

NEIGHBORHOOD JOBS TRUST IMPACT REPORT

2017-2018





MARTIN J. WALSH

MAYOR, CITY OF BOSTON

Dear Friends:

I am proud to present Neighborhood Jobs Trust Impact Report 2017-2018 and the economic successes it documents for Boston's workers. For over thirty years the Neighborhood Jobs Trust (NJT) has helped ensure that all Bostonians have access to comprehensive education, career training, and full-time, quality jobs that pay living wages. Over the course of 2017-2018, more than 2,000 residents were able to take advantage of these programs to climb the economic ladder and improve the lives of their families.

The results of just one round of funding give us an exciting look into the NJT's impact on economic mobility in Boston. Among the RFP grantee programs, more than 75% of the 129 graduates placed in jobs are now earning benefits, such as health care, retirement options, and paid time off. The average wage of these newly employed workers – \$15.37 – represents an average 46% increase in income. The improvement that makes for a household is life-changing.

We must continue to extend these opportunities for upward mobility. While the Boston economy continues to benefit from the biggest building boom in its history, many City residents continue to face obstacles to employment. At the same time, employers are seeking the right skill sets for their workforces. The NJT is essential for preparing Boston's talent pool for employers' needs, providing critical job training and education programs.

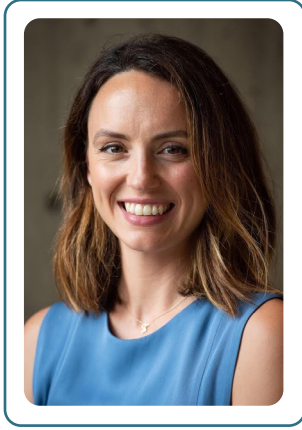
We are also looking at ways to leverage our City's growth to help Bostonians get better jobs and real careers. Recently I signed a home-rule petition to grant the City greater flexibility in adjusting linkage payment and program guidelines, which our NJT relies on for funding. This will help ensure these payments keep pace with the market, and that the funding for the NJT reflects the health of our robust economy.

I'm grateful for the support of the City Council, the work of the Mayor's Office of Workforce Development (OWD), and the efforts of many other advocates committed to creating more access to job training and career services. Together, we will continue to provide job-seekers with the workforce development and support services they need to succeed in our City's economy.

Sincerely,

A handwritten signature in black ink that reads "Martin J. Walsh". The signature is written in a cursive, flowing style.

Martin J. Walsh
Mayor, City of Boston



EMME HANDY, TRINH NGUYEN, FRANK BAKER *TRUSTEES, NEIGHBORHOOD JOBS TRUST*

Dear Colleagues:

As trustees of the Neighborhood Jobs Trust (NJT), we are tasked with ensuring that funds raised through fees from developers are effectively used to help all Boston residents obtain the career training and support services they need to thrive. It is a privilege to fulfill this role and work toward widening access to quality jobs and career paths that are aligned with the City's workforce needs.

As this report, Boston's Neighborhood Jobs Trust Impact Report 2017-2018, explains, we the trustees approved over \$2.8 million for workforce development programs selected by the Mayor's Office of Workforce Development (OWD) based on several criteria. These include such factors as proposed industry sectors and intentional program designs to fully engage employers and job-seekers. This investment paved the way for another \$2.9 million in leveraged dollars from other funding sources. We are pleased to share with you the successful outcomes of these efforts and to highlight the incredible success stories they made possible.

We believe that the Neighborhood Jobs Trust has an important role to play in supporting Mayor Walsh's efforts to creatively address the City's workforce needs. We support the collective vision of Mayor Walsh, the Boston City Council, and our community partners to strengthen and increase Boston's training funds in the interest of flexibility and innovation. With the partnership of the Mayor's Office of Workforce Development, we will continue to invest NJT funds in organizations that provide education, job training and other support services to Boston's residents so that all may benefit from the City's strong economy.

Sincerely,

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

Frank Baker
Boston City Councilor - District 3

Trinh Nguyen
Director, Mayor's Office of Workforce Development



INTRODUCTION

In many American cities, commercial development can advance independently of workforce development. Buildings may rise while workers' skills and opportunities stay the same. Not so in Boston. Our city has a unique statutory tool that tethers commercial growth to workers' gains. This is the Neighborhood Jobs Trust.

The Neighborhood Jobs Trust (NJT) collects linkage fees, based on square footage, from large-scale commercial development projects in the city to fund jobs and job training for low- and middle-income Boston residents. The Mayor's Office of Workforce Development is proud to share the impact the Trust has made in the lives of Bostonians in 2017-2018.



\$2.86m

Total Money Disbursed



\$2.90m

Leveraged Funds



2,000+

Total Residents Served*



* Includes those served by leveraged funds

COUPLE TURNS ENGLISH INTO ENTREPRENEURSHIP



Mei and Li opened APM Coffee at 99 Kneeland St.

