

Vision / Implementation / Partnership

MASSACHUSETTS

WiOA

WORKFORCE INNOVATION & OPPORTUNITY ACT

Partner Convening

Going further together



December 6, 2016

Westford Regency Inn and Conference Center
219 Littleton Road, Westford, MA

Agenda

8:00am–9:00am	Registration/Breakfast
9:00am–9:30am	Welcome and Review of Day - Secretary Alice F. Bonner Vision for Massachusetts - Secretary Ronald L. Walker, II
9:30am–10:00am	Call to Action - Governor Charlie Baker
10:00am–10:15am	Holly O'Brien, administrator, U.S. Department of Labor, Employment and Training Administration
10:15am–10:45am	<i>Moving Forward Through Partnership</i> , Jennifer James-Price, undersecretary, Massachusetts Executive Office of Labor and Workforce Development
10:45am–11:00am	Break
11:00am–12:00pm	Plenary Panel: <i>Demand-Driven Strategies</i> , Moderated by Stanley Usovicz, regional director, Verizon – Massachusetts
12:00pm–1:00pm	Lunch, Featured Speakers: Marylou Sudders, Massachusetts Secretary of Health and Human Services and Janet LaBreck, commissioner of the Rehabilitation Services Administration at the U.S. Department of Education
1:00pm–2:15pm	Workshop A - <i>Career Pathways: Practical Planning Tools for Aligning Education, Training, and Support Services</i> Workshop B - <i>Serving Businesses Across Partner Agencies</i> Workshop C - <i>Customer-Centered Design Services</i> Workshop D - <i>Bundled Services and Integrated Access: Partner Strategies to Support Low-Income, Low-Skilled Individuals</i>
2:15pm–2:30pm	Break
2:30pm–3:45pm	<i>MOU Plenary Sessions by Workforce Areas</i>
3:45pm–4:00pm	Closing

Agencies Represented at WIOA Convening

WIOA core partner agencies

State and Local Workforce Development Boards
Department of Career Services
Department of Unemployment Assistance
Massachusetts Commission for the Blind
Massachusetts Rehabilitation Commission
Adult and Community Learning Services
Department of Transitional Assistance
Senior Community Services Employment Program

Department of Veterans' Services

Housing Advocates

Economic Development Partners

Community Colleges

Secretariats

Executive Office of Labor and Workforce Development

Executive Office of Health and Human Services

Executive Office of Education

Executive Office of Elder Affairs

After the Conference

Visit mass.gov/massworkforce/wioa/2016-conference/ to connect with participants and get information from the conference.

Presentation, Panel, and Workshop Descriptions

Presentation: Moving Forward Through Partnerships

WIOA is landmark legislation designed to strengthen the public workforce system to help residents, including youth and those with significant barriers to employment, obtain high-quality jobs and careers, while also helping employers hire and retain skilled workers. Learn how Massachusetts is moving forward through partnerships to implement Governor Baker's vision for transforming Massachusetts' workforce system to build a skilled workforce that meets business demand.

Presenter:

Jennifer James-Price, undersecretary, Massachusetts Executive Office of Labor and Workforce Development

Plenary Panel: Demand-Driven Strategies

This panel will focus on a framework for demand-driven culture and services to meet businesses' needs. Panelists will discuss how multiple agencies can collaborate to support global employers. This interactive discussion will focus on strategies to engage businesses.

Panelists:

Moderator: Stanley Usovicz, regional director for Verizon - Massachusetts

Rick Laferriere, lead manager of Workforce Initiatives at CVS Health

Joan Phillips, assistant commissioner, Massachusetts Rehabilitation Commission

Bill Allen, director, Statewide Job Placement Services, Massachusetts Rehabilitation Commission

Carol Ozelius, chief operating officer, Jewish Vocational Services

Jeff Turgeon, executive director, Central Massachusetts Workforce Investment Board

Workshop A - Career Pathways: Practical Planning Tools for Aligning Education, Training, and Support Services

Workshop Objective:

Have a shared understanding of the Massachusetts Career Pathway framework and provide practical tools and strategies that can be used for pathway planning for Workforce Boards and providers implementing WIOA.

