR TALENT WITHOUT 4-YEAR DEGREES



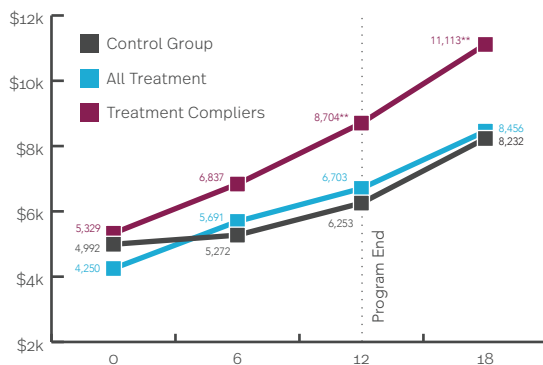
Since the Great Recession, educational requirements have risen for jobs that once did not require a bachelor's degree. This updrift has left many capable Boston workers without access to middle class careers. However, a report newly commissioned by OWD, *Untapped: Redefining Hiring in the New Economy*, uncovers a number of ways these non-BA workers can fill crucial positions within the local economy. Among the findings:

- Many non-BA workers already possess the organizational, problem solving, and multi-tasking skills that employers say they seek.
- Workers pursuing technical certificates and associate degrees in informational technology or engineering will be in higher demand.
- The primary area in which non-BA workers need more training to stay competitive with BA workers is in computer literacy and software skills.

[Read the full report at bit.ly/OWD-Untapped](http://bit.ly/OWD-Untapped)

MAXIMIZING CREDIT-BUILDING AND YOUTH ENGAGEMENT

Available Credit



Credit cuts both ways. While good credit can open doors to cheaper loans and mortgages, bad credit can make financial hardship even harder. But what if people learned how to use credit earlier in life? Could it make a difference?

To find out, OWD commissioned a study of the Boston Youth Credit Building Initiative, a one-year credit-building program for working adults led by the Mayor's Office of Financial Empowerment. The report compared the outcomes of program participants to those of a control group and found:

- Within six months of the program, the share of participants with no credit score dropped 11 percentage points relative to only a 4 percentage-point drop for the control group.
- Within 18 months, the credit scores of participants who complied with the program were 37 points higher than those of the control group.
- Program compliers increased their available credit by \$2,881 on average compared to the control group.

[Read the full report at bit.ly/YouthCredit](http://bit.ly/YouthCredit)

ACHIEVEMENT

JOB TRAINING PROGRAMS ELEVATE INCOMES

More than 2,000 job-seekers accessed life-changing job training and education programs in 2017-2018 thanks to funding from the Neighborhood Jobs Trust (NJT)—a public charitable trust that collects linkage fees from developers of large commercial buildings in Boston. The latest NJT impact report details the many ways in which funded programs targeted their services to meet demand in specific industries. Local Initiatives Support Corporation (LISC) Boston, for example, prepared job-seekers for job training in the culinary, hospitality, and information technology fields. Ninety percent of graduates were placed in jobs, earning \$16.20/hour on average.

Job training programs, which were selected through an open Request for Proposals (RFP) process, also tailored their services to populations facing unique barriers to employment—such as people with disabilities, older workers, single mothers, immigrants, returning citizens, and homeless veterans. After job placement, graduates of these programs earned an average wage of \$15.37 per hour with 76% earning benefits as well.

AVG WORKER FROM NJT-FUNDED TRAINING PROGRAMS*

MAKES \$15.37/hr



EARNs BENEFITS



ENJOYS 46% INCREASED INCOME



Read the full report at bit.ly/NJT2017-2018

* Funded through the RFP

APPRENTICESHIP CAN BE AN ALTERNATIVE—OR PATHWAY—TO COLLEGE



The Greater Boston American Apprenticeship Initiative (GBAAI) trains participants for apprenticeships in construction, emergency medical services, facilities maintenance, and hospitality. In the four years since its inception, GBAAI has placed more than 200 graduates in apprenticeships that provide living wages, benefits, and built-in wage increases. For workers without college degrees, these apprenticeships provide a valuable route to the middle class. But GBAAI provides a path to

college, too—offering college credit for on-the-job training and tuition assistance for continued coursework.

This year, the program celebrated a special mile marker: The first GBAAI apprentice graduated from college. Mykelsy Charles, a hospitality apprentice, crossed the stage at Bunker Hill Community College to accept her Associate Degree in Hotel/Restaurant Management. Before GBAAI, she had spent six years trying to finish a degree amidst family responsibilities and financial stressors. Now, she is the first member of her family to earn a college degree.

