



FY 2026 Regional Agency Mitigation Fund Grant Application

Application Instructions:

- I. All applications must be received by the Massachusetts Gaming Commission by January 31st, 2025, at 11:59 p.m. to be considered for funding for the FY 2026 grant round.
- II. Each Agency may only submit ONE application as a Word Document.
- III. Each project must have its own form within the appropriate category. All attachments should directly follow the relevant project form.
- IV. Be sure to fill in all the information requested on the application. Applications that are left incomplete will not be accepted.
- V. All applications must submit a detailed scope of work and timeline for implementation of the project identified in the application.
- VI. All applications must contain appropriate backup materials that support the application.
- VII. The Grant Manager will be responsible for compiling the information for the quarterly reports and the submittal of the quarterly reports.
- VIII. The application must be signed by the agency's CEO or an individual with signatory authority.
- IX. The Regional Agency Grant is broken into three segments. Please only fill out the section relevant to your application.
 - a. Part A – Regional Planning
 - b. Part B – Regional Public Safety
 - c. Part C – Regional Workforce Development
- X. Submit this completed form as well as any relevant attachments to MGCCMF@Massgaming.gov or as a response to the COMMBUYS BID- BD245-1068- 1068C-1068L-109685

For more detailed instructions as well as the full FY 2026 Application Guidelines visit <https://massgaming.com/about/community-mitigation-fund/>

| Grant Manager Information: |
|---|
| Applicant: Metro North Regional Employment Board (d/b/a MassHire Metro North Workforce Board) |
| Vendor Code: |
| Name: Cyndy Chapin-Levesque |
| Title: Director of Employer Partnerships |
| Email Address: cchapin-levesque@masshiremetronorth.org |
| Telephone: (617) 208-9140 |
| Address: SPACES Davis Square, 240 Elm Street, Somerville, MA 02144 |

Budget Summary

Use the space below to provide an overview of all projects to be covered by this funding. You may add as many items as is pertinent to your application (you can add rows by right clicking on the row and selecting “add row”). Please provide a category, name, brief description, and amount for each item. Please use the appropriate category below for your agency.

| Category | Project Name | Description | Amount |
|---------------------------|--|---|-----------|
| A. Regional Planning | | | |
| B. Regional Public Safety | | | |
| C. Workforce Development | Metro Boston Regional Hospitality Consortium | MBRGHC is a regional project aimed at addressing the workforce needs of the hospitality sector impacted by the Encore Boston Harbor gaming facility and the COVID-19 induced economic downturn. A consortium of partners will provide contextualized ESOL training, occupational skills training, job readiness training, digital literacy training, and career counseling. | \$750,000 |
| Total Request | | | \$750,000 |

Are you requesting a waiver for any program requirement? Yes No

Applicant Certification

- I. If yes, you must fill out a CMF Regional Agency Waiver Form. The waiver form can be found as Appendix F to the RFR on COMMBUYS or online at <https://massgaming.com/about/community-mitigation-fund/forms/> . Applications without a completed waiver form will not be considered for a waiver.

On behalf of the aforementioned applicant, I hereby certify that the funds that are requested in this application will be used solely for the purposes articulated in this application.



January 24, 2025

Signature:

Date:

Christopher Albrizio-Lee, President and CEO

Name and Title of Signatory:

Part A-Regional Planning - The application should include sufficient backup information for the review team to fully understand the project(s). This information could include locus maps, requests for proposals, detailed scopes of work, drawings etc.

| Project Name: | | | |
|---|----------|---|--------|
| Please provide below the contact information for the individual managing this aspect of the grant. | | | |
| Project Contact | | Additional Project Contact (if applicable) | |
| Name: | | Name: | |
| Title: | | Title: | |
| Department: | | Department: | |
| Email Address: | | Email Address: | |
| Telephone: | | Telephone: | |
| Address: | | Address: | |
| <p>I. Please use the space below to identify the impact of the gaming establishment on your region. You may use the impacts identified in the FY 2025 Guidelines relevant to this category. Please provide documentation or evidence that gives support for the determination that the operation of the gaming facility caused or is causing the impact and that the issue is regional in nature (i.e., surveys, data, reports, etc.)</p> | | | |
| <p>II. Please describe the project in detail and how the proposed project will address the impact indicated above. Please include a breakdown of the proposed scope of work, the scope should be sufficiently detailed to allow the review team to understand the steps required for project completion.</p> | | | |
| Proposed MGC Grant Budget | | | |
| Please use the following table to outline the project budget. Please include as an attachment any requests for proposals, quotes, or estimates that would quantify the costs associated with the mitigation. | | | |
| Description of Purchase/Work | Timeline | QTY | Budget |
| | | | |
| | | | |
| | | | |
| | | | |
| | TOTAL: | | |

Part B - Regional Public Safety- The application should include sufficient backup information for the review team to fully understand the project(s). This information could include locus maps, catalog cuts of proposed equipment purchases, quotes, training course syllabus, etc.-

