



## Quarterly Member Meeting

April 15, 2020

8:30am - 10:30am

Via Zoom due to Covid-19 Crisis

- Present:** Valerie Sutton (Chair), Carson Burrington (Vice Chair), Rosemary Alexander, Reed Brockman, , Danny LeBlanc, Russette Lyons, Kambiz Maali, Rafael Mares, Brian Murray, Lisa Amaya Price, Sandra Smith, Steven Sullivan, Sue Walsh, Maria Kefallinou, Karen Sampson-Johnson, Rick Laferriere, Michael LaMonica, Michael Cosgrove, Debra Jacobson, Alice Murillo
- Absent:** James Donovan, Colleen Moran, Josh Eichen, Colin Smith, Melissa Weldon, Nancy Conti, Allen Boyer
- MNWB Staff:** Chris Albrizio-Lee, Richard Dalton, Melora Rush, Lorraine Rivera, Trey Walsh, Heather Derby, Dwayne Hull, Brian Nunez, Stephanie Sakelarakis, Li Xu, Cyndy Chapin,
- Guests:** Lee-Ann Johnson

## MINUTES

Agenda Topics	Major Discussion Points	Next Steps (Who, what, by when)
	<ul style="list-style-type: none"> <li>Valerie Sutton, Chair, called the meeting to order at 8:38am.</li> </ul>	
<b>Welcome,</b>	<ul style="list-style-type: none"> <li>The Chair welcomed Members and guests to the MassHire Metro North Workforce Board's Quarterly meeting. The meeting was held via Zoom due to the Covid-19 pandemic.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Discussion of Covid-19 Impact</b>	<ul style="list-style-type: none"> <li>The meeting broke into 4 Zoom breakout rooms to discuss the impact of Covid-19.</li> <li>The notes from the breakout rooms are attached hereto as Attachment A.</li> <li>The groups reported back to the larger group.</li> </ul>	<ul style="list-style-type: none"> <li>Send discussion summaries to MNWB</li> </ul>
<b>Review and Approval of January 2020 Meeting Minutes</b>	<ul style="list-style-type: none"> <li>The Chair stated that the minutes from the January 29, 2020 MNWB meeting were sent out last week and are in the meeting packet. The Chair asked for any questions or comments regarding the minutes.</li> <li>There being no questions or comments, the Chair requested a motion to approve the minutes.               <ul style="list-style-type: none"> <li>Upon motion duly made and seconded, the minutes of the January 29, 2020 MNWB Quarterly Meeting were unanimously approved as presented by roll call vote of all Members present.                   <ul style="list-style-type: none"> <li>Yes: Valerie Sutton (Chair), Carson Burrington (Vice Chair), Rosemary Alexander, Reed Brockman, , Danny LeBlanc, Russette Lyons, Kambiz Maali, Rafael Mares,</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

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	<p>Brian Murray, Lisa Amaya Price, Sandra Smith, Steven Sullivan, Sue Walsh, Maria Kefallinou, Karen Sampson-Johnson, Rick Laferriere, Michael LaMonica, Michael Cosgrove,</p> <ul style="list-style-type: none"> <li>▪ No: ---</li> <li>▪ Not Present at time of vote: Alice Murillo, Deborah Jacobson</li> </ul>	
<p><b>MNWB Major Activities Report</b></p> <p><b>Grants Report</b></p> <p><b>Fiscal Update</b></p>	<ul style="list-style-type: none"> <li>• Chris pointed to the various documents in the packet provided to Members.</li> <li>• Chris highlighted the following: <ul style="list-style-type: none"> <li>○ Staff updates <ul style="list-style-type: none"> <li>▪ Penny has been promoted to Senior Director of Program Operations <ul style="list-style-type: none"> <li>• Interviewing for Penny’s old position</li> </ul> </li> <li>▪ New part time accountant, Li Xu, joined the team. She has a background with federal grants.</li> <li>▪ Lauren McCann has joined the team as our ABE/ESOL Specialist under the Walmart Grant</li> <li>▪ Youth Team hired Maisa Ferreira who will work on school programs and youthworks program. She will be starting in a couple of weeks.</li> </ul> </li> <li>○ Covid-19 Update <ul style="list-style-type: none"> <li>▪ All services are provided remotely.</li> <li>▪ Some staff have volunteered to work on Unemployment Process with the State.</li> <li>▪ We have been facilitating weekly update calls for partners with resources and information.</li> <li>▪ We are getting out information on small business resources, work-share, and other programs</li> </ul> </li> <li>○ Youth Department is working remotely and is discussing how the Summer YouthWorks program can move forward. There is an increase in funding, but Covid-19 is having an impact on planning and possibilities. <ul style="list-style-type: none"> <li>▪ Work on STEM Initiatives is continuing with the Regional Stem Network – aimed at increasing STEM internships for Connecting Activities youth. Covid - 19 may be lowering the numbers of internships and what they will look like. <ul style="list-style-type: none"> <li>• Doing surveys to see what it might look like. Possible project-based learning.</li> </ul> </li> <li>▪ Working on activating a STEM Regional Stem Network for Metro North Area – with focus on STEM week.</li> </ul> </li> <li>○ Gaming and Hospitality programs are trying to do as much as possible remotely. Application for next years programs has been submitted as a joint application with the City of Boston. We will hear back in the summer</li> </ul> </li> </ul>	