Alice Mei and Terry Li immigrated to the United States with a precise mission: They wanted to open a coffee shop. The husband-and-wife duo had done it in their native China. But opening a coffee shop in the U.S. would be exponentially more difficult, because they couldn't speak the language.

Within months of their arrival, the couple enrolled in English for Customer Service, a 7-week job training program provided through Boston Chinatown Neighborhood Center and the Chinese Progressive Association. In the program, they worked on their English while learning such American customer service norms as smiling, shaking hands, and establishing eye contact.

In February 2018 – less than a year after arriving in the country – Mei and Li opened APM Coffee at 99 Kneeland St. and have poured their passion into their new shop. “I drink coffee as water,” said Li, the barista. “I use my heart to do the food,” said Mei, the cook.

Their fledgling language skills have proven essential to their success. Shortly after they opened, a young man came in to place an order that Mei couldn't understand. He gave up and left, leaving her sad and frustrated. But when he returned the next day, she understood him loud and clear: Banana pancakes! Now he comes in every morning for his pancakes, Mei said. “He tells us we're the best coffee shop in Boston.”

A SURVIVOR FINDS HER LIFELINE



In February 2017 Jessie Elston kept a packed suitcase hidden in the trunk of her car. No one but her mother knew. She was waiting for the right moment to leave an abusive relationship and take her son with her.

But the escape was only the beginning of her journey. The daily stress of living away from home, under the protection of a restraining order, overwhelmed her to the point that she left her office job. When her savings ran out, she had to go on public assistance to make ends meet. Then she found the Human Services Employment Ladder Program (HELP) at Morgan Memorial Goodwill Industries.

"I wasn't just looking for a job, I was looking for a career," she said. "I needed stability."

She got more out of her eight weeks at Goodwill, she says, than the four years she spent in college earning a human services degree.

"I can't tell you the amount of confidence it built. The fear left. I could look employers in the eye, and it was not only, 'Am I a good fit for them?' but 'Are they a good fit for me?' I never thought that way in my life."

Now Elston is a full-time Violence Intervention Advocate at Boston Medical Center, where she works with emergency room patients who have been victimized by knife or gun violence to create safety plans and begin long-term healing from their traumas. The ability to help victims, while earning a living wage and benefits for herself and her son, is healing for her as well.

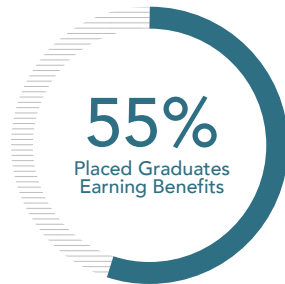
"This smile I haven't had in a very long time," she said.

RECIPIENT PROGRAMS*

Boston Housing Authority (BHA) Charlestown Adult Education

65 residents served

Charlestown Adult Education provides BHA residents and members of the surrounding community with a range of educational and training opportunities: English language instruction, citizenship classes, HiSET preparation, job training for home health aides and administrative assistants, and an introduction to professional and academic discourse.



Boston Private Industry Council (PIC)

337 residents served

The Boston PIC provides coaching support for Boston Public Schools students who are attending community college. Coaches assist students with acquiring part-time jobs or internships while they are in school.



40
Placed in Jobs

English for New Bostonians

1,025 residents served

English for New Bostonians (ENB) supports Boston's immigrants with intensive English instruction and career programming. Their classes customize English instruction to the concerns of different populations, including entrepreneurs, parents of BPS children, young adults preparing for college, and survivors of domestic violence. ENB has also integrated digital literacy across all programs, so that learners gain confidence using English on- or off-line.

59%



30%



Individual Training Accounts

21 residents served

Job training vouchers, known as Individual Training Accounts (ITAs), enable low-income job-seekers and workers affected by layoffs to choose the training that best fits their needs. These vouchers are administered at the MassHire Career Centers in Boston.

\$24.40

Avg. Wage on Placement

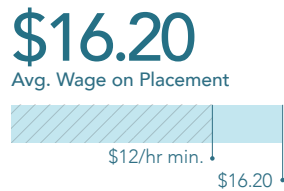


* Please forgive any unintentional omissions on our part. We are grateful to all of our recipient programs for the work that they do.

LISC Boston

198 residents served

The Bridges to Career Opportunities programs, held at JVS and the Roxbury Center for Financial Empowerment, prepare job-seekers to enter rigorous job training in the culinary, hospitality, biotech, and information technology fields.



Tuition-Free Community College Plan

109 residents served

Students who meet eligibility requirements for financial need and basic college readiness can attend community college free of tuition or mandatory fees, thanks to the Tuition-Free Community College Plan. The plan also covers school-related expenses, such as transportation or books, for some students.

70%

One-year retention rate for Cohorts 1 & 2



Roxbury Community College

As part of the Energy Career Pathway Consortium, Roxbury Community College is creating a smart building maintenance technology program to produce more qualified people of color to meet industry demand for workers.