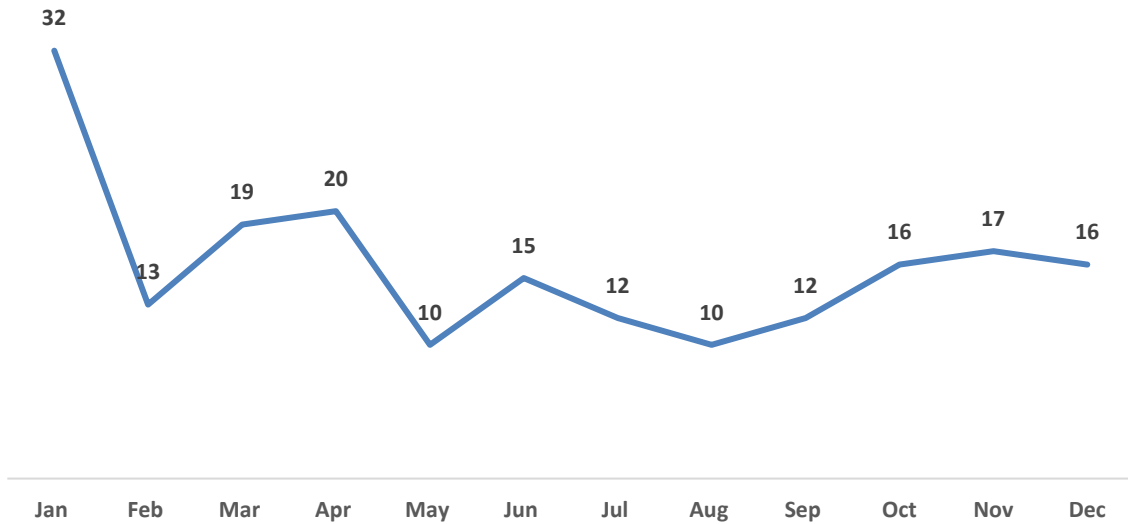
| Project Name: | | | |
|---|---------------|---|--------|
| Please provide below the contact information for the individual managing this aspect of the grant. | | | |
| Project Contact | | Additional Project Contact <i>(if applicable)</i> | |
| Name: | | Name: | |
| Title: | | Title: | |
| Department: | | Department: | |
| Email Address: | | Email Address: | |
| Telephone: | | Telephone: | |
| Address: | | Address: | |
| | | | |
| <p>I. Please use the space below to identify the impact of the gaming establishment on your region. You may use the impacts identified in the FY 2025 Guidelines relevant to this category. Please provide documentation or evidence that gives support for the determination that the operation of the gaming facility caused or is causing the impact (i.e., casino related crime statistics, other relevant data, reports, etc.)</p> | | | |
| | | | |
| <p>II. Please describe the project in detail and how the proposed project will address the impact indicated above. Please include a breakdown of the proposed scope of work, the scope should be sufficiently detailed to allow the review team to understand the steps required for project completion.</p> | | | |
| | | | |
| <p>Proposed MGC Grant Budget</p> | | | |
| Please use the following table to outline the project budget. Please include as an attachment any requests for proposals, quotes, or estimates that would quantify the costs associated with the mitigation. | | | |
| Description of Purchase/Work | Timeline | QTY | Budget |
| | | | |
| | | | |
| | | | |
| | | | |
| | TOTAL: | | |

Part C - Workforce Development- The application should include sufficient backup information for the review team to fully understand the project(s). This information could include other relevant workforce statistics and economic models.

| | |
|---|--|
| Project Name: Metro Boston Regional Hospitality Consortium | |
| Please provide below the contact information for the individual managing this aspect of the grant. | |
| Project Contact | Additional Project Contact <i>(if applicable)</i> |
| Name: Cyndy Chapin-Levesque | Name: Danielle Osterman |
| Title: Director of Employer Partnerships | Title: Senior Director Workforce Development |
| Department: Workforce Development | Department: Workforce Development |
| Email Address: cchapin@masshiremetronorth.org | Email Address: Dosterman@masshiremetronorth.org |
| Telephone: (617) 208-9140 | Telephone: (781) 406-5043 |
| Address: 240 Elm Street, Somerville, MA | Address: 240 Elm Street, Somerville, MA |
| <p>I. Please use the space below to identify the impact of the gaming establishment on your region. Please demonstrate the significance of the workforce need faced by the region, related to the operation of a gaming establishment. You may use the impacts identified in the FY 2025 Guidelines relevant to this category. Please provide documentation or evidence that supports the determination that the operation of the gaming facility caused or is causing the impact (i.e., surveys, data, reports, etc.).</p> <p>Since opening in 2019, the Encore Boston Harbor gaming facility has had a significant impact on Greater Boston’s labor market and workforce development system. According to Burning Glass Technologies, in 2019 a total of 29,934 positions in the hospitality industry in the Greater Boston area were posted online. Of these, 569 were posted by Encore. In 2020, 14,034 hospitality positions were posted across the Greater Boston region. Encore posted 133 of these.</p> <p>The pandemic significantly disrupted the hospitality industry, forcing employers, including Encore, to lay off workers and freeze hiring. The labor market became saturated with skilled hospitality workers in need of reemployment. In response, the 2021 Community Mitigation Fund supported efforts to assist these workers through community outreach, career counseling, and skills training to adapt to the evolving job market and re-enter the workforce.</p> <p>By summer 2021, as the state reopened following increased vaccination rates and declining COVID transmission, hospitality employers began recalling laid-off staff and hiring new workers. Between August and December 2021, there were 10,890 hospitality job postings across Greater Boston including 1,500 from hotel employers and 105 from Encore.</p> <p>In 2024, the hospitality industry showed signs of steady recovery. The latest data indicates there were 12,914 unique job postings across Metro North and Boston, with an average annual salary of \$55,000. The most in-demand occupations included Food Service Managers, Fast Food and Counter Workers, Waiters and Waitresses, Hotel Desk Clerks, and Maids and Housekeeping Cleaners. During this same period, Encore posted 192 unique job postings with an average annual salary of \$57,000 - a +102% increase from 2023. Encore’s most in-demand roles included Food Service Managers, Bookkeeping and Accounting Clerks, Hotel Desk Clerks, Host and Hostesses, and Janitors and Cleaners, with a focus on skills</p> | |

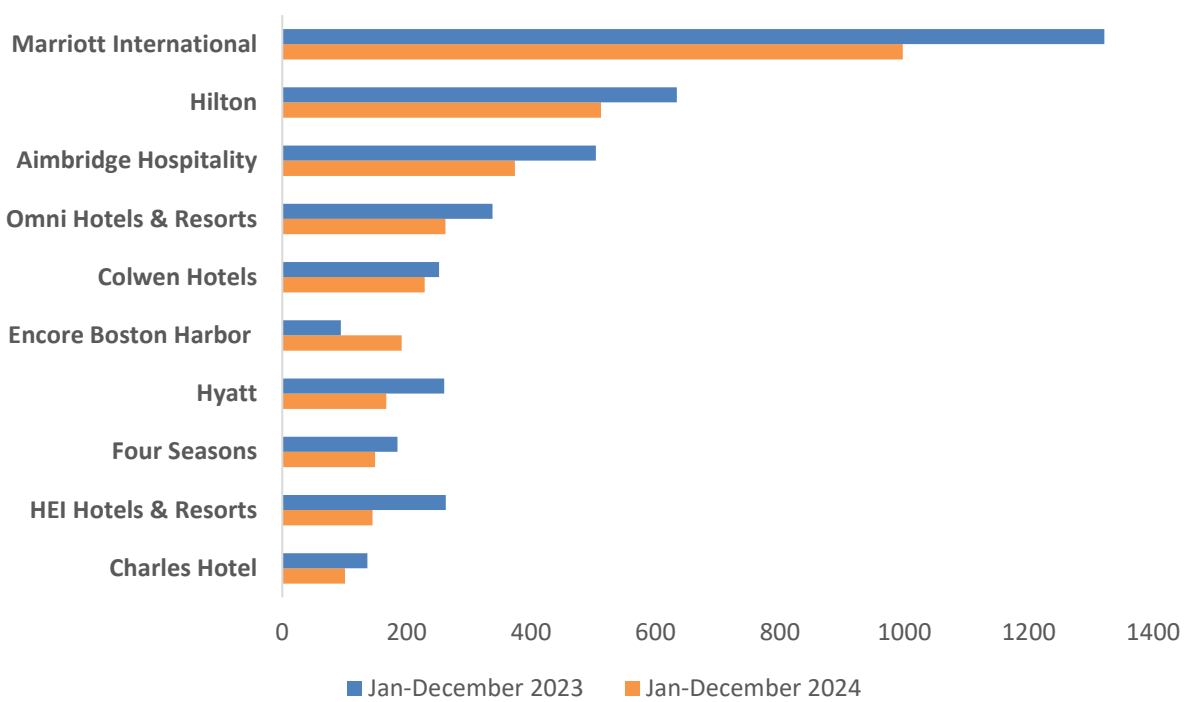
like customer service, guest relations, and culinary expertise.

