

**Central Massachusetts Workforce Investment Board
Career Center/Adult Career Services Committee
340 Main Street Suite 400, Worcester, MA 01608
July 25, 2017
3:00 p.m.**

Meeting Minutes

Members in Attendance: J. Froimson (Chair), T. Bauer, G. Cortes, J. Clemence, L. Parady (Vice-Chair), L. Baker, D. Feraco K. King, P. Morano and B. Metayer

Staff in Attendance: E. Brown and J. Cortes

J. Froimson welcomed attendees and called the meeting to order. No conflicts of interest were noted.

J. Froimson - A motion was made and seconded to approve the Consent Agenda which included the May 9, 2017 Committee Meeting Minutes. The vote passed unanimously.

J. Cortes the Business Engagement Solutions Team (BEST) Manager provided several career center operations updates. He has confirmed the Milford Career Center officially closed as of June 30th. From the closure the Worcester office absorbed 3 staff members. The Workforce Central Career Centers still intends to develop a satellite office for employment services, but will do so after the Summer. Additional staff changes are the retirement of 2 Operations Managers in the Worcester office. At this time those positions will not be filled. J. Weekes, the Career Centers Director will work with management staff to redistribute work assignments for the remaining Operations Managers. The WCCC career portal is up and running for both staff and customers. J. Froimson has requested metrics to determine the level of usage by career center customers. The BEST have lost 1 Business Services Representative (BSR). They are currently advertising for a replacement. The territories will be divided up among the remaining 2 BSRs. The BEST Manager will provide additional support. BEST is introducing a tier of job listings. The new tier will allow all job seekers not just vetted individuals to have some exposure to key employers and consideration for employment opportunities with those employers.

J. Froimson stated the WIOA Regional Planning meeting took place on July 25th. The group identified 7 industries of focus for our region. The goal of the planning group is to aligning economic development, education and workforce development activities across the region and the state. J. Froimson informed the committee on July 20, 2017 the Full Board reviewed and approved the new Career Center Certification process/procedure. The State is requiring Workforce Investment Boards to conduct more formal oversight of the career centers as part of the WIOA transition and certify the career centers every three years. Below is a link to the issuance: <http://www.mass.gov/massworkforce/docs/issuances/wioa-policy/17-103.pdf>. Members of this committee may be asked to participate as members of the review team. The CMWIB Executive Director will provide more detail on the certification process during the next meeting.

Guest Speaker Peter Russo, Director of Growth and Innovation at MassMEP provided insight on the presents of automation and its effects on the workforce. Please see attachments **A: Automation Discussion** and **Attachment B: Automation Articles** for details on the discussion and articles that address the link between automation and the developing workforce.

The committee reviewed the Career Center Issue Tracker and made updates to the challenges and opportunities. Committee members were assigned tasks for next steps. The Employer Resource Center concept will continue to be developed.

ACTION: Career Center staff will provide metrics to determine the level of customer usage for the career portal.

ACTION: J. Turgeon will provide updates to the WIOA Regional Planning efforts and the Career Center Certification process.

ACTION: E. Brown will provide

ACTION: Assigned committee members will complete next step activity on the Career Center Issue Tracker.

ACTION: J. Froimson with support from E. Brown will continue to develop the Employer Resource Center concept.

E. Brown announced the next committee meeting will be on September 12, 2017.

With that, a motion to adjourn was made, seconded, and approved unanimously.

Respectfully submitted by: E. Brown

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