SkillWorks

289 residents served

With the support of an advisory consortium of tech employers, the SkillWorks IT/Tech Initiative works to increase access to jobs in the high-growth tech industry for underrepresented youth and adults. The initiative consists of paid internship opportunities, IT job training, and bridge programs to industry-recognized certificates and degrees.

140

BPS Students placed in paid summer internships

95%

of the 88 graduates of biotech and health IT bridge programs advanced to college

RFP Grantees

244 residents served

Sixteen programs provided crucial job training to Boston residents thanks to NJT grants awarded via an open Request for Proposals (RFP) process. These programs laser-focus their training on particular industries and vocations, and on worker populations with the potential to meet employers' talent needs.

129

Graduates Placed In Jobs

76%

Earning Benefits

\$15.37/hr avg.



Continue to next page for a breakdown of RFP Grantee programs →

RFP GRANTEES

Asian American Civic Association (AACA)

Building Energy Efficient Maintenance Skills (BEEMS)

- 🕒 22 weeks
- 👥 Immigrants & low-income residents
- 🏠 Building maintenance
- 💰 Maintenance technicians
- 📍 87 Tyler St., Chinatown

BEST Hospitality Training Center

Introduction to Hospitality

- 🕒 6 weeks
- 👥 US-born African-Americans and other unemployed/under-employed residents
- 🏠 Hospitality
- 💰 Housekeepers
- 📍 2201 Washington St., Roxbury

Boston Chinatown Neighborhood Center (BCNC)

ESL for Retail and Customer Service

- 🕒 7 weeks
- 👥 Immigrants with limited English proficiency
- 🏠 Retail
- 💰 Customer service positions
- 📍 38 Ash St., Chinatown

Participant Profile can be found on pg.02

Community Servings

"Teaching Kitchen" Food Service Job Training Program

- 🕒 12 weeks
- 👥 Ex-offenders and homeless persons
- 🏠 Culinary
- 💰 Cooks, prep cooks, broiler cooks, expeditors, stockpeople
- 📍 18 Marbury Terrace, Jamaica Plain

International Institute of New England (IINE)

Service Industry Training Program

- 🕒 10 weeks
- 👥 Homeless, recently homeless, or near-homeless immigrants
- 🏠 Banking, Healthcare, Hospitality
- 💰 Customer service positions
- 📍 2 Boylston St., Downtown

Jewish Vocational Service (JVS)

Building Your Career as a Pharmacy Technician

- 🕒 12 weeks
- 👥 Young adults
- 🏠 Healthcare
- 💰 Pharmacy technicians
- 📍 75 Federal St., Downtown

Morgan Memorial Goodwill Industries

Human Services Employment Ladder Program (HELP)

- 🕒 8 weeks
- 👥 Minority women TANF recipients
- 🏠 Human services
- 💰 Program monitors, residential counselors, job coaches, advocates
- 📍 1010 Harrison Ave., Roxbury

Participant Profile can be found on pg.03

New England Center & Home for Veterans

Neighborhood Jobs Trust Program

- 🕒 6-13 weeks
- 👥 Homeless veterans
- 🏠 Real Estate, Veterinary, Security
- 💰 Home inspectors, veterinarian assistants, personal protection officers
- 📍 17 Court St., Downtown



DURATION



TARGET AUDIENCE



INDUSTRY



JOB



LOCATION

NECAT

Culinary Arts Job Training Program

- 16 weeks
- Residents experiencing chronic unemployment or underemployment
- Culinary
- Cooks, prep cooks, line cooks
- 23 Bradston St., Dorchester

North Bennet Street School

Workforce Development Initiative

- 36 weeks
- Economically disadvantaged residents
- Manual arts
- Carpenters, locksmiths
- 150 North St., North End

Operation ABLE

Medical Office Skills

- 12 weeks
- Mature workers
- Healthcare
- Office administrators
- 174 Portland St., West End

Project Hope

Workforce Development and Employment Partners

- 12 weeks
- Single mothers
- Healthcare
- Administrative and customer service positions
- 550 Dudley St., Roxbury

St. Mary's Center for Women and Children

Women @ Work Plus

- 22 weeks
- Single mothers
- Real Estate, Healthcare, Higher Education, Financial Services
- Administrative Assistants
- 90 Cushing Ave., Dorchester

Urban League of Eastern Massachusetts

MSIMBO: ULEM Coding Bootcamp & DigiUL Digital Marketing

- 16-20 weeks
- People of color
- Technology
- Web Developers, Graphic Designers
- 88 Warren St., Roxbury

WORK, Inc

Culinary and Custodial Training Careers

- 8 weeks
- People with disabilities
- Building Maintenance, Culinary
- Custodians, cooks, food service workers
- 25 Beach St., Dorchester

YMCA Training Inc

Computerized Office Skills

- 20 weeks
- Unemployed or underemployed persons
- Insurance, Banking, Healthcare
- Customer service & administration positions
- 18 Tremont St., Downtown

