

**MassHire Metro South/West  
Career Center Committee**

**Minutes June 29, 2022**

**Members on Zoom Conferencing:** Bob Bower, Chair, Rosemary Alexander, Chris Brennan, Patrick Davis, Louise Lynch

Members Absent: John Bogdan Shannon Laingen, Sue Medeiros

**Other:** MassHire Metro South/West Workforce Board staff: Greg Bunn, Henry Bryson, Cindy Cedrone; MassHire Metro South/West Career Center: Zoie Jaklitsch, Antoine Jones, Sean Marshall, Louise Meyer; VOA: Shannon Teles

**Welcome and Approval of May 25, 2022 Minutes**

Greg Bunn welcomed the committee members and turned the meeting over to Bob Bower. Bob asked for a motion to approve the May 25 minutes as amended. Louise Lynch made the motion. Chris Brennan seconded. Motion passed.

**Merger Update**

Greg Bunn reported that the Articles of the Merger had been approved by the Secretary of State, merging Partnerships for a Skilled Workforce and Metro South/West Employment and Training, going into effect on July 1, 2022. He stated the new name will be Metro South/West Workforce Board, Inc. with two DBAs: MassHire Metro South/West Workforce Board and MassHire Metro South/West Employment and Training Administration. He noted that weekly meetings have been taking place and will continue to do so, regarding all aspects of the merger, including payroll, benefits, etc.

**Career Center Activities**

Henry Bryson reported that the annual Career Center monitoring was complete resulting in compliance. He stated there were no findings, only observations and that a report would be sent to DCS. He also said that there were continued improvement every year in performance, noting the collaboration showed in group interviews. He said there had been a change from DCS being involved in the monitoring, to DCS monitoring the Workforce Board monitoring the Career Center and that he would be attending an exit meeting with Julie Moran from DCS. Chris Brennan asked about Partner feedback and Shannon Teles and Zoie Jaklitsch both reported that the Partners were updated on all activities and met weekly. Chris asked for a complete report from Shannon.

Greg presented a graph (attached) to show the region/state. Zoie said there was very low customers coming into the career centers. Greg noted there were many reasons for the labor shortage, baby boomers retiring/a gap with “Gen Xers” and that there was a hidden labor force, yet to be found.

Chris suggested marketing the underemployed, sending surveys once a quarter, offering gift cards to encourage job seekers to report employment or re-employed data to center staff so it can be recorded in MOSES.

## **Eligibility Training Provider Policy**

Greg noted that training providers eligible for Title I training have to be approved and are evaluated on performance data including training completion and employment. He said there are options to keep training virtual; there are no blanket referrals; and want to keep most of providers in-state, limiting out-of-state, only if there is no other availability. He stated there is no formal process yet to document “unacceptable” vendors who we receive customer complaints about or who are unprofessional. He said a policy recommendation site-visits are recommended to talk with vendors directly and do 30-day follow-up. Chris asked about vendors doing a program evaluation to push participation to complete surveys post training. Greg will work with Zoie and Board staff to develop a policy in this regard for review.

Chris made a motion to adjourn. Rosemary seconded. The meeting was adjourned at 3:00.