



The Research Bureau

THOMAS S. GREEN PUBLIC SERVICE AWARDS 2020 NOMINATION FORM

(Please return no later than Wednesday, March 11, 2020)

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The Thomas S. Green Public Service Awards honor municipal and public school employees who have made outstanding contributions to public service. The awards publicly recognize the efforts of Central Massachusetts public servants who illustrate:

- Exceptional competence and efficient handling of all assigned responsibilities
- Enthusiastic performance of tasks above and beyond the call of duty
- Cooperative, helpful, and friendly attitude toward the public and fellow employees
- Community involvement outside the scope of job-related responsibilities

Nominees should have a minimum of five years employment with the municipality or school district and should be actively employed at the time of the nomination. Department and division heads are not eligible for the award. Candidates nominated in previous years who did not receive the award may be re-nominated.

Nominee: Edward L. (Ed) Gagne

City/Town of Employment: City of Worcester

Department: MassHire Central Region Workforce Board (MCRWB)

Position: Director of Youth Services & Adult Literacy Programs

Address: 340 Main Street, Suite 400, Worcester, MA 01608

Telephone: 508-373-7657 ext. 57657

Email: gagnee@masshirecentral.com

Name of Nominator: Jeffrey Turgeon

Affiliation: Executive Director, MCRWB

Address: 340 Main Street, Suite 400, Worcester, MA 01608

Telephone: 508-799-1509 (ext. 57501)

Email: turgeonj@masshirecentral.com

In order to ensure a thorough review of nominees, The Research Bureau and the Thomas S. Green Public Service Awards Review Committee requests broad insight into the nominee.

1) Letter(s) of Support: On a separate sheet, please describe the nominee’s role and explain specifically how he or she has performed those job responsibilities in an exceptional manner. One additional letter of support from supervisors, peers, and members of the public and/or documentation of outstanding work is *required*. Multiple letters are highly encouraged.

2) Criteria: The Committee would like insight into the capacity and character of the nominees. Below, we offer various criteria for evaluation. *We do not expect that nominators will be able to evaluate nominees on all criteria.* Please provide a considered review of your proposed nominee’s qualities in those areas that you feel competent. Feel free to coordinate on this review with others who may be able to provide additional insight into the nominee.

Criteria	Comments (Please Use Actual Examples if Available) (Please Use Separate Sheet if Necessary)
<p>Job performance/competence – Does the nominee excel at his/her position and is he/she fully competent at assigned responsibilities?</p>	<p>Ed is the backbone of the MassHire Central Region’s Workforce Investment Opportunities Act (WIOA) Youth program and the engine—and engineer—of WIOA’s growth and positive impacts throughout the region.</p> <p>In addition to WIOA, as Director of Youth Services and Adult Literacy, Ed has managed multiple state, federal and discretionary grant sources that include in and out-of-school programs such as school-to-work, occupational skills training, literacy education, and summer employment programming that help youth acquire skills and training to secure employment and transition into adulthood.</p> <p>Over 35,000 youth and adults benefited from contracted program services during his tenure by education and skills training activities leading toward self-sufficiency. Ed’s expertise, efficiency, and efforts helped fuel program success.</p> <p>Ed’s frequent participation on DESE’s Adult and Community Learning Services Unit helped establish three new business-based programs that will serve dozens of employees.</p> <p>Ed’s subject matter expertise ensures the MCRWB is compliant with grant and program requirements, relieving onerous administrative burdens. His competence helps our partners, and, equally important, our organization, avoid any significant findings and potential financial penalties for failure to stay aware of current regulations.</p>

<p>Efficiency – Is the nominee efficient with time, resources, and effort to complete responsibilities?</p>	<p>Ed’s knowledge, expertise, and vision are instrumental to the organization’s workforce development efforts— particularly among youth in Worcester and the 37 other cities and towns we serve. During his 33-year tenure with the organization, Ed has served with distinction (and minimal recognition) in roles including Planner, Compliance Monitor, Youth Coordinator, and now Director of Youth Services and Adult Literacy Programs. He has managed grants from diverse state and federal funding sources exceeding \$45M.</p>
<p>Responsiveness – Is the nominee responsive to public requests for assistance, including phone calls and emails?</p>	<p>Ed has responded with his unwavering enthusiasm to yearly requests from the MA Department of Elementary and Second Education (DESE) since the inception of his employment with the City. He is a regular proposal reviewer for the Commonwealth. In 2018, Ed served as a proposal reader for the Adult and Community Learning Services (ACLS) unit at DESE (see letter of support from Derek Kalchbrenner). He has also volunteered to serve on many other ACLS proposal reader teams. In 2019, Ed was a proposal reader for ACLS’s FY20-22 Workplace Education Open and Competitive RFP.</p>
<p>Professionalism – Does the nominee exhibit professionalism with the public and fellow employees?</p>	<p>A statewide and national resource for youth programming and WIOA Youth Services, Ed was recommended to participate in the MassHire State Workforce Board subcommittee focusing on Youth Services. He currently is staff liaison for our region’s Youth Workforce Investment Council, where his expertise helps others understand youth career development needs (especially among minority, low-income, and LGBTQ youth) and align resources to overcome barriers to employment.</p> <p>He routinely offers professional development training (workshops) for area youth-serving staff on topics such as Youth Mental Health First Aid, Building LGBT Competencies in the Workplace, Online Application Strategies for Youth, and Addressing the Needs & Fostering Strengths of Homeless Youth.</p>
<p>Initiative – Is the nominee self-motivated, taking initiative when dealing with issues and/or opportunities?</p>	<p>Identifying a critical need and acting on his own initiative, Ed literally “wrote the book” on how to address WIOA’s complex regulations: Last year, he created a comprehensive Standard Operating Procedures (SOP)</p>