Learn more about GBAAI at owd.boston.gov/GBAAI

BOSTONIANS BUILD CREDIT IN PROGRAM'S FIRST YEAR

Mayor Walsh launched Boston Builds Credit in 2017 with the goal of helping Boston residents build prime credit scores. The program provides free credit-building workshops, individualized credit counseling sessions (called Financial Check-Ups), and ongoing financial coaching.

The conclusion of the program's first year was an opportunity to assess the initial impact. Among the results:

- ~2,400 people received a Financial Check-Up
- ~2,000 people attended a credit-building workshop
- ~1,560 people took advantage of financial coaching
- 523 clients increased their credit scores by 30+ points
- 156 clients established new credit, achieving an average credit score of 694 – considered a “prime” score



[Learn more about Boston Builds Credit at www.bostonbuildscredit.org](http://www.bostonbuildscredit.org)

CITY ACADEMY GRADUATES FIRST CLASS OF EMT AND CDL/HOISTING TRAINEES



City Academy is a free job training pipeline that prepares Boston residents for careers with the City of Boston or the private sector. In March, the program graduated its first class of trainees. Among the 26 graduates, 13 had obtained their commercial driver's license (CDL) or hoisting credential; the other 13 successfully completed their pre-apprenticeship training in emergency medical services.

One of the graduates, Ricardo Bonilla, had worked two jobs (one full-time, one part-time) prior to joining City Academy. "They were dead-end jobs," he said. "City Academy opened my eyes to think long-term." Thanks to his new CDL license, Bonilla landed a job on a truck crew at the Boston Water & Sewer Commission. Not only does he make over \$10 more per hour than in his earlier jobs, but he also earns good benefits and can work toward a pension. He's also able to spend more time with his three young sons. "I want to be able to give them a steady future," he said.

[Learn more about City Academy at owd.boston.gov/CityAcademy](http://owd.boston.gov/CityAcademy)

KINDERGARTNERS BUILD SAVINGS FOR COLLEGE AND CAREER IN BOSTON SAVES PILOT

Mayor Walsh launched Boston Saves in 2016 to give every Boston Public Schools (BPS) kindergartner a savings account seeded with \$50 for college or career training. During its three-year pilot phase, Boston Saves gathered input from families, teachers, and administrators at 11 BPS schools to prepare for the citywide launch in 2019. An evaluation of the pilot phase shows that 1,600 kindergartners received accounts totaling \$80,000 in seed funding. Their families built on this investment by earning another \$14,800 in incentives for their children's accounts. Some 43% of families also attended a Boston Saves event.

Family Champions – community members who explain Boston Saves to fellow families, often in their native languages – made an outsized impact on family involvement. Schools that had a Family Champion achieved a participation rate with the program's online platform that was 70% higher than that of other schools. Based on this finding, Boston Saves is creating a more extensive network of Family Champions at scale.

1,600 KINDERGARTNERS HAVE \$94,800 IN SAVINGS

Learn more about Boston Saves at www.BostonSavesCSA.org

GROWTH

TUITION-FREE COLLEGE PROGRAM ADDS FIRST PRIVATE COLLEGE



Since 2016, the Tuition-Free Community College Plan has empowered income-eligible Boston residents to attend community college free of tuition or mandatory fees. This year, the scope of the program widened with the addition of a new participating school: Benjamin Franklin Institute of Technology (BFIT).

BFIT is the first four-year college and the first private school to join the Tuition-Free Community College Plan, which previously included three

schools: Bunker Hill Community College, MassBay Community College, and Roxbury Community College. The addition of BFIT brings unique options to Tuition-Free students—a South End campus, the opportunity to earn a bachelor's degree, and a focus on the high-demand field of technology. Boston is the third-fastest growing tech hub in the nation; high tech industries have averaged 3% job growth each year between 2010 and 2017.

Learn more about the Tuition-Free Community College Plan at www.bit.go/tuition-free