Workshop Presenters:

Susan Lange, vice president of the Youth Pathways Division, Commonwealth Corporation

John Niles, director of policy/strategic development of the Youth Pathways Division, Commonwealth Corporation

Workshop B - Serving Businesses Across Partner Agencies

Workshop Objective:

To learn about multiple partner agencies' employer service strategies to meet businesses' needs, as well as how local areas can cultivate cross-agency relationships to develop a greater number of quality employer relationships.

Workshop Presenters:

Ken Messina, Rapid Response/Business Engagement manager, Department of Career Services

Carol Cullins, employment services specialist, Massachusetts Commission for the Blind

Jeff Turgeon, executive director, Central Massachusetts Workforce Development Board

Presentation, Panel, and Workshop Descriptions

Workshop C - Customer-Centered Design Services

Workshop Objective:

Provide examples of services designed with the customers' needs at the center of service delivery, process and customer flow. Participants will walk away with a better understanding of how to develop services, not with the regulations and laws in the middle, but with the customer's needs at the forefront.

Workshop Presenters:

Ken Demers, associate executive director, BerkshireWorks Career Center

Gail Brown and Shannon Norton Calles, director and executive director, Career Center of Lowell

Kerri Zanchi, MSW, LCSW, associate executive director, programs and services, Center for Living and Working, Inc.

Bonny DiTomasso, home and community-based programs supervisor, Elder Services of Berkshire County, Inc.

Workshop D - Bundled Services and Integrated Access: Partner Strategies to Support Low-Income, Low-Skilled Individuals.

Objective:

This workshop will provide an overview of two models working to improve outcomes for low-income individuals across public and community-based partners:

CONNECT Model in Chelsea, Massachusetts

The partners in the **CONNECT MODEL** will describe how they jump-started a new, innovative center that helps people achieve their financial, educational, and career goals in one central location. CONNECT is a formal partnership of five Chelsea community organizations—Bunker Hill Community College, Career Source (One-Stop Career Center), Metro Credit Union, Metropolitan Boston Housing Partnership, and The Neighborhood Developers.

Bristol Career Centers/DTA Pilot program

The **Bristol Partners** will lay out the process and motivation developed to create pathways and supports for individuals receiving public benefits. The work evolved into new staff relationships and co-location options, referral processes, in-take and programming at the Career Center (including CareerReady101 and TORQ assessments) and the establishment of a team that is building pathways for low-skilled, low-income job seekers in the region. Participants will take-away examples and ideas on how to design integrated services and pathways for low-skilled, low-income individuals.

Workshop presenters:

Moderator: Jeff McCue, commissioner, Department of Transitional Assistance

Linda Rohrer, executive director, Career Source Career Center

Stefanie Shull, director, CONNECT Program, The Neighborhood Developers

Darrell W. LeMar, executive director of workforce development, Bunker Hill Community College

Susan Quiñones, executive director, Massachusetts Workforce Professionals Association

Holly Hill-Batista, deputy director, Bristol County Training Consortium

Nelson Abreau, office director, Department of Transitional Assistance

Kimberly Rowe-Cummings, director, Employment Services Program, Department of Transitional Assistance

MOU Plenary Sessions by Workforce Area

Objective:

Partners will convene in their respective workforce areas for a facilitated discussion on what was learned from the presentations, workshops, and guest speakers. Partners will take away new ideas and strategies for going further together to meet the needs of customers and businesses.

Workshop facilitators:

Workforce Board directors

Presenter Biographies

Governor Charlie Baker is committed to making Massachusetts a truly great place to live, work, start a business and raise a family. As Governor, he has pledged to work toward a growing economy with family-sustaining jobs; ensure that schools across the Commonwealth provide opportunity for every child regardless of zip code; and make Beacon Hill a true partner with our local governments to create safer and thriving communities across Massachusetts.

