APPROVED

MassHire Metro North Workforce Board

Quarterly Member Meeting
November 12, 2025
8:30am - 10:30am Via Zoom

Present: Stacey Leibowitz, Colleen Moran, Maria Kefallinou, Sue Walsh, Nancy Conti, Steve Sullivan, Reed Brockman, Danyal Najmi, Valerie Sutton
Absent: Rachael Running, Rosemary Alexander, Rick Laferriere, Kristen Mckenna, Chris Hope, Carson Burrington, Allen Boyer, Debra Jacobson, Rafael Mares

Guests: Julie Whitmore (MassHire Metro North Career Centers), Nathalie Gazzaneo (Project on Workforce at Harvard)

MINUTES

Agenda Topics	Major Discussion Points	Next Steps (Who, what, by when)
	• Colleen Moran, Chair, called the meeting to order at 8:36AM.	
Welcome	• The Chair welcomed Members and guests to the MassHire Metro North Workforce Board's Quarterly meeting. • Danyal Najmi, President and Founder of Rosetta Languages, was introduced as MNWB's newest Board Member.	
Review and Approval of September 2025 Meeting Minutes (VOTE)	• A vote was not held as a quorum was not reached for this meeting.	
MassHire Innovation Project *Chris Albrizio-Lee, MNWB President and CEO*	• Chris reviewed highlights of the statewide MassHire Innovation Project (info included in meeting packet.) • Basic premise is to take a holistic view of the MassHire system and recommend ways to make it more efficient, impactful, and useful for customers and staff. Recommendations from state's consultant (EY) includes dozens of action item over 3 years; one of the more immediate tasks is replacing the MOSES/JobQuest system. • Julie: the UI system and MOSES system where we put in all our work across the state are very outdated, we have provided feedback for years to see where appropriate to share information related to the career system, very encouraged but a heavy lift.	

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MNWB Major Activities Report *Pahneez Hasseli, MNWB Chief Operating Officer*	Pahneez provided some highlights from the quarterly Major Activities report. • MNWB hosted a successful youth interview day on 11/21 which included local employers providing mock interviews to students at Malden and Everett High Schools. • MNWB organized another successful STEM Week in October (see posts on LinkedIn page to see all the events that took place). • Last month was National Digital Inclusion Week, Brahim hosted an event to highlight digital equity topics (See Digital Navigator interview videos on MNWB social media). • New Funding for NewBiz through Executive Office of Economic Development's Community Workforce Partnerships Grant; new grant from City of Somerville Jobs Creation Retention Trust to fund paid STEM internships for youth (kick off next summer). • Overall funding landscape: Core federal funding streams have not yet been affected by government shutdown; WIOA still up for reauthorization; the state has instituted a 1% reduction on state career center line item (a way for the state to plan for the uncertainty around the federal funding landscape and how that impacts the state budget, unsure if we will get this 1% back once everything is stabilized). Next fiscal year, we are getting closer to kicking off budget season, local and state workforce association to advocate for career center and youth line items. Julie Whitmore on the Career Centers: • Partnership with African Bridge Network. • Bridges Returning Citizens Center- MNCC visited local correctional institutions to present MassHire services and connect with potential individuals in need of services. • Few more laptops available through the B2LIFE grant. • MNCC offering ESOL classes in Cambridge and Chelsea, launching cohort in Cambridge soon. • Reed: for youth that want jobs, but are unsure what they want to do, how can the career center help them? Julie: We will meet them where they are at. Do they have a resume? Want to do mock interviews? Offer services to gain experience of what a job fair is like, get engaged with the career center to learn about the services that are available to them. • Tedi Markham: NAMC is running 5 advanced manufacturing programs in 2026 – can review programs with anyone who is looking to explore opportunities and work in conjunction with Julie/Career Centers.	
Quarterly Labor Market Data Presentation and Discussion • *Pahneez Hasseli, MNWB Chief Operating Officer*	• Pahneez, Kelly, and Liana presented and facilitated the quarterly labor market data report.	

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• *Kelly Washburn, MNWB Senior Director of Strategy and Impact* • *Liana Gracia, MNWB Manager of Data and Impact*		
Presentation and Discussion: AI and the Future of Work *Guest: Nathalie Gazzaneo, Project on Workforce at Harvard*	Nathalie presented research on AI and the Future of Work and facilitated a discussion. ***Are people really adopting genAI? How?*** • 37.4% of US workers are using generative AI for work. • It took 16 years for computers to reach the same adoption as genAI took 3 years. • Initial gender difference of ChatGPT usage (started with more men vs women) for work. • How are people using AI tools? Practical guidance 28.8%, seeking information 24.4%, writing 23.9% (translation, feedback of written text). ***Is genAI displacing workers?*** ***What can genAI do to human expertise?*** • How quickly customer support workers responded to a request using a genAI tool, the AI tool had a high impact on the change in resolutions per hour for newer workers vs experienced workers. • When an individual does not use AI, while creating a new product, they tend to be fixed to their own knowledge. The genAI helped the solutions become more cross-disciplinary. ***What can we do?*** • We must understand and test simple use cases, measure how they advance our missions, apply them, and continue improving them. Systematic experimentation. Find relevant use cases, understand what works (or not), filter through ideas to focus on what creates differentiations. • Leadership and adaptation: steer the direction. ***Discussion*** • What is the future we should build together? How have you experimented with it? • People are using it to find information that they are not an expert in and using that information as true. • Anything that is generated by AI should be labeled as such and general nervousness that we will become dependent on it. • Without a true human expert to evaluate the results, how do we build the critical reasoning to trust the outputs. • How do we capture the community voice when using AI? Some of the practical cases around AI to create proxy or artificial feedback on a feature normally would take interviews with users. Give the AI a persona and interview them (not that it should, but in market research this is happening).	

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	• Translation and Interpretation industry is at risk from being impacted by AI. • Limited in scale and early in the process, as a workforce board we need to learn from this and implement it, what are the recommendations for us? Concerns: AI answers questions with extreme confidence, even when wrong. Advances in technology is a transition that will happen. • This is a moment for experimentation, we do not know all the answers yet. This is a way to steer the direction in the present moment. Find, test, measure the use cases, and see how they advance the mission. What are the core tasks? AI should be centered around the core mission goals. • Listen to your customers to gain feedback. • Right now, there is an overestimation of the cost saving benefits of AI, but not the actual benefits. We do not have all the data to know this.	
Member Updates	N/A	
Other business as may come before the Quarterly MNWB Meeting	N/A	
Adjourn	• The meeting was adjourned at 10:30AM	

	• Documents used at the November 12th MNWB Meeting:
	  • Agenda
	  • Draft September 2025 Meeting Minutes
	  • Major Activities Report
	  • Committee Updates
	  • LMI PowerPoint
	  • MassHire Innovation Project
	  • Nathalie Gazzaneo PowerPoint	