



## Annual Member Meeting

June 9, 2021

8:30am - 10:30am

Via Zoom due to Covid-19 Crisis

- Present:** Carson Burrington (Vice Chair), Rosemary Alexander, Allen Boyer, Reed Brockman, Nancy Conti, , James Donovan, Josh Eichen, Maria Kefallinou, Rick Laferriere, Colleen Moran, Alice Murillo, Brian Murray, Sandra Smith, Steven Sullivan, Sue Walsh
- Absent:** Valerie Sutton (Chair), Michael Cosgrove, Debra Jacobson, Michael LaMonica, Rafael Mares, Kambiz Maali, Karen Sampson-Johnson, Colin Smith, Melissa Weldon
- MNWB Staff:** Chris Albrizio-Lee, Pahneez Hasseli, Cyndy Chapin, Richard Dalton, Heather Derby, Tom Hanna, Dwayne Hull, Lauren McCann, Melora Rush, Stephanie Sakelarakis, Dani Smejkal, Trey Walsh, Li Xu, Carlos Fuentes, Grace Evans
- Guests:** Christopher Hope, Lee-Ann Johnson, MassHire Metro North Career Center; Ron Marlowe, ABCD; Community Action Partners team: Community Action Partners: Kevin Breunig, Anna Abate, Edo Eilam, Matt Marsh, Virginia Garvis, Duncan McCallum, Martin November

## MINUTES

Agenda Topics	Major Discussion Points	Next Steps (Who, what, by when)
	<ul style="list-style-type: none"> <li>Carson Burrington, Vice Chair, called the meeting to order at 8:37am.</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 Annual meeting. The meeting was held via Zoom due to the Covid-19 pandemic.</li> <li>Chris welcomed Chris Hope as new member as of July 1. He is the founder of the Loop Lab and a boutique staffing firm in Cambridge. Chris thanked Heather Derby for facilitating the connection.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Review and Approval of March 2021 Meeting Minutes</b>	<ul style="list-style-type: none"> <li>The Chair stated that the minutes from the March 10, 2021 MNWB meeting were sent out earlier in the week in the meeting packet. The Chair asked for any questions or comments regarding the minutes.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

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	<ul style="list-style-type: none"> <li>○ There being no questions or comments, the Chair requested a motion to approve the minutes. Reed Brockman made the motion to approve the minutes and Sue Walsh seconded the motion.</li> <li>○ Upon motion duly made and seconded, the minutes of the March 10, 2021 MNWB Quarterly Meeting were unanimously approved as presented by roll call vote of all Members present: <ul style="list-style-type: none"> <li>▪ Yes: Carson Burrington (Vice Chair), Rosemary Alexander, Allen Boyer, Reed Brockman, Nancy Conti, , James Donovan, Josh Eichen, Maria Kefallinou, Rick Laferriere, Alice Murillo, Brian Murray, Sandra Smith, Steven Sullivan, Sue Walsh</li> <li>▪ No: ---</li> <li>▪ Not Present at time of vote: Colleen Moran</li> </ul> </li> </ul>	
<b>Approval of Officer and Board of Directors Slate for FY22 (Vote, Roll Call)</b>	<ul style="list-style-type: none"> <li>● The Chair informed the Members that according to the Board’s bylaws, the Board of Directors, which includes Officers, must be voted in by the full Board membership at the Annual Meeting for the next fiscal year.</li> <li>● The Chair noted that some members of the Board of Directors and Officers who were voted in last year will be rolling into the second year of their two-year term; and that there are some members who will need to be voted in this year to new two-year terms.</li> <li>● The full list of Board of Directors and Officers for the upcoming year was included in the meeting materials sent to Members prior to the meeting.</li> <li>● The Chair asked for a motion to vote on the members of the Board of Directors to be elected to new two-year terms as listed on the Board Slate document. Alice Murillo made the motion and Sandra Smith seconded the motion. <ul style="list-style-type: none"> <li>○ There being no questions, upon motion duly made and seconded, the Board Slate was unanimously approved as presented by roll call vote of all Members present. <ul style="list-style-type: none"> <li>▪ Yes: Carson Burrington (Vice Chair), Rosemary Alexander, Allen Boyer, Reed Brockman, Nancy Conti, , James Donovan, Josh Eichen, Maria Kefallinou, Rick Laferriere, Alice Murillo, Brian Murray, Sandra Smith, Steven Sullivan, Sue Walsh</li> <li>▪ No: ---</li> <li>▪ Not Present at time of vote: Colleen Moran</li> </ul> </li> </ul> </li> </ul>	
<b>MNWB Major Updates/Career Center Updates</b>	<ul style="list-style-type: none"> <li>● Chris thanked Valerie Sutton for her service as Chair and welcomed to Carson Burrington as the new Chair and Colleen Moran as new Vice Chair as of July 1, 2021. Chris also thanked Valerie for stepping into the Treasurer position as of July 1.</li> <li>● Chris provided highlights of the updates that were sent to Members in the meeting packet: <ul style="list-style-type: none"> <li>○ Shout out to Dick Dalton and the Finance Committee for running an RFP to select a new auditing firm. This was a required RFP and there were 6 bids. The RFP committee selected a firm called Anstiss. The firm also works with the greater Brockton Workforce Board.</li> </ul> </li> </ul>	