Number of Unique Postings by Encore in 2024



Encore's hiring trends in 2024 show a peak in January with 32 unique job postings, a decline during the summer, and stabilization in the fall with 16-17 job postings per month. However, when compared to other hospitality employees, Encore stands out as the only employer to experience an increase in job postings from 2023 to 2024.

Number of Unique Job Postings by Top Ten Hotel Employers 2024 vs. 2023



Despite Encore’s growth, the hospitality industry overall has not returned to pre-pandemic levels, with a high percentage of workers who have returned to the hospitality industry working reduced hours. According to Lightcast, the Metro North and Boston regions have a lower supply for hospitality candidates compared to the national average. In addition, Lightcast forecasts that the hospitality industry is projected to grow by 8% between 2023-2028, emphasizing the need for continued investment.

The apparent quandary between job openings, laid-off workers, and the labor shortage is tied to the conservative measures hospitality employers have undertaken to keep their businesses open, the changing impact of COVID restrictions on tourism and travel, and for workers, the ongoing challenges of life amidst the pandemic. As the hospitality industry recovers and strengthens, there is a need to create pathways to quality hospitality jobs, including at Encore, for the un- and under-employed workers living in the Greater Boston region.

II. Please describe the project in detail and how the proposed project will address the impact indicated above. Please include a breakdown of the proposed scope of work, the scope should be sufficiently detailed to allow the review team to understand the steps required for project completion. Please describe the deliverables, including the number of individuals to be served, number of hours, projected outcomes, location of program, cities and towns served.

The MBRGHC is requesting \$750,000 from the Mass Gaming Commission through the Community Mitigation Fund to engage our region's under/unemployed individuals who will provide the skills necessary to gain meaningful employment or re-employment within the hospitality industry. The MBRGH goal will be to meet the hiring needs of hospitality employers, including Encore Boston Harbor.

Nine community-based organization partners will provide services beginning with community engagement and outreach, continuing education, and training programs, which will culminate in employment within the hospitality industry.

We are excited to offer our program participants valuable services designed to help them develop essential work skills and improve their English language proficiency, paving the way toward meaningful employment. Each participant will undergo thorough intake and assessment evaluations, ensuring they enter programs tailored for their success. Our dedicated community partners will collaborate closely, sharing resources and guiding participants to the best opportunities. Together, we are committed to creating pathways to fulfilling careers in the hospitality industry, ensuring access to quality jobs that can change lives for the better!

With a \$750,000 Workforce Development Grant, MBRGHC is excited to positively impact on the lives of at least 1,700 residents. We're geared up to enroll around 183 individuals in our Occupational Skills training program, and we're confident that 90% of them will successfully complete their courses. Even more inspiring, we anticipate that at least 70% will secure jobs and stay employed for 30 days or more. We'll thoughtfully track data on demographics, learning progress, industry certifications earned, and starting wages to ensure our programs lead to meaningful outcomes for our community.

MBRGHC is proposing a project aimed at helping residents in the Greater Boston area secure high-quality jobs with local hospitality employers, including Encore. Services will be accessible to all residents, with priority given to individuals from Boston, Chelsea, Everett, Revere, Malden, Medford, and Somerville. Each partner organization will handle intake procedures and assess the specific services needed for individuals to obtain and maintain employment. The services offered will include:

- **ESOL Training:** Residents will receive training to improve their English language proficiency, making them eligible for employment at Encore or other hospitality employers. The training will be tailored specifically for job readiness, customer service, and hospitality skills. All students will undergo a standardized English assessment both before and after the training to measure their learning progress. Upon completing the training, students will receive assistance with job placement and may be referred to a partner organization for additional occupational skills training.
- **Job Readiness Training:** Residents will be trained to develop the essential soft skills needed for employment and success in their new roles. The training will cover

topics such as resume writing, job interviews, professional communication, and conflict resolution. Some partners will offer job readiness training as standalone workshops, while others may integrate it with occupational skills training. After completing the program, participants will receive assistance with job placement.

- **Occupational Skills Training:** Residents will receive training in essential skills related to their chosen career paths. Training options include Hospitality Services, Housekeeping Pre-Apprenticeship, Culinary Arts, and Environmental Commercial Cleaning and Grounds Maintenance. These programs provide students with opportunities to connect with local industry employers through mock interviews, guest speakers, site tours, and job shadowing experiences.

Students will have the chance to earn one or more industry-recognized credentials, such as ServSafe certification, DOL Pre-Apprenticeship and Apprenticeship certification, OSHA Housekeeping certification, and the Gold Star Service certification from the American Hotel and Lodging Educational Institute.

After completing their training, students will receive job placement assistance. In some cases, students may also be able to transfer their training into credits at a local community college.

- **Digital Literacy Training:** This program helps residents build upon their computer skills for job searching and employment. Topics covered include how to complete online job applications, virtual interviewing, email etiquette, Microsoft and Google programs, and web searching.
- **Career Counseling:** Residents will receive personalized coaching and job placement assistance from a Career Advisor. This service is available to graduates of training programs and individuals seeking re-employment or a new career in hospitality who do not require additional training. Career Advisors will conduct regular follow-ups with clients to ensure their continued success. Additionally, Career Advisors may refer clients to partner organizations for additional services.
- **Support Services:** These services are provided to residents who face barriers to employment. They include case management, referrals to community partners, transportation assistance, technology support, and help with applying for public benefits.

