

Central Massachusetts Workforce Investment Board
July 20, 2017
8:30 AM
340 Main Street, Suite 400
Worcester, MA 01608
Meeting Minutes

The following members/proxies were present: J. Weekes; R. Lawless; L. Baker; J. Froimson; L. Bueno; J. Perez; C. Hixson; D. Prescott (proxy for A. Corrales); J. McGravey; L. Parady; W. Savary; K. Pelletier (proxy for T. Murray); S. Orpilla; P. Gilbody; B. Kuffour; E. Spencer; J. Clemence; K. Sowsy; L. Goldblot (proxy for D. Penta), M. Bowes; J. Wonoski, S. Mailman, T. Bauer, M. Cooney.

Guests/Staff: J. Turgeon; L. Morano.

- **Call to Order, Announcement of Quorum & Note of Conflict of Interest:** The Chair, R. Lawless, called the meeting to order at 8:37 AM and asked the members if anyone wished to note any conflicts of interest on the agenda. Meeting attendees then introduced themselves.
- **Approval of April 20, 2016 Meeting Minutes:** The April 20, 2017 meeting minutes were unanimously approved upon a motion by J. Froimson and second by L. Bueno.
- **Career Center Operator Certification Policy:** J. Turgeon described the formal RFP process and certification policy that took place with the career center. J. Turgeon noted he will be convening a group of volunteers for a team to review documentation. Focus groups will be held and the recommendation will be brought to the Full Board for review. The review team will consist of 5-7 people. T. Bauer asked what the reasoning was for this process and the response was that it was to streamline the process across the state. J. Turgeon also mentioned that the state hired a team to do rebranding for the career centers statewide.

R. Lawless wanted to note that she knew someone who was going through a tough time and had a great experience with the Southbridge Career Center and wanted to give kudos to J. Weekes. J. Weekes also mentioned the Recovery to Work Pilot Program, where people in recovery from different programs/houses across the city go through work readiness and soft skills training at the career center. J. Weekes also noted that a number of the participants now have full-time jobs.

- **FY 18 Workplan:** J. Turgeon asked members to review the FY 17 CMWIB Goals and he mentioned that the CMWIB will complete the implementation process of the Workforce Innovation & Opportunity Act (WIOA) and gain State Workforce Development Board Certification. He noted that there is a leadership team that gets together monthly and that there are a lot of members who are on both committees. J. Turgeon also mentioned that the shared case management system across WIOA partners is being worked on and that he is working with the state to get additional funding approved. J. Turgeon mentioned

the CMWIB will complete the Workforce Skills Cabinet multi-regional workforce development planning process to come up with a final multi-region “Blueprint.” The Dept. of Education and CMWIB will be participating in procurement to align with the Boards Strategic Plan. J. Turgeon also noted that the career pathway maps that were reviewed at the last meeting will be sent out to the Board and then to the schools. S. Mailman asked why there is no career pathway map for Construction and wondered if this helps to create a disconnect between apprenticeship.

ACTION: L. Morano to create Construction career pathway map.

J. Turgeon noted that there will be a Bounce Train the Trainer session coming up. Two CMWIB staff, two DTA staff and one Worcester Housing staff member will be trained. There is still one slot available for another organization to send one of their staff members to get trained.

J. Turgeon explained that with the new “Demand Facing Model”, the Workforce Central BEST team will be adding a new tier to the referral process.

R. Lawless discussed that with budgets being cut, we will see more regionalization and standardization across agencies/programs. R. Lawless noted that Kwesi Foster is now working for the Worcester Community Action Council. R. Lawless also wanted to clarify the need for the WIB (with the help of the Board) to pick its’ top priorities so they are able to deliver and are successful. J. Turgeon said he would report back on this at the next Exec. Committee meeting to make sure they are not being set up to fail. T. Bauer suggested that a vote on the Workplan be tabled until after J. Turgeon edits the document and reports back to the Board. The committee agreed to table the Workplan until the next Full Board meeting.

- **FY2018 Budget Update:** J. Weekes gave a detailed review of the closure of the Milford Career Center and staff reorganization and that the Milford staff have been a blessing at Workforce Central. J. Weekes and J. Turgeon went on a tour to Milford region employers to review what their needs are now that the career center will be closing. J. Weekes and J. Turgeon decided that there will be a monthly job fair in Milford for local area employers. J. Weekes updated the Board about the career center’s efforts to more effectively utilize technology for service delivery, including the launch of the CareerHub online member portal, the increased use of “robo-calling” for job seeker reminders, and the introduction of computer to cell phone texting capacity for staff to communicate with their job seeker caseloads. L. Bueno asked about the open positions and the process to fill them. J. Weekes gave an overview of how the state bumping process works. R. Lawless thanked J. Weekes for her leadership and compassion in dealing with these difficult decisions. J. Turgeon explained that 85% of our budget has been cut about 17% and now that Kwesi Foster is now working at WCAC, the WIB will pick up his responsibilities.
- **Committee & Membership Update:** R. Lawless discussed the need for a new Cultural Competency Chair.

- **Program Updates:** J. Turgeon gave an update on programming that the CMWIB is involved with, including several career pathway trainings being offered locally; a Commercial Driver's License (CDL) class in Worcester sponsored by the Worcester Jobs Fund and coordinated by the CMWIB – the only one being offered in the area, the next cycle of the 8-week Building Pathways construction careers training program, a Certified Nursing Assistant program funded through the State's Urban Agenda grant, and a retail program being offered through a partnership with our colleagues in the MetroWest region of the state. It was also noted that Culinary Training is being offered through the Working Cities grant managed by Worcester Community Action Council.
- **Summer Youth Employment Program:** J. Turgeon also gave a brief update regarding the summer YouthWorks program. J. Turgeon mentioned that NORESO donated money to YouthWorks. J. Turgeon updated the group on the Worcester Youth Leadership Institute that is taking place this summer, starting off with Signal Success training that took place at the WIB. J. McGravey noted that MAPRE has 3 YouthWorks interns that they are very pleased with.
- **Information Technology Discussion:** L. Bueno then gave a presentation to the members regarding setting the digital foundation for our region's workforce. L. Bueno reviewed "computer lingo", email etiquette and the importance of cyber security. T. Bauer asked how much of this is being incorporated into early education. J. McGravey noted that kids are learning coding at a young age in the Wachusett Region. M. Cooney added that there is grant money out there to fund projects around Youth and IT. B. Kuffour mentioned that her 9 year old granddaughter is learning some computer skills in school but it is seldom and there's not much consistency. R. Lawless suggested that this topic be brought to the Dept. of Education to make sure these topics are being covered at a young age.
- **Adjournment:** The meeting was then adjourned upon a motion, second and unanimous vote. The next CMWIB full board meeting is Thursday, October 19, 2017.

Respectfully drafted by, L. Morano; CMWIB