

# Metro North Regional Employment Board Quarterly Member Meeting

September 19, 2017

8:00-10:00am

**Metro North REB, 186 Alewife Brook Parkway, Suite 216, Cambridge, MA**

**Present:** Sandra Smith (Chair), Lisa Amaya Price (Vice Chair), Rosemary Alexander, Allen Boyer, Reed Brockman, Carson Burrington, Michael Cosgrove, Richard Dalton, Debra Jacobson, Danny LeBlanc, Rick Laferriere, Brian Murray, Janice Philpot, Sue Walsh, Valerie Sutton, Steven Sullivan, Nancy Conti, Russette Lyons

**Absent:** Robert Jones, Mary Tighe, Madeline Hoffman, Antonio de la Serna, James Donovan, Kambiz Maali, Karen Sampson-Johnson

**REB Staff:** Sunny Schwartz, Tom Hanna, Chris Albrizio-Lee, Lee-Ann Johnson, Ben Christensen, Yuqing Lu, Dwayne Hull, Melora Rush

## 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 8:12am.</li> <li>• Sandra welcomed REB Members and Staff.</li> </ul>	
<b>Introductions of New Board Members and Staff</b>	<ul style="list-style-type: none"> <li>• Sandra introduced the two new REB members in attendance, Nancy Conti (Lytron, Inc.) and Russette Lyons (Community Exploration &amp; Learning Lab at Novartis), and welcomed them to the REB. Their bios are in the meeting packet under Tab 2.               <ul style="list-style-type: none"> <li>○ Nancy joined the REB to share her insight into manufacturing in Massachusetts as viable career path.</li> <li>○ Russ joined the REB because, with Novartis being one of the largest public employers in Cambridge and biotech being one of largest sectors in the area, she is hoping to have more local youth and other job seekers know about biotech career paths .</li> </ul> </li> <li>• Sandra introduced Lee-Ann Johnson who joined the REB staff in July as Director of Workforce Systems. Lee-Ann has worked her way through Career Center positons from receptionist to Operations Director and is familiar with all parts of career center operations.               <ul style="list-style-type: none"> <li>○ Lee-Ann joined the REB to have a different type of impact on the workforce system.</li> </ul> </li> <li>• Sandra made the following announcements:               <ul style="list-style-type: none"> <li>○ Steve Sullivan will be leaving his position at the Massachusetts Community Colleges Executive Office on Oct. 30 and the REB will look for a replacement to fill the higher education slot on the REB.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Reed, Carson, Janice, Brian</b> will check on large space for STEM meetings.</li> <li>• <b>Members</b> will use LinkedIn to connect to the REB and each other.</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ The Members thanked Steve for representing the community colleges on the REB and for serving on the REB for more than 20 years.</li> <li>○ A request was made for a big space that the STEM Committee could use for occasional large meetings of about 100 people. Several Members volunteered to check on available space.</li> <li>○ The Board of Directors agreed at the last meeting that it would be beneficial to the REB to have Members and Staff connected via LinkedIn. Melora will be updating the REB's LinkedIn page, and it would be good for all of us to link to that page.</li> </ul>	
<b>Review and Approval of June 2017 Meeting Minutes</b>	<ul style="list-style-type: none"> <li>• Sandra referred to the minutes from the June 19, 2017 REB meeting that were sent out last week and are in the meeting packet following the Agenda under Tab 1. She asked for questions or comments regarding the Minutes.</li> <li>• There being no questions or comments, upon motion duly made and seconded, the Minutes of the June 19, 2017 REB Annual/Quarterly Meeting were unanimously approved as presented.</li> </ul>	
<b>Youth Operator Decision and Vote</b>	<ul style="list-style-type: none"> <li>• At the June REB meeting, the Members voted to give the Youth Committee authority to procure and select the youth provider. Reed Brockman and Sue Walsh, members of the review team, presented the results of that process: <ul style="list-style-type: none"> <li>○ The REB only received one proposal for a Youth Operator which was approved by the Review Committee on July 27, 2017.</li> <li>○ Because of receiving only one proposal, DCS declared it a failed RFP and determined that a new procurement process for a Youth Operator was needed for the next fiscal year (starting July 1, 2018). The REB will put the new RFP out in the Fall.</li> </ul> </li> <li>• Upon motion duly made and seconded, the Members unanimously ratified the selection of The WorkPlace as the Youth Operator from Oct 1, 2017 to June 31, 2018.</li> </ul>	
<b>Amendments to Bylaws</b>	<ul style="list-style-type: none"> <li>• Valerie Sutton reported that, at the Board of Directors meeting on September 8, 2017, the Board agreed to change Sunny Schwartz's title from Executive Director to President &amp; CEO effective immediately.</li> <li>• This title change requires a change in REB's bylaws. On September 12, Members received an email attaching these bylaw revisions and they are also located at <b>TAB 3</b> of the meeting packet. <ul style="list-style-type: none"> <li>○ All revisions to the bylaws involve changing the title "Executive Director and CEO" to "President and CEO".</li> <li>○ Valerie asked if there are there any questions or comments about the amendments to the bylaws. There being no questions, upon motion duly made and seconded, the Members unanimously approved the Bylaw amendments as presented under Tab 3.</li> </ul> </li> </ul>	
<b>Career Center Transition Report and Discussion</b>	<ul style="list-style-type: none"> <li>• Lee-Ann Johnson presented an update on the Career Center Transition: <ul style="list-style-type: none"> <li>○ The three Career Center locations are confirmed to remain the same in Cambridge, Woburn and Chelsea. The WorkPlace is working to keep the presence at the Malden DTA and have met with several other possible access points in the region.</li> <li>○ There will be continuity of services. A transition message has been created and flyers</li> </ul> </li> </ul>	

