

## WIOA Business (Employer) Engagement Workgroup Minutes – July 21, 2015

### JS& E Update

- Yashira – Business Engagement Workgroup and the Performance Workgroup will meet – Ken will look into scheduling a date for this.
- Steering Committee meeting took place – small breakout sessions
- Alice did presentation on WIOA and talked about it on bi-weekly conference call, also will go out to Career Centers to talk
- Ken – was any further conversation discussed regarding job seeker group
- Yashira – didn't finish the conversation

### BizWorks Training

- Alice had mentioned that she would like to see Module 1 training, there is one scheduled for July 29<sup>th</sup> in Worcester – as of now 19 signed up.
- George – we need to assist Ken in getting the word out
- Tricia – ACLS, good idea, do you think it helpful for Directors of Adult Education programs to attend
- George – yes – it makes perfect sense – good start of how to approach a business, also good to have counselors too
- Kimberly updated the guide added MRC to booklet, DESE, VETS, DTA – had a tough time getting information from DTA
- Chris – many retirements – new commissioner (Kim Cummins) doing a reorganization – try in a couple of weeks to contact Kim. Also Ann O'Sullivan is Assistant Commissioner
- Yashira – Kim is the right person – DTA contracts out to Employer Services
- Kimberly – should we have a page for volunteers? Corporate responsibility page – youth, DESE etc.
- Roberta – runs a volunteer tutoring program
- Kimberly – “if you are interested in ?, gives a link
- Roberta – put links to different searches –
- Sue – likes the idea of the volunteer opportunity website link
- Chris – discussion on how it will fit – need conversation beforehand. How do we handle it?
- Ken – maybe get businesses to sponsor the guide
- Dave S – what would be behind the sponsorship?
- Ken – advertisement
- John – prefer simplicity – do we need 2 guides?
- Kimberly – talked of 3 different tax credits, these are the groups and then list them
- Chris – let's let it sit for a while and get used to it – use it as it is right now
- Ken – suggested that the committee take a look through the guide. At the next meeting that will be an agenda item to discuss if we should add the additional information discussed today
- George – what are our deliverables for this group?
- Ken – metrics, policies, WIOA Law – anything that touches businesses – making business services better across the board

### Local Area Coordination

- Ken attended an open house for Frito-Lay, Randolph – employs 200 people. Very good meeting and a lot of employment opportunities. Three Career Centers were present from the area and 10 people from the company were at the table. Working with Company on WorkShare
- Ken – who is responsible for data entry into MOSES and Job Quest

- Chris – you have to have a lead- work with Career Center Directors

### **Flow Chart**

- Ken – John (MOBD) asked for flow chart – this is the first draft. Kimberly generated a draft flow chart and addressed everyone’s concerns
- Roberta – is this to be given to businesses? Ken – No
- Sue – a lot of process flow – possibility of dropping the ball – follow up critical
- Ken – asked John (MOBD) do you have a reminder on Salesforce?
- John – yes, reminder set at a year – maybe you can set the timing yourself
- Ken – recommendation need to look at all our systems
- Chris – Workforce Innovation Grant
- Yashira – DCS is working on that grant – due on the 23<sup>rd</sup>. Even if we don’t get the money, this is something we need to do
- Tricia – not satisfied with what we have regarding our data system, we need to make recommendation that we all are able to talk to one another

### **Metrics/Benchmark**

- Ken – we need to
  - Making businesses aware of our services
  - Make sure businesses are satisfied
- Yashira – important to have this group and performance group to come together to discuss the needs to assist and interact with businesses
  - Measure for Career Centers/WIBs etc.
  - What’s a good measure?
  - What should we be measured on?
- Chris – look at what we have and see if we should keep or throw out – get something in writing
- Ken – asked System Development Committee for recommendations – need to utilize the business side also (focus group)
- Chris – WIBs have a lot of metrics
- Dave S – 2 metrics
  - Product that goes to employer
  - Job orders

### **Business Service Conference – September 24<sup>th</sup> at Devens Commons**

#### **TASKS**

- Ken to schedule a time for the Business Engagement Group and Performance Workgroup to meet
- Look over Resource Guide
- Review Flow Chart
- Look at customized metrics
- Elaine to send out Issuance to everyone