

**Massachusetts Workforce Investment Board
WIOA Steering Committee
Job Seeker & Business Subcommittee**

**Workforce Development Board (WDB) Certification Workgroup
Meeting Notes: August 4, 2015**

Members in Attendance:

Christine Abramowitz (Regional Employment Board of Hampden County), Gail Brown (Greater Lowell Workforce Board), Steve Sullivan (MA Community Colleges Executive Office), John Oliveira (MA Commission for the Blind), Nancy Snyder (Commonwealth Corporation), Derek Kalchbrenner (Adult Community Learning Services), Joan Phillips (MA Rehabilitation Commission), Sheila Sullivan-Jardim, (Brockton Area Workforce Board), Yashira Pepin (EOLWD), Department of Career Services: Leslie Seifried, Sacha Stadhard, Diane Hurley

Members not in Attendance:

Louise Meyer (ETA), Jolanta Conway (ACLS), Christine Cordio (Clinton Public Schools), Maria Kefallinou (Quinsigamond Community College), Joyce Livramento-Young (South Shore Workforce Board) Tim Dooling (DCS), Eddie Bartkiewicz (DCS)

July 7, 2015 Meeting Notes – Approved

Review of the Common Themes OSCC Chart

The Career Center Standards and Procurement workgroup identified standards for career center standards. A general definition and initial metrics for each of the six standards have also been identified. The WDB group reviewed each of the career center standards against the board certification questions to determine whether any of the career center standards should be incorporated into board certification elements.

Workforce Board Certification Elements Chart Draft v.2

The group reviewed the Workforce Board Certification Elements Chart v.2 to determine whether board certification standards can be expanded upon and to identify metrics related to each standard.

Strategic Plan:

- It was expressed that the strategic plan should demonstrate the vision, priorities, and goals for the region set forth by the Board.
- It was suggested to minimize the language in the board certification standards to minimize the reuse of words that mean the same thing.
- Do questions 1.a and 1.b have value to the board certification process? 1.a – instead of a question there might be some evidence that the SP is aligned with economic development planning in the region. Possible language might include workforce development priorities are included in other economic development strategies within the region. – The group decided to leave the question there. 1.b.- This question will remain as a place holder until regions are identified.

Metrics:

- The SP demonstrates a vision, priorities, goals, strategies to accomplish goals, and a time line to measure when goals are accomplished for the region.

- The SP describes collaborations and partnerships with Core partner programs and describes the goals related to each collaboration and partnership.
- The SP addresses all the questions in the Strategic Plan section.

Scorecard:

- The scorecard is individualized to the local area and communicates results to a variety of stakeholders.
- The scorecard is used to measure progress made towards goals in the strategic plan and is used as on – going tool to identify areas to improve performance.
- Should the question regarding concrete examples of how the scorecard demonstrates the value-added to the region be removed from the scorecard section? Yes, this question should be removed because the value of this question is unclear among members of the group and if the group is struggling to answer this question then others will too.

Metrics:

- Scoreboard should have a timeline, metrics, and indicate the progress of the Board in meeting benchmarks and demonstrates the methods in which information is disseminated.

Performance Tools:

- The Youth program should be added to the list of programs that will receive oversight.
- Performance related to non-WIOA programs and Core partner programs should also be measured.
- Does Performance Tools fold into the new element of OSCC Procurement and Oversight of board certification? Yes, the Performance Tools into OSCC Procurement/Oversight should be merged together.
- It is important to know about tools available for OSCC’s and Boards.
- How does local performance not related to WIOA fit into OSCC Procurement/Oversight? Other types of metrics are prioritized for OSCC’s and are used as a method to compare OSCC’s.

Revenue Plan:

- Revenue plans varies across regions but should be reflective of how a region identifies the leveraging of resources among and between key stakeholders and core partners.
- Revenue plan should also spell out how leveraged resources are managed.

Metrics:

- Evidence of a quality MOU which clearly delineates roles and responsibilities of partners and demonstrates leveraged resources.
- Descriptions of plan or strategy in place regarding how the local Board is engaging, marketing, and assisting businesses with the Workforce Trust Fund (WTF).

OSCC Procurement/Oversight:

- There should be criteria in board certification related to OSCC Procurement/Oversight.
- Youth Procurement/Oversight column needs to be added for board certification.
- Caution should be exercised when setting standards for Board certification relative to OSCC procurement because the final regulations are not available.

Metrics:

- List of tools to demonstrate service delivery oversight.

Youth Procurement/Oversight:

- Youth OSCC Procurement – new provisions need to be included in the new procurement process. New RFP's should include the WIOA elements.

Metrics:

- The method in which the Board is informed issues related to the provisions of serving youth.
- New WIOA youth provisions incorporated into RFP's.
- Description of oversight mechanisms.

Discussion on Policy Accessibility

- Is there a record of local WIA policy decisions? Yes, policy decisions are captured in the Local Annual Plans, Board minutes, and Standard Operating Procedures manual of the respective local areas. At the State level policies are kept on the Mass Workforce Issuance website but local areas keep policies in their own manner.
- A question was posed to group as to whether there should be a central place where a member of the general public could find policy decisions that were made in a local area. It was suggested that as part of the new board certification process each local areas has a central website where all documents and policies are publicly available.
- Documents should be available so they can be transcribed for individuals who may need accommodations.
- Is it the Board's role to ensure that the career centers have a documented Standard Operating Procedures manual? Yes, Standard Operating Procedures are driven by the board or the fiscal agent depending on the structure of the local area.

Board Employer Input

- Coordinate between workgroup so that individual surveys are not used to survey the same businesses. Possible to do one larger survey that could include different topics so not to be a burden to the employer. The survey should be sent to Board Employers.
- It was suggested that the members of the group provide an abstract of what has been discussed in the WDB Certification Workgroup to their respective Boards.

Next Meeting

An in-person meeting will be scheduled for the next meeting. A calendar survey will be circulated to the group to assist in determining the next meeting date.