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	<p>posted. The REB has posted FAQs on the REB website geared towards customers and included the REB email so that we can give a consistent public message for continuity of services.</p> <ul style="list-style-type: none"> <li>○ The WorkPlace interviewed many candidates including all of the current staff who applied (about 32). They plan to make offers this week. The WorkPlace will have about 40 staff at the career centers.</li> <li>○ Sunny is pleased with The WorkPlace’s interview process and their thoughtfulness in creating a team.</li> <li>○ The IT transition is more complicated than expected.</li> <li>○ The REB has DCS approval to close the offices for 5 days (September 28-29 and October 2-4) for transition purposes.</li> <li>○ File transition – The REB has possession of closed files and is working to transfer all open customer cases and as well as all customers in the middle of receiving services.</li> <li>○ The REB is working to transfer accounts such as service providers, phone numbers, etc.</li> <li>○ Staff training is being organized and coordinated with DCS. Some initial training will be held during the closed office days.</li> </ul>	
<p><b>Workforce Systems Committee Report</b></p>	<ul style="list-style-type: none"> <li>● One committee will present at some REB meetings, so the REB Members will have a full understanding of each of the REB committees and their function.</li> <li>● Sue Walsh and Valerie Sutton presented on the Workforce Systems Committee (“WSC”), which they co-chair: <ul style="list-style-type: none"> <li>○ Unlike other committees which include non REB members on the committee, the Workforce Systems Committee has been all REB Members. Current members of the committee are: Sue Walsh and Valerie Sutton, Co-Chairs, Danny LeBlanc, Antonio de la Serna, Kambiz Maali, Dick Dalton, Madeline Hoffman and Rosemary Alexander.</li> <li>○ Sue presented the history of the WSC. Recently, the WSC mission came back to focus on a vision of what a career center is under WIOA – an employer based vision.</li> <li>○ The WSC’s work includes: <ul style="list-style-type: none"> <li>▪ Oversight to ensure that required Career Center services being met.</li> <li>▪ Oversight of the required Career Center Operator Procurement every 4 years and the annual re-chartering of the Career Centers.</li> <li>▪ Work on the Annual Plan with the vendor and its submission to DCS.</li> </ul> </li> <li>○ Currently, the WSC is thinking through the process with the new vendor – looking at both setup and performance.</li> <li>○ The WSC uses Federal, state and local metrics <ul style="list-style-type: none"> <li>▪ Repeat customers – are employers coming back to us?</li> <li>▪ Are we meeting demand driven metrics?</li> <li>▪ Levels of review – WIOA, DCS, Regional by board</li> </ul> </li> <li>○ The WSC is looking at how to serve residents most in need and how to drive performance.</li> <li>○ The draft minutes of the last WSC meeting are under TAB 6 of the meeting packet.</li> </ul> </li> </ul>	