The MassHire Metro North Workforce Board (MNWB) will lead the consortium, overseeing all project activities and providing administrative support. The MNWB and the City of Boston will collaboratively manage the various partnerships, offering technical assistance and support to grant partners. A network of community-based organizations and municipalities will implement the sequence of services. All project activities will take place during Fiscal Year 2026, which runs from July 1, 2025, to June 30, 2026.

Project Personnel:

- MassHire Metro North Workforce Board (MNWB) – lead partner. As the lead partner, the MNWB’s responsibilities under this project include:
 - Overall management and oversight of project activities
 - Data collection and reporting
 - Fiscal administration, including contracting, invoicing, and payments
 - Training and technical assistance
 - Management of project partners
 - Organizing and facilitating project meetings
 - Dissemination of labor market data, employment opportunities, and facilitating connections with employer partners
- City of Boston – joint partner. As a joint partner, the City of Boston will be responsible for:
 - Coordination of project activities taking place in the City of Boston
 - Co-facilitation of meetings
 - Facilitating connections with Boston-based employer partners

Host Communities:

The cities of Boston, Cambridge, Chelsea, Everett, Malden, Medford, Revere, and Somerville will act as host communities, providing support for the project.

Local Partners:

Partners will be responsible for serving a total of 1,700 residents. Those delivering occupational skills training must ensure a 90% completion rate and a 70% job placement rate. Graduates need to achieve 30-day employment retention in order to be counted. Unless specified otherwise, programs are available to all residents living in the Greater Boston region. The specific partners and proposed project activities are detailed below:

1. Action For Equity (A4E) – Located in Boston, A4E will continue building upon its community pipeline, which currently serves 1,000 Boston residents. The infrastructure connects residents to various employers and opportunities. A4E will expand its

community pipeline and on-ramp services to focus on high-quality hospitality and gaming jobs near Encore.

2. Boston Chinatown Neighborhood Center (BCNC) — Located in Boston, BCNC will deliver four cycles of its ten-week (virtual) or eight-week (in-person) *ESOL for Customer Service* training program.
 - The program integrates ESOL instruction with general workplace and industry-specific customer service skills and includes individualized career counseling and case management services.
 - Malden residents will be targeted for the program. For the past three years, 13-25% of BCNC Adult Education's Boston-based programming students have resided in Malden.
 - BCNC has developed relationships with various hospitality industry employers, including Mass General Brigham, CVS Health, and the Omni Boston Hotel at the Seaport.
 - BCNC will mitigate barriers by providing students with a conditional cash incentive (paid in two installments at the middle and end of the course if students attend at least 80%) and T-Passes for three months. In addition, students without technology may borrow a Chromebook.

3. Boston Education, Skills, and Training (BEST) Corporation in Medford and Boston. BEST will deliver its *Housekeeping Pre-Apprenticeship and Culinary Training programs* throughout the grant year.
 - Funding would provide slots in BEST's Introduction to Hospitality/Housekeeping Pre-Apprenticeship Program. In 2019, BEST enrolled 131 clients in its Introduction to Hospitality/Housekeeping Pre-Apprenticeship Program. 95% of clients completed the training, and 85% were job-placed with an average wage of \$19.73/hour. 76% of those placed are still working in those jobs today. (They were temporarily laid off during the pandemic but are now back at work.) BEST graduates still working at union hotels today earn \$27.20/hour, with employers paying an additional \$10.65/hour into the Local 26 benefit plan.
 - The *Introduction to Hospitality/Housekeeping Pre-Apprenticeship Program* is a six-week, DOL-registered training program that leads to hotel housekeeping jobs. Participants learn about the hotel industry, shadow at hotels, and receive career coaching that leads to job placement. Graduates can earn up to 12 credits at Bunker Hill Community College, DOL Pre-Apprenticeship and Apprenticeship certification, OSHA Housekeeping Safety certification, and NorthStar Digital Literacy certification.
 - BEST has several employer partners in the hospitality industry, such as the Omni Boston Hotel at the Seaport, University Dining Services, and Encore. In addition, they have a strong partnership with UNITE HERE Local 26 (the hotel and restaurant workers' union).
 - Funding would also provide BEST's Pipeline to Good Jobs Culinary Program slots. Spanning an immersive 12 to 16 weeks at the Omni Boston Hotel at the Seaport,

participants will embark on a transformative journey. The curriculum is designed to include culinary skills and soft skills vital for success in the hospitality industry. With job shadowing experiences, participants will graduate from the program equipped with ServSafe Food Handler certification and a comprehensive skill set to elevate their prospects in the culinary and hospitality sectors.

4. La Colaborativa – located in Chelsea, La Colaborativa provides a suite of services throughout the grant year.
 - *Job Readiness Workshops*: offered weekly and prepares jobseekers to submit successful employment applications, transition into new work opportunities, and remain stable. Training topics include resume writing clinics, mock interviews, job research training, and how to apply for jobs. Other training courses focus on building teamwork, effective communication, problem-solving, work ethic, flexibility/adaptability, and interpersonal skills.
 - *Career Counseling*: Job coaches help members define and pursue the following steps on their job pathways through resume reviews, job opportunity research, application support, and introductions to employers.
 - *English Classes*: offered in 13-week cycles. Classes are held virtually at the beginner, intermediate, and advanced levels in partnership with Harvard University’s Phillips Brooks House Association (PBHA). Topics focus on basic language around life skills competencies that directly apply to the hospitality industry. Students are provided with real-world examples of how each topic can relate to work in a broad sense. Classes are culturally relevant and focused on English language skills for the workplace and economic advancement.
 - *Digital Literacy Classes*: In partnership with Tech Goes Home, La Colaborativa offers computer classes for members to build the technology skills needed to research, apply for, and perform many jobs in today’s market. Classes meet for 14 hours over a two-week period, and upon successful completion, students receive a Google Chromebook.
 - Residents of Chelsea, East Boston, Everett, and Revere will be targeted for services.