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	<ul style="list-style-type: none"> <li>○ The summer jobs line item got a big bump and over 500 young people can be served this summer in the 6 communities we serve.</li> <li>○ First cohort of MN PACMAN pre-apprenticeship construction program graduated in April. Steve Sullivan at ABCMA , IINE and the Metro North Career Centers were involved in making the project a success. At this time over half of the graduates are placed in employment.</li> <li>○ We are planning for STEM Week 2021 in October and are always looking to connect with companies or partners to be involved.</li> <li>○ A regional unemployment report was provided in packet – regionwide rate is lower than state level, but several communities are above.</li> <li>○ \$50K donation from CVS Health. Shout out to Rick Laferriere for championing the donation. <ul style="list-style-type: none"> <li>▪ Rick is proud and excited about the donation to Work to THRIVE. This is a great fit for CVS Health’s work in the social justice and equity space. CVS does not want to be the expert in how to spend the dollars, it wants to make an impact and have great things happen because of it. Rick strongly encouraged other Members to do the same – to go back to your corporate giving areas and join us in this journey as we dig into issues of equity in the communities we care so much about.</li> </ul> </li> <li>○ Career Center highlights from LeeAnn Johnson: <ul style="list-style-type: none"> <li>▪ The Career Center partnered with two other regions and Minuteman on a Carpentry Pre-Apprenticeship program. Our region recruited all 10 women who participated. 9 are graduating this month and most (if not all) will be placed by graduation.</li> <li>▪ The Career Centers have a CIES grant through DTA that we had a contract for \$45,000 for FY 21 and have been given additional funds for a total of \$123,000 for FY 21 and hopefully start FY 22 around \$120,000 based on our ability to continue to help customers, provide training and placing in good wage jobs.</li> <li>▪ Mary Beth Beatrice, a BSR, is a finalist for the statewide MassHire Reliability Award. Winners will be announced at the Statewide Annual MassHire Awards Day.</li> <li>▪ Return to In Person services - staff are staggering back into the offices - tentatively we believe we will be providing appointment only services sometime in August and the full customer open in September. Statewide Career Centers are working together to align these dates for opening. We continue to provide all services remotely and have been seeing an increase customers seeking services.</li> </ul> </li> </ul>	

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<b>Strategic Plan Presentation and Discussion (Vote, Roll Call)</b>	<ul style="list-style-type: none"> <li>• Chris Albrizio-Lee introduced new Strategic Plan as roadmap for our work for the next 5 years.</li> <li>• Chris Introduced Kevin Breunig and Anna Abate from the CAP team.</li> <li>• Anna acknowledged full CAP Team and thanked the MNWB staff and Board, and recognized the Strategic Planning Task Force and the contributions from Lee-Ann Johnson and Ron Marlowe.</li> <li>• The CAP Team shared a PowerPoint presentation on the Strategic Plan: <ul style="list-style-type: none"> <li>○ Kevin introduced the Strategic Planning Process, with details on the following components: <ul style="list-style-type: none"> <li>▪ Discovery and Assessment</li> <li>▪ Mission and Vision - best practices and drafting</li> <li>▪ Strategic Goals Development, including Theory of Change, Timeline and Program Evaluation framework</li> <li>▪ Data and Measurement planning</li> </ul> </li> <li>○ Chris described the process of developing the new Mission and Vision statements. <ul style="list-style-type: none"> <li>• Chris read the new mission and vision statements and noted its focus on clarity and where the workforce board fits into the ecosystem and where we have a unique role.</li> <li>• New highlight on advocacy for workforce solutions</li> </ul> </li> <li>○ The Strategic Goals work was introduced by Kevin: <ul style="list-style-type: none"> <li>▪ Strategic goals were developed by doing a SWOT analysis.</li> <li>▪ Theory of Change was used to make sure that we start with the vision and look at what it will take to reach the vision. Look at needed conditions, then interventions to make conditions a reality, and then look at indicators of success. Assumptions were also documented. <ul style="list-style-type: none"> <li>• Then used to create Strategic goals, Objectives, Actions and Metrics.</li> </ul> </li> <li>▪ 5-year Goals – Use Strategic Plan timeline to prioritize objectives – time phased approach.</li> <li>▪ Annual Goals – Use program and opportunity evaluation framework to revisit and rank priorities to develop an Annual Plan</li> </ul> </li> <li>○ Performance Metrics and Outcomes was run through by Anna and Pahneez Hasselli <ul style="list-style-type: none"> <li>▪ Embracing a Data Culture: to look at data as a way to have visibility; to show how we are doing against our goals (rather than as a report card). How do we spend resources? Do we need to make realignments?</li> </ul> </li> </ul> </li> </ul>	

