

**Central Massachusetts Workforce Investment Board
Career Center Committee
Meeting
Meeting Minutes
(44 Front Street, Suite 300 Worcester, MA)
March 18, 2014
3:30 p.m.**

Members in attendance: J. Froimson; C. Campanale; J. McGravey; G. Cortes; S. McGauley; J. Mello; J. Cortes; J. Turgeon; T. Bauer; K. Crowley

1. **Welcome, note of potential member conflicts of interest & confirmation of quorum:** J. McGravey called the meeting to order at 3:31PM and noted a quorum was present. There were no conflicts noted at this time.
2. **Member Introduction:** Members were asked to introduce themselves.
3. **Approval of Jan. 21, 2014 Meeting Minutes:** The January 21, 2014 Meeting Minutes were unanimously approved with a motion by T. Bauer and a second.
4. **FY 15 Budget Update:** J. Turgeon reported that staff are working with the state to revisit the formula for distribution of funding and increasing the state line item. Traditionally, the majority of the funds go to a few larger areas and a smaller amount of the allocation divided up among the other regions. The Workforce Solutions Group is advocating for an increase in this line item. More information to come on the progress of this request.

Career Center Managers from across the state visited legislators at the state house as a part of Career Center Day. Locally, managers put together an individualized packet of information for each of our Central MA legislators. Staff are already looking at planning Career Center day for next year.

C. Campanale noted that this year's funding allocations haven't been received yet, but she hopes to have this information soon.

5. Old Business:

- a. **Career Center Survey Results:** J. Turgeon reported that each month, staff collect and sample the surveys from the three career centers. The results were included on a report sheet (please see handouts section). Surveys are done after workshops and the career center seminar.

In addition, through the help of the Cultural Competency Advisory Committee, a new 'How'd We Do?' survey has been implemented. This survey is located by the front desk of all three centers and the WIB office to gather general feedback. The surveys are also handed out for a 1 week period once a quarter for customers getting a one on one service. This data will be used to help measure the impact of one on one services.

J. Turgeon then reviewed the CMWIB Regional Scorecard (please see handouts section) reporting that this was developed to track overall impact. FY'14 numbers have not been released from the state yet, so staff utilized the data from the system they could access locally and looked at trends from previous year's data to determine the missing numbers. J. Turgeon hopes that the official data from the state will be released soon. The group discussed the value of the tool.

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Action: J. Turgeon and S. McGauley to look at reformatting the design to be more user-friendly. Some suggestions were to add a title to the three different sections add some way to designate when averages are below the goal.

- b. Industry Cluster Services Alignment:** C. Campanale reported that the ITeam has met 3 times with the Operations Managers. They have identified 10 industries to focus on in Central MA. Each industry team will be made up of Business Services Representatives, Job Developers, and Vet Representatives with an expertise in a given industry. Fact sheets are being developed which include industry information on what jobs are available, statistics, wages, number of hires, LMI, and specific resources. When job seekers come to the Career Center they are now asked what industry they are interested in, if they fit into one of the 10 identified industry profiles, they are directed to the appropriate information sheets. Eventually, there will be specific events and activities for the different industries. The Committee discussed how members could support these activities.

Action: C. Campanale to talk to the ITeam about the possibility of adding the following ideas to the industry fact sheets:

A list of the employers in the region that hire within an industry with disclaimer that these companies may not be hiring.

A myth buster section.

- c. Career Center and WIB Relocation Update:** A range of bids have been received. Staff have conducted site visits for the top 5 locations and are close to making a recommendation to the City Manager's Office. J. Turgeon noted that he would like to give the Career Center Committee the opportunity to give feedback on the new layout of the selected site.

Action: J. Turgeon to look into hosting a special meeting at the new location next month for feedback.

- d. Director Vacancy Update:** Final candidates are now going in for the final round of interviews. The City Manager and the head of Human Resources will be meeting soon for the final decision.

- 6. Cultural Competency Advisory Committee Update:** J. Cortes reported that the committee met last month and put together a report that shows the populations that we have been serving at the Career Centers (please see handouts section). The group reviewed this report and offered feedback.

Action: J. Turgeon to look into tracking the reasons for ITA refusal. Ex. 10 job seekers were not approved for training because of a TABE score.

In addition, there is 2-day Cultural Competency seminar held in May that 2- 3 managers from Workforce Central will be attending. The Committee would like to use this as a train the trainer scenario for managers to train their staff on the topics discussed at the seminar, and to determine which elements of the training may be appropriate for extended training.

7. New Business:

- a. Strategic Planning & Annual Plan Development:** The CMWIB is now working with a consultant to develop some new goals for the Board and Committees. The consultant will work with staff on prep work and then an exercise with the full Board at the April meeting.
- b. Basic Skills Development (Bounce & WorkKeys):** A staff task force is being formed to look at the online assessment and remedial training courses online through WorkKeys and how it can be implemented at the Career Center. The group will review two models (please see handouts section) a Triage model and Population model. The task force will also look at how to roll out the new Bounce Readiness program within the Career Center.
- c. Business Services Feedback Survey:** It was noted that there currently is no way to measure the effectiveness of the business services at the Career Center. The group discussed the possibility of a Business Services Survey.

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Action: J. Turgeon to draft up a Business Services Survey and process and bring it to the next meeting for Committee feedback.

- d. Worcester Jobs Training Fund:** There was no update on this item because of time constraints.
- e. Healthcare Leadership Roundtable Planning Grant:** There was no update on this item because of time constraints.

8. Career Center Committee Progress Report Review: There was no update on this item because of time constraints.

9. Other Business

- a. Workforce Central/Sharks Job Fair: flyer in packet,**
- b. WTFP Consortium grants: for incumbent workers**

10. Next Meeting

- a. May 20, 2014 from 3:30 to 5:00 pm**

11. Adjourn: Upon a motion and a second, the meeting was adjourned at 5:03PM.

*Respectfully submitted by,
Sean McGauley
CMWIB*

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