5. Community Work Services (CWS) – located in Boston, CWS will deliver its *At Your Service (AYS) Hospitality Training Program* throughout the grant year.
 - All participants will undergo a two-week Job Readiness Training (JRT). After that, they may enroll in CWS’s *Environmental Commercial Cleaning/Building & Grounds Maintenance Training Program* (six weeks) or its *Hospitality Services Training Program* (eight weeks with an optional added six weeks of culinary training).
 - Training programs combine classroom learning and hands-on training to help participants develop the skills needed for career success. Job readiness, career coaching, and case management are provided to ensure participants have the support necessary to earn industry-recognized credentials to secure employment.
 - Programs help participants to develop robust skills in customer service, program logistics and management, specialized pandemic safety procedures, and use of

environmentally sourced products. CWS provides participants with opportunities to obtain professional certifications, including ServSafe and Gold Star Service.

- CWS is recognized for serving the most challenging groups, including at-risk young adults, those with limited work experience or education, and formerly incarcerated individuals. Supports to mitigate barriers include an outcome-based stipend, transportation passes, laptops available to borrow, and childcare referrals.
- CWS has an extensive network of culinary/hospitality partners, including the Massachusetts Restaurant Association, Finesse Hospitality, Union Hospitality Group, and the Boxer Hotel.

6. The International Institute of New England (IINE) in Boston will deliver two eight-week Ready, Set, Serve cycles! Hospitality Training Program.

- Activities include applicant screening; interviewing; enrollment; contextualized English instruction (including mastery of vocabulary specific to the industry); comprehensive introduction to entry-level hospitality jobs and associated roles and responsibilities; training in financial literacy; and professional development, including creating resumes, cover and thank you letters, preparing for interviews, and developing skills and competencies to succeed in the hospitality and accommodations sector.
- IINE has developed employer relationships with hospitality industry employers, including Encore and the Omni Boston Hotel at the Seaport.
- IINE will mitigate barriers by providing students with a conditional cash incentive (paid in two installments in the middle of the course and upon 30-day job retention) and Chromebooks to borrow.

7. Somerville Community Corporation (SCC), located in Somerville, will deliver its *First Source Jobs Program* throughout the grant year.

- Career coaches work individually with job seekers to assist with job readiness (career exploration, resumes, online job search and application, interview prep, references, etc.) and developing soft skills that will improve their job prospects (survival English, basic computer literacy, communication and body language, and self-confidence).
- SCC has a network of over 40 local hospitality employers, including Encore Boston Harbor, Holiday Inn, Mass General Brigham, Beth Israel Deaconess Medical Center, Boston Children's Hospital, Cambridge Health Alliance, Harvard University, and Tufts University.
- SCC has a strong partnership with Encore, which hosts monthly onsite hiring events where job seekers can interview for open positions. SCC conducts outreach for the events, works with the job seekers to prepare their resumes and complete job applications, and meets the job seekers at Encore to offer support and last-minute interview preparation.

8. New England Culinary Arts Training (NECAT), located in East Boston and Woburn, will deliver its 14-week multilingual *culinary arts training program*.

- On an annual basis, NECAT serves 150 participants in culinary jobs with a 75% placement rate and a \$20/hour starting wage.
- CMF funding would expand their language program and offer the curriculum in Haitian-Creole in the evenings at the East Boston center.

9. YMCA of Greater Boston (YGB) – located in East Boston and Woburn, YGB will deliver four cycles of a 12-week pilot program called *Artes Culinarians: Culinary Arts Training Program* in partnership with New England Culinary Arts Training (NECAT).

- The YGB will provide ESOL classes contextualized for the food and customer service industries, soft/power skills training, digital literacy training, and job placement services. The NECAT will provide culinary training and ServSafe certification.
- Residents of East Boston, Chelsea, and Revere will be targeted for training.
- To mitigate technology barriers, the YGB has partnerships with Tech Goes Home, the City of Boston, and others to help students secure computers, Wi-Fi hot spots, and other technology.

Proposed MGC Grant Budget

Please use the following table to outline the project budget. Please include as an attachment any requests for proposals, quotes, or estimates that would quantify the costs associated with the mitigation.

| Description of Purchase/Work | Timeline | QTY | Budget |
|--|----------------------|-----|-----------|
| Subcontractor: Action 4 Equity | 7/1/2025 – 6/30/2026 | | \$42,000 |
| Subcontractor: Boston Chinatown Neighborhood Center (BCNC) | 7/1/2025 – 6/30/2026 | | \$50,000 |
| Subcontractor: Boston Education, Skills, and Training (BEST) Corp. | 7/1/2025 – 6/30/2026 | | \$130,750 |
| Subcontractor: Community Work Services (CWS) | 7/1/2025 – 6/30/2026 | | \$75,000 |
| Subcontractor: International Institute of New England (IINE) | 7/1/2025 – 6/30/2026 | | \$103,000 |
| Subcontractor: La Colaborativa | 7/1/2025 – 6/30/2026 | | \$84,000 |
| Subcontractor: New England Culinary Arts Training (NECAT) | 7/1/2025 – 6/30/2026 | | \$63,500 |
| Subcontractor: Somerville Community Corporation (SCC) | 7/1/2025 – 6/30/2026 | | \$63,500 |
| Subcontractor: YMCA of Greater Boston | 7/1/2025 – 6/30/2026 | | \$82,000 |
| Project Administration 7.5% of grant | 7/1/2025 – 6/30/2026 | | \$56,250 |
| | TOTAL: | | \$750,000 |



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

January 16, 2025

Cyndy Chapin-Levesque, Director of Employer Partnerships
MassHire Metro North Workforce Board
SPACES David Square 240 Elm Street
Somerville, MA 02144

Dear Ms. Chapin-Levesque,

On behalf of the YMCA of Greater Boston's (YGB) Education and Training Center, I submit this letter to support the application for grant funding from the consortium led by the Metro North Workforce Board for the Community Mitigation Fund Workforce Development Program.

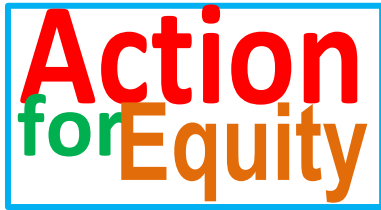
The YGB's Education and Training Center works directly with underserved populations in this region including newcomers to America, the unemployed and underemployed. This project will meet the workforce needs of the populations we serve by connecting the region's casino, hotel and restaurant industries with a trained and skilled workforce.

Under the proposed project, YGB's Education and Training Center will continue to deliver Culinary Arts in the East Boston and Woburn communities. This program provides contextualized adult education and literacy activities concurrently with culinary arts training, employment supports and the industry recognized ServSafe credential.

The YGB Education and Training Center looks forward to being an active and supportive member of this consortium. We look forward to working with all consortium partners to ensure this projects success.

