

Career Center Standards & Process Workgroup

Thursday, June 11, 2015, 10:00 a.m. – 12:00 noon

Central Massachusetts Workforce Investment Board
44 Front Street, Suite 300, Worcester, MA 01608

MEETING MINUTES

Present: Tim Dooling, Dave Manning, Eddie Bartkiewicz, Beth Goguen, Sylvia Beville, Kris Dower, , Barbara O'Neil, Tom Perreira, Tim Sappington, Janice Weeks, Paulette Carrol, Shannon Norton, Ralph Abislaiman, Steve Trueman, Ellie Rose

Called in: Patricia Crosby, Linda Rohrer, Christine Tibor, Holly Hill-Batista, Suzanne Speciale.

Emerging themes: Duplication of services – utilize dual assessment, dual enrollment, universal intake

Group discussed main themes:

- 1) Cost effectiveness
 - a. Cost per participant
 - b. Balanced budget based on allocation
 - c. ROI – outcome based
 - d. Leveraged resources

- 2) Integration of services
 - a. Minimized duplication
 - b. Co-location
 - c. Coordination between jobseeker & business
 - d. State/local management

- 3) Maximum access – disabled, disenfranchised, dealing with barriers, recognize barriers and be equipped to refer to appropriate resource, means different things to different region (may mean multiple points of access, may mean nighttime access)
 - a. Partner service referrals
 - b. Multiple points of access
 - c. Addressing barriers to access
 - d. Technology
 - e. Physical facility access/ADA

- 4) Effective management & leadership – listening to both job-seekers & employers

Law gives the ability to “move money” from title I adult to dislocated worker. Need to have strategy to do this.

- a) Vision
 - b) Staff development
 - c) MIS – program outcomes
 - d) Data driven decision making
 - e) Financial integrity
 - f) Standards & procedures
- 5) Federal & local / individual performance - Tracking & measuring performance measures.
- a. Capacity to track, address & meet performance
 - b. Examples of prior performance
 - c. (performance metrics groups)
- 6) Demand driven
- a. Understanding the Labor Market
 - b. Responsiveness to need
 - c. Eliciting and Responsiveness to customer and business feedback
 - d. Evidence Based practices
 - e. Customer feedback
 - f. Employer Feedback

To do:

June 11th: DCS will send out Beth G.'s spreadsheet with the above 6 areas listed for group members to fill in metrics and ideas.

June 12th: Meeting minutes will be posted on web

June 18th: Group gets feedback back to DCS (Dave & Tim)

June 23rd: DCS will compile group's feedback into updated spreadsheet and send out to group for our June 25th meeting