

**MassHire Central Region Workforce Board (MCRWB)  
Career Center/Adult Career Services Committee  
340 Main Street Suite 400, Worcester, MA 01608  
January 8, 2019  
3:00 p.m.**

**Meeting Minutes**

**Members in Attendance:** Joshua Froimson (Chair), Leslie Baker, George Cortes, Leslie Parady (Co-Chair), Christine McNally, Joyce Clemence, Ryan Foley, Brittany Raposa, Sandra Foley (Conference Line)

**Staff in Attendance:** Ethan Brown (MCRWB), Jeff Turgeon (MCRWB), Deborah Baillargeon (MHWCC)

J. Froimson welcomed attendees and called the meeting to order at 3:01pm. No conflicts of interest were noted.

J. Froimson - A motion was made and seconded to approve the Consent Agenda which included the November 13, 2018 Committee Meeting Minutes. The vote passed unanimously.

D. Baillargeon reported career center is adopting a new organizational structure to better serve Competitive Integrated Employment Services (CIES) clients and other hard to serve clients. The change was the result of career center leadership reviewing customer flow and time spent by each career counselor with a client. The Committee inquired how career center leadership will be mindful of impact of the change on front line staff. D. Baillargeon confirmed staff have been spoken to for their insight and thoughts as a part of the planning process.

D. Baillargeon stated the career center is still having challenges filling the vacant Business Service Representative (BSR) position. The process has been slowed by the State. Career center leadership hopes to be able to finalize the position and review applications within the next 2 months. A suggestion was made that they consider getting assistance from the Workforce Board and/or the City Manager to help move the request through the State process.

J. Turgeon presented the MCRWB's 4 Year Strategic Plan. The Committee reviewed the document and a motion was made by J. Froimson to bring the plan to the full Board for review and approval. The motion was seconded by G. Cortes. The vote passed unanimously.

The Committee reviewed the automation survey developed by J. Turgeon, B. Raposa and Steve McClure and provided suggested changes. J. Turgeon confirmed the Worcester Business Journal is prepared to support the development and distribution of the survey. The Committee would like to be able to use the data collected from the survey to better outreach to employers and assess potential opportunities as well as threats.

Most Committee members have not had a chance to review the Slack tool. Those who have stated the aspect of the tool work interesting, but as a whole was not user friendly. J. Turgeon confirmed other organizations who have used the tool found it slow and most reverted back to using traditional tools like phone calls and emails to share information or network.

Committee members had questions regarding the availability of the Bounce Life Skills workshop. The workshop is a part of the career centers regular offerings, but at the time of this meeting it does not appear on the career center's website and neither is the information session. The Committee has asked career center leadership for information on how the workshop is marketed and information on the percentage of career center customers attending the workshop.

J. Turgeon reported partners at the State level have taken over the development of a tool to measure the Cliff Effect, but have not provided any updates yet. The Committee will consider several action steps:

- Outreach to support service partners to collect data on the demographics of the target population.
- Develop a survey to gather about the target group.

B. Raposa provided information about an upcoming job fair through SMOC Worcester. B. Raposa requested contact information for Committee members to share information on future events and initiatives.

**ACTION:** Career Center leadership will provide an update on the new customer service flow and structure.

**ACTION:** Career Center staff will update the Committee on the vacant BSR position.

**ACTION:** Career Center staff will provide information on marketing and attendance for the Bounce Life Skills training workshop.

**ACTION:** J. Turgeon will make the revisions to the automation survey recommended by the Committee and submit the final draft to the Worcester Business Journal.

**ACTION:** J. Turgeon will reach out to State partners (Jennifer James) for an update on the Cliff Effect calculator.

**ACTION:** E. Brown will send B. Raposa contact information for the entire Committee.

J. Froimson announced the next Committee meeting will be on March 12, 2019.

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

*Respectfully submitted by: Ethan Brown*

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