

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

**Minutes October 31, 2023**

**Members present:** Bob Bower, Chair, Chris Brennan, Louise Lynch,

**Members on Zoom Conferencing:** Rosemary Alexander, John Bogdan, Patrick Davis, Shannon Laingen, Sue Medeiros

**Other present:** MassHire Metro South/West Workforce Board staff: Henry Bryson, Greg Bunn, Louise Meyer;  
MassHire Metro South/West Career Center: Zoie Jaklitsch, Nilija Pettiford  
VOA: Shannon Teles; Admin Consultant, Cindy Cedrone

**Welcome and Approval of June 20, 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 June 20, 2023 minutes. John Bogdan made a motion, Chris Brennan seconded. Motion passed.

Zoie Jaklitsch introduced a new employee, Nilija Pettiford, Operational Program Manager-WIOA and announced that Sean Marshall was leaving on November 10 for another opportunity.

**Review of Training Activities/Individual Training Accounts (ITAs)**

Greg reported that there were more jobseekers being approved for ITAs per month, possibly due to the radio and social media ads the board ran late summer early fall this year. He presented a list of the current ITA providers, noting that Visible Edge was the primary provider and voiced concern if something should happen to Visible Edge. He said the training provider in an ITA is ultimately driven by customer choice. Zoie said there has been a significant increase in customers. She said there was an IT hiring event in Norwood with 70 attendees and four employers. She also noted that it was difficult to get training vendors because of the complex process they're required to go through to get on the state's eligible training provider list.

**Migrant Shelter Updates**

Greg said there is a state-run Migrant Shelter Pilot Program which has 15 sites, 2 of which are in the Metro Southwest area, Marlborough and Dedham. He said there are ongoing challenges such as lack of information regarding migrants' skills, language barriers, lack of resources and capacity to scale, and lack of coordination from the state. It was noted that job readiness materials are being translated into appropriate languages for migrants, but it was also noted that some can't read in their own language.

**Transfr VR Program Updates**

Greg noted that Virtual Reality Training initiative through Transfr continues to roll out through some of our partner high schools and at the Waltham Public Library. He reported that a statewide virtual reality user group will be hosted by the board office on November 1.

## **Discussion: Next Iteration of Our Career Centers**

In the interest of time, Greg asked that the following bullets be discussed at the next meeting:

- The Board as a Service Provider.
- Configuration: Brick and Mortar vs Online/Virtual. He said leases would be ending in four years and asked the members to think about, and bring to the next meeting, answers to “what is an ideal career center?” Should it be a central location with satellite office, more online, a mixture of technology in terms of AI, etc.?

Bob asked for a motion to adjourn. John Bogdan made the motion. Chris Brennan seconded it. Meeting was adjourned at 11:15 a.m.

The next meeting is scheduled for December 5 at 10:00 a.m.