



Massachusetts Commission Against Discrimination

Meeting Minutes

Date/Time: July 12, 2022, 1:00PM
Place: Massachusetts Commission Against Discrimination
VIA ZOOM WEBINAR
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Passcode: 888785
VIA CONFERENCE CALL NUMBER: 1-312-626-6799
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The Commission conducted this public meeting remotely utilizing collaboration technology. Use of this technology was intended to ensure an adequate, alternative means of public access to the Commission's deliberations for any interested member of the public.

Commissioners Present:

Chair Sunila Thomas-George
Commissioner Monserrate Quinones
Commissioner Neldy Jean-Francois

I. Call to Order

Chair Thomas-George called to order the first public meeting of the Massachusetts Commission Against Discrimination. Roll call attendance was conducted, and all three Commissioners were present for the meeting. Chair Thomas-George welcomed everyone to the meeting and thanked the Commissioners and Sr. Management for their efforts and Theresa Lepore for keeping the minutes and assisting with other logistical issues. She also thanked all staff, key stakeholders and the public observing the meeting.

Roll call:

Chair Sunila Thomas-George: Aye
Commissioner Monserrate Quinones: Aye
Commissioner Neldy Jean-Francois: Aye

II. Commissioners' Comments and Updates

Commissioner Monserrate Quinones provided an update on MCAD's Diversity Celebration series. The series was well received by staff, who met through Zoom on the 3rd Wednesday of each month. June 16, 2022, was the last of the series for the fiscal year and recognized Juneteenth and LGBTQ+ Pride month. She elaborated on the video presentation shown at the diversity celebration detailing the life of James Baldwin. Commissioner Quinones talked about

the group's discussion about James Baldwin's contributions to civil rights as a black and gay man, and how speaking out on these issues at the time, was challenging and dangerous. Commissioner Quinones also shared that Edith Rosenthal, who is leading the MCAD summer internship program, kicked off intern coffee hour. Commissioner Quinones was the first guest invited this summer. Interns submitted several questions for the Commissioner and they spent a great deal of time engaged in discussions and feedback about the MCAD.

Chair Thomas-George recapped the agency's recent Annual *All Staff Meeting* that took place on June 23, 2022. She noted that the Staff Meeting provided staff with the agency's accomplishments and challenges, and touched on the need to hire an Executive Director. She announced that as of July 1, 2022, Chief Financial Officer Michael Memmolo has been serving as Interim Executive Director. She noted that it was enjoyable to have people in the office in person again and it was a great start to this fiscal year. Chair Thomas-George welcomed the new summer interns and stated she was looking forward to training and mentoring.

III. MCAD open meeting frequency, process, conduct and other procedures; request for formal approval by Commissioners of open meeting process and procedures as presented by the General Counsel

General Counsel Deirdre Hosler provided an update on the Open Meeting Law procedure, process, and frequency. She reviewed for the Commissioners' consideration and approval, foundational procedures to provide clarity and expectations on how Open Meetings will move forward at the Commission. This includes how the meetings are scheduled, how agenda and minutes are prepared and how the meetings will be conducted. It is a collection of the procedural aspects of the Open Meeting Law, Attorney General Regulations and the Attorney General's Guidance together in one place. It is a standard set of rules of conduct that minimally borrow from Robert's Rules of Order, and clarifies to what extent those rules can be relied upon for guidance.

Commissioner Neldy Jean-Francois expressed concern over the wording of Section V that states "*Motions shall ordinarily be made verbally, but lengthy, complicated or important motions shall be presented in writing to the Chair.*" She stated that she understands there are times when discussions may be lengthy or issues may be complicated, but generally, the discussion would be tabled for another meeting. She added that the requirement to make complicated motions be presented in writing is not necessary and she would like to amend Section V. Commissioner Quinones agreed with Commissioner Jean-Francois that it is unnecessary and proffered that it might prohibit the flow of the work of the Commission.

General Counsel Hosler suggested to swap out the word "may" instead of "shall" to read: "*Motions shall ordinarily be made verbally, but lengthy, complicated or important motions may be presented in writing to the Chair.*"

Commissioner Jean-Francois also asked for clarification of the second sentence, "*The Chair may require a motion in writing*" in the circumstance where there is a motion in the second and prepared for vote. General Counsel Hosler explained, as written, the Chair could exercise the prerogative on any seconded motion, to have a complicated, lengthy motion be reduced to

writing for clarity, or to not call it for a vote until it is reduced to writing. She explained that this is a recommendation from the legal division that there be discretion to require motions to be reduced to writing. She further suggested along with substituting may for shall, deleting the second sentence. It would still be an option if Commissioners wanted to memorialize or clarify an issue. Chair Thomas-George offered that the language would give guidance to Commissioners that motions can be presented in writing early on to the Chair, prior to discussion and voting.