As a Cabinet Secretary under Governors William Weld and Paul Cellucci, Baker helped lead efforts to reform and modernize state government. During his time as Chief Executive Officer of Harvard Pilgrim Health Care, Baker turned a company on the brink of bankruptcy into the nation's highest ranked health care provider for six straight years.

As a member of the Weld and Cellucci Administrations in the 1990s, Baker helped turn a billion-dollar deficit into a surplus, create a half million jobs, and enact an ambitious education reform agenda. First asked to serve as Secretary of Health and Human Services in 1992, Baker led efforts to make Massachusetts' social service system more humane, cost-effective and responsive to the needs of the Commonwealth's residents. In 1994, Baker was appointed Secretary of Administration and Finance, overseeing a number of cost-saving reforms, modernizing state government and making it more efficient. Governor Baker was recognized for his leadership and innovation by the National Governors' Association in 1998 which rewarded him with the Distinguished Service Award.

Ronald L. Walker, II is responsible for directing and executing Governor Charlie Baker's agenda on workforce development. He oversees five regulatory agencies: the Departments of Unemployment Assistance, Career Services, Labor Standards, Industrial Accidents, and Labor Relations; and also manages Commonwealth Corporation, that is charged with administering over \$22 million in workforce training funds.

Secretary Walker chairs the Workforce Skills Cabinet, working with his counterparts in Education and Economic Development to examine the state's workforce development system and ensure alignment between economic and educational resources for the labor needs of employers.

Secretary Walker has received numerous recognitions for his business and community contributions. He also has served on a number of non-profit boards, including The BASE—the mentoring program for African-American and Latino student athletes.

Marylou Sudders, as Secretary of the Executive Office of Health and Human Services, leads the largest executive agency in state government, a \$21 billion state budget with 22,000 dedicated public servants, and oversees critical services that touch one in four residents of the Commonwealth. A trained social worker, Secretary Sudders has dedicated her life to the most vulnerable residents. She has worked as a public official, provider executive, advocate, and college professor. She was the Massachusetts Commissioner of Mental Health from 1996 to 2003, championing significant legislative reforms including insurance parity, fundamental patient rights and the first children's mental health commission. In 2012, Secretary Sudders was appointed to the state's Health Policy Commission (HPC) for her behavioral health expertise; she remains on the commission in her capacity as Secretary. For 10 years, she headed the Massachusetts Society for the Prevention of Cruelty to Children. Just prior to her appointment to Governor Baker's cabinet, Secretary Sudders was an associate professor and chair of Health and Mental Health at Boston College's Graduate School of Social Work.

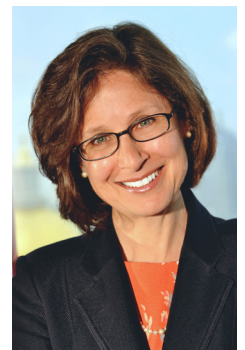


Presenter Biographies

Jay Ash serves as the Secretary of Housing and Economic Development for the Commonwealth of Massachusetts. Secretary Ash is responsible for directing and executing Governor Charlie Baker's agenda on housing and community development, job creation, business development, consumer affairs, and business regulation. He previously served as the city manager in his native Chelsea, a position he held from 2000 to 2014. In Chelsea, Secretary Ash's leadership produced both economic expansion and fiscal stability. He has led statewide initiatives on health insurance, youth violence, transportation infrastructure and expanded gaming in Massachusetts. He previously served as co-founder and vice-chair of the Metropolitan Mayors Coalition; past president of the Metropolitan Area Planning Council; board member of the public policy think-tank MassINC; staff director to the Massachusetts House Majority Leader; and as an elected trustee of his alma mater, Clark University.

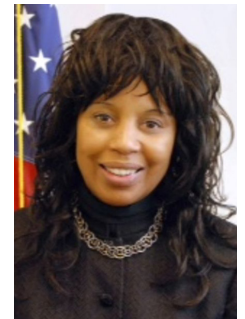


Alice F. Bonner, Secretary of the Executive Office of Elder Affairs, has been a geriatric nurse practitioner caring for older adults and their families for more than 25 years. From 2013-2015, she was an associate professor in the School of Nursing, Bouve College of Health Sciences and a faculty associate in the Center for Health Policy at Northeastern University.



