

# Living the MassHire Brand: Respect

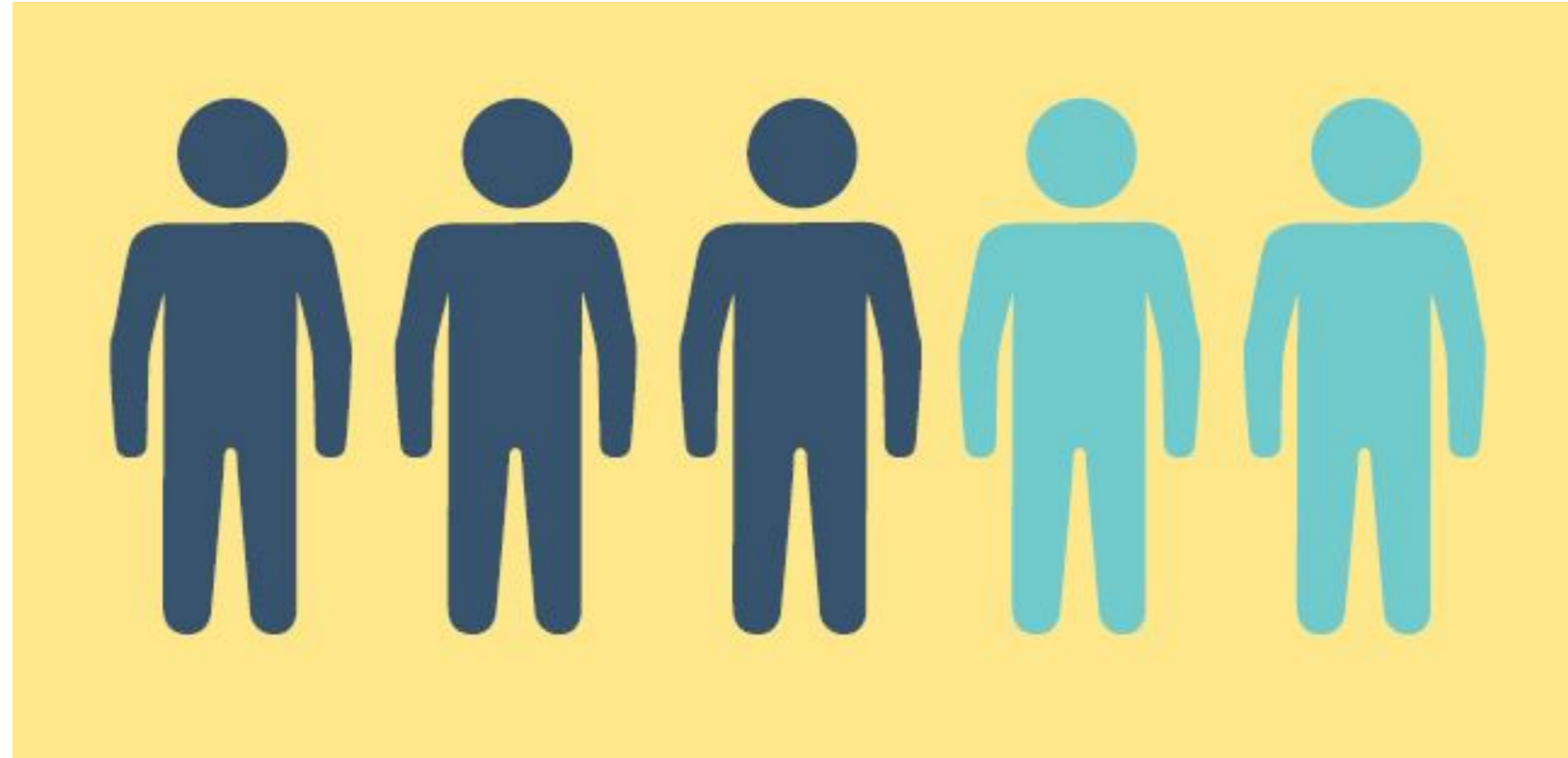
## Building a Team Under Pressure

WIOA – NOMINATED TEAM

Yvette Jackson, Neida Rodriguez  
Phil Rurak and Joseph “Joe” Mineo



# Why This Team was Nominated



Our WIOA Team has worked to provide continued quality service to our customers and to their coworkers during an extended period during which they have been short staffed by 40%.



# Challenges

- Loss of Staff
- Process of bringing new Team members up to speed
- Distribution of Caseload meant for 5 down to 3




# Poll 1

Do you now, or have you ever had to, work in an understaffed environment?