Commissioner Jean-Francois moved that the Commissioners approve the document entitled *Open Meeting Process and Procedure*, with a modification with respect to Section V(a), the word “may” will substitute for “shall” and the second sentence will be deleted. The motion was seconded by Commissioner Quinones.

Roll call vote:

Chair Thomas-George: Aye.

Commissioner Quinones: Aye.

Commissioner Jean Francois: Aye.

The motion passed unanimously.

IV. Interim Executive Director’s Report focused on issue of MCAD Worcester field office closure and recommendations moving forward with new Worcester office space; request for formal approval by Commissioners to move forward with new Worcester office space procurement

Interim Executive Director Michael Memmolo indicated he would typically update the Commissioners on the agency’s activities, but there are no updates to report since his All Staff Meeting update. He provided information concerning the closing of the Worcester office and the need to procure new office space. He is requesting approval to procure new space for the Worcester area and seeks guidance on the functionality and size (square footage). Interim Executive Director Memmolo suggested, for purposes of discussion, three possible options for procurement proposals: (a) a small office for one to three employees, (b) a mid-sized office with four to seven employees, or (c) a larger office for over eight employees. Interim Executive Director Memmolo pointed the Commissioners to the Memo authored by Interim Executive Director Memmolo and Chief of Investigations Ken Callahan which outlined the history of the Worcester office and articulated the difficulties in hiring, maintaining and supervising employees at the Worcester location and to consider security measures at the Worcester office. He also recommended implementing touchdown spaces for employees.

Commissioner Quinones moved to choose option (c), a larger office for over eight employees similar to the current office. Commissioner Jean-Francois seconded the motion for discussion.

Discussion

Commissioner Quinones conveyed that Worcester is the 2nd largest city in MA and decisions for staffing should be made on the needs of the community and our stakeholders vs. the agency. Sending the staff to Springfield would be more difficult and are needed in Central MA. She continued that the increases in staff correlated to higher number of complaints being filed. Commissioner Quinones elaborated that prior to Covid, there was a lot of foot traffic in the

office, but during the pandemic we witnessed, low income and communities of color with limited online availability, which could be a cause for a decrease in cases.

Commissioner Jean-Francois asked what outreach efforts had been done by Interim Executive Director Memmolo to either State Representatives or other impact groups in the area relative to the announcement the office was closing, and what the feedback, if any was.

Interim Executive Director Memmolo provided information regarding significant outreach to legislative congressman, stakeholders, ACLU, and housing agencies throughout the Worcester area, notifying them of the closure. He has not received any feedback. He explained that the current lease was for 10 years and the preference would be for a 5 year lease with space enough to grow.

Commissioner Jean-Francois is concerned that the number of intakes is low for a large city like Worcester and suggested perhaps the Worcester community does not know that the office exists and many may be travelling to Springfield. She reiterated the importance to not base the decision on the needs of the agency, but to plan on future staffing levels as well. She stressed the need to be able to grow in the future.

Chair Thomas-George reminded the Commissioners that the discussion is not about closing an office, but about an RFP (Request for Proposals) for new space. Interim Executive Director Memmolo and the Chief of Investigations Callahan's memo addresses approval for the functionality, size and staffing levels of a new office. Historically, the Worcester office has had lower numbers than Springfield by about half. Chair Thomas-George suggested that Springfield is in a state office building and people look for a state office building when they file a state claim. Chair Thomas-George reiterated the struggles of maintaining an office in Worcester outlined in the memo regarding supervision. Hybrid work makes it difficult to manage staff from other locations. She questioned how to bring on new staff, and properly train and onboard them so they are able to do the work.

Commissioner Quinones mentioned that supervision issues and retention is not unique to Worcester. Staffing levels should not be made on internal challenges, but should find ways to address the needs of onboarding, staffing and recruiting to be successful, robust office in Worcester. There are a number of different challenges and without the resources they are difficult to tackle. She suggests to procure an office that plans for future staffing levels.