From 2009-2011, Dr. Bonner was the director of the Bureau of Health Care Safety and Quality at the Massachusetts Department of Public Health. She also served as director of the Division of Nursing Homes in the Centers for Medicare and Medicaid Services (CMS) in Baltimore, MD. Dr. Bonner's research interests include quality and safety in health care systems and community-based settings, falls prevention, improving care transitions, dementia care, and reducing unnecessary antipsychotic medication use.

Janet LaBreck, Although Commissioner Janet LaBreck lost her vision by the age of 10, she has never let her disability get in the way of her dreams. In 2007, after more than 20 years as an advocate for the blind community, LaBreck was appointed commissioner of the Massachusetts Commission for the Blind by Governor Deval Patrick. As an ambassador for more than 30,000 legally blind residents, Commissioner LaBreck has organized campaigns that have effectively increased employment opportunities for the blind. There is no better testament to her profound influence than the commission's award-winning internship program.



In 2013, President Barack Obama announced some key administration posts, including his intent to nominate Janet L. LaBreck as Commissioner of Rehabilitation Services Administration (RSA) within the United States Department of Education. In August of 2013, the United States Senate confirmed Commissioner LaBreck as the Commissioner of RSA.

Jennifer James-Price serves as the undersecretary of Workforce Development for the Massachusetts Executive Office of Labor and Workforce Development. She directs the Workforce Skills Cabinet on behalf of the Baker-Polito Administration. The Workforce Skills Cabinet develops signature policy initiatives to align education, workforce, and economic systems to address job growth and hiring demand in regions across the state. The Cabinet is made up of the Secretary of Labor and Workforce Development, Secretary of Education, and the Secretary of Housing and Economic Development. Prior to this post, Jennifer served as the deputy director at the state's Department of Workforce Development beginning in 2001 after earning a master's degree in urban development and city planning from the Massachusetts Institute of Technology. She received an undergraduate degree in social work from the University of New Hampshire.



Presenter Biographies

Francisco A. Ureña was sworn in as Secretary of the Department of Veterans' Services by Governor Charlie Baker on February 6, 2015. Secretary Ureña's commitment to government service began the day after graduating high school when he enlisted in the United States Marines Corps. In the span of eight years of honorable service, his duties included Diplomatic Security with the Department of State at two American Embassies: American Embassy Damascus, Syria, and American Embassy Bishkek, Kyrgyzstan. He is a Purple Heart recipient from injuries sustained during Operation Iraqi Freedom campaign.

Secretary Ureña followed his enlistment with a degree in history and legal studies from the University of Massachusetts, Lowell. While pursuing his education, he involved himself in a series of volunteer work which ultimately led to his role as a Veterans' Services Officer in the City of Lawrence and later as commissioner of Veterans' Services for the City of Boston. In 2008, Secretary Ureña was honored with "Veterans' Services Officer of the Year," awarded by former Veterans' Services Secretary Thomas G. Kelley. Secretary Ureña is committed to helping veterans live with dignity, honor, and independence; and ensures that the department and its initiatives focus on those goals.



Jeff McCue is commissioner of the Department of Transitional Assistance, appointed by Secretary Marylou Sudders and Governor Baker in April 2015. He brings more than 30 years of experience working in senior level positions within the Executive Office of Health and Human Services, starting at the Department of Social Services at its inception (now known as the Department of Children and Families). He also held leadership jobs within the Departments of Transitional Assistance and Mental Health. His appointment to DTA is his second stint with the agency, having served as director of human resources in the mid-1980s for the former Department of Public Welfare. Immediately prior to rejoining DTA, Commissioner McCue was assistant vice chancellor for human resources at the University of Massachusetts—Boston, after serving in a similar capacity as the chief human resources officer for the Executive Office of Health and Human Services. He received his bachelor of arts and political science at Merrimack College and a master's in public administration from Suffolk University.