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	<ul style="list-style-type: none"> <li>○ The current Walmart Grant focuses on incumbent workers. Planning phase recently wrapped up. There will be a delay in phase two due to Covid-19. The training will use the I-Best Model. We have hired an evaluation consultant for the program.</li> <li>○ Grants Updates: <ul style="list-style-type: none"> <li>▪ STEM Grants moving forward</li> <li>▪ Youth Grant moving forward.</li> <li>▪ A couple of grants still pending.</li> </ul> </li> <li>● Fiscal Update - Dick walked through a PowerPoint <ul style="list-style-type: none"> <li>○ WIOA Funding increases displayed</li> <li>○ Total Youth Funding <ul style="list-style-type: none"> <li>▪ 2020 significant jump over prior year – a lot may flow over to FY21</li> </ul> </li> <li>○ Financial Statements for FY19 were unqualified and timely.</li> <li>○ Expect to come in right around break-even. Possible surplus.</li> <li>○ DCS conducted a fiscal monitoring in April 2019 and December 2019 (in advance of DOL monitoring)</li> <li>○ Fiscal has had a smooth transition to working remotely.</li> <li>○ Working Capital line of credit exists</li> <li>○ As of 3/31 – \$742,000 in long term investment portfolio. Down almost 5.5%. Equity down almost 23% but was only about 25% of portfolio.</li> <li>○ Will be moving money from international to domestic investments.</li> </ul> </li> </ul>	
<b>Career Center/Operator Transition Update</b>	<ul style="list-style-type: none"> <li>● Sue Walsh, co-chair of the Workforce Systems Committee provided an update on our career centers: <ul style="list-style-type: none"> <li>○ WFS Committee met on 4/4/20. Updated some ITA related policies. <ul style="list-style-type: none"> <li>▪ Surveys on work of career centers were reviewed.</li> <li>▪ Performance is strong</li> <li>▪ Impressive work in moving remotely</li> <li>▪ Annual Monitoring of Career Centers – Sue shared that staff is committed, feels supported by Lee-Ann</li> </ul> </li> <li>○ Penny – local performance goals are being exceeded. Noticeable improvements. Both in quality and quantity. No major areas of concern. <ul style="list-style-type: none"> <li>▪ Lee-Ann Johnson is training staff, building partnerships and reviewing goals. Kudos to Career Center staff in adaptation to virtual services. Workshops – live webinars, YouTube videos are available.</li> <li>▪ Doing well targeting priority industries.</li> </ul> </li> <li>○ Penny reported on ABCD transition – <ul style="list-style-type: none"> <li>▪ Final stage on leases, contract, hiring</li> <li>▪ ABCD is currently hiring the Career Center director.</li> </ul> </li> </ul> </li> </ul>	

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	<ul style="list-style-type: none"> <li>▪ ABCD will have a virtual meeting all current Career Center staff</li> <li>▪ Preparing communications plan.</li> <li>▪ Planning is being done in case July 1 transition needs to be virtual.</li> <li>○ What should the message be to residents on UI? <ul style="list-style-type: none"> <li>▪ Career Centers cannot file claims directly at the Career Centers. Staff working on DUI will be part of a larger pool. Long wait times are improving. But Career Center Staff can help with other resources.</li> <li>▪ State had asked for volunteers to work on UI claims. MassHire staff and state staff is being phased into training. Unclear if they will onboard non-state staff.</li> <li>▪ State is doing virtual town halls to help with UI claims, some direct answers are provided during the meetings. Some are conducted in Spanish</li> <li>▪ Danny – various CBOs are assisting with UI claims.</li> </ul> </li> <li>○ Lee-Ann thanked Board for support. Very proud of her team.</li> <li>○ Programs without wraparound services and online trainings do not have as good results.</li> <li>○ Career Center performance is continuing to stabilize and increase. Enrolling low income adults still needs work. General performance good. Business team is strong.</li> <li>○ Strategy has been developed to work on areas of lower performance.</li> </ul>	
<b>Upcoming Meetings</b>	<ul style="list-style-type: none"> <li>• The remaining Quarterly and Annual meetings for FY2020 are as follows: <b>Wednesday, June 17, 2020 (Annual Meeting)</b></li> </ul>	
<b>Other business as may come before the Annual MNWB Meeting</b>	<ul style="list-style-type: none"> <li>• Members were reminded to let Melora know if they need to step down from Board.</li> <li>• Strategic Planning – how will Covid-19 impact things – intersection of traffic, housing, etc.</li> <li>• Summer Jobs – Reed mentioned video making by high school students.</li> </ul>	
<b>Adjourn</b>	<ul style="list-style-type: none"> <li>• The meeting was adjourned at 10:30a.m.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Documents used at the April 15, 2020 MNWB Quarterly Meeting: <ul style="list-style-type: none"> <li>• Agenda and FY20 MNWB Meeting Dates</li> <li>• Prompt Questions re Covid-19 Impact</li> <li>• Draft January 2019 Meeting Minutes</li> <li>• Major Activities Report/Grant Update</li> <li>• Fiscal Update</li> <li>• Committee Reports</li> <li>• Career Center Performance Metrics</li> </ul> </li> </ul>	

