

FINGER LAKES WORKFORCE INVESTMENT BOARD PERFORMANCE & EVALUATION COMMITTEE MINUTES

Tuesday, June 26, 2018, 8:30 am
Finger Lakes Workforce Investment Board
Conference Room B

Attendance: Cheryl Hess, Tom Facer, Lynn Freid, Julia Murphy, Rick Plympton, Mike Rusinko,

Absent: Joseph Davis, John Mueller, John Mueller

Staff: Karen Springmeier, Mike Woloson, Jennifer May

- I. **Minutes from the April 24, 2018 meeting were approved by Ms. Freid, seconded by Mr. Facer. All in favor, motion carried.**

II. **Dashboard**

The unemployment numbers for the month of April 2018 showed that unemployment is continuing to drop, in the region and across the country, and low unemployment numbers are standard for this time of year. Front door traffic is also decreasing, which is attributed to the overall low unemployment rate. The number of individuals on social services who have significant barriers to employment also contribute to the decreased number of job seekers visiting the career centers. All services offered through the career centers are also down. Ms. Springmeier spoke of the recent layoffs at Xylem and Seneca Foods and the needs of the impacted employees which could be helped by the career centers.

III. **Policy Review**

The New York State Department of Labor requires that the following five policies be updated, reviewed and approved by the Board:

1. WIOA Title 1 Adult and Dislocated Worker Eligibility
2. Participant Support Services (PSS – WIOA 4)
3. Fiscal and Program Compliance Monitoring
4. Eligible Training Provider List WIOA 8
5. Career Services WIOA 12

A motion to recommend to the Executive Committee that these revised policies be approved was made by Mr. Facer and seconded by Ms. Freid. All in favor, motion approved.

IV. **In Demand Occupation List**

The current list was reviewed, as well as the additions suggested by the Department of Labor: Maintenance Mechanic and Phlebotomist. Ms. Springmeier proposed that local unions and del Lago be contacted regarding suggestions for the list and both Ms. Freid and Mr. Facer believe that specific agricultural positions should be added. An updated list will be presented to the committee on August 28th for approval and recommendation to full Board in September.

ACTION ITEM: Mr. Woloson to follow up

V. **One Stop Operator Update:**

There will be training for all career center staff on August 8th and 9th, which will consist of policy review, peer support and guest speakers. Ms. Springmeier stated that the first year with the Finger Lakes Works Career Center Consortium as the One Stop Operator went well, but it was recommended that all Consortium members actively contribute to the success rather than place all of the responsibility on the Co-Chairs, Mr. Vrabel and Mr. Davis. Please see the attached One Stop Operator Report.

VI. **Cluster Update:**

“Finger Lakes Works...with their hands!” will hold its thirteenth annual event on October 4, 2018. Volunteers and sponsors for the event are being actively pursued. We will be receiving \$42,000 for

FAME from 6 school districts (\$7,000 each) to assist with their respective Math and Science Partnerships. The money will be used to hire a part time staff to work with the school districts to schedule teacher tours, assist in curriculum development, provide speakers in the classroom, etc. Mr. Plympton mentioned Optimax has a full time Math teach on staff and could possibly be used as a resource. The healthcare career exploration day will be held on March 19, 2019, possibly once again at Finger Lakes Community College. The addition of a food and agricultural cluster is forthcoming, with collaboration from the Cornell Center of Excellence in Food and Agriculture.

VII. Other Business:

Mr. Plympton and Mr. Mike Mandina, as CEO and president, respectively, of Optimax Systems, Inc. are to be inducted into the Rochester Business Hall of Fame In October.

Next Meeting: Tuesday, August 28, 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

- 1. The OSO must coordinate the service delivery of required one-stop partners and service providers.**
 - The FL Consortium meets bi-monthly to coordinate Career Center operations and discuss program updates. Managers began meeting monthly in February to address major topics including Career Center Certification, IFA plans, and general Career Center operation strategies.
 - The FL Consortium will meet on June 14th at the FLWIB to discuss yearly training, Ticket to work programs, and assistive technology in addition to regular business.
 - The FL Consortium is postponing plans to visit the Career Centers until after our yearly in-service training date, date pending (August), so that we can review WIOA program changes, FLWIB website, and assistive technology.
- 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 new marketing materials with the Business Service Team to promote business services.
- 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 worked with the BSR and Training team to standardize all forms. Materials were sent to the Performance and Evaluation committee for approval.
 - The FL Consortium, Provide monthly reports to the WIB on activities for both job seekers and businesses at the centers as well as an updated list of action items it has prioritized.
 - 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)
- 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 has been updated and the process of tracking referrals has been changed to just identify referrals made. This is a continues to be a work in progress.
- 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 training 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.
- Additional training will be given by various partner agencies at our yearly in-service day.

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, business services, training services.

9. Other duties as assigned by the FLWIB