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	<ul style="list-style-type: none"> <li>• Designing and Documenting Governance by having a Metrics Leader to analyze the data and review resulting action plans and follow through on needed changes.</li> <li>• Stepping toward Change – steps to reach goals – going after the low hanging fruit first, show success and then build on it.</li> <li>• Performance Metrics and Outcomes <ul style="list-style-type: none"> <li>○ Wholistic approach to look at work of Board as well as Career Centers</li> <li>○ KPI Management Dashboards will be created to show at a glance how we are doing on our strategic goals.</li> <li>○ Sue Walsh observed that we are calling out transportation – wants to make sure that part of our strategy includes working with economic development partners.</li> <li>○ Jimmy Donovan noted that the focus of the vision and mission now seem more focused on businesses rather than residents.</li> <li>○ Brian Murray asked if we have the resources to implement the plan in a reasonable time frame.</li> </ul> </li> <li>○ Next Steps for MNWB were discussed by Chris: <ul style="list-style-type: none"> <li>▪ Strategic plan is comprised of narrative of plan and excel spreadsheet that were sent to Members.</li> <li>▪ Much of Year One will be target setting and setting baselines metrics, data-mapping for FY 22 Performance Metrics, completing Board and operational dashboards and formatting different visuals for different audiences.</li> <li>▪ Look at how we communicate about our new Strategic Plan to stakeholders</li> <li>▪ We will be starting work on our Year 1 Action plan immediately.</li> <li>▪ New staffing roles at MNWB were discussed.</li> </ul> </li> <li>• Following discussion, and upon motion duly made and seconded, the MNWB 5-Year Strategic Plan was unanimously approved by roll call vote of all Members present. Sue Walsh made the motion and Reed Brockman seconded the motion. <ul style="list-style-type: none"> <li>▪ Yes: Carson Burrington (Vice Chair), Allen Boyer, Reed Brockman, James Donovan, Maria Kefallinou, Rick Laferriere, Colleen Moran, Alice Murillo, Brian Murray, Sandra Smith, Steven Sullivan, Sue Walsh</li> <li>▪ No: ---</li> <li>▪ Abstain:</li> <li>▪ Not Present at time of vote: Rosemary Alexander, Nancy Conti, Josh Eichen</li> </ul> </li> </ul>	

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	<ul style="list-style-type: none"> <li>Chris thanked the CAP team for their time and commitment. For those interested in working with CAP, June 11 is the deadline for next year's CAP applications. CAP also does shorter projects and brainstorms.</li> </ul>	
<b>Upcoming Meetings</b>	<ul style="list-style-type: none"> <li>The Quarterly and Annual meetings for FY2022 are as follows:   Wednesday, September 8, 2021  Wednesday, December 8, 2021  Wednesday, March 9, 2022  Wednesday, June 8, 2022</li> </ul>	
<b>Other business as may come before the Annual MNWB Meeting</b>	<ul style="list-style-type: none"> <li>Reed Brockman spoke about the start of the Future Careers program based on Future Cities.</li> </ul>	
<b>Adjourn</b>	<ul style="list-style-type: none"> <li>The meeting was adjourned at 10:10a.m.</li> </ul>	
	<ul style="list-style-type: none"> <li>Documents used at the June 9, 2021 MNWB Annual Meeting: <ul style="list-style-type: none"> <li>Agenda and FY22 MNWB Meeting Dates</li> <li>Draft March 2021 Meeting Minutes</li> <li>Board Slate</li> <li>Major Activities Report/Grants Update</li> <li>Committee Reports</li> <li>Career Center Performance Metrics</li> <li>Unemployment Report</li> <li>Strategic Plan Documentation: <ul style="list-style-type: none"> <li>PPT slide deck</li> <li>Strategic Plan narrative</li> <li>Strategic Plan 5-Year Action Plan</li> </ul> </li> </ul> </li> </ul>	