Chair Thomas-George thanked Interim Executive Director Memmolo and Chief of Investigations Callahan for the work that went into their memo and their concerns on the Worcester office. She recommends a five year lease on a medium size office with room for touchdown space, so as to not incur unnecessary costs of a large office without knowing future staffing levels.

Commissioner Jean Francois asked for clarification of Commissioner Quinones' motion. Commissioner Quinones's motion was to seek current space and pre-Covid staffing levels and to move forward to hiring staff. Commissioner Jean-Francois suggested a smaller space that can accommodate a hybrid staff. She also suggested touchdown stations across all offices.

Chair Thomas-George asked Interim Executive Director Memmolo for clarification on staffing levels currently in Worcester, Interim Executive Director Memmolo clarified there were 3 staff members currently assigned to the Worcester office, having transferred 3 positions to Springfield. He also stated that the hybrid ratio is factored in to the space search. Chair Thomas-George stated that hybrid work stations are the future and new space should include touchdown stations, but would like staff to have some dedicated space.

Commissioner Quinones modified her motion to seek staffing space in Worcester to house up to 8 staff. Based on the discussion, General Counsel Hosler suggested that the motion mention an expected hybrid working environment, i.e., the motion is to seek staffing space in Worcester to house up to 8 staff working in a hybrid work environment. Commissioner Quinones agreed to the modification as suggested, and the motion was seconded by Commissioner Jean-Francois.

Roll call vote:

Chair Thomas-George: Aye.

Commissioner Quinones: Aye.

Commissioner Jean Francois: Aye.

The motion passed unanimously.

V. New Business Not Anticipated at the Time of Posting. None.

VI. Next Meeting Date: *Tuesday, August 9, 2022 at 1:00PM, via Zoom*

VII. Chair Thomas-George adjourned the meeting.

List of Documents and Other Items Used

1. DRAFT MCAD Open Meeting Process and Procedure 7 1 22
2. Memorandum: Worcester Office History and Statistics July 6, 2022
Chart: Cases Filed by Region



Massachusetts Commission Against Discrimination

Open Meeting Process and Procedure

I. Meeting Frequency, Agenda Formation & Notice

- A. Meeting Frequency: The Commission will endeavor to hold monthly meetings with all three Commissioners present, subject to appointment vacancies. A monthly meeting may be held with only a quorum in attendance, i.e., two Commissioners, in accordance with M.G.L. c. 6, § 56, at the discretion of the Chair. From time to time, the Chair may exercise discretion to hold agenda items for a following meeting, and cancel a monthly meeting in the interest of economizing agency time and resources. Emergency meetings, as defined and provided for in the Massachusetts Open Meeting Law (“OML”), M.G.L. c. 30A, §§ 18-25, and regulations promulgated thereto, 940 CMR 29.00, shall be held at the discretion of the Chair.
- B. Agenda Formation: Commissioners may request items for inclusion in a meeting agenda by emailing the Chair at any time, so long as the request does not convey an opinion of any Commissioner. Requests made within one business day prior to the OML deadline for posting notice of the meeting, i.e., 48 hours in advance of the time of the meeting, excluding Saturdays, Sundays and legal holidays, are disfavored, and may be considered for a subsequent meeting. Requests made after the deadline that were not reasonably anticipated prior to the deadline may be considered, but are likely to be postponed in accordance with OML guidance published by the MA Office of the Attorney General (“AGO”).¹
- C. Notice: Notice of meetings shall conform to OML requirements, regulations and guidance. The Chair or their designee will provide the Commissioners with notice of meetings and any related documents or materials simultaneously when posting notice for the public, if not earlier, so long as such materials do not contain the opinions of any Commissioner.

¹ Such guidance includes, but is not limited to, the Open Meeting Law Guide and Educational Materials published January 2018: [2017 Guide with ed materials revised 1-30-18.pdf \(mass.gov\)](#)

II. Remote Participation

In accordance with M.G.L. c. 30A, § 20(d) and 940 CMR 29.10 (2)(e), the Commission permits remote participation by virtue of formal adoption of the within process and procedures. Remote participation by the Commissioners and the public shall be allowed, conducted and revoked in accordance with M.G.L. c. 30A, §§ 18-25, 940 CMR 29.10 and pertinent OML guidance published by the AGO.²

III. Conduct of Meeting

A. Orderly Meetings:

- i. The Chair shall preside over all meetings and call them to order; the Chair shall dictate the order of business, following the publicly posted notice of the meeting agenda.
- ii. In accordance with M.G.L. c. 30A, § 20(g), no person shall address a meeting of the Commission without permission of the Chair. Commissioners may presume recognition by the Chair by saying “through Chair” prior to speaking, without waiting for formal recognition by the Chair. The Chair may require formal recognition at their discretion.