Notes from Group discussions on Covid-19

**Group 1**

**Biogen:** Essential staff only, otherwise full steam ahead, 7300 people, most are working full time remote. Biogen since the acute infections has worked very hard to

**Novartis: Russ** – essential staff, temp checks, etc. Have to have PPE, etc. 10% Lots of contract workers, etc. House call from the CEO/President here in Cambridge. How are we taking care of the businesses we interact with? Everyone is a little stressed; summer internship programs are cancelled, etc. May 4<sup>th</sup> return date?

**Cindy Chapin:** Restaurants are thinking they will be able to come back. Helping them to come back for foodstamps, etc. East Boston Savings Bank – banks are keeping everyone on – unless not comfortable. Social/psychology services? Create a hospitality consortium?

**CVS:** had to hire 30,000 people for testing – AMAZON the same

**Hotel/Hospitality Chains:** Boutique hotels are looking down the road for 36 month recovery. How can they bring staff back on if not financially initially? Pooling people across hotels to keep them on with benefits, etc. Laundry services: Can't speak English – need help to sign up with unemployment. None paid yet since March 13<sup>th</sup>.

**Mike Cosgrove:** In the property management business – no need to come in if not comfortable. A lot of residents are at home, in quarantine. Small percentage have lost their jobs. Office & Maintenance staff lost jobs plus a few got sick. We are focused on keeping apartments going...helping residents connect with services, get payment agreements, etc. Taxes, Mortgages, payment agreements. A lot of residents will get unemployment benefits – there are resources avail. but short term – put residents in touch with these services, structuring payment agreements 3-6 months.

**Rafael :** Neighborhood Development: Severely hit in Chelsea then Brockton then Revere. Don't have luxury of space – many multi-family dwellings so infection rates soar. Hotline has been started; unemployment assistance/SNAP / Tech Assistance. Apply for benefits. Community building staff...pandemic response teams for Food Distribution / Food Pantries have been hit very hard. Resident services staff is with neighborhood staff – regularly engaged with our work.

**Rick LaFerriere:** Accelerated hiring from furloughed employees from 20 employers. recruiting / onboarding process. Going through Talent Acquisition.

**Lauren Hill:** Teach ESL works with Rick at CVS. Partner with the corporate trainer to start as pharmacy techs. Ready Food (?) rescue from Whole Foods / Tu/Wed/Thurs./ Fri – 1-3 PM. Distributes food to elderly folks.

Innovation Group to Generate Ideas for the Youth? –Alternative methods / focus for youth employment/mentoring/program development?

**Group 2:**

- **Alice Murillo**, Bunker Hill Community College – All BHCC classes are remote via WebEx, goal to finish classes end of May. Works well for some, but there are technology problems, buying Chrome books for students. Licensure requirements stymie some classes – health sciences, culinary. Need some face-to-face hopefully done over the summer. Hoping face to face by August.
- **Steve Sullivan**, Associated Builders and Contractors, Inc. – Construction industry shut down, safety issues, handling tools, portapotties,, sanitary issues. Effects apprenticeship program. Classwork with disruption. Some virtual training, but hard. Vertical building stopped. Emergency work continues. If mandate loosens, could happen for construction first. Having a hard time breaking our of contracts even with pandemic.
- **Danny LeBlanc**, Somerville Community Corporation - four big things – annual audit got competed entirely remotely. Hired successor for Danny over Zoom. No layoffs. Two big focusses have been 300 units of rental housing. Low to moderate populations. About half subsidized. Half is not, but full burden of rent

on tenant. Tracking very closely. Set up system of First Source job coaches – employment assistance to those tenants and others – now navigating unemployment. Also helping with rental assistance to tenants and others. Supports eviction moratorium but have to figure out rental arrears so mortgage can be paid.