ROXBURY CENTER EMPOWERS ASPIRING HOMEBUYERS



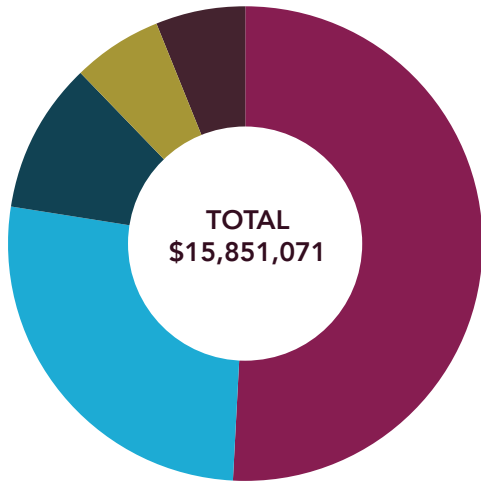
The Roxbury Center for Financial Empowerment offers a variety of services to help Boston residents build wealth. These include one-on-one financial and employment coaching and workshops in budgeting, credit building, and banking services. New this year, the Roxbury Center added homebuyer readiness workshops to their roster. These workshops, offered in partnership with the Boston Home Center, review the ins-and-outs of mortgages, the hidden costs of home-buying, and helpful resources available to homebuyers.

The Boston Tax Help Coalition, which provides free tax services at more than 25 sites throughout the city, referred taxpayers who aspired to homeownership to the new workshops. The homebuyer readiness workshops are made possible by a grant from the Wells Fargo Foundation.

Learn more about the Roxbury Center for Financial Empowerment at <http://bit.ly/RoxburyCenter>

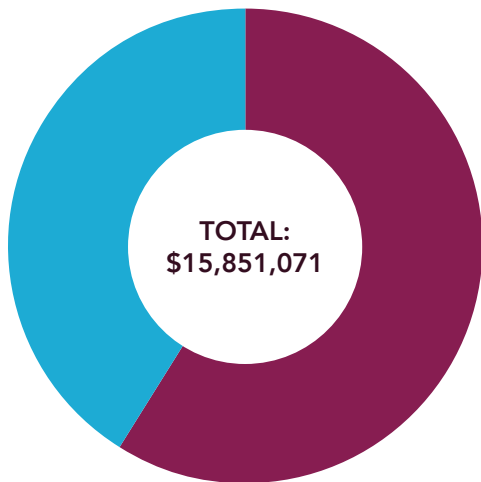
FINANCIALS

FY19 REVENUE



EDIC	\$958,351
OTHER	\$962,169
CITY	\$1,605,898
STATE	\$4,241,868
FEDERAL	\$8,082,785

FY19 EXPENDITURES



OWD PROGRAMS	\$6,516,26
GRANTS/CONTRACTS TO CBOS*	\$9,334,81

* Does not include disbursed funds from the Neighborhood Jobs Trust (\$1.7M), Community Development Block Grants (\$2.2M), or community benefits (\$100,000)

ACKNOWLEDGEMENTS

THANK YOU TO THE MANY PARTNERS WHO MAKE OUR WORK POSSIBLE,
INCLUDING BUT NOT LIMITED TO:

Boston Housing Authority

Boston Private Industry Council

Boston Public Schools

Boston Youth Service Network

Commonwealth Corporation

English for New Bostonians

Massachusetts Executive Office of Labor
& Workforce Development

Massachusetts Workforce Professionals
Association

MassHire Career Centers

SkillWorks

U.S. Department of Labor

Boston Tax Help Coalition

1199 Service Employees International Union (SEIU)
Action for Boston Community Development (ABCD)
Allston Brighton APAC
Allston Brighton Family Services Center
American Consumer Credit Counseling (ACCC)
Boston Chinatown Neighborhood Center (BCNC)
Boston Housing Authority
Boston Private Bank and Trust
Boston Public Library
Bunker Hill Development, Charlestown BHA
Cambridge Just a Start
Children's Health Watch
City of Boston Credit Union
Codman Square Health Center
Deaf Inc
Dot House Health
Eastern Bank
Federal Deposit Insurance Corporation (FDIC)
Federal Reserve Bank of Boston
Greater Boston Legal Services (GBLS)
High Street Family Learning Center
Internal Revenue Service (IRS)
Jewish Vocational Service (JVS)
Massachusetts Department of Revenue
Mayor's Commission for People with Disabilities
National Disability Institute
Neighborhood of Affordable Housing (NOAH),
East Boston
Rockland Trust
Santander Bank
Street Cred
Suffolk University
Trustman Family Learning Center
Urban Edge

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CEO/Owner, Boston Urban Hospitality, Inc.

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Commerce*

Natacha Thomas
Associate General Counsel, Boston Retirement Board

Natalicia Tracy
Executive Director, Brazilian Worker Center

Neighborhood Jobs Trust Trustees

Frank Baker,
District 3 City Councillor

Emme Handy,
Chief Financial Officer & Collector-Treasurer, City of Boston

Trinh Nguyen,
Director of the Mayor's Office of Workforce Development

Our apologies if we unintentionally omitted any of our valued partners.

Thank You to Our Employees

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