- Yes
- No

# Collaboration and Team Work

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- Team stepped up
  - Caseloads re-distributed
  - Schedules re-arranged

# Customer Focused



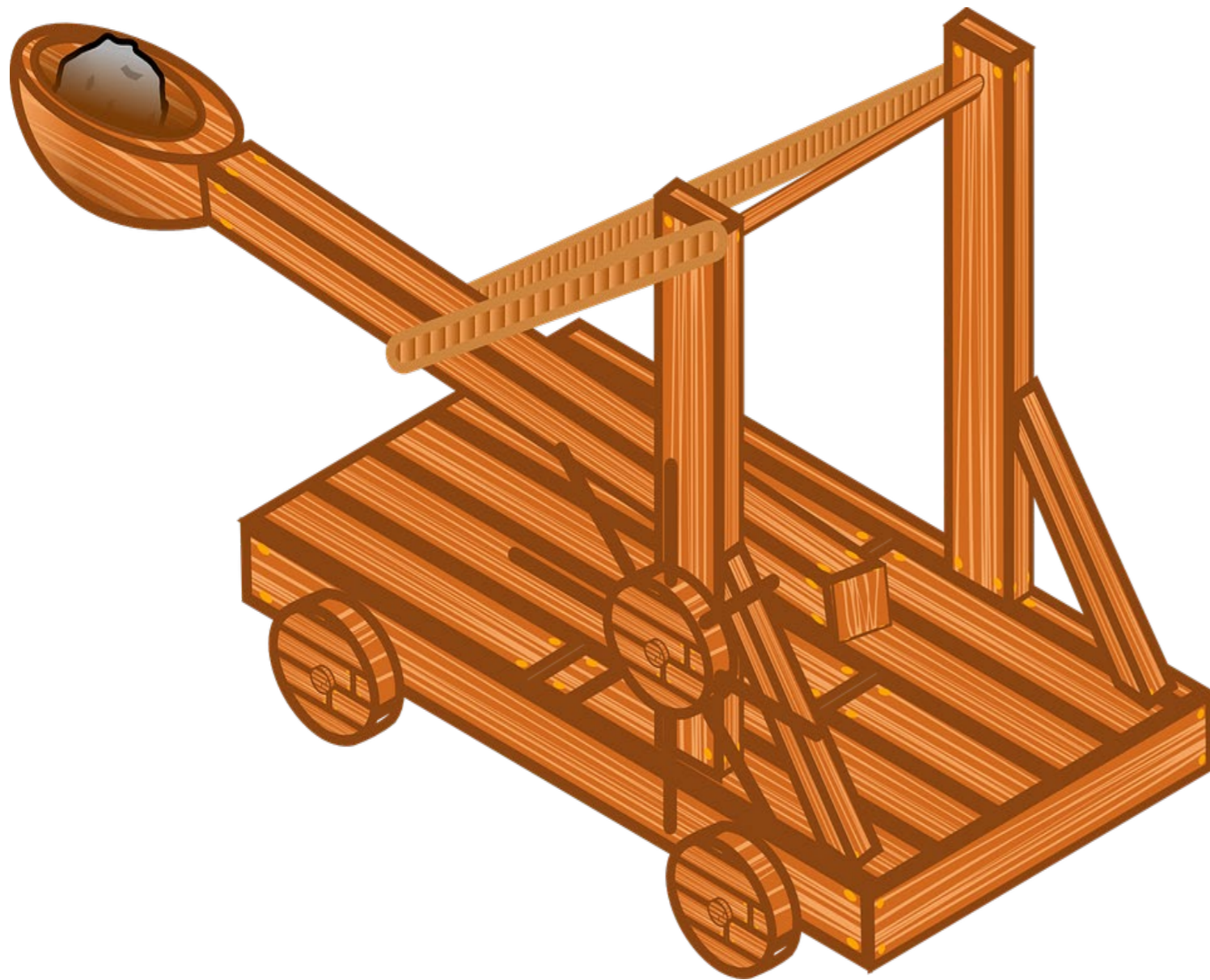
- Not about case files
- Making sure no one fell through the cracks
- Outreach, triage and keeping on track
- Pulled together
- Relied on each other for help and guidance

# Perseverance

- Paddling against the current
- Learn a lot about people when the going gets tough



# Remote Services



- Collaborating more than ever with their peers locally and statewide via phone or video platforms
- Coming up with creative ways of engaging customers through webinars and calls
- Finding resources and alternative methods for customers with limited technology to participate in remote services
- Opportunities to share and learn from other MassHire centers



# Poll 2

Which of the following new approaches to our work have you had to learn due to COVID-19? (Choose all that apply)

- Using online video meetings (Zoom, WebEx, etc.) to connect with colleagues AND customers.
- Coming up with new and creative ways to connect with customers (using video meetings and/or other means).
- Finding ways to work with customers with limited technology access or ability.
- Other – Share with the group!

Congratulations Fellow Finalist!!

Carmen Cartagena: Reliability

Business Services Solutions: Living MassHire  
Springfield & Holyoke

JoAnn Johnson-Miller, Yolanda Ruiz-Klopfer (MHH),  
Quentin Murray & Yolanda Rodriguez



**MASSHIRE**  
SPRINGFIELD CAREER CENTER

In  
Loving  
Memory



*Beloved Colleague  
Joseph "Joe" Mineo*



**8/1957 - 7/2020**





# Questions ?

- What innovative ways do you see your staff or peers have come up with during these trying times in maintaining productive relationships with internal and external customers?