

Quarterly Member Meeting

May 20, 2025

8:30am - 10:30am Via Zoom

Present: Colleen Moran, Nancy Conti, Rafael Mares, Reed Brockman, Rick Laferriere, Rosemary Alexander, Stacey Leibowitz, Sue Walsh, Valerie Sutton, Carson Burrington, Steve Sullivan

Absent: Allen Boyer, Chris Hope, Michael Cosgrove, Rachael Running, Kristen McKenna, Deb Jacobson, Maria Kefallinou

Guests: Lee-Ann Johnson, Julie Whitmore

Digital Navigators: Destiny Martinez, Dana Grotenstein, Andres Martinez Chavez, Nelson Montesinos, Samara Murrell

MINUTES

Agenda Topics	Major Discussion Points	Next Steps (Who, what, by when)
	<ul style="list-style-type: none"> Colleen Moran, Chair, called the meeting to order at 8:38AM. 	
Welcome	<ul style="list-style-type: none"> The Chair welcomed Members and guests to the MassHire Metro North Workforce Board’s Quarterly meeting. 	<ul style="list-style-type: none">
Review and Approval of February 2025 Meeting Minutes (Vote, Roll Call)	<ul style="list-style-type: none"> The Chair stated that the minutes from the February 2025 MNWB meeting were sent out in the meeting packet. The Chair asked for any questions or comments regarding the minutes. <ul style="list-style-type: none"> There being no questions or comments, the Chair requested a motion to approve the minutes. Valerie Sutton made the motion to approve the minutes, and Steve Sullivan seconded the motion. Upon motion duly made and seconded, the minutes of the November 2024 MNWB Quarterly Meeting were unanimously approved as presented by roll call vote of all Members present at the meeting: 	<ul style="list-style-type: none">

Agenda Topics	Major Discussion Points	Next Steps (Who, what, by when)
	<ul style="list-style-type: none"> ▪ Yes: Colleen Moran, Nancy Conti, Rafael Mares, Reed Brockman, Rick Laferriere, Rosemary Alexander, Stacey Leibowitz, Sue Walsh, Valerie Sutton, Carson Burrington, Steve Sullivan ▪ No: N/A ▪ Not Present at time of vote: Allen Boyer, Chris Hope, Michael Cosgrove, Rachael Running, Kristen McKenna, Deb Jacobson, Maria Kefallinou ▪ Abstain: N/A 	
FY26 Board of Directors and Officers Slate (VOTE)	<ul style="list-style-type: none"> • Sue Walsh, MNWB Clerk, presented the slate for FY26 Officers and Board of Directors members. <ul style="list-style-type: none"> ▪ There being no questions or comments, the Clerk requested a motion to approve the slate as presented. Colleen Moran made the motion to approve, and Rafael Mares seconded the motion. ▪ Upon motion duly made and seconded, the FY26 Board of Directors and Officers slate was unanimously approved as presented by roll call vote of all Members present at the meeting: <ul style="list-style-type: none"> ▪ Yes: Colleen Moran, Nancy Conti, Rafael Mares, Reed Brockman, Rick Laferriere, Rosemary Alexander, Stacey Leibowitz, Sue Walsh, Valerie Sutton, Carson Burrington, Steve Sullivan ▪ No: N/A ▪ Not Present at time of vote: Allen Boyer, Chris Hope, Michael Cosgrove, Rachael Running, Kristen McKenna, Deb Jacobson, Maria Kefallinou ▪ Abstain: N/A 	<ul style="list-style-type: none"> •
Labor Market Report Data Presentation	<p>Labor Market Data Presentation and Discussion</p> <p>Pahneez Hasseli, MNWB Chief Operating Officer (Executive orders and statewide trends) Kelly Washburn, MNWB Senior Director of Strategy and Impact (Employment rate) Liana Gracia, MNWB Manager of Data and Impact (Job trends/In-demand industries)</p> <ul style="list-style-type: none"> • Any jobs specific to AI/copilot? Kelly: not many trends related to AI or copilot at this time • Valerie: Higher ed will have a tough time in the region and IT (laying folks off) 	
MNWB Major Activities Report	<ul style="list-style-type: none"> • Chris Albrizio-Lee, MNWB President and CEO • Julie Whitmore, ABCD/MassHire Metro North Career Center <p>See Meeting Packet for all updates</p> <ul style="list-style-type: none"> • New MNWB staff: Tedi Markham (NAMC), Ed Carrington (Controller/Fiscal), Kaila Parkin (Job Coach, Connecting Activities) • MNWB NEW OFFICE SPACE: 350 Main Street, Malden (July 1 start date) 	

