

Brockton Area Workforce
BAWIB
Investment Board

MEETING MINUTES
Career Center Committee
January 15, 2015

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1. **CALL TO ORDER:** The meeting was called to order at 9:35 a.m.

QUORUM PRESENT

2. **ROLL CALL:**

Present: Thomas Thibeault, Diane C. Kendrick, and Phillip Sheppard

Not Present: **Barbora Hazuková***, Beth Costa, Jennifer Patnaude, and Jonathan Carlson

Staff: Bob Diehl, and Rachel Cherry-Adams

***Bold** = excused absence

Ex-officio: John Murray, CareerWorks

3. **MINUTES:**

- The Meeting Minutes of December 11, 2014 were approved by the Career Center Committee members.

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

- Distribution: Monthly Performance Indicators Review – **FY15 through 12-31-14** – Executive Summary
- Mr. Murray gave an overview of the report.
 - Mr. Murray indicated that the Career Center is meeting its goals and are exceeding plan of attainments at 50% through the fiscal year. The Wagner-Peyser (WP) Labor, Jobseekers and Employers goal numbers are ahead of plan.
 - Employer Services – New Employers to System measure is tracking around where the Career Center wants to be at this time; continues to improve.
 - Engagement Measures – Update for Amazon (Stoughton facility—final employment hired number for Career Center members is at 247. Where will these numbers show up—under WP (general service)? There was a concern from one of the Career Center Committee members – “be cautious where you indicate this information in your final report for next year’s planning (i.e., 246 customer jobs at Amazon).”
 - WIA Title I New Participants – Dislocated Worker is ahead of its goal; the Adult is at 49%. Mr. Murray indicated that he has been meeting with his staff to closely watch placements.
 - Wage Data – Wages are trending up but the Adult still lags behind.
 - Mr. Murray indicated that the Career Center is paying close attention to the Pre-Auto-Exit Employments.
 - Question, did any of the people Quincy Medical Center end up at our Career Center? Mr. Murray indicated that there are approximately 25 people have entered the Center out of the 700 layoffs that occurred. The state is applying for a National Emergency Grant to service those laid off. The grant application , if successful, will more than likely drive up the number of people seeking Center services.
 - Training Update
 - The Center is meeting planned goals.
 - ✓ The manufacturing skills training – 6 DW and 3 Adults are in the training at this time. These 9 people will be involved with the Manufacturing Training Speed Networking Event on Friday, January 16th at the BAWIB office.
 - Recent and Upcoming Current Events at CareerWorks
 - Recruitment today 1/15/2015 –Labor Ready
 - Mini-Job Fair – February 12, 2015, 6 to 8 companies are schedule to be on site. The first mini-fair in September 2014 was a success; but the one in November 2014 was not well attended.
 - OJT –On the Job Training contracts are progressing, Northeast Machine has signed on as of December 1, 2014 –, 5 more companies are on the slate.

- Employer Forum on the Workforce Training Fund Program --Thursday, January 29, 9:00 - 11:00 AM @ Metro South Chamber of Commerce (60 School St., Brockton, MA)

5. **OPERATIONS REVIEW** – *Bob Diehl*

➤ **Job Seekers Operations Review**

- Mr. Diehl indicated that the electronic survey has been sent out (Mr. Murray provided him with customers' emails).
- Mr. Diehl distributed the draft Job Seeker Survey to be used for face-to-face interviews with Career Center customers. This will be a cooperative effort between BAWIB and Career Center Committee members—proposed to be done immediately after the March 19, 2015 Career Center Committee meeting. It was also proposed that the electronic survey results and comments should be reviewed to better fine tune the face to face questions and that the Career Center should be involved in the review. It was recommended that Mr. Diehl and Mr. Murray meet to formulate the questions based upon the results from the electronic surveys. There was discussion regarding the face-to-face interviews and recommendations including
 - Discount some of the questions.
 - Subjective type of questions—Provide an opportunity to have a conversation
 - Do not use an objective scale (don't seem to work in most cases).

The consensus of the Committee is to move forward and see how it goes.

6. **INCENTIVE PROGRAM** – *Bob Diehl*

- Mr. Diehl and Mr. Murray have met to discuss the incentive program; the program is now in place.
- Incentive information has been received by the counseling staff at the Career Center per Mr. Murray.
- Mr. Murray is looking forward to see the returns on this effort per
- Mr. Diehl indicated the Dunkin Donut card can be accessed on a survey link; this is just another tool for following up with the customer (every 30 days) per Mr. Murray—being creative, reaching out; not just asking but offering a solution.

7. **BAWIB UPDATE** – *Bob Diehl*

- The Purchase and Sales Agreement is presently being negotiated with the lawyers.
- Mr. Thibeault reported (from the Management meeting 1-8-15) that the Career Center has agreed to have a person stationed at the first floor front desk.

8. **ADJOURNMENT** - The meeting ended at 10:30 a.m.

Next Meeting Thursday, February 19, 2015 - Location: BAWIB Business Center
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