



## Quarterly Member Meeting

September 27, 2018

8:30-10:30am

186 Alewife Brook Parkway, Suite 216, Cambridge, MA

**Present:** Sandra Smith (Chair), Reed Brockman, Debra Jacobson, Maria Kefallinou, Russette Lyons, Brian Murray, Jennie Peterson, Sue Walsh, Rosemary Alexander, Allen Boyer, Nancy Conti, Danny LeBlanc, Steven Sullivan, Alice Murillo, James Donovan, Karen Sampson-Johnson, Melissa Weldon

**Absent:** Valerie Sutton (Vice Chair), Carson Burrington, Michael Cosgrove, Rick Laferriere, Lisa Amaya Price, Antonia de la Serna, Kambiz Maali, Josh Eichen

**MNWB Staff:** Sunny Schwartz, Richard Dalton, Chris Albrizio-Lee, Ben Christensen, Lisa Taylor-Montminy, Yuqing Lu, Dwayne Hull, Melora Rush, Lorraine Rivera

### MINUTES

Agenda Topics	Major Discussion Points	Next Steps (Who, what, by when)
	<ul style="list-style-type: none"> <li>• Sandra Smith, Chair, called the meeting to order at 8:40am.</li> </ul>	
<b>Welcome and Introductions</b>	<ul style="list-style-type: none"> <li>• Sandra Smith welcomed members and guests to the MassHire Metro North Workforce Board’s (“MNWB”) quarterly meeting.</li> <li>• Sandra presented the following MNWB Member updates:               <ul style="list-style-type: none"> <li>o Melissa Weldon, the Director of Human Resources at Boston Centerless, was introduced as a new member of the Board.</li> <li>o Lorraine Rivera joined the Board staff as a Program Manager. Lorraine is working on the Casino Consortium and other sector projects.</li> <li>o Jillian Sample has left the MNWB staff. She will be working at a similar position at a workforce board in Maine</li> <li>o The Board is still seeking a Treasurer. Dick Dalton prepared a description for the Treasurer position and informed the board that the role is supported by the finance team.</li> <li>o At the end of the formal meeting, Members are invited to go upstairs to the Career Center for a brief celebration of the MassHire Launch.</li> </ul> </li> </ul>	

