



## Quarterly Member Meeting

September 8, 2021

8:30am - 10:30am

Via Zoom due to Covid-19 Crisis

**Present:** Colleen Moran (Vice Chair), Allen Boyer, Reed Brockman, Nancy Conti, Maria Kefallinou, Alice Murillo, Brian Murray, Steven Sullivan, Valerie Sutton, Sue Walsh, Chris Hope

**Absent:** Carson Burrington (Chair), Michael Cosgrove, Josh Eichen, Kambiz Maali, Rafael Mares, Sandra Smith, James Donovan, Debra Jacobson, Rick Laferriere, Michael LaMonica, Karen Sampson-Johnson, Colin Smith, Melissa Weldon, Rosemary Alexander

**MNWB Staff:** Chris Albrizio-Lee, Pahneez Hasseli, Cyndy Chapin, Richard Dalton, Heather Derby, Dwayne Hull, Lauren McCann, Melora Rush, Stephanie Sakelarakis, Grace Evans, Saladin Islam

**Guests:** Lee-Ann Johnson, MassHire Metro North Career Center

### NOTES – No Quorum

Agenda Topics	Major Discussion Points	Next Steps (Who, what, by when)
	<ul style="list-style-type: none"> <li>Colleen Moran, Vice Chair, called the meeting to order at 8:40am. Quorum was not reached.</li> </ul>	
<b>Welcome</b>	<ul style="list-style-type: none"> <li>The Vice 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> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Review and Approval of June 2021 Meeting Minutes</b>	<ul style="list-style-type: none"> <li>POSTPONED due to lack of quorum.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

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<b>Local Operating Plan WIOA Performance Goals (Vote, Roll Call)</b>	<ul style="list-style-type: none"> <li>• POSTPONED due to lack of quorum.</li> </ul>	
<b>MNWB Major Activities Report</b>	<ul style="list-style-type: none"> <li>• Chris Albrizio-Lee reviewed the highlights of the Major Activities Report which was sent via email in the meeting packet: <ul style="list-style-type: none"> <li>○ Chris gave a staffing update: <ul style="list-style-type: none"> <li>▪ Chris introduced Sal Islam, our new Youth Programs Specialist focusing on employer engagement.</li> <li>▪ A part time HR consultant, Margaret Barret, will be coming on this week.</li> <li>▪ A new VP of Programs has been selected, Aisha Necochea from Best Hospitality, and she will be starting on October 4.</li> <li>▪ We are in the process of finishing interviews for a Senior Director of Workforce Initiatives.</li> </ul> </li> <li>○ Youth: <ul style="list-style-type: none"> <li>▪ The Youth Team wrapped up its annual summer jobs program with 6 cities – nearly 500 youth participated in a mix of virtual and in-person placements.</li> <li>▪ The application for year-round YouthWorks funding has been submitted with funding for the Pharmacy Tech with Bunker Hill Community College, and for piloting a new program with MAPC to put digital navigators into communities (training and work placements). Comcast will likely support the program.</li> <li>▪ Work to THRIVE continues to work on its grant funded projects with Enel and Adelaide Breed Baird. The \$50 K donation from CVS Health has been used to create the Metro North Workforce Resiliency Fund to allow low-income residents of Chelsea, Everett, Revere and Malden access to a range of support services to be successful in job training and job placement. The Fund is being administered by TND/CONNECT.</li> </ul> </li> </ul> </li> <li>• Lee-Ann Johnson update on Career Centers <ul style="list-style-type: none"> <li>○ All staff are now working, in person, in the Career Centers</li> <li>○ By appointment only customers</li> <li>○ October 1 open date – there is a concern about security with people confusing Career Centers with unemployment offices</li> <li>○ Numbers continue to increase.</li> <li>○ There are 9 open positions at Career Centers - hiring is challenging here and in other regions.</li> </ul> </li> </ul>	

