

**MassHire Metro South/West
Career Center Committee**

Minutes June 20, 2023

Members on Zoom Conferencing: Bob Bower, Chair, Rosemary Alexander, Chris Brennan, Patrick Davis, Shannon Laingen, Louise Lynch, Sue Medeiros

Members Absent: John Bogdan

Other present: MassHire Metro South/West Workforce Board staff: Greg Bunn, Cindy Cedrone, Louise Meyer
MassHire Metro South/West Career Center: Angie Grant, Zoie Jaklitsch,
VOA: Shannon Teles

Welcome and Approval of March 13, 2023 Minutes and Other Business

Greg Bunn welcomed the members and turned the meeting over to Bob Bower. Bob asked for a motion to approve the March 2023 minutes. Sue Medeiros made a motion, Chris Brennan seconded. Motion passed. Zoie Jaklitsch reported that the new Youth Career Center in Framingham would be open in mid-July.

Monitoring Results Overview

Greg reported that the Career Center monitoring went well. He said performance continues to improve year after year and the monitoring is looked upon as more technical assistance and that Henry Bryson would give more detail at the WIOA board meeting next week.

Review of WIOA Training Accounts (ITAs) for FY23

Greg presented a spreadsheet of the all the Individual Training Accounts (ITAs) of the past year which included training providers, course and related occupation. More than 75% of all ITAs were for IT related occupations. Greg noted it was getting harder to attract and maintain training providers due to Eligible Training Provider List requirements and because of other competitive programs that have easier processes and fewer eligibility requirements. Zoie gave an overview of the customer's experience at the career center to be considered eligible for training.

**Discussion: Process Improvement Opportunities for WIOA Training: Range of Training Caps?
Contracted Training? Expediting Training for High Demand Career?**

Greg led a discussion on the questions for improving the process for WIOA Training. Some ideas presented were group training, an RFP for training providers, a focus group for conversations about crossing boundaries, reaching out to employer partners for input,

The meeting was adjourned at 3:00.