B. Quorum and Voting: Two Commissioners constitute a quorum, and quorum approval is required to approve all actions called to vote. Commissioners may raise their hand to vote yes or no unless the vote is done by roll call. After a vote, the Chair shall call out whether the action (or motion) was approved or defeated. Any Commissioner may abstain from a vote. Every call for a vote is a call for a vote by every Commissioner, including the Chair.

- i. In accordance with M.G.L. c. 30A, §22(b), all votes taken shall be recorded in the minutes, including those taken in executive session.
- ii. In accordance with 940 CMR 29.10(7)(c), all votes taken during any meeting in which a Commissioner participates remotely shall be by roll call.
- iii. In accordance with M.G.L. c. 30A, §22(b), all votes taken in executive session shall be by roll call.
- iv. Upon request by any Commissioner, a vote shall be verified by roll call.

² At the time of adoption of these procedures, remote participation rules for public bodies operating under the OML are dictated by Chapter 22 of the Acts of 2022, which includes an extension until July 15, 2022, of the remote meeting provisions of the Governor’s March 12, 2020, Executive Order Suspending Certain Provisions of the Open Meeting Law. Pending legislation also addresses permanent changes to M.G.L. c. 30A, §§ 18-25 that may supersede remote participation provisions in 940 CMR 29.10 as currently written. Section III(A) memorializes the Commission’s approval of remote participation within the paradigm outlined in 940 CMR 29.10 at the time of its adoption.

- C. Adjournment: The Chair shall ask if there is any further business and if none is heard shall adjourn the meeting.

IV. Executive Session

- A. Executive Session Purposes: The Commission may enter into an executive session for any of the reasons enumerated in M.G.L. c. 30A, §21(a)(1-10).
- B. Executive Session Process: Pursuant to M.G.L. c. 30A, § 21(b) and 940 CMR 29.10(7)(d), the following process is required before meeting in executive session:
- i. The Commission shall first convene in open session.
 - ii. A roll call vote, recorded in the minutes, with a quorum approving of meeting in executive session.
 - iii. A statement by the Chair of the purpose of the executive session stating all subjects that may be revealed without compromising the purpose for which the executive session was called.
 - iv. An announcement by the Chair of whether the open session will reconvene after the executive session.
 - v. A statement by every person³ participating remotely that no other person is present or able to hear the discussion, unless the presence of the person is approved by majority vote.

V. Motions

- A. Form of and Source of Motions: Motions shall ordinarily be made verbally, but lengthy, complicated or important motions shall be presented in writing to the Chair. The Chair may require a motion in writing. All three Commissioners may make or second motions, but the Chair is not required to make a motion to bring up a point of debate or to raise an issue prior to calling up a matter for a vote.
- B. Types of Motions: Motions and points that may be heard at a meeting of the Commission include, but are not limited to, the following:
- i. Call to a Vote: Any Commissioner may move to end debate by calling a motion or decision to a vote.
 - ii. Move to Postpone: Any Commissioner may move to postpone debate on the issue.
 - iii. Move to Amend: Any Commissioner may move to amend the current motion, and the Chair may request the amendment be submitted in writing.
 - iv. Motion to Reconsider: During the same meeting a motion is heard, a Commissioner of the winning side may vote to reconsider a motion.

³ 940 CMR 29.10(7)(d) requires only that a “member [of a public body]” participating remotely to make such a statement. This provision pertains to all persons participating in the meeting, as remote participants in open meetings may include agency staff or guests of the Commission.

- v. Motion to Rescind: To rescind a motion after a meeting, any Commissioner may move to rescind no matter how they voted or when the vote occurred.
 - vi. Motion to Amend: To alter a motion after a meeting, any Commissioner may move to amend the prior motion no matter how they voted or when the vote occurred.
 - vii. Motion to Recess
 - viii. Motion to Adjourn
 - ix. Point of Information: Any Commissioner may ask for clarification regarding a procedure being used.
 - x. Point of Order: Any Commissioner may indicate there has been a breach in procedure, the Chair shall hear the motion and determine whether the procedure has been breached.
- C. Motion process: Every motion requires a second to be heard and voted upon. The Chair may ask for clarification on any motion prior to calling for a vote on the motion. The Chair may declare a motion to be out of order if it is unrelated to publically posted meeting agenda.