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<b>Review and Approval of June 19, 2018 Meeting Minutes</b>	<ul style="list-style-type: none"> <li>• The Chair stated that the minutes from the June 19, 2018 REB meeting were sent out on Monday, September 24 and are in the meeting packet under TAB 2.</li> <li>• The Chair asked for any questions or comments regarding the Minutes from the June 19, 2018 REB Meeting. There being no questions or comments, she requested a motion to approve the minutes. <ul style="list-style-type: none"> <li>o Upon motion duly made and seconded, the minutes of the June 19, 2018 REB Quarterly Meeting were approved as presented. All votes were in favor, with Alice Murillo abstaining because she was not at the meeting.</li> </ul> </li> </ul>	
<b>MNWB Major Activities Report</b> <b>Grants Report</b>	<ul style="list-style-type: none"> <li>• Sunny Schwartz gave the Members a moment to read the Major Activities Report and asked for questions: <ul style="list-style-type: none"> <li>o Q: What is the NAMC placement rate from trainings? <ul style="list-style-type: none"> <li>• A: 82%. Nancy Conti from Lytron reported that she has hired frequently and successfully from those trainings.</li> </ul> </li> <li>o Q: What is the status of the Fiscal upgrade? <ul style="list-style-type: none"> <li>• A: It is going well, 90% of the way there with no major glitches. It will be a huge improvement and supply the MNWB with much useful data.</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>MNWB Program Updates:</b>	<ul style="list-style-type: none"> <li>• Ben Christensen presented on the Retail Training Academy: <ul style="list-style-type: none"> <li>o Ben shared the history of the Walmart Foundation Grant. This is the 3<sup>rd</sup> year of MNWB’s involvement and it is focused on training incumbent workers to move into management.</li> <li>o The training has both in class and self-directed online coursework. The curriculum involves Math, Retail Accounting, Communications and Computer Skills.</li> <li>o Q: Is there a jump in salary going into management? A: Results of the program could include a salary upgrade, increased hours (such as going from part time to a full-time), and increased responsibilities. Because some workers are worried about losing benefits and whether the increase in pay will compensate, the program includes additional support and counseling.</li> <li>o Q: How long have workers been at current job prior to starting the training? Ben will get answer.</li> <li>o The January class will have extra support through a co-taught model for English language learners.</li> </ul> </li> <li>• Chris Albrizio-Lee presented on the Casino Career Consortium: <ul style="list-style-type: none"> <li>o The MNWB is on year two of a Workforce Development Grant from the MA Gaming Commission: <ul style="list-style-type: none"> <li>• The first component is a network of casino career advisors – trained to use SkillSmart to help applicants apply for jobs. MNWB will be helping with SkillSmart training.</li> <li>• The second component is culinary training. This is the 2<sup>nd</sup> year of the Everett program. 13 students are in class in Everett now, and a 2<sup>nd</sup> class begins in January</li> <li>• The third component is English for Employment classes – there are 4 courses, one in each of Everett, Chelsea, Malden and Revere.</li> <li>• The fourth component is a job readiness course - there are 4 courses, one in each of Everett, Chelsea, Malden and Revere. International Institute will run the job readiness courses.</li> </ul> </li> <li>o The grant is \$300,000, with a cash match from 7 partner cities and about \$100,000 of in-kind contributions, totaling about \$600,000.</li> <li>o Staff is currently working on information sessions and is working with Boston PIC and other partners to look at the whole sector.</li> <li>o Jennie Peterson reported that the dealer school just opened at Cambridge College.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Ben will answer how long incumbent workers have been at their job.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ben Christensen presented on STEM Week (October 22-26, 2018) which is occurring across the Commonwealth. The state is leveraging the network of regional STEM networks to organize the programming.               <ul style="list-style-type: none"> <li>o Activities will take place in classrooms from pre-K to high school. MNWB is helping to set up exciting programing in our region.</li> </ul> </li> </ul>	
<b>Workforce Systems Committee and Career Center Update</b>	<ul style="list-style-type: none"> <li>• Sue Walsh, Workforce Systems Committee and Career Center Report to Board               <ul style="list-style-type: none"> <li>o The WorkPlace submitted a report in September 2018 including these updates:                   <ul style="list-style-type: none"> <li>• The new Interim Career Center System Director, Lee-Ann Johnson, started September 1. Janice Philpot is no longer with The WorkPlace.</li> <li>• New hires: Community Engagement Specialist and a Training Manager (will split time between Metro North and New Bedford).</li> <li>• BSRs are now organized under Erin Fallon, regardless of location to provide consistency of training and outreach. BSRs and Career Counselors are meeting weekly to coordinate job placements.</li> <li>• TWP is providing workshops at Wilmington Library, providing the Career Centers with greater visibility in the community and TWP is providing computer classes at ROCA in Chelsea.</li> <li>• TWP received a CIES contract from DTA for FY19.</li> </ul> </li> <li>o Monitoring                   <ul style="list-style-type: none"> <li>• Under WIOA, the workforce boards are now responsible for monitoring the career centers. MNWB completed the FY18 monitoring of the career centers and is issuing a report to TWP shortly. TWP will have 30 days to reply. The monitoring revealed some potential issues with customer enrollment that we are looking into. The monitoring report is the first step in the process. After the MNWB receives TWP’s response, there will be more steps in determining the resolution. We are confident we will work any issues out cooperatively to achieve our collective mission, which is to provide the highest quality workforce development services to our employer and individual customers.</li> </ul> </li> <li>o Performance                   <ul style="list-style-type: none"> <li>• At the WFS Committee meeting on September 20, 2018, the FY18 career center performance was reviewed, both for the year as a whole and for TWP’s 9 months.</li> <li>• Highlights on TWP’s 9 months:                       <ul style="list-style-type: none"> <li>o TWP served 8,349 customers, 65% of the 12,750 goal.</li> <li>o Job placement rate of all customers: 15% (so far—many FY18 customers can still be placed). Goal is 35%.</li> <li>o Total employers served: 562, 68% of goal of 825.</li> <li>o Employers listing a job order: 257, 49% of goal of 525.</li> <li>o Employers receiving a job order: 221, 53% of goal of 420.</li> <li>o WIOA Adult enrollment, 102, 60% of goal.</li> <li>o WIOA Dislocated enrollment: 172, 115% of goal.</li> </ul> </li> <li>• Working on increased staff training which is critical to reaching goals.</li> </ul> </li> </ul> </li> </ul>	
<b>WIOA Annual Plan</b>	<ul style="list-style-type: none"> <li>• The Annual Plan was presented by Sue Walsh. Every year, the MNWB is required to submit a plan to the Department of Career Services. The Workforce Systems Committee is keeping the same performance goals as last year and has approved the Annual Alan.               <ul style="list-style-type: none"> <li>o Maria Kefallinou asked if the WFS Committee thinks the goals can be achieved? A: With the support of the</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

