

**Central Massachusetts Workforce Investment Board
Career Center Committee
44 Front Street, Suite 300 Worcester, MA
November 12, 2015
3:00 p.m.**

Meeting Minutes

Members in attendance: J. Froimson, T. Bauer, P. Morano, Karen King

Staff in attendance: K. Crowley, J. Cortes, L. Ross, J. Turgeon

T. Bauer welcomed everyone and brought the meeting to order. No conflicts of interest were noted.

T. Bauer then had attendees introduce themselves and a motion was made and seconded to approve the July 16, 2015 Career Center Committee meeting minutes. The vote passed unanimously.

J. Turgeon reviewed the CMWIB Scorecard with the committee and noted the performance indicators have not been released by the state since March, 2015, so the scorecard is not fully up to date. There was discussion on potential changes to scorecard to make it a better overall indicator of service impact and to align it with new performance measure being introduced through the Workforce Innovation and Opportunity Act (WIOA).

T. Bauer announced the move to 340 Main Street by the Career Center and CMWIB was on track and approximately 30 days away, pending some minor documentation and punch list items. J. Turgeon noted that they must give a 30-day notice to the current building owners.

Career Center Industry Sector Initiative (I-Teams): J. Cortes updated the committee on the status of the I-Teams effort, noting that the industry fact sheets and some industry-specific activities, such as multi-employer job fairs are occurring, but the online industry job-seeker clubs has been delayed in part due to changes made by LinkedIn to their platform for using the groups feature. He stated that the four managers will be meeting soon to make final decisions on this to help move forward. J. Cortes also discussed the changing economy and the lower participation rates of job seekers in activities in general and the committee discussed how this is impacting the overall approach to career center services.

Career Center Redesign: J. Turgeon reviewed the four major elements of the redesign effort (see handout), stating the first major element, redesigning customer flow (the services offered to job seekers and businesses and sequencing of them) is the first item that needs to be addressed. Work groups for each of the areas have been established and the project is being supported by an \$84,000 grant from the Health Foundation of Central MA, which will help fund a project consultant from Jobs For the Future, a new online portal buildout from Career Team, and staff training.

J. Turgeon updated the committee on the status of the Worcester Jobs Fund; a director for the project has been hired (Pat Nixon) and she will be coming to a future committee meeting to

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discuss the project in greater detail. Initial work on a pre-apprentice program in the building trades and CDL Class B driver training has begun.

J. Turgeon then reviewed the committee's FY 16 work plan (see handout); noting it contained goals and action steps identified through the joint meeting with the Cultural Competency Advisory Committee. After a brief discussion, T. Bauer suggested he send it out again to the committee for additional comment.

ACTION: J. Turgeon to email the committee the work plan and ask for any suggested changes be sent prior to the next committee meeting.

J. Turgeon advised the committee about a number of projects underway, including a training program for manufacturing that is being proposed to the state for the Workforce Competitive Trust Fund program, a healthcare training pathway project proposal in response to a state Urban Agenda grant opportunity, two new local apprenticeships established at Tri-State Truck and the Center for Health Impact funded via the US DOL Apprenticeship Grant, and work being done by a CMWIB volunteer to create a program to help train and place job-seekers through a training and temp-to-perm work model.

T. Bauer announced the Next committee meeting is Tuesday, Dec. 17, 2015 at 3pm, and with no further business, a motion was made, seconded, and approved to adjourn the meeting.

Respectfully submitted by: J. Turgeon

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