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	<ul style="list-style-type: none"> <li>○ Many training opportunities exist – this area continued strong throughout Covid. Virtual Manufacturing, Medical Lab Asst, CDL, Carpentry Pre-Apprenticeship, Healthcare and more.</li> </ul>	
<b>Strategic Plan Update</b>	<ul style="list-style-type: none"> <li>• Chris Albrizio-Lee presented an update on the status of our new Strategic Plan: <ul style="list-style-type: none"> <li>○ Team specific meetings on the plan were held over the summer to make sure the plan was well understood. Staff also met with the Career Center to review the plan.</li> <li>○ Aisha Necoechea, as new VP, will have a key role in the implementation of the plan.</li> <li>○ We are working on hiring a graphic designer to layout the plan for public release.</li> <li>○ By December, we should have a first look at a KPI dashboard.</li> </ul> </li> </ul>	
<b>IBEST Program</b>	<ul style="list-style-type: none"> <li>• Cyndy Chapin, MNWB’s Director of Employer Partnerships, presented on the iBEST @ Work program, funded through a grant from Walmart <ul style="list-style-type: none"> <li>○ Targeted at limited English speakers – gives contextualized trainings</li> <li>○ Also aimed at Adult Basic Education students and others who are in need of retraining in new careers.</li> <li>○ Two instructors, one supporting ESOL and ABE with additional tutoring opportunities and other support.</li> <li>○ Examples of work were cited, included contextualized training of Serve Safe, Digital Literacy, OSHA 10 – any training can be contextualized.</li> <li>○ Employer outreach: <ul style="list-style-type: none"> <li>▪ Hard to get employers when they are having so much trouble hiring.</li> <li>▪ Many employers have learned that they can outsource training in multiple languages on a virtual platform.</li> </ul> </li> </ul> </li> </ul>	
<b>STEM Week</b>	<ul style="list-style-type: none"> <li>• Heather Derby, MNWB’s STEM Programs Manager, presented on the statewide STEM Week, coming up in October. <ul style="list-style-type: none"> <li>○ Emphasis on Board Member engagement.</li> <li>○ STEM week 2020 highlights were presented: 15 Host Events, over 170 attendees. Pivot to online platform was challenging, but very successful.</li> <li>○ 2021 Stem Week: <ul style="list-style-type: none"> <li>▪ State Theme: See yourself in STEM</li> <li>▪ Regional Theme: Diversity in STEM</li> <li>▪ Presentation Themes were explained: STEM Immersion, Exploration, Celebration</li> <li>▪ MNWB Goals: 30 host events by employers, 16 events focused on diversity</li> <li>▪ STEM week design challenge, internships/work study/job shadowing opportunities</li> <li>▪ Opportunities for Board Member involvement were discussed</li> </ul> </li> </ul> </li> </ul>	
<b>Labor Market Report</b>	<ul style="list-style-type: none"> <li>• Pahneez (Penny) Hasseli presented some labor market data on the Metro North region.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Details are in PowerPoint which will be sent to members. <ul style="list-style-type: none"> <li>○ Data is from Burning Glass:</li> <li>○ Top industries: Scientific Research and Development, Colleges, Universities, Electronic Shopping.</li> <li>○ Top Occupations: Software Developers, Managers/Supervisors, Laborers and Freight (many from Amazon), Registered Nurses. Retail postings are increasing</li> <li>○ Top certifications: Drivers Licenses, Registered Nurse, First Aid. The ITAs we are funding match the demand.</li> <li>○ Top Skills: Scheduling, Customer Service, Budgeting, Project Management. New terms in job descriptions: Customer Contact, Retail Industry Knowledge.</li> <li>○ Spotlight on Amazon: Warehouse jobs were majority of the postings and required proof of vaccination and driver's license.</li> <li>○ Spotlight of Encore: 75 job postings. Just back to operating 24/7. Most are focused on food service. 50% require bachelor's degree. Hardest to hire for food related positions.</li> <li>○ Steve Sullivan noted that there is a definite need in construction. Fewer online postings, so LMI does not appear in Burning Glass. Rely on training programs and word of mouth.</li> <li>○ How does our Burning Glass data compare to state data? State uses Burning Glass as well to pull its LMI data. Limitation is that it only looks at online postings.</li> </ul> </li> </ul>	
<b>Funding/Partnership Opportunities</b>	<ul style="list-style-type: none"> <li>• Chris Albrizio-Lee discussed upcoming opportunities to collaborate on funding and partnerships: <ul style="list-style-type: none"> <li>○ Looking at regional approach with MAPC. The US Economic Development Administration released Workforce Development related opportunities for Metro North/Greater Boston. Will send out the RFP after the meeting.</li> <li>○ For ARPA funds that go directly to municipalities, we are working to see if communities want to coordinate regionally to use ARPA funds for workforce development.</li> </ul> </li> </ul>	
<b>Other business as may come before the Annual MNWB Meeting</b>	<ul style="list-style-type: none"> <li>• n/a</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 September 8, 2021 MNWB Quarterly Meeting: <ul style="list-style-type: none"> <li>• Agenda and FY22 MNWB Meeting Dates</li> <li>• Draft June 2021 Meeting Minutes</li> <li>• Major Activities Report</li> <li>• Committee Reports</li> </ul> </li> </ul>	

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	<ul style="list-style-type: none"> <li>• Program Summary Charts</li> <li>• July 2021 Unemployment Report</li> <li>• PowerPoint Presentations:               <ul style="list-style-type: none"> <li>○ IBest Model</li> <li>○ STEM Week 2021</li> <li>○ Labor Market Data</li> </ul> </li> </ul>		