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	<ul style="list-style-type: none"> <li>○ Next meeting of the WSC is on Monday, September 25. The committee will look to finalize metrics to share with The WorkPlace.</li> <li>○</li> </ul>	
<b>REB Major Activity Report</b>	<ul style="list-style-type: none"> <li>● Sunny Schwartz, CEO, referred Members to the REB Major Activity Report at TAB 4 in the meeting packet, provided a summary of highlights from the report, and briefed the Members on meetings she had this Quarter: <ul style="list-style-type: none"> <li>○ With casinos being developed in Everett and Springfield, the MA Gaming Commission has created an economic development fund which, when fully funded, will be upwards of \$20M. The Gaming Commission asked for ideas on how this money should be spent. The REB submitted its ideas and will follow up with advocacy with our legislators regarding allocating funds towards workforce development and the specific ideas generated by the REB.</li> <li>○ The REB has hired Lisa Taylor-Montminy as Manager of Youth Programs. She will be starting on October 2, 2017.</li> <li>○ Sunny will attend the Annual Jobs in Workforce conference in Deven, MA. Secretaries Rosilin Acosta and Jay Ash will be speaking. It will also include a discussion on Youth in workforce.</li> <li>○ The REB has officially received the \$200K Gaming Commission Grant.</li> <li>○ The REB has received a \$20,000 grant from BNY Mellon towards funding Youth in IT in Everett.</li> <li>○ The REB has grants for two culinary programs</li> <li>○ The REB, on behalf of the Northeast Advanced Manufacturing Consortium (NAMC), was awarded a \$465,300 grant from the Mass. Executive Office of Housing and Economic Development (EOHED). Under this Advanced Manufacturing and Training gran, NAMC will be taking on two new subgrantees, the Center for Manufacturing Technology in Woburn and E-Team in Lynn.</li> <li>○ The Board of Directors has been looking at data to develop a case statement for funders and hopes to bring a draft to the December meeting. Two mayors will be invited to the meeting. Sandra looked for comments from those looking at case statement: <ul style="list-style-type: none"> <li>▪ Valerie noted that Revere, Malden and Chelsea are high need, high immigrant cities and is thinking about how to address under employment and provide upward mobility.</li> <li>▪ Sandra noted that the REB needs to help employers and funders understand that helping individuals will also help cities and regions.</li> <li>▪ A member noted the disparity for people who have degrees from a home country that are not recognized here.</li> </ul> </li> <li>○ The Finance Committee met for the first time in July. Dick’s draft report on the meeting is under Tab 6 of the meeting packet.</li> </ul> </li> </ul>	<b>Sunny and Chris:</b> Share Case Statement Vision data with full REB.

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<b>Benchmarking Chart</b>	<ul style="list-style-type: none"> <li>• The REB's Benchmarking Chart is at TAB 5 and is based on the REB Strategic Plan. It is a way to internally track goals and performance measures, based on four overarching categories in Strategic Plan.</li> <li>• The Benchmarking Chart will be updated quarterly to see that goals are being met.</li> <li>• The REB wants to get to the sectors to dig deeper, to develop a plan for the industries and to do more grant work.</li> </ul>	
<b>The WorkPlace Presentation</b>	<ul style="list-style-type: none"> <li>• At the June meeting, the REB voted to select The WorkPlace as the region's career center operator. Sunny introduced The WorkPlace leadership team to the Members: Joe Carbone, President &amp; CEO; Adrienne Parkmond, COO; and Nestor Leon, V.P. of Operations.</li> <li>• Joe Carbone gave Members an overview of The WorkPlace's approach to the Career Center transition, the need for a philanthropic dollars in workforce development and the growing role of apprenticeships. <ul style="list-style-type: none"> <li>○ The WorkPlace will be doing a listening tour among partners and customers</li> </ul> </li> <li>• Adrienne Parkmond presented a powerpoint to the Members and reviewed the transition meetings that have been held, The WorkPlace's plans for staff training, and their hiring process to date. <ul style="list-style-type: none"> <li>○ A member asked about the Youth hiring process. <ul style="list-style-type: none"> <li>• Core staff will be in place by Oct. 5.</li> </ul> </li> <li>○ The current focus is to make sure that core programs are up and running efficiently.</li> <li>○ Joe is looking at potential to raise money locally that is unrestricted in how it is used.</li> <li>○ A member asked what support The WorkPlace needs. A: Getting staff access to training beyond Moses that is offered by DCS and DOL. Rosemary is working to get training into centers for staff.</li> <li>○ October will be a soft opening. The Grand Opening will be used for development purposes and serve to create an image of change.</li> </ul> </li> </ul>	
<b>Other business as may come before the Quarterly REB Meeting</b>		
<b>Upcoming Meetings</b>	<p>Sandra Smith referred Members to TAB 7 in the meeting packet which lists the upcoming REB meetings for FY18.</p> <ul style="list-style-type: none"> <li>○ Wednesday, December 6, 2017</li> <li>○ Wednesday, March 7, 2018</li> <li>○ Tuesday, June 19, 2018 (Annual Meeting)</li> </ul>	
<b>Adjourn</b>	The meeting was adjourned at 10:04a.m.	

	<p><u>Documents used at September 19, 2017 REB Quarterly Meeting:</u></p> <ul style="list-style-type: none"><li>• Agenda</li><li>• New REB Member Bios</li><li>• June 2017 Meeting Minutes</li><li>• Amendments to Bylaws</li><li>• Workforce Systems Committee Information Sheet</li><li>• REB Major Activities Report</li><li>• Grants List</li><li>• Benchmarking Chart</li><li>• Finance Committee Report</li><li>• Workforce Systems Committee Report</li><li>• The WorkPlace – powerpoint presentation</li><li>• List of FY18 REB Meeting Dates</li></ul>	
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