

# FINGER LAKES WORKFORCE INVESTMENT BOARD PERFORMANCE & EVALUATION COMMITTEE MINUTES

Tuesday, April 24, 2018, 8:30 am  
Finger Lakes Workforce Investment Board  
Conference Room B

**Attendance:** Joseph Davis, Tom Facer, Lynn Freid, Mike Rusinko, John Vrabel

**Absent:** Cheryl Hess, John Mueller

**Staff:** Karen Springmeier, Mike Woloson, Jennifer May

- I. **Minutes from the March 7, 2018 meeting were approved by Mr. Facer, seconded by Ms. Freid. All in favor, motion carried.**

- II. **Dashboard**

Front door traffic has decreased every month of PY'17 when compared to the same month in PY'16. This could be attributed to career center visitors not signing in and mandatory numbers being down. The Finger Lakes region unemployment rate rose slightly from 5.7% in January to 6% in February. Nationally, the unemployment rate was 4.4% in February. There are currently less classroom training customers because there are more jobs.

- III. **Policy Review – Incumbent Worker Training**

Mr. Woloson provided an update on the four Ontario county companies currently involved with the Incumbent Worker Training Program:

Quail Summit – In Process – A customized overview and application documents were sent to the company. The company will notify in advance should they wish to proceed.

Bridges for Brain Injury – In Process – A training provider is being secured and an update will be provided within the next month.

Car Engineering – Will not apply at this time.

Caroline Coops – In Process – Questions about timing, wage increases and company eligibility still need to be answered.

It has been reported that processing time is taking longer than expected. This committee decided that what is currently being done should be considered the “pilot program” that was discussed at the previous meeting.

- IV. **Career Center Certification**

All career centers have been approved and have received new signage from the state. Once given clearance to hang the signs, a photo opportunity will be arranged that will showcase members of this committee presenting the certifications.

- V. **One Stop Operator Update:**

Mr. Davis and Mr. Vrabel reviewed the March Finger Lakes Career Center Consortium One Stop Operator Report & Strategic Update with the committee, attached.

The committee discussed the renewal of the contract with the Consortium and will vote in Executive Session. The committee also stated that other members of the Consortium need to actively participate so that all responsibility does not fall to Mr. Davis and Mr. Vrabel.

- VI. **Cluster Update:**

The “State of the Workforce in the Finger Lakes” presentation, given by Katherine Campbell, generated great press and showed that good work is being done on the clusters. The healthcare cluster may need to be improved. Ms. Springmeier stated that food and agricultural technology didn't play a factor in the report, but it should become the fourth cluster.

**At 9:30 a.m., a motion to enter into Executive Session was made by Mr. Facer and seconded by Ms. Freid. All in favor, motion carried.**

**A motion to extend the contract with the Finger Lakes Consortium as the One Stop Operator for July, 1, 2018 to June 30, 2019 for the amount of \$10,000.00, adding the recommendation that all members of the consortium become contributing members to assist the co-chairs in carrying out the responsibilities, seconded by Mr. Facer. All in favor, motion carried.**

**At 9:36 a.m., a motion to come out of Executive Session was made by Ms. Freid, seconded by Mr. Facer. All in favor, motion carried.**

**Meeting adjourned at 9:38 a.m.**

**Next Meeting: Tuesday, June 26, 2018 at the Finger Lakes Workforce Investment Board offices, Conference Room B.**

**Submitted By: Jennifer May**

## Finger Lakes Career Center Consortium

One Stop Operator Report & Strategic Update

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- 1. The OSO must coordinate the service delivery of required one-stop partners and service providers.**
  - The FL Consortium meets monthly to coordinate Career Center operations and discuss program updates. Managers began meeting in February to address major topics including Career Center Certification, IFA plans, and general Career Center operation strategies.
  - The FL Consortium is convened all the partners on March 8, 2018 at FLCC – Geneva Campus; all required partners were invited. In addition to Consortium Members, the meeting was attended by the Commission for the Blind and Job Corps.
  - The FL Consortium is developing plans to visit each Career Center in the last quarter of 2018 to reinforce WIOA policy changes and roll out program updates.
- 2. Maintain the one-stop delivery system to meet the needs of the local areas; labor market data, information sharing, partner and customer surveying and business engagement coordination.**
  - The FL Consortium continues to monitor the FL Data Report (OSOS) the following areas on the Report: Employer Report, Monthly Job Order Report, Suspended Job Orders Report, BSR Activities and UI Customer Report.
  - The Consortium has developed a marketing plan of best practices that is has prioritized and delivered to the Marketing committee in March 2018 which includes email blasts that Seneca County has now put into effect.
- 3. Assure there is consistency of services including but not limited to career services, training and workshops and continuously improve the one stop system**
  - The FL Consortium continues working with the BSR and Training team to standardize all forms. Training Documents were sent to Mike Woloson on January 6<sup>th</sup> for review. The BSR team turned in their updated forms and documents for review in March.
  - The FL Consortium, Provide monthly reports to the WIB on activities for both job seekers and businesses at the centers
  - FL Consortium continues to monitor the FL Data Report (OSOS) – (Employer Report, Monthly Job Order Report, Suspended Job Orders Report, BSR Activities and UI Customer Report) (See Item #2)
  - The FL Consortium also provides updated Action Items and this report monthly.
- 4. Coordinate the implementation of the Memorandum of Understanding**
  - The Consortium is coordinating relationships between the mandated partners to ensure that partner referrals are being made/tracked properly. The referral form is currently being reviewed and revamped for accuracy. A final version will be sent to Mike for the Employee Section of the Website, which we are waiting for access to.
  - The FL Consortium sent the approved local and regional plans with staff and partners to ensure familiarity with the plans that align with the Regional Economic Development Council and puts the focus on implementing sector strategies focusing mainly on Advanced Manufacturing and HealthCare.

- In January a survey was sent to Consortium members to address the purposefulness of what we are doing, our approach to the monthly meetings, and what partners would like to see us add/drop from our current plans. The Consortium seeks to provide a similar survey to FLWIB Board members in the next few months.
- 5. Expand the partnership and increase integrated service delivery**
- The Consortium is working to ensure that all staff are aware of partner programs, procedures and processes. By educating front line staff we will ensure quality and purposeful referrals. After the full partner meeting in March the FL Consortium is working to update staff on partner programs. In-service visits will happen in the second quarter of 2018 once all updates are made and on the FLWIB website.
- 6. Develop strategies to improve cross partner performance**
- The FL Consortium is developing strategies to better identify customer barriers and potential referrals. Carol Kramer from ACCES-VR provided in-service training to Career Center staff on asking quality questions and identifying barriers with potential training customers to assure all their needs/barriers are addressed prior to training in February 2018 in every Career Center except Wayne, which will be rescheduled.
- 7. Arrange and offer cross partner performance**
- (See Item #6)
- 8. Report to Board, stakeholders and partners on system activities**
- Reporting on foot traffic, marketing, and strategies to meet numbers.
- 9. Other duties as assigned by the FLWIB**
- The FL Consortium (via Marketing Committee and Performance & Evaluation) has been tasked to Increase Career Center Traffic, PSS attendance, etc. (Best Practices) FL Consortium members provided their Best Practices that will be consolidated and a draft will be shared with the November Consortium meeting and the Performance & Evaluation meeting. (Next Marketing Meeting: 3/2018)
  - The FL Consortium (via Marketing Committee) met with Staffing Agencies as a to promote PSS and Increase Career Center Traffic/Services Consortium leadership followed-up with two Staffing Agencies and the BSR team met with two agencies.