VI. Recording & Approval of Minutes

- A. Secretary: The Secretary shall be assigned by the Chair. The Secretary shall prepare and post minutes of all meetings, including executive sessions, in accordance with OML requirements, regulations and guidance.
- B. Approval Process:
 - i. The minutes shall be drafted by the Secretary within ten days of a meeting held by the Commission.
 - ii. The Secretary shall send out the draft minutes by email to all Commissioners once prepared.
 - iii. Pursuant to 940 CMR 29.11(2), the minutes shall be reviewed by the Commissioners at the next available meeting, but in any event shall be approved and posted within 30 days or three meetings (from the date of the meeting for which the minutes pertain), barring exigent circumstances.

VII. Scope, Exclusivity, and Severability

The within provisions, in conjunction with applicable statutory and case law, and all OML regulations and guidance published by the AGO, whether or not cited herein, encompass the totality of procedures and process applicable to Commission open meetings. If any of the within process and procedure is invalidated by statutory or case law, or OML regulation and guidance published by the AGO, such provisions are severable and the remaining provisions shall not be affected. To the extent that Robert's Rules of Order do not conflict with the provisions within, such rules may be used as a guide to resolve any question related to MCAD open meeting process and procedure unaddressed in these provisions or in statutory or case law, or OML regulation and guidance published by the AGO, but such rules are not adopted herein.

MEMORANDUM

TO: MCAD FULL COMMISSION
FROM: MICHAEL MEMMOLO, INTERIM EXECUTIVE DIRECTOR
KENNETH CALLAHAN, CHIEF OF INVESTIGATIONS
SUBJECT: WORCESTER OFFICE HISTORY AND STATISTICS
DATE: JULY 6, 2022

Background

MGL Ch. 6 §56 states that the Massachusetts Commission Against Discrimination (MCAD/Agency) shall have “regional offices in the cities of New Bedford, Springfield and Worcester.” In accordance with that requirement the MCAD has maintained office space in Worcester, on and off since 1970.

According to agency records, the MCAD opened its first office in Worcester in 1970 at 139 Chandler Street. Agency records indicate that this office moved to 50 Franklin Street in 1971, and remained there until approximately 1978. In or around 1979 the agency moved again to 75A Grove Street until 1986. In or around 1987 the Worcester office moved to 129 Lincoln Street until 1991 when the agency’s Worcester and New Bedford offices were closed due to funding shortfalls.

In November of 2000 the MCAD reopened an office in Worcester located at 22 Front Street; however, it is unclear how long this office was operational. In 2007 the agency opened a new office in Worcester City Hall located at 455 Main Street, and finally in 2014, the agency moved to its current office space in the Denholm building located at 484 Main Street.

Agency records are not clear on the size and cost of Worcester offices prior to 2007. Records do indicate that all of these offices were staffed by one (1) to two (2) employees, mainly clerical staff and/or Compliance (Field) Officers, and acted primarily as intake offices.

More information is available relative to office space beginning in 2007. The agency’s initial City Hall Office was a small space that was shared with the Worcester Office of Human Rights. The City of Worcester allowed the agency to use this space by way of a year-to-year license agreement through the Commonwealth’s Division of Capital Asset management (DCAMM). The office was initially staffed with one MCAD employee. Four years later in March of 2011 the MCAD, and the Worcester Office of Human Rights, relocated to a larger space within City Hall. With the increase in space the MCAD added an additional staff member and space for two interns.

In or around February 2014, the City of Worcester requested that the MCAD relocate its office outside of City Hall. To achieve a relocation, the Chairwoman at the time found space

located at 484 Main Street, the Denholm building. The agency entered into a license agreement directly with the owner of the Denholm building beginning on July 1, 2014 (FY15). With this move, office space was available for approximately eleven (11) employees, five (5) compliance officers, one (1) Trainer, (1) Mediator, one (1) Attorney Advisor, one (1) Commission Counsel, (1) Administrative assistant, and one (1) additional office for visiting staff. A subsequent second License agreement was executed for FY16, July 1, 2015 - June 30, 2016. In or around the conclusion of the FY15 license agreement, the agency with DCAMM this time, issued an RFP for permanent space in Worcester. The first iteration of the RFP contemplated a smaller office and a five year lease agreement. Ultimately an RFP for a larger office and a longer term, 10 years, was issued.