Sincerely,

Jon Sproul
Executive Director
Education & Training Center



TO: Jordan Maynard, Chair
Massachusetts Gaming Commission
101 Federal St. 12th Floor
Boston, MA 02220

FROM: Marvin Martin, Tarshia Green-Williams

DATE: January 6, 2025

On behalf of Action for Equity, we are submitting this letter in support of the application for a Mitigation Fund grant from the consortium led by MassHire Metro North Workforce Board, in partnership with the City of Boston, for the Community Mitigation Fund Workforce Development Pilot Program.

As a community organization and coalition based in the region's communities of color, we know that this project will be an important step to creating an integrated, comprehensive system to meet the workforce needs of the region's casino, hotel, and restaurant industries impacted by Encore Boston's gaming facility and the COVID pandemic and connect residents to quality opportunities.

Action for Equity, initially with our Casino Action Network, has been an active partner with the Gaming Commission and Encore, ensuring standards for high quality jobs and access and then working to connect residents in our communities to these opportunities. We are continuing our efforts to ensure that residents with CORIs have access to these quality jobs, and gaming/hospitality employers have access to this workforce. We look forward to increasing our Community Pipeline focus on opportunities in hospitality in the region including focusing on accounting, business, facilities, and IT, as well as in service positions. Our Community Pipeline services, including our curated Opportunities Catalog, Information/Q&A Sessions, individual assistance, and customized on-ramps, assists residents as they bring their transferable skills to new opportunities.

Action for Equity will be an active member of this consortium. We look forward to working with all partners to ensure the project's success.

367 Washington St.
Dorchester, MA, 02124
action4equity.org
Tel (617) 506-7232

Alternatives for Community and Environment (ACE)
Arborway Committee
Boston Tenant Coalition
City Life/Vida Urbana
Conservation Law Foundation
Greater Four Corners Action Coalition

Jamaica Plain Racial Justice and Equity Collaborative
Livable Streets Alliance
La Colaborativa
La Comunidad Inc
Sierra Club of Massachusetts
Somerville Community Corporation
United for a Fair Economy



January 7, 2025

Cathy Judd-Stein, Chair Massachusetts Gaming Commission
101 Federal St, 12th Floor
Boston, MA 02110

Dear Ms. Stein:

On behalf of BCNC (Boston Chinatown Neighborhood Center, Inc.), I submit this letter of support regarding the application for grant funding from the consortium led by the MassHire Metro North Workforce Board, in partnership with the City of Boston, for the 2026 Community Mitigation Fund Workforce Development Program. As a community-based organization working with residents in this region, this proposed project will be an important investment designed to create an integrated, comprehensive system to meet the workforce needs of the region's casino, hotel, and restaurant industries impacted by the Encore Boston Harbor gaming facility.

The mission of BCNC is to ensure that the children, youth, and families we serve have the resources and supports they need to achieve greater economic success and social well-being. Under this proposed project, BCNC will enroll 15 Metro North region residents in its CustomerFirst job training program. The program integrates ESOL instruction with instruction on general workplace and industry-specific customer service skills and includes individualized career counseling and case management services.

The BCNC will be an active and supportive member of this consortium. We look forward to working with all consortium partners to ensure the success of this project.

If you have any questions, please contact Stephen Hunter at stephen.hunter@bcnc.net, 617-249-2995.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ben Hires", with a long horizontal line extending to the right.

Ben Hires
Chief Executive Officer

January 6, 2025

Cathy Judd-Stein, Chair
Massachusetts Gaming Commission
101 Federal St, 12th Floor
Boston, MA 02110

Dear Ms. Judd-Stein:

On behalf of Boston Education, Skills, and Training (BEST) Corp., I submit this letter of support regarding the application for grant funding from the consortium led by the MassHire Metro North Workforce Board, in partnership with the City of Boston, for the 2026 Community Mitigation Fund. As an organization working with residents in this region, this proposed project will be an important investment designed to create an integrated, comprehensive system to meet the workforce needs of the region's casino, hotel, and restaurant industries.

BEST's mission is to provide individuals with the education, skills, and training to excel in the hospitality industry and in their personal lives. Under the proposed project, BEST anticipates enrolling 21 un/under-employed individuals in its Introduction to Hospitality, Housekeeping Pre-Apprenticeship and Culinary Training programs to gain the skills, certifications, and coaching they need to enter the hotel industry. BEST will be an active and supportive member of this consortium. We look forward to working with all consortium partners to ensure the success of this project.

Sincerely,



Aisha Necoechea
Executive Director

Abrigal Forrester

President
Executive Director
Center for Teen
Empowerment

Rebekah Lashman

Principal
Rebekah Lashman
Consulting

Suzanne Lee

Director
Former Principal
Quincy School in
Chinatown

Jaimie McNeil

Director
General Agent
UNITE HERE Local 26

Tanisha Meranda

Director
Room Attendant
Aloft Hotel

BEST Hospitality Training

101 Station Landing, Fourth Floor • Medford, MA 02155
450 Summer Street, Omni Boston Hotel at the Seaport • Boston, MA 02210
617-542-1177 • www.BESThtc.org



ON THE WAY TO WORK

To Whom It May Concern:

I am pleased to provide this letter in support of MetroNorth's Mitigation Fund grant. My organization has operations in Massachusetts, and we intend to participate in workforce training and placement for individuals in communities disproportionately impacted by the construction and operation of the Encore Casino in Everett.

I believe this program will be extremely beneficial as it will help these individuals to develop key job training skills and economic stability. Community Work Services is proud to partner with MetroNorth Work Services on this program.

Thank you for your consideration of MetroNorth's application.

Sincerely,

Craig Stenning
Executive Director



**International
Institute of
New England**

January 2, 2025

Cathy Judd-Stein, Chair
Massachusetts Gaming Commission
101 Federal St, 12th Floor
Boston, MA 02110

Dear Ms. Judd-Stein:

On behalf of the International Institute of New England (IINE), I submit this letter of support regarding the application for grant funding from the consortium led by the MassHire Metro North Workforce Board, in partnership with the City of Boston, for the 2026 Community Mitigation Fund Workforce Development Program. As a community-based organization working with residents in this region, this proposed project will be an important investment designed to create an integrated, comprehensive system to meet the workforce needs of the region's casino, hotel, and restaurant industries impacted by the Encore Boston Harbor gaming facility and the aftermath of the COVID-19 pandemic.

