

**Central Massachusetts Workforce Investment Board  
Career Center Committee  
Meeting Minutes  
(44 Front Street, Suite 300 Worcester, MA)  
Nov. 18, 2014**

**Members in attendance:** J. Froimson, J. McGravey, M. Harrigan, P. Morano, G. Cortes, J. Mello

**Staff in attendance:** K. Crowley, S. McGauley, A. Mosher, J. Turgeon, K. Jackson

**Guests:** Tamara Luna

1. **Welcome, note of potential member conflicts of interest & confirmation of quorum:**  
J. McGravey called the meeting to order at 3:34PM. A quorum was announced and there were no conflicts noted at this time.
2. **Member Introductions:** All meeting attendees were asked to introduce themselves. J. Turgeon announced that J. McGravey would be stepping down as Committee Chair due to a new job. The Committee thanked J. McGravey for her service. Committee member T. Bauer will be appointed as the new chair.
3. **Approval of Sept. 16, 2014 Meeting Minutes:** The meeting minutes were unanimously approved on a motion by J. Froimson and a second.
4. **Old Business:**
  - a. **Scorecard Review:** J. Turgeon reviewed the latest Scorecard (please see handouts section) and noted the report was an attempt to pull together the measurements that are currently tracked by the government, youth measures, and customer feedback to give an overall performance score. The most recent Scorecard includes feedback from the Business Services Survey (a metric developed by the committee to track employer feedback). It was noted that the Business Services Survey was sent out for the first time to roughly 40 employers and received 4 responses. The committee discussed ways to improve the number of responses.  
**Action:** The committee suggested sending out a reminder email a couple days after the first time the survey goes out.  
**Action:** J. Turgeon to resend the survey to the committee
  - b. **Industry Cluster Services Alignment:** J. Turgeon reviewed the I-Team Vision Notes (please see handouts section). Staff have completed phase one of the project by identifying clusters, assigning staff leads, and developing industry fact sheets. Eleven industries have been identified and aligned with board membership. Friday, the staff team will be meeting to work out the details on planning phase 2 and phase 3. More information to come.
  - c. **Career Center and WIB Relocation:** There were some minor glitches with the lease around connecting our provider data lines with the new location, but the lease is now being completed and staff are working with the City and building

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management on the design. There is still no definitive timeline yet, but things are moving along.

- d. **Basic Skills Development (Bounce & ACT WorkKeys):** The first session of the Adult Bounce program was implemented. Sixteen people went through the 2-week course and overall feedback was positive. Staff are now working with the City's Government Cable team to produce a commercial to help with recruiting for future Bounce courses which will be held quarterly at the Career Center.

Statewide, all regions will soon be receiving a license for the ACT Career Ready 101 WorkKeys. Our local lead on the project is A. Mosher. Each region has been asked to map out how it will be offered. A. Mosher will be attending a statewide meeting on November 20<sup>th</sup>, but still waiting on the state for the licenses. More information to come.

- e. **Worcester Jobs Training Fund:** The City has created a fund of \$100,000 per year for the next 3 years to place local residents with jobs within the City. A planning group, including members from the Worcester Community Labor Coalition and Worcester Public Schools and overseen by the CMWIB and Workforce Central Career Center has made a recommendation to the City Manager for the use of the funds.

5. **Cultural Competency Advisory Committee (CCAC) Update:** J. Cortes reported that the CCAC has been working on finalizing some policy changes and hoping to track the information around referrals in a report. The committee has also finalized a request for quotes (RFQ) for customer service training with a focus on cultural competency for staff across all three offices.

#### 6. New Business:

- a. **Discussion of Demand-Facing Career Center Model:** J. McGravey led discussion around the implementation of a demand-facing career center model (please see handouts section for report). The basic idea with the new model is instead of putting primary career center efforts on helping job seekers look for jobs; efforts are instead focused on working with employers trying to find a match with job seekers.  
**Action:** The Committee agreed that a joint CMWIB and Career Center task force will meet to research this initiative and make recommendations to the Committee based on their findings. Interested Committee members are invited to attend. G. Cortes asked to be invited to these meetings.  
**Action:** J. Turgeon to send out an email invite to the committee members to the upcoming task force meeting.

7. **Career Center Committee Progress Report Review:** J. Turgeon reviewed the Committee's progress report (please see handouts section). The majority of tasks continue to be on schedule.

#### 8. Other Business

- a. **WTFP Consortium grants:** 18 business in Worcester and Southbridge have signed on to WTFP Consortium grants to be trained in manufacturing.

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- b. **Workforce Competitive Trust Fund (WCTF):** The CMWIB, with North Central Workforce Investment Board as the lead has been awarded a second round of funding to put job seekers in training in manufacturing.

**9. Next Meeting**

- a. **Tuesday, January 20, 2015 from 3:30 to 5:00 pm**

- 10. Adjourn:** The meeting was adjourned at 4:36PM upon a motion by J. Froimson and a second.

*Respectfully submitted by,  
Sean McGauley  
CMWIB*

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