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	<ul style="list-style-type: none"> • Expected federal line item reductions and state priority line items: Connecting Activities, 10% (or more) reduction in WIOA funding, Wagner Peyser 1% reduction • Julie Whitmore: increased participation at the Malden CC, which is located very close to the new MassHire Workforce Board office. • B2life – 96 individuals received free laptops, Tech Goes Home (participants can come and learn technical skills and graduate with a free laptop), providing ESOL classes in Cambridge and Chelsea. • Rosemary: assistance to immigrants in shelters? Julie: continue to work with individuals in shelters, building job search skills. 	
Project Spotlight and Discussion	<p>Project Spotlight and Discussion: Digital JEDI Consortium A discussion of our impact with Digital Navigators from Cambridge, Everett, Chelsea, and Lynn</p> <p>5 digital navigators (DN) joined the MNWB meeting today for a panel discussion</p> <ul style="list-style-type: none"> • Samara Murrell: Moderated the panel. • Destiny (Everett): Serves Everett rec center and senior center – tech support, referrals from La Comunidad partner, device distribution • Nelson (Chelsea): teaches courses and develops new classes. DN office hours where community members can make appts to seek tech help (recover passwords, apply for jobs, pairing printer with laptop, office hours for DN classes, etc.) • Dana (Cambridge): Cambridge public libraries (anyone that comes to the Cambridge public library to use the resources can receive tech help (access DTA, use zoom, use printer, etc.). helps with the library digital literacy courses, including how to use the library for job searches. • Andres (Lynn): Help community members access affordable internet, teaches classes, creates own classes for English first language to help with culture shock related to using technology <p>Challenges: language barriers cause people to shy away from services, class retention, shoutout to Cambridge language line for real time language translation, setting expectations and professional boundaries around devices and when they will receive them/services that DNs can provide, gap between the resources and the need (digital access isn't a luxury, it's a basic need – Andres), lack of access to resources prevents community members from getting jobs.</p> <p>Nelson Montesinos (Chelsea): “one of my students came in with a very basic knowledge of computers and with 4 ½ months later he completed a fully functioning application, which is a restaurant application system. He works on it every single day and comes to the office hours to seek help and improve the system. He wants to put the application in his portfolio and put it to use one day.”</p>	

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	<p>Dana Grotenstein (Cambridge): “I love the model that we have in Cambridge where we are stationed at various areas where community tends to gather, our application process is thorough but documentation free to ensure folks have access and are comfortable. There are so many barriers to just get started with life here and our program tries to prevent those.” “Commonly we see folks who have immigrated here with many degrees and cannot find a job besides entry level and it can be frustrating for them, we connect them with resources of technology to help them access more opportunities. Hotspots and a laptop enables them to take a class on the go and pursue education and careers while using public transit.” Ex: “Elderly woman going to a mindfulness meditation courses on zoom (a class for folks who are isolated), worked with me to learn how to mute and unmute self on zoom and this helped her connect with the folks on the zoom call and connect to the virtual world in ways she didn’t know existed.”</p> <p>Andres Martinez Chavez (Lynn): “Pay it forward and give hope to the community members and help people realize what they are actually capable of, access health charts and information online by emailing a nurse or send doctor a quick message, help children with homework, complete quick applications online without leaving your home and save time and resources. “Digital access allows for the freedom of time”</p> <p>Destiny Martinez (Everett): MACIR has been a huge resource for DNs through support.</p> <p>Nelson: “Being a DN has helped with communication skills, fear of public speaking in the past and the courses have helped with public speaking, courses where you must explain courses and process and simplify them. Computers are like a foreign language to people who have not seen or used one before.”</p> <p>Dana: Google IT certification for DNs, helpdesk using the ZOHO platform, seek out mentorship in placement sites. I want to continue to serve the mission of libraries.</p> <p>Andres: Advocate not just for individuals but community wide digital equity, meet community members where they are at and comfortable.</p> <p>811 laptops distributed.</p>	
Member Updates/Announcements	N/A	
Other business that may come before the MWNB	N/A	

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Adjourn	<ul style="list-style-type: none"> • The meeting was adjourned at 10:23AM 	
	<ul style="list-style-type: none"> • Documents used at the May 20th MNWB Meeting: <ul style="list-style-type: none"> • Agenda • Draft February 2025 Meeting Minutes • Major Activities Report • Committee Updates • LMI PowerPoint • FY26 Board of Directors and Officers Slate 	