Metro South/West Career Center Committee

Unofficial Minutes, June 4, 2026

Members on Zoom: Chair Bob Bower, John Bogdan, Patrick Davis, Sue Medeiros, Shannon Laingen, Louise Lynch, Ashley Terrill

Others present: MSWWB staff Henry Bryson, Louise Meyer; MSW MassHire staff Zoie Jaklitsch, Nilaja Pettiford

Welcome and Approval of February 4, 2026 Minutes

Henry Bryson stood in for Greg Bunn who was not able to attend. Henry welcomed the members and turned the meeting over to Bob Bower. Bob asked for a motion to approve the February 4, 2026 minutes. John Bogdan made a motion to approve, seconded by Louise Lynch. Motion passed.

FY26 Monitoring Results

Henry reported on the annual Career Center and WIOA Youth monitoring process, noting that both programs are complying with requirements and maintaining high quality of services. He explained that new DCS representative, Erin Fallon, is conducting more hands-on monitoring this year, and the process includes additional migrant seasonal farm worker monitoring requirements. Bob Bower requested that the monitoring report emphasize the importance of staff in delivering program services, particularly given budget cuts to youth programs and career centers.

Current Status of UI/RESEA at the Career Centers

Zoie Jaklitsch said that the RSEA program has resumed after technical issues with participant letters, though some customers received incorrect deadline information that needed correction. She reported that DCS and DUA are working to rectify a deadline error that affected customers, with efforts underway to ensure customers are not sanctioned due to the mistake. The unemployment staff position at the Career Center remains unfilled, as the recommended candidate was declined due to previous issues.

AI Implementation: How are staff currently using it? State Staff using State Provided Chat GPT Platform? Grow With Goggle Usage?

The meeting focused on discussing artificial intelligence implementation in career centers and related programs. Zoie explained how staff currently use AI tools for creating flyers, updating workshops, and providing resume support, while noting that experienced staff are slower to adopt new technologies compared to newer employees. The committee discussed concerns about AI potentially making certain training courses obsolete, with highlighting the need to update vendor courses and encourage AI-focused training that enhances job marketability. The meeting also covered the Grow with Google free training program, which includes AI courses, and Ashley Terrill shared that she serves on the state's AI task force and noted increasing complaints about AI-related training quality.

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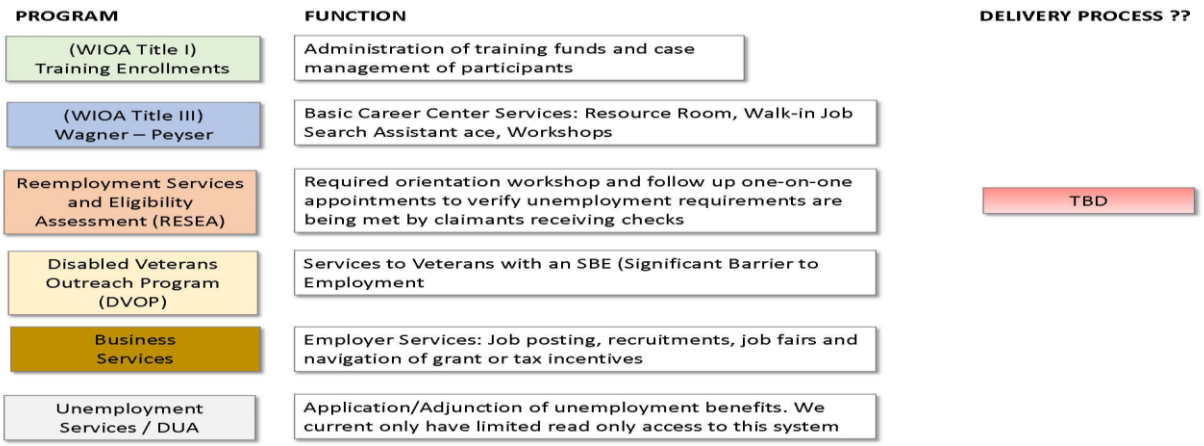
Bob Bower called for adjournment motion – made by John Bodgan, seconded by Louise Lynch; meeting ended at 10:00.



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