The mission of the International Institute of New England (IINE) is to create opportunities for refugees and immigrants to succeed through resettlement, education, career advancement and pathways to citizenship. Under the proposed project, IINE anticipates enrolling 24 participants in our *Ready, Set, Service!* training program to recruit, train, and place residents of Boston and Metro North into entry-level hospitality positions at Encore Boston Harbor, and to ensure their retention in these jobs. Thanks to funding received from the Community Mitigation Fund, since October 17, 2022, 34 individuals have completed the program, receiving OSHA and CPR certification and financial literacy training with Eastern Bank. 16 have secured employment, and our employment team continues to support recent graduates with job placement. We hope to continue building upon this success with renewed funding.

The International Institute of New England will be an active and supportive member of this consortium. We look forward to working with all consortium partners to ensure the project's success.

Sincerely,

Jeffrey Thielman
President and Chief E Officer



January 14, 2025

Chris Albrizio-Lee
President & Chief Executive Officer
MassHire Metro North Workforce Board
SPACES Davis Square
240 Elm Street, 2nd/3rd Fl.
Somerville, MA 02144

Dear Mr. Albrizio-Lee,

La Colaborativa, Inc., a Latina-led nonprofit organization dedicated to the empowerment of Latinx and immigrant communities, is pleased to submit this Letter of Support in support of the application submitted to Massachusetts Gaming Commission's Community Mitigation Fund program by the MassHire Metro North Workforce Board.

This workforce development proposal builds on an extensive history of regional collaboration and alignment. Regionally, La Colaborativa possesses extensive experience and expertise in designing, implementing, and scaling culturally responsive, impactful economic mobility programs that increase household income, generate employment, and stimulate economic development. Through the enclosed proposal, La Colaborativa is committed to collaborating with MassHire Metro North Workforce Board to service 1,000 low- and moderate-income households in the pursuit of economic opportunities in the hospitality sector. As a trusted actor serving Latinx, BIPOC, and immigrant residents, La Colaborativa oversees a suite of career readiness, workforce training, and adult education programs, including robust infrastructure and program delivery capabilities, which will be leveraged through this proposal.

MassHire Metro North Regional Workforce Board has exhibited a longstanding commitment to serving marginalized communities through dynamic workforce development models. As such, we respectfully request that you look favorably upon this request for FY'26 Community Mitigation Fund resources. Should you have any questions, or require additional information, please don't hesitate to contact me at alex@la-colaborativa.org or 617-320-0118.

Sincerely,

A handwritten signature in black ink, appearing to read "Alex Train".

Alex Train, AICP
Chief Operating Officer
La Colaborativa, Inc.

January 6, 2025

Cyndy Chapin-Levesque
Director of Employer Partnerships
MassHire Metro North Workforce Board
SPACES David Square
240 Elm Street
Somerville, MA 02144

Dear Ms. Chapin-Levesque,

On behalf of New England Culinary Arts Training (NECAT), I submit this letter to support the application for grant funding from the consortium led by the Metro North Workforce Board for the 2026 Community Mitigation Fund Workforce Development Program.

NECAT's free, holistic training program emphasizes wellness and social-emotional learning, technical culinary arts expertise, and career readiness equally, so that participants graduate with the skills and confidence to gain employment, but more importantly, stabilize their lives. Since 2013 NECAT has provided comprehensive culinary skills training and job placement services to more than 1,300 adults.

As a member of this consortium, NECAT will provide continue to provide ESOL culinary arts training program tailored to the needs of Boston growing Haitian community at our Boston training center. NECAT's curriculum includes culinary arts training, employment support and the industry recognized ServSafe credential.

ENCORE currently employs numerous NECAT graduates because NECAT's training lends itself to a fast-paced, customer-centered environment of the gaming industry. Our graduates are competent and adaptable because in addition to culinary training, they learn the importance of interpersonal skills and professionalism.

NECAT is pleased to partner with MassHire MetroNorth and the members of the consortium to ensure that the Haitian community has access to the training and support needed successfully obtain employment in the gaming and hospitality industry.

Sincerely,



Barbara Platt-Johnson
Director of Development
NECAT



SOMERVILLE COMMUNITY CORPORATION

337 Somerville Avenue, 2nd Floor
Somerville, MA 02143
Phone (617) 410-9905
www.somervillecdc.org

Massachusetts Gaming Commission
101 Federal Street, 12th FL
Boston MA 02110

Dear Commissioners,

I am writing on behalf of the Somerville Community Corporation (SCC) to express our enthusiastic support for the grant funding application submitted by the MassHIRE Metro North Workforce Board consortium for the 2026 Community Mitigation Fund Workforce Development Program.

As a community-based organization with over 55 years of experience fostering equity through affordable housing and economic opportunity, we recognize this project as a vital investment in building an integrated and comprehensive system to meet the workforce needs of our region, particularly in industries like hospitality and customer service.

At SCC, we are deeply committed to supporting local residents in securing jobs with living wages and opportunities for career growth. Stable employment is the foundation upon which individuals and families can build sustainable, fulfilling lives. Our First Source Jobs Program provides job readiness training, career coaching, and tailored support to underserved populations, including immigrants, non-native English speakers, and those with limited digital literacy.

By continuing our collaboration within this consortium, we aim to strengthen the workforce pipeline while creating equitable opportunities for those most in need. We are grateful for the opportunity to be part of this important initiative and are eager to contribute to its success. Should you require any additional information or have further questions, please do not hesitate to contact me.

Thank you for your consideration and support.
Sincerely,

Gonzalo J. Puigbo
CEO, Somerville Community Corporation
Phone: (617) 410-9904
Email: gpuigbo@somervillecdc.org





City of Cambridge

Executive Department

YI-AN HUANG
City Manager

January 23, 2025

Massachusetts Gaming Commission
101 Federal Street, 12th FL
Boston, Ma 02110

Dear Commissioners:

On behalf of the City of Cambridge I submit this letter of support for the application for grant funding from the consortium led by the MassHire Metro North Workforce Board, in partnership with the City of Boston, for the 2026 Community Mitigation Fund Workforce Development Program. This proposed project will be an important investment designed to provide residents of Metro North and Boston communities with access to career training and adult education - including the development of English language and digital literacy skills - needed to thrive at the casino as well as other employers in our region.

We have seen that the hospitality workforce continues to recover and that our local employers need qualified staff. We are committed to supporting nonprofit organizations with long-standing relationships in their communities, as we believe these are the institutions with the relationships necessary to deliver high-quality, timely job training and job search opportunities to our region. The Metro North-Boston proposal reflects that commitment.

