

FINGER LAKES WORKFORCE INVESTMENT BOARD PERFORMANCE & EVALUATION COMMITTEE MINUTES

Tuesday, February 25, 2020, 8:30 am

Finger Lakes Works - Geneva

Attendance: Kathy Baker, Tom Facer, Lynn Freid, Julia Murphy, Rick Plympton, Mike Rusinko

Absent: John Mueller

Staff: Jennifer May, Karen Springmeier, Mike Woloson

I. Introductions

II. A motion to approve the minutes from the December 17, 2019 meeting was made by Mr. Facer and seconded by Mr. Rusinko. All in favor, motion approved.

III. Dashboard

The unemployment rate has risen across the region when comparing December to November and comparing PY'19 to PY'18. Trends show that unemployment numbers always go up this time of the year due to seasonal workers being out of the workforce. Mr. Woloson recommends that the numbers continue to be monitored as we might be on the cusp of a change in trend. Mr. Plympton surmised that further impact will be seen in subsequent months due to the coronavirus slowing down production globally.

Front door traffic numbers have been adjusted to remove the website traffic numbers that were incorrectly placed in that category and the trends are similar when compared to the same time frame in PY'18.

The number of customers and the services that those customers receive have all risen and are exponentially higher than numbers for PY'18. Ms. Murphy noted that the rise in numbers can be partially attributed to front door traffic being adequately captured.

IV. Business Services Report

Mr. Woloson reviewed the numbers for employers currently in OSOS, open job orders, monthly job orders and BSR activities. **Notably, the number of suspended job orders is now zero, thanks to the work provided by BSRs in Rochester to investigate and close those job orders.** Seneca County's numbers have been affected by the lack of a BSR, but the position has recently been filled and the numbers will improve.

V. Training Outcomes Report

Classroom training in healthcare shows a 39% success rate, manufacturing 33% and trades 67%.

The healthcare success rate was affected by the recent medical administrative assistant and phlebotomy training courses. The requirement of a 4 week externship for the two programs may not have been adequately relayed to the WIB and trainees, which caused training outcomes to be captured at the end of classroom training, rather than at the end of the externship. Further training courses for those programs will not be funded by the WIB until improved outcomes can be shown. Ms. Springmeier noted that in response to this issue, a customer satisfaction survey has been created and sent to those who received WIOA funding in order to gauge their satisfaction with the training provider.

Additionally, the success rate for CDL trainees (67%) can be partially attributed to the likelihood that prospective trainees were not appropriately screened in order to them into the training quickly. It is possible that many trainees should have not been put through the program.

ACTION ITEM: Mr. Woloson to follow up with Canandaigua Driving School regarding training outcomes.

OJTs, for both new hires and upgrades, have an overall success rate of 85% and are all manufacturing related.

ACTION ITEM: Due to the increase in minimum wage, language in the OJT policy to be updated to read "minimum wage" rather than listing the exact wage.

VI. Performance Update – Primary Indicators

1st quarter of Program Year 2019 Primary Indicators of Performance Report was reviewed. Performance in all measures surpassed 90% of the intended goal with the majority of indicators reaching beyond 100% of the goals. Two new goals, Credential Attainment Measure and Measurable Skills Gain, are currently baseline measures.

VII. "SkillUp Finger Lakes"

Staff has marketed the program to Catholic Charities, ACCES/VR, Lyons and Macedon libraries and Mr. Woloson recently appeared on the Ted Baker radio show. He will also visit Geneva Library in March for further promotion.

ACTION ITEM: Mr. Woloson to provide this committee will updated registration numbers at next meeting.

VIII. One Stop Operator Update

Genesee/Finger Lakes Regional Planning Council has been serving as the One Stop Operator since the beginning of the program year and meets with partners on a