

WIOA Workgroup Meeting – June 2, 2015

Attendees

Dave Gadaire
Ann Deres
Ken Messina

Stuart Loosemore
Kathy Clark
Elaine Joyce

Angie Grant
John McCarthy
Chris Brennan

Via Phone

Ray Wrobel
Dave Augustino

Susan Quinones

Sue Whitaker

Discussion

- Dave – Recommendations into State by mid-September. New WIOA regulation emphasis on business relationships to improve business services in the Career Center system – it has been job seeker focused and a change is needed
- Ken – Policies need to be looked at and completed. Looking at local area plan/statewide plan – make recommendations/services/metrics. At a Focus Group meeting held in the Western region some of the employers brought up about not being able to fill positions
- Dave – Goal is to map our plan
 - Important to respect peoples' time
 - Okay to have debates
- Want to come out with recommendations we all agree on
- Roy – private sector do not know about Career Centers. WIBS go to private sector and advertise job openings. We need to make companies aware of the Career Centers, marketing of Career Centers and WIBs
- Ken – All WIB members don't use Career Centers, have to make sure everyone knows about our programs, maybe put something in the plan in order for the WIBs to utilize our services
- Dave – Looking at WIB certification – need to work as a system so the right candidate has the opportunity; current landscape 12,00 – 13,000 business a year, 188,000 in the state, 7% -9% is funneled through Career Center services – not measured as a system
- Dave – How do we get better consistency? Increase our performance? Mass Biz training doing a good job, tend to market as Regions not as State.
- Ken – Regional piece is a big part of it. Held a meeting with Fallon Health, main issue is to get rid of the territorial issues
- Dave – 94% of business are small – establish identity
- Angie – Have we touched on every employer in our local area, if not then someone has to know on the door
- Dave – not saying that there should not be state branding
- Ken – need personal contact – work regionally together
- Ann – BSRs need to know what their priorities are. Some people in the field aren't sure what their job is: some areas get new employers into the Career Center, other areas are more service oriented, some WIBs have access to Moses while other WIBs don't have
- Dave – big issue creating a system, have enough resources – need to get in at State and Local level
- Dave A- gone through 3 reconstructions – sales mode, marketing and business service
- Chris – struggle with what are our goals and how do we measure them?
- Are they to bring in the employers? Are they to fill job orders? It's hard to explain to staff what the goals are if we aren't sure
- Dave A – can't be all things to all employers. What types of businesses will benefit from our services?

- Sue – We need to be smarter in our approach. Better handle on our nitch/building relationships. Outcomes are really important to WIOA
- Ann – Some Career Centers have POD to get information
- Dave G – targeting, percentage of business, identifying discussion points
- Ken – Job Quest system – performance indicators
- Angie – do we know where other states are?
- Ken – 4 % 0 10% we are at 7% not good, 20% is the target goal. Capacity issue – have 180,000 employers penetration rate 7% -8% - not working, need follow up piece. How do we make sure we are case managing the businesses? Are we talking about utilizing MOBD staff as well as other partners? Not taking anything away from anyone (partners) work as one team – we still need that consistency. DOL is going to have some monitoring guidelines
- Sue – look at Moses/ not working as a match
- Ken – are we talking about using Sales Force? – that was discussed once before
- Ann – Business Service Program doesn't take a look at any specific business, they work with all employers – it's not about listing jobs, job quest is broken, anyone can list a job on-line
- Chris – job matching software, we are so old fashion. Big gap is job matching software, wage measure matching
- Dave A – we don't have all the resources, just saying we should look at who we can best serve – not saying to ignore companies
- Dave G – should we go out to see our inventory or go out and see what inventory they need
- Ken – need to strategize – number of different topics that we need to look at
 - Job quest needs to be fixed
 - Systems to talk to each other
 - Drive what we are going to track
- Dave A – wage record matching
- Dave G – Moses is okay to put job seeker information in, but not great as a job matching tool

Goals to Prioritize

- Branding, marketing, job quest, list of company, consistency, ownership, accountability, benchworks/goals – should we expand to MOBD, measures, quality control, performance indicators, wage/record matching, job matching, metrics, best practices, outcomes, LMI

Feedback

- Sue – find out who the champions are and use them
- Ken – meeting with Fallon ask for examples
- Chris – structure to serve companies in other regions
- Dave A – EMSI pay quarterly for updated LMI information
- Dave G – model review on each agenda
- Stewart – break down list internal/external – make process easier

Comments

- Chris – role of business partners, advisories, chambers etc.
- Angie – let's fix home first – consistency, measurements, goals
- Ken – do we get input from vocational schools, colleges? Stewart – yes
- Dave A – separate from external and internal
- Sue – action items divided up at end of meeting
- Ken – to call DOL

Schedule for next 2 meetings: (if room is available)

June 9th and 13th – then looking at every other Tuesday.