Holly O'Brien is the administrator for the U.S. Department of Labor's Employment and Training Administration's Region 1 office. Ms. O'Brien has spent more than 25 years with the Department working on the development and implementation of various workforce development programs including Unemployment Insurance, School-to-Work, Welfare-to-Work, the Workforce Investment Act, and currently the Workforce Innovation and Opportunity Act (WIOA). She holds a bachelor's in economics, spent several years in Ecuador as a Peace Corps volunteer and served in the United States Army.



Nelson Abreu is the director of the Department of Transitional Assistance Office in Taunton. He has over 15 years of experience working with low-income and underemployed clients. He began his career as a Civil Service employee helping to coordinate Transitional Assistance programs that provide direction to the Temporary Assistance for Needy Families (TANF) and Supplemental Nutritional Assistance Program (SNAP) Employment and Training Providers. Previously, he worked as a recruiter and job specialist for federal and state government programs, where he developed proficiency in recruitment, training, motivation, and staff development. He is also a member of the Bristol Workforce Investment Board. He graduated from Fisher College with a bachelor's degree in business management.



Presenter Biographies

William Allen has worked for 22 years for the Massachusetts Rehabilitation Commission. He began his career as a job placement specialist. In his current role as director of statewide job placement services, he oversees employer development and engagement for 24 field offices of MRC. He works with organizations such as Spaulding Rehabilitation Hospital—which was nominated by MRC and won the White House Champion of Change Award for its innovative strategies for hiring, promoting, and retaining individuals with disabilities. In addition, the MRC Vocational Division won the Associated Industries of Massachusetts Gould Award which recognized CVS and the Massachusetts Rehabilitation Commission for their ground-breaking work with job-driven training programs for pharmacy technicians.



Gail Brown is director of the Greater Lowell Workforce Development Board, which she joined in 2008 as a senior program manager. She was promoted to director in 2013. Prior to joining the workforce system, Gail had a long and successful career in the technology sector, including global business strategy and planning positions with Hewlett Packard and Compaq Computer. Gail is a certified project management professional; attended UMass Lowell and received a master's certificate in project management from the George Washington School of Business and Public Management.



Carol Cullins is an employment services specialist with the Massachusetts Commission for the Blind. She fosters relationships with employers and builds bridges connecting employers and qualified job seekers who are legally blind.



Ken Demers is executive director of Berkshire Training & Employment, Inc. and BerkshireWorks Career Center in Pittsfield, MA. A Springfield College graduate, Ken started his career as a teacher and then a principal at both public and private schools. Ken began his career in workforce development in 1990, assisting returning citizens, individuals on public assistance, and other under-resourced individuals to access education, training, and self-sustaining employment.



Bonny DiTomasso, home and community-based programs supervisor at Elder Services of Berkshire County, Inc. joined ESBC in 2012 as the SHINE and money management coordinator. Prior to joining ESBC, Bonny worked in property management and banking for 30 years. She assumed her current role at ESBC in 2014 and also serves as the Berkshire Aging and Disability Resource Consortium coordinator in partnership with ADLIB of Berkshire County. Bonny is involved in her local community as member of the Berkshire County Regional Employment Board, the Central Berkshire Regional School District Committee, the Peru Zoning Board of Appeals, and the Peru Democratic Committee.



Holly Hill-Batista currently works for the City of Fall River, Bristol County Training Consortium, which oversees the career centers in Fall River, Taunton, and Attleboro. She has 18 years of experience in workforce development, and previously worked as an accountant and IT professional for many years in the private sector. Holly worked for the University of Massachusetts, Brockton Area Private Industry Council, and the Massachusetts Department of Career Services.



Presenter Biographies

Rick Laferriere is lead manager of workforce initiatives at CVS Health, and a strong advocate for innovative community partnerships that connect employers to Persons with Disabilities. Rick leads a unique team whose purpose is to help people on their path to better health by cultivating partnerships and programs that attract and equip diverse talent for dynamic and rewarding careers with CVS Health. Rick also led efforts to develop award-winning workforce programs with the Massachusetts Rehabilitation Commission and Jewish Vocational Service.



