

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

**Unofficial Minutes March 13, 2022**

**Members present:** Bob Bower, Chris Brennan

**Members on Zoom Conferencing:** John Bogdan, Patrick Davis, Shannon Laingen, Louise Lynch, Sue Medeiros

Members Absent: Rosemary Alexander

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

**Welcome and Approval of September 20, 2022 Minutes**

Greg Bunn welcomed the members and turned the meeting over to Bob Bower. Bob asked for a motion to approve the June 29 minutes. Chris Brennan made a motion. Louise Lynch seconded. Motion passed.

**Career Center Activity Report/ Initial Claims Update, UI Activity Discussion**

Greg presented Career Center Activity Reports. Zoie Jaklitsch noted that there had been an expected increase in walk-ins at the career centers, utilizing the resource rooms and services. She said the Waltham Public Library was open to customers one day a week and they hoped to offer more days in the near future. Sean Marshall noted that there had also been an increase in in-person participation at the smaller events.

Bob noted that the new Secretary of Labor, Lauren Jones, had visited the Metro South/West office for the MA Workforce Association meeting and was planning to attend those meeting virtually.

There was a discussion about the need for the state to modernize the data system.

Greg spoke about new marking opportunities, radio, etc. targeting demographic areas.

Zoie spoke about the difficulties when customers come into the career centers looking for Unemployment Insurance help with problems and that the career center staff assists as much as possible, but they are not able to resolve issues. She would like the staff to access in order to see the problems. Bob offered to speak to the new Director of DUA to help.

Greg presented the UI Claimant Profile Monthly Reports for December and January.

Zoie said that Metro South/West offers more openings in our area for Career Center Seminars which can present a problem when customers choose to come to MSW instead of their region and it overloads the seminars.

**Board Sponsored Registered Apprenticeship Initiative**

Greg said this initiative was limited; it had only served three WIOA customers for a year. He is working with Henry, Chris Valli and Kerri Sandberg on Standard Operating Procedures.

**Strategic Plan Implementation Metrics Discussion**

Greg would like an all in-person meeting in April to discuss the outcome metrics worksheet as part of the Strategic Plan. Bob suggested an hour and a half meeting.

The meeting was adjourned at 3:05.