- **Kam Maali**, Cambridge Housing Authority. Youth programming is now remote. Some online teaching, but mostly staying in touch with students and alumni. Cash assistance program for alumni – majority have lost jobs. \$300 per alumni. Also helping graduating senior with book award money. Expect summer employment will not be as robust this year. Housing – skeleton crew. Hard to find protective equipment for them. Now everyone has the gear and feel a little more. Some residents have tested positive. A lot of fear. A lot of elderly education. A lot of rent issues. No layoffs, even part time staff. Still paying jobs for youth, even though they are not working. Hoping HUD will make up difference.
- **Brian Nunez**– reaching out to all of the providers. Still expect reporting. Keeping up with routine. Chelsea Collaborative is using video learning, workshops, kids are still getting paid. Checking on safety of youth and families. Many essential workers in Chelsea. MassHire assistance with employment applications has not started yet. Training has yet to happen.
- **Stephanie Sakelarekis** – YWCA – a lot of youth are seniors, disappointed. Job fairs and college fairs being done remotely.
- **Heather Derby** – **checking in with all schools. Connecting with Liaisons, working on STEM network resources and sharing that information. Ask for links for STEM resources.**
- **Melora Rush**– social media, work to thrive
- **Danny LeBlanc** -Shout out to Somerville. Jobs Trust – put out RFP despite the shutdown. SEC working on responses.

### Group 3

- **Valerie Sutton** – Harvard: At Harvard, the initial priority was on supporting first gen students with distance learning. There is a hiring freeze for CC has been much busier with moving career services online.higher education at Harvard. At Harvard there is a discussion of going online for the fall semester as well.
- **Rosemary Alexander** – DCS: At DCS they are scrambling to update their unemployment insurance system and increase staffing capacity to process claims. Focusing on moving all training online. Challenge has been for DCS to transition quickly to offering staff training and development virtually as well as service delivery to customers virtually. State has purchased hundreds of WebEx licenses. All career center have been using these tools since they transitioned to remote services. Metro North has 3 WebEx licenses. Used for training and development. Many companies will not be taking on students this summer. How to work around hiring freezes.
- **Michael LaMonica** – Fuji Group: Hospitality industry is extremely impacted by Covid19. Fuji Group is completely shut down. They closed down a few weeks ago. Major problem for hospitality employers is that when restaurants open up, is the challenge around employees who were making minimum wage who are expected not to come back because of the benefits they are receiving from unemployment which is \$600/week. Another challenge is How will hospitality employers handle operations if positions not filled? Risk of small businesses permanently closed. Businesses not start back again. Hospitality industry is expecting not to jump back into normal sales. They are expecting half occupancy. Will take time to resume to normal businesses. The main challenge is expect employees to not come back because of unemployment benefits and risk of contracting virus.
- **Maria Keffalinou** - Cambridge Learning Center: Maria talked about how the classes at the Cambridge Learning Center are now being offered virtually through zoom and WebEx. Some students don't have the necessary technology for virtual classes. Teachers and students are using smart phones and conferences in those cases. Teachers are putting extra effort in reaching out to students. Summer classes will be offered virtually and students are in need of help with filling out unemployment claims.
- **Sue Walsh** – City of Cambridge: Hiring freeze in Cambridge. Infrastructure behind summer jobs program is challenging, hiring freeze impact.

### Group 4

- **Lisa Amaya Price**, Scholar Rock– Her company is going strong, some coming in

- **Trey Walsh and Dick Dalton** – things fine at MNWB. New hire last Friday for youth program. Summer jobs program will be different.
- **Sue Walsh**, City of Cambridge: Payroll and invoices rolling along. Summer Job infrastructure may be impacted due to hiring freeze in Cambridge.
- **Brian Murray** – Akamai- A core group is in the office. Another company has found that they are MORE successful working from home and will be closing some offices. Some biotech companies laying off staff. Some biotech companies are giving trust to workforce and allowing other staff to work from home. Some companies running clinical trials. Patients are reluctant to go to centers. Have to be agile with the data they are collecting and talking to the investor community about their work.
- **Sandra Smith**, FogPharma - R & D is full force, execs are in the office, in lab
- **Karen Sampson Johnson**, MA Rehabilitation Commission – Boston youth employment questions
- **Debbie Jacobson** MGH – Summer youth jobs impacted at MGH – down from 250 to 50. Many companies not taking students.

DRAFT