Susan Lange serves as the vice president of the Youth Pathways division at Commonwealth Corporation. Susan has more than 25 years of experience as a program administrator, policy advisor, teacher, and curriculum developer in programs that provide services to youth and young adults that have not fared well in the mainstream and have had limited access to opportunities.

Darrell W. LeMar is executive director of workforce development at Bunker Hill Community College, where he oversees corporate training, community education, the Community Center for Entrepreneurship, and Adult Basic Education. Prior to his work at BHCC, he was strategic planning manager for the Massachusetts Marketing Partnership, a government entity that was created by the state Legislature in 2010 to coordinate the activities of the Massachusetts Office for Travel and Tourism, Massachusetts Film Office, Massachusetts Sports Marketing Partnership, and the Massachusetts Office for International Trade and Investment. Darrell was MMP's point person on municipal affairs. Prior to his work at MMP, Darrell served as the deputy associate director for the Division of Housing Stabilization at the Massachusetts Department of Housing and Community Development, where he was the deputy for all homeless services in Massachusetts.



Ken Messina serves as the Rapid Response/Business Engagement manager at the Executive Office of Labor and Workforce Development, Department of Career Services. Ken has 27 years of experience in workforce development, particularly in the Rapid Response field. He has been involved with the U.S. Department of Labor's National Rapid Response program since 1998, and is regularly asked to provide Rapid Response/Layoff Aversion training across the country.



During Ken's tenure at EOLWD, he and his team have worked with more than 10,000 employers in response to company closings or layoff events that have affected over 550,000 employees.

Ken's most recent endeavor has been the launch of the Mass BizWorks program which focuses on expanding business engagement. Mass BizWorks coordinates business services and programs available through various agencies and departments. The program connects businesses to many money-saving services and does so with no cost to businesses.

Carol Ozelius is responsible for all JVS programs and services, JVS CareerSolution—the One-Stop Career Center—human resources, facilities, IT, data quality, and volunteer services. Carol and her team work with key Boston area employers, active job seekers, career changers, and those seeking educational opportunities leading to new skills and careers.



In the past several years, Carol and her team have built the largest employer-based education and training program in Boston, established the Healthcare Training Institute, implemented a new adult diploma program, expanded the Bridges to College program and started new skills training programs in nursing and pharmacy tech. Carol was recently appointed by Governor Baker to be a member of the Massachusetts Workforce Development Board.

Presenter Biographies

Joan Phillips currently serves as the assistant commissioner of the Massachusetts Rehabilitation Commission where she provides overall program vision, leadership and strategic direction for the Vocational Rehabilitation Division. She was promoted into this position in 2008, after working as the area director of the Roxbury office of the Massachusetts Rehabilitation Commission for four years.



Joan has over 20 years of management experience in private for-profit, non-profit, and government organizations such as The Jamaica Plain Neighborhood Development Corporation where she worked as the director of employment initiatives overseeing the operations of workforce development programs; The Jewish Vocational Service where she coordinated a transition program for Boston Public School students with disabilities; The Boston Center for Independent Living where she administered vocational services for the expansion of employment opportunities for individuals with severe physical disabilities; and United Health Care where she was promoted from Disability Examiner to Account Manager, managing and retaining major contracts.

John Niles is the director of policy and strategic development of the Youth Pathways Division at Commonwealth Corporation. John has led CommCorp's youth policy work, particularly on WIA implementation and Department of Youth Services employment and education initiative, since 1999.

Shannon Norton Calles is executive director at the Career Center of Lowell. This past spring, Shannon led the customer-centered design team representing several WIOA partners in the U.S. Department of Labor's Customer Centered Design Challenge. Over 80 teams competed for the chance to present their project at the White House. Shannon's team was one of the 15 chosen to present their Customer-Centered Design project and results at the White House in September 2016. Shannon received a bachelor of science from Bentley University and an master's of business administration from Northeastern University.

