



Business Service Representative
9/20/2019-9:00am
Geneva Career Center

Present: K. Bailey, J. Celso, C. Caughey, C. Eirmann L. J. Geiger, L. Principio, M. Slater, M. Sykes, J. Weise
M. Woloson

1)Review/approve minutes from 8/22/2019- Approved C. Caughey, M. Sykes, 2nd, all in Favor- motion carried.

2) Reviewed Customized Training Policy-

Training designed to meet the special requirements of an employer (§680.710 c.)

1. Introduction of new technologies
2. Introduction to new production or services procedures
3. Upgrading to new jobs that require additional skills
4. Workplace Literacy
5. Other appropriate purposes identified by the LWDB including Lean Manufacturing, Six Sigma.

Program covers 50% of training cost up to \$3,000.00. policy will be forwarded to NYSDOL for their review.

B. Training is conducted with a commitment by the employer to employ an individual upon successful completion of the training.

C. The employer pays for a significant cost of the training as determined by the local WDB in accordance with the factors identified in WIOA section 3(14

A webinar covering application process is tentative scheduled for 9/27/2019.

3) Monitoring corrections-Briefly discussed recent NYSDOL program monitoring. One area discusses was the monitor's use of the Enrollment Snap-Shot to check initial documentation of demographics and other personal information. Group needs to document information gained from ES-100, Supplemental Questionnaire into OSOS before documenting 1st service. An assessment for supportive services needs to be documented in OSOS and IEP as well. FLWIB will be implementing NYSDOL IEP to ensure all necessary info is documented concerning learning plan.

Staff were reminded that follow up services need to be offered for 12 months after last service. Group was asked to send other questions to M. Woloson regarding corrections.

4) Skill Up-- is an online learning management system that helps jobseekers upgrade their skills and gain certifications to secure employment. It allows online training in over 5,000 individual courses and 10 industry career "Pathways," pre-mapped with skills, courses, and re mediation, leading to over 200 occupations. We will be rolling the program out to residents of the 4-counties later next month with staff- training starting shortly. We will be working with employers to assist in developing "badges" (pathways) so job-seekers who complete a "badge" will be able to interview with employer.

5) Work Keys-Group discussed difficulty in providing Work Keys to OJT customers when employers need them to start in a short period of time. Policy was distributed and reviewed.

Next Meetings: all at Geneva Career Center at 9:00am

10/18/2019

Submitted by M. Woloson

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