As one of the surrounding communities of Encore Boston Harbor, the City of Cambridge will ensure that our residents have access to training, workforce development services, and career opportunities, particularly our low-income residents supported through our Office of Workforce Development and Community Learning Center. Thank you in advance for your consideration.

Sincerely,

Yi-An Huang
City Manager



City of Boston
Mayor Michelle Wu
Worker Empowerment

Jan 16, 2025

Jordan Maynard
Chair, Massachusetts Gaming Commission
101 Federal Street, 12th Floor
Boston, MA 02110

Dear Chair Maynard:

I am writing to offer my full support for MassHire Metro North's application to the Community Mitigation Fund. Over the past few years, the partnership between our two regions, with funding from the Gaming Commission, has allowed thousands of Massachusetts residents to access high-quality jobs at Encore Casino and other hospitality employers. This year's application will provide further training to over 1,500 individuals.

In the coming year we are particularly grateful for the Gaming Commission's support for contextualized ESOL programs. These critical and highly in-demand services allow English Language Learners to access high-road career opportunities. We look forward to continued collaboration with MassHire Metro North to support our region's jobseekers and employers. Thank you in advance for your consideration of this application.

Sincerely,

A handwritten signature in dark ink, appearing to be the name "Trinh Nguyen".

Trinh Nguyen
Chief, Worker Empowerment
Mayor Michelle Wu



CITY OF REVERE

Patrick M. Keefe Jr.
Mayor

January 17, 2025

Massachusetts Gaming Commission
101 Federal Street, 12th FL
Boston, MA 02110

Dear Commissioners,

On behalf of the City of Revere, I submit this letter of support for the application for grant funding from the consortium led by the MassHire Metro North Workforce Board, for the 2026 Community Mitigation Fund Workforce Development Program. This project will be an important investment designed to provide residents of Metro North with access to career training and adult education - including the development of English language skills - needed to thrive at the casino as well as other employers in our region.

As you know, the region's hospitality workforce was particularly hard-hit by the COVID-19 pandemic, and we are still seeing the impact of that today. We are committed to supporting nonprofit organizations with long-standing relationships in their communities. We believe these are the institutions with the necessary relationships to deliver high-quality, timely job training and job search opportunities to our region. The MassHire Metro North proposal reflects that commitment.

As one of the surrounding communities of Encore Boston Harbor, the City of Revere is committed to ensuring that our residents have access to training, workforce development services, and career opportunities. Thank you in advance for your consideration.

Regards,

Patrick M. Keefe Jr.



CITY OF CHELSEA, MA
Executive Department

City Hall, 500 Broadway, Chelsea, MA 02150
Phone: 617.466.4100 · Fax: 617.466.4175



Fidel Maltez
City Manager
fmaltez@chelseama.gov

January 21, 2025

Massachusetts Gaming Commission
101 Federal Street, 12th FL
Boston, Ma 02110

Dear Commissioners:

On behalf of the City of Chelsea, I submit this letter of support for the application for grant funding from the consortium led by the MassHire Metro North Workforce Board, in partnership with the City of Boston, for the 2026 Community Mitigation Fund Workforce Development Program. This proposed project will be an important investment designed to provide residents of Metro North and Boston communities with access to career training and adult education - including the development of English language - needed to thrive at the casino as well as other employers in our region.

The region's hospitality workforce has been particularly hard-hit by the ongoing impacts of the COVID-19 pandemic and related shutdowns of restaurants, hotels, and gaming facilities. We are committed to supporting nonprofit organizations with long-standing relationships in their communities, as we believe these are the institutions with the relationships necessary to deliver high-quality, timely job training and job search opportunities to our region. The Metro North-Boston proposal reflects that commitment.

As one of the surrounding communities of Encore Boston Harbor, the City of Chelsea is committed to ensuring that our residents have access to training, workforce development services, and career opportunities, particularly those residents most impacted by the COVID-19 pandemic. Thank you in advance for your consideration.

Sincerely,

Fidel Maltez
City Manager





CITY OF EVERETT - OFFICE OF THE MAYOR

484 Broadway Everett, Massachusetts 02149

☎ 617-394-2270

✉ mayorcarlo.demaria@ci.everett.ma.us

CARLO DeMARIA
MAYOR

January 21, 2025

Massachusetts Gaming Commission
101 Federal Street, 12th FL
Boston, MA 02110

Dear Commissioners:

On behalf of the City of Everett, I submit this letter of support for the application for grant funding from the consortium led by the MassHire Metro North Workforce Board, in partnership with the City of Boston, for the 2026 Community Mitigation Fund Workforce Development Program. This proposed project will be an important investment designed to provide residents of Metro North and Boston communities with access to career training and adult education - including the development of English language and digital literacy skills - needed to thrive at the casino as well as other employers in our region.

The region's hospitality workforce has been particularly hard-hit by the ongoing impacts of the COVID-19 pandemic and related shutdowns of restaurants, hotels, and gaming facilities. We are committed to supporting nonprofit organizations with long-standing relationships in their communities, as we believe these are the institutions with the relationships necessary to deliver high-quality, timely job training and job search opportunities to our region. The Metro North-Boston proposal reflects that commitment.

As one of the surrounding communities of Encore Boston Harbor, the City of Everett is committed to ensuring that our residents have access to training, workforce development services, and career opportunities, particularly those most impacted by the COVID-19 pandemic.

Thank you in advance for your consideration.

Regards,

Carlo DeMaria
Mayor



CITY OF SOMERVILLE, MASSACHUSETTS
KATJANA BALLANTYNE
MAYOR

January 16, 2025

Massachusetts Gaming Commission
101 Federal Street, 12th FL
Boston, MA 02110

Dear Commissioners:

On behalf of the City of Somerville, I submit this letter of support for the application for grant funding from the consortium led by the MassHire Metro North Workforce Board, in partnership with the City of Boston, for the 2026 Community Mitigation Fund Workforce Development Program. This proposed project will be an important investment designed to provide residents of Metro North and Boston communities with access to career training and adult education - including the development of English language and digital literacy skills - needed to thrive at the casino as well as other employers in our region.

As one of the surrounding communities of Encore Boston Harbor, the City of Somerville is committed to ensuring that our residents have access to training, workforce development services, and career opportunities. Thank you in advance for your consideration.

Sincerely,

Katjana Ballantyne Mayor