Susan L. Quiñones is the executive director of the Massachusetts Workforce Professionals Association, a non-profit membership organization. The MWPA represents Massachusetts One-Stop Career Centers throughout the Commonwealth and is committed to spreading best practices and promoting high-quality services to job seekers and business partners. Susan is an attorney, with a juris doctor from Georgetown University Law Center in Washington, DC. She has held many leadership positions in both the private and public sectors.



Linda Rohrer is executive director of Career Source, a One-Stop Career Center operated by Middlesex Community College, that meets the workforce needs of businesses and jobseekers in the Metro North region. Her career reflects a range of experience from direct service delivery to development, management and leadership of complex, multi-stakeholder, multi-million dollar initiatives. Previously, Linda led the Center for Workforce Innovation at Commonwealth Corporation. Earlier in her career, her efforts were aimed at developing and implementing workforce development programs for disadvantaged adults and dislocated workers. She earned a bachelor's degree at SUNY Albany and an master's at the University of Massachusetts Boston.



Presenter Biographies

Kimberly Rowe-Cummings is the director of the employment service program for the Department of Transitional Assistance. She has been involved with the Employment Services Program for 10 years, with expertise in program development and implementation, focusing on low-income individuals. She works to expand training opportunities and promote pathways to self-sufficiency. Kimberly began her career in workforce development, managing a Career Center on the North Shore, where she oversaw the competitive integrated employment service programs.



Stefanie Shull is the director of the CONNECT Program, a partnership of five organizations led by The Neighborhood Developers, a non-profit community development corporation in Chelsea, MA. Since 2012 CONNECT's partner organizations have worked together to support the economic stabilization and upward mobility of approximately 4,000 people a year from Chelsea and surrounding communities. She has over 10 years of experience in program design and implementation, policy analysis, research, and advocacy for government agencies and non-profit organizations, primarily in the areas of housing, transportation, sustainable economic development, and disaster recovery. She holds a bachelor's from the University of Louisville and a master's degree from the Woodrow Wilson School.



Jeff Turgeon is executive director of the Central Massachusetts Workforce Investment Board, the local board tasked with overseeing the public workforce system for Worcester and 37 surrounding communities in southern Worcester County. The CMWIB has been recognized by the Executive Office of Labor and Workforce Development as a high performing board and is a state leader in Science, Technology, Engineering, and Math (STEM) programming for adult job seekers, as well as services to youth, veterans, and vulnerable populations. Jeff holds a bachelor's degree from Worcester State University, a master's degree from Georgia Southern University, and a management certificate from the Harvard Kennedy School of Government.



Stanley Usovicz is the regional director for Verizon – Massachusetts. He is the former Mayor of Salem, MA. While Mayor, Mr. Usovicz received a number of national and state awards including: America's Most Livable Communities Award 2004; National Trust for Historic Preservation 2005; and the Governor's Smart Growth Innovation Award.

Mr. Usovicz served on the Salem City Council and has led a number of successful economic development efforts in Massachusetts. He currently is chair of the Massachusetts Workforce Board Association, a business-led organization representing the 16 workforce boards and their partners in the state. A bachelor's from Endicott College, and a master's from Cambridge College.



Presenter Biographies

Kerri Zanchi is associate executive director at the Center for Living and Working, Inc., where she is committed to advancing independent living through the provision of services that promote consumer control, direction and empowerment. Previously, Kerri worked for United Cerebral Palsy of MetroBoston as director of residential services, director of quality assurance, and director of individual supports. During her career, she has shared her commitment to promoting self-direction and independence through the development of quality, individualized services. In 2012, she joined the Massachusetts Rehabilitation Commission as the acquired brain injury waiver program manager. She worked collaboratively with Medicaid and the University of Massachusetts to develop services that facilitated successful transitions out of nursing facilities. She was appointed to assistant commissioner of the Community Living Division of MRC in 2014, where she provided leadership and advocacy for the six programs that comprise the Community Living Division. She earned a master's degree in social work from Rhode Island College.