Seven responses were received in response to the RFP and ultimately the Denholm Condominium Trust, c/o Glickman, Kovago and Jacobs Management (Denholm Condominium Trust) was chosen. The MCAD signed a 10 year lease with the Denholm Condominium Trust in December of 2016, with an effective date of November 15, 2016 and terminating on November 15, 2026.

RFP Process

As mentioned above, an RFP was issued through DCAMM in March of 2016. The RFP was issued with the following specifications:

Location; Worcester

Amount of Space (approximate): 3,825

Term: 10 Years

Parking: Twenty five (25) public parking spaces within one quarter of a mile of the proposed building and five (5) spaces of Accessible parking as close as possible to the proposed building entrance.

The successful bidder, Denholm Condominium Trust did not offer janitorial services, which subsequently needed to be procured for this space, but included three (3) non-reserved parking spaces located at the Chatham and Irving Streets parking lot for agency vehicle parking. Additionally, the Worcester office lacked a secure reception area which was addressed in February 2021.

Staffing

As mentioned above MCAD offices prior to 2000 were staffed with one to two employees. The MCAD employed one (1) employee at the agency's initial City Hall office (2007-2011). When the agency moved to a larger office within Worcester City Hall (20011-2014) it employed approximately two (2) employees. Staffing in this office grew to approximately five (5) employees during 2014.

When the agency moved into the Denholm building all five employees transferred to the new office. In 2015 the number of employees assigned to the Denholm Worcester office grew to six

(6). The number of employees assigned to the Worcester office grew to a high of approximately ten (10) employees in January of 2020.

It should be noted that all employees permanently assigned to the Worcester office have been union employees. The agency did not have a management employee assigned to the Worcester office until October 2018 when the Deputy Chief of Investigations was hired. The Deputy Chief was permanently assigned to the MCAD Springfield office and was required to work one (1) day/week in the Worcester office. Additionally, the agency created a Compliance Officer Supervisor (Compliance Officer III) role in the Worcester office in January of 2019 to assist with day-to-day Supervision of the Compliance officers and administrative staff assigned to the Worcester office.

It should also be noted that in or around 2017, the Commissioner assigned to the Springfield Region would work out of the Worcester office. For the period of time in late 2017 and early 2018, the agency maintained a vacancy in its Chief of Investigations position and the Springfield Commissioner provided management oversight of investigative staff in the Springfield and Worcester offices.

Worcester Intake and Staffing Declines

Since 2019, the Worcester Office has realized a significant reduction to the number of individuals filing complaints at that office. Although this trend has been affected by the COVID-19 pandemic, it is also related to the agency realizing a significant amount of attrition in the Worcester office, as well as hiring and onboard difficulties, although attrition and hiring issues were evident even before the COVID 19 pandemic.

Worcester Intake by Year

2017 - 164
2018 - 388
2019 - 367
2020 - 259
2021 - 291
2022 - 114

The agency currently has three employees assigned to the Worcester Office, one (1) Receptionist, one (1) Attorney Advisor, and one (1) Commission Counsel. Hiring and onboarding during the COVID-19 pandemic has been particularly difficult in the Worcester office due to the lack of consistent onsite investigative supervision and management. These issues, in addition to the unknown status of the Denholm building, resulted in the Chief of Operations and Finance and the Chief of Investigations transferring vacant Worcester Compliance Officer positions to our Springfield office. This was done to ensure that these employees would be on boarded with an in-office Supervisor and manager, and to this point, has been very successful.

Considerations for Reopening a New Worcester Office

The history of the agency's office space in Worcester shows that this office has been primarily used to facilitate intake for the residents of Worcester County. It is imperative that the agency continue to provide this vitally important resource in this area. However, the Commission should consider that during the COVID-19 pandemic, the agency successfully transitioned to providing across the board services statewide using employees from all offices and virtual technology, eliminating the need for specific positions to staff each office. Given that most interactions with MCAD staff have been, and will continue to be, virtual in order for the agency to be more accessible to those seeking our vital services, the Commission should consider a limited office to accommodate intake services which does not require additional supervision and management resources.

Per Region Per Year							Grand Total
	2017	2018	2019	2020	2021	2022	
Boston	1656	2019	1968	1488	1365	660	10030
New Bedford	199	191	204	159	408	290	1543
Springfield	541	642	700	420	355	191	3127
Worcester	366	388	367	259	293	142	2012
Grand Total	2762	3240	3239	2326	2421	1283	16712