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	<p>Board and DCS, the Committee remains hopeful that these goals can be reached and is looking at building strong partnerships in support of these goals.</p> <ul style="list-style-type: none"> <li>After review and discussion and upon motion duly made and seconded, the Board unanimously voted to endorse the Annual Plan as presented by the Workforce Systems Committee. All members voted in favor, except for Jennie Peterson who abstained.</li> </ul>			
<b>Youth Operator Status and Vote</b>	<ul style="list-style-type: none"> <li>The Chair asked Reed Brockman to present on the Youth Operator Status. <ul style="list-style-type: none"> <li>Reed spoke to members about the Board of Directors' vote on August 23, 2018 where they voted to not renew the Youth Operator contract with TWP after August 2018 and approved the REB to temporarily take on the role of Youth Operator for the remainder of the fiscal year with an evaluation in January 2019. He also informed the Members that at the September 7, 2018 Board of Directors meeting, the Board of Directors discussed that the MNWB staff would need this fiscal year (through June 30) to show performance before being able to evaluate effectiveness.</li> <li>After review and discussion, and upon motion duly made and seconded, the Members unanimously ratified the August 23 Board of Directors' vote to not renew the Youth Operator contract with TWP after August 2018 and approved the REB to take on the role of Youth Operator for the remainder of the fiscal year with an evaluation in June 2019. All members voted in favor, except for Jennie Peterson who abstained.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>		
<b>Other business as may come before the Quarterly MNWB Meeting</b>	<ul style="list-style-type: none"> <li>Brian Murray presented an idea of forming a Diversity and Inclusion Committee or Task Force. This is a huge initiative in many companies in their hiring. At Akamai, this is a big issue given the huge numbers of men in tech professions.</li> <li>James Donovan noted the huge impact of that the expiration of TPS will have - there is a drop-dead date where workers will not be able to work.</li> </ul>	<ul style="list-style-type: none"> <li>If Members would like a discussion with the leadership about diversity hiring, please let Sunny know.</li> </ul>		
<b>Upcoming Meetings</b>	<ul style="list-style-type: none"> <li>The next FY 19 meeting is <b>Tuesday, December 4, 2018</b> (Quarterly Meeting) at 8:30am. Note: All future meetings of the full Board will start at 8:30am in FY '19.</li> </ul>			
<b>MassHire Launch Day</b>	<ul style="list-style-type: none"> <li>Melora invited the Members to join her at the Career Center to celebrate the MassHire launch.</li> </ul>			
<b>Adjourn</b>	<ul style="list-style-type: none"> <li>The meeting was adjourned at 10:15 a.m.</li> </ul>			
	<ul style="list-style-type: none"> <li>Documents used at September 27, 2018 MNWB Annual Meeting: <table border="1" data-bbox="449 1110 1682 1209"> <tr> <td data-bbox="449 1110 1083 1209"> <ul style="list-style-type: none"> <li>Agenda, with FY19 Meeting Dates</li> <li>June 2018 Meeting Minutes</li> <li>New Member Bios</li> </ul> </td> <td data-bbox="1083 1110 1682 1209"> <ul style="list-style-type: none"> <li>MNWB Major Activities Report</li> <li>Grants List</li> <li>MNWB Committee Updates</li> </ul> </td> </tr> </table> </li> </ul>	<ul style="list-style-type: none"> <li>Agenda, with FY19 Meeting Dates</li> <li>June 2018 Meeting Minutes</li> <li>New Member Bios</li> </ul>	<ul style="list-style-type: none"> <li>MNWB Major Activities Report</li> <li>Grants List</li> <li>MNWB Committee Updates</li> </ul>	
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