

Brockton Area Workforce
BAWIB
Investment Board

MEETING MINUTES
Career Center Committee
April 16, 2015

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1. **CALL TO ORDER:** The meeting was called to order by the Chair, Mr. Thomas Thibeault at 9:34 a.m.

QUORUM PRESENT

2. **ROLL CALL:**

Present: Thomas Thibeault, Diane C. Kendrick, and Barbora Hazuková

Not Present: **Beth Costa***, **Jennifer Patnaude***, Jonathan Carlson, and Phillip Sheppard

Staff: Bob Diehl, Vicky Palantzas, Jason Hunter, and Rachel Cherry-Adams

***Bold** = excused absence

Ex-officio: John Murray, CareerWorks

Guest(s): Dr. Eric Heller (UMDI- Hadley, MA)

3. **MINUTES:**

- The Meeting Minutes of March 19, 2015 were approved by the Career Center Committee members.

4. **CAREER CENTER UPDATE** – *John Murray*

- Distribution: Monthly Performance Indicators Review – **FY15 through 3-31-15** – Executive Summary
- Mr. Murray gave an overview of the report.
 - Mr. Murray indicated that the Career Center is ahead of pace for all categories of the Universal Access Services (Job Seeker Services) exceeding plan of attainments through the fiscal year (75% through Fiscal Year). The only exception is a lag in Total Employers Served goal numbers, total served 317 of planned 500, but there were:
 - 39 employers were added
 - 19 repeat employers
 - 27 listed job orders
 - 20 new employers were added
 - There were 27 employer visits through March 31st.
 - WIA Title I Adults and Dislocated Workers (DW) – closing the gap, especially for the Adults; surpassed for the DW (addition of 10 placements).
 - Employments – six (6) adults added; and 16 additional DW employees
 - Wages – DW dropped; added two DW placements (\$65,000, \$54,000 a year).
 - The Employer Services unit continues to focus their time on promoting On the Job (OJT) programming.
 - There have been 6,100 unique individuals who have come through the Career Center’s doors to date.
 - Wage increases have occurred in both Adult and Dislocated averages due to recent placements. The wages are head of goal for Adults; DW wages are not far behind.
 - WIA Dislocated Worker performance continues to track well in all areas.
 - Training Activities – surpassed for DW; closing on in for Adult. The funds for DW has been expended (\$1,300 left); and Adults \$16,000 remaining.
 - Training Update
 - The Career Center is working with BSU and BAWIB – training certification program (pilot).
 - Haemonetics NEG – Has this been extended? –Grant ends November 30, 2015; no cost extension (i.e., the date has been extended).
 - OJT Trainings – Mr. Murray indicated that CareerWorks is in the process of writing an OJT contract for a customer.
 - Recent and Upcoming Current Events at CareerWorks
 - There were seven (7) recruitments in March:
 - ✓ Footjoy of Brockton – there were 12 hired
 - ✓ Temp/High Partners – looking for high-end administrative staff – 7 were offered 2nd interviews in Boston

- Upcoming/Career Fair, May 21, 2015 @ Lombardo's in Randolph. Sponsored by CareerWorks, Wicked Local Media, and South Shore Career Center (The Quincy Career Center runs this ever year in the past) – This is a great opportunity for CareerWorks per Mr. Murray.

5. OPERATIONS REVIEW – Bob Diehl

➤ **Job Seekers Interview process**

- The face-to-face jobseeker interviews (customer satisfaction) will be convening today 4-16-2015.
- There have been 6 people signed on to conduct the interviews.
- Mr. Diehl indicated that the Report will be finalized next week (for the Full Board meeting in June 2015).

➤ **Interview questions and protocol review**

- Looking for qualitative information from the interviewees.
- \$15 stipend will be given to each survey participant.
- The email interview portion of surveys has closed out.
- Mr. Diehl distributed the questions that will be used for the face to face interviews with CareerWorks members on April 16. Comments will be received prior to the interviews on April 16.
- Participants will receive compensation of a Dunkin \$5 Gift card for participating.
- The purpose of the interviews is to gain anecdotal information from participants that will support the quantitative information received through the electronic survey that has been completed.
- Career Center Committee members are encouraged to participate and all Board members will be invited.
- Interviews will be conducted in the Career Center to expedite the process and allow Board members to gain a perspective of the Center activities.

6. BAWIB UPDATE – Sheila Sullivan-Jardim

- Closing on 34 School Street building is scheduled for April 30, 2015. The planning for the rehabilitation of the interior is in process. National Grid will be contracted for electrical and winterization to be followed by contractors who will come in to paint and install carpeting through the building.
- The group discussed what they foresee the building lobby and parts of the building to look like when the “cosmetic” items are done in the building—“it is the image, put it on an easel”—get that bang when you walk through the front door. Discussion ensued in regards to perception of the building in the community and how to change the perception. This was followed with further discussion of funding for capital improvements took place. – Have we looked at sponsors?—Major employers? This discussion will be brought to the Marketing and Resource Development Committee.

7. ANNOUNCEMENTS

- Mr. Thibeault thanked Bob Diehl for helping him during his tenure as the Career Center Committee Chair.
- Diane C. Kendrick – Ms. Kendrick will inform everyone when the Open House will occur for the new location of the Massachusetts Rehabilitation Community (Mulberry Street).

8. ADJOURNMENT - The meeting ended at 9:59 a.m.

Next Meeting Thursday, May 21, 2015 - Location: BAWIB Business Center