

**Central Massachusetts Workforce Investment Board
Career Center Committee
Meeting Minutes
(44 Front Street, Suite 300 Worcester, MA)
Jan. 20, 2015
3:30 p.m.**

Members in attendance: G. Cortes, T. Bauer, J. Mello, B. Meteyer

Staff in attendance: K. Crowley, S. McGauley, J. Turgeon

- 1. Welcome, note of potential member conflicts of interest & confirmation of quorum:**
T. Bauer called the meeting to order at 3:36PM. There were no conflicts noted at this time.
- 2. Member Introductions:** Members were asked to introduce themselves.
- 3. Approval of Nov. 18, 2014 Meeting Minutes:** The minutes from the November 18, 2014 meeting were unanimously approved on a motion by G. Cortes and a second.
- 4. Old Business:**
 - a. Scorecard Review:** J. Turgeon noted that staff are still waiting for the newest performance numbers from the state to complete the Scorecard and the committee reviewed the FY'14 Quarter 4 Scorecard.
Action: S. McGauley to work with A. Boisvert to run the employer services report and send out the Employer Services Survey.
 - b. Industry Cluster Services Alignment:** J. Turgeon updated the group on the recent efforts at the Career Center regarding Industry Cluster Services Alignment which was designed to bring more industry connection with job seeker customers. In phase 1 of the project, staff were broken into 11 industry clusters called I-teams and developed info sheets on each industry with information including the major employers, publications, labor market information, jobs available, etc. Phase two is about to launch, where staff will plan and host industry focused events at least twice a year. CMWIB members have been made aware that they may be contacted about doing an event or assisting with an event which will allow the board to become engaged.
Staff are also trying to create online job clubs modeled after the STEMPower model using LinkedIn. Staff can use the job club pages to post articles and other items of interest and events. After some discussion, the committee made the following recommendations.
Action: J. Turgeon to review the current training capacity services for both staff and job seekers to make sure it is adequate for moving forward.
Action: J. Turgeon to create a template or one page guide that explains how to sign up for LinkedIn.
 - c. Career Center and WIB Relocation:** J. Turgeon reported that there were some utility hang-ups that have slowed the build out at the new location. J. Turgeon reviewed the proposed layout of the new Career Center and asked for feedback. It

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was noted that a future meeting will be held at the new space to give committee members a better idea of the space layout.

- d. **Basic Skills Development (Bounce & ACT WorkKeys):** The committee reviewed a chart that shows the basic design of how the new licenses for ACT WorkKeys will be issued and connected. Three area entities will get the licenses from the state, One Stop Career Centers, Community Colleges, and Adult Basic Education (ABE) providers. The ACT program allows participants to get an assessment in specific job related areas and utilize online modules to improve areas with low scores. In addition, the improvement modules can be contextualized with different employment profiles. Locally, staff are working to develop our local plan. If you are interested in helping to planning process, please contact TurgeonJ@worcesterma.gov.
 - e. **Worcester Jobs Training Fund:** A proposal has been submitted to the City Manager. The funding will be approximately \$100,000 for 3 years to connect Worcester job seekers with training and connection to jobs in Worcester. The fund would also be used for staff for outreach to get employers connected to the Worcester jobs fund. This project is set to begin in roughly one month.
 - f. **Demand-Facing Career Center Model:** A new concept of Career Center service delivery method was discussed at the last meeting. This new method, the Demand-Facing model would be to work with employers, identify their staffing needs and then match them with qualified candidates. J. Weekes and J. Turgeon have drafted a work plan for this effort and plan to meet in the near future.
Action: J. Turgeon to send out an invite for committee members to join this planning effort.
5. **Cultural Competency Advisory Committee Update:** The Cultural Competency Advisory Committee issued a staff training RFP to gauge the cost. No responses to the RFP were received, J. Turgeon will be meeting with the Committee Chair to edit the RFP and possibly resend it. More to come.
 6. **Career Center Committee Progress Report Review:** The Committee reviewed the Progress Report (please see handouts section) and discussed the highlighted areas where the Committee has been struggling the most.
 7. **Other Business**
 - a. **DEI Grant:** K. Crowley has been working with the organizations in the area serving customers with disabilities and has brought them together for a technical assistance meeting on February 4th.
 - b. **Entrepreneur Program:** With the lead staff member for this project Amy Mosher no longer with Workforce Central the program will have to change. The program will scaled down from two sessions to one smaller session led at the Career Center and then participants will be referred to another community organization in the City.
8. **Next Meeting**
 - a. **Tuesday, March 17,2015 from 3:30 to 5:00 pm**

9. **Adjourn:**

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10. **Snap grant:** The SNAP grant that was submitted is currently being reviewed. Staff were contacted recently with budget questions, which is usually a good sign. More information to come.
11. **Meeting Time:** The group was asked about the current meeting time and if members were able to continue to commit to the current schedule.
Action: After some discussion, the Committee requested that J. Turgeon send out a Doodle with some options.
12. **Adjourn:** The meeting was adjourned at 5:01PM on a motion by J. Mello and a second.

*Respectfully submitted by,
Sean McGauley
CMWIB*

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