	<p>manual to which regional program staff refer when delivering the 14 WIOA Youth program elements and services to their youth participants. The manual describes in painstaking detail processes to implement, complete and document service delivery in 39 categories.</p> <p>This resource has proven so valuable it has been shared with youth-serving staff throughout the Commonwealth and the nation—elevating Ed as a national resource for other workforce boards and their respective youth programming partners and staff.</p>
<p>Innovation – Is the nominee innovative, able to identify new, better means for accomplishing responsibilities?</p>	<p>Recognizing the complexity of the federally funded programs he oversees and understanding partners’ limited resources, since the beginning of his career, he has designed, developed, and delivered innovative approaches to help partners overcome program implementation challenges. Combining his professional experience, academic knowledge, and artistic/creative talents, Ed conceives innovative programming that enriches and enlivens formulaic grant requirements. Developing youth workshops and coordinating monthly “ideas exchanges” with regional youth-serving partners epitomize his innovative approach to solving problems.</p>
<p>Adaptability – Is the nominee open to change and able to embrace new policies, responsibilities, situations, and leadership?</p>	<p>Ed’s adaptability enables him to integrate and communicate changes to WIOA Youth programming regulations within our region’s youth career development efforts and pave the way for more youth to benefit from all program/grant initiatives.</p>
<p>Dedication – Does the nominee go beyond the normal job requirements to assist the public or colleagues with extraordinary tasks?</p>	<p>Ed proactively created a standing regional WIOA Youth provider group that meets monthly to discuss best practices, regulatory changes, regional economic trends, and share continuous performance improvement tips. These efforts have helped our region consistently meet and often exceed performance goals and achieve zero significant findings from program monitors.</p> <p>As Adult and Community Learning Services funds Workplace Education for incumbent workers in two phases (planning and implementation), Ed essentially served on TWO reader teams for ACLS in five months.</p> <p>Last month, a representative from Alaska’s Public Programs requested advice from Ed regarding how to build and maintain successful youth programs. In a</p>

	<p>follow-up response, Stephanie indicated Ed was a “wealth of knowledge” and expressed the need to “duplicate the programming” in their state.</p>
<p>Collaboration – Is the nominee a team player and able to work with diverse individuals and groups?</p>	<p>Creating the WIOA SOP manual referred to above was an extensive undertaking that required frequent (and often delicate) collaboration and communication with multiple partner agencies that provide intensive year-round training and services to regional youth ages 16-24, as well as our framework services provider, the MassHire Worcester Career Center.</p> <p>Staff from our Board, Career Center WIOA Youth Framework Services (two of whom support Ed’s WIOA Youth Services responsibilities), and vendors/partners refer to the SOP manual when implementing this extremely complicated federally funded program. During monthly WIOA Youth vendor meetings he Chairs, Ed ensures consistent application of the procedures. His deep knowledge of all relevant regulations helps dozens of youth serving organizations in our region and outside the Commonwealth align with WIOA implementation best practices.</p>
<p>Enthusiasm – Does the nominee exhibit enthusiasm for his/her job and responsibilities?</p>	<p>While not highly visible, Ed is a highly valuable public servant who operates behind the scenes with minimal fanfare and--thus far in his decades-long career--minimal recognition.</p> <p>His enthusiasm for his duties and responsibilities are evident through the knowledge and expertise he shares. In fact, resources he has developed reflect his enthusiasm for his work and have enhanced and advanced the national dialogue on critical workforce development issues:</p> <ul style="list-style-type: none"> - Published nine (9) articles in the trade journal National Association for Workforce Development Professionals (NAWD) - Added two (2) workshops to the U.S. Department of Labor’s implementation of WIOA in 2014: Post-Secondary Education and Financial Literacy - Implemented the region’s first set of youth programming enrichment workshops (Post-Secondary Education, Financial Literacy Training, Nutrition Education, and Time Management)
<p>Involvement – Is the nominee involved in the community through volunteer</p>	<p>Ed’s 33-year tenure in our organization has been fueled by an exemplary personal and professional involvement in</p>

opportunities, participation in local events, or support for local causes?	the lives of youth. His quiet demeanor belies a passion for our work—especially in service to LGBTQ and other underserved youth. It also inspires his community involvement: As a vocal artist, Ed frequently and freely lends his talents at events benefitting underserved and underrepresented youth, veterans, and civic organizations throughout the region.
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Thank you very much for your support of the Thomas S. Green Public Service Awards and your commitment to good government in Central Massachusetts. If you have any questions about the Awards or the role of The Research Bureau, please see our website at www.wrrb.org or contact us at info@wrrb.org.

NOTE: More information, including past recipients, may be found at www.wrrb.org. This application may be referred to the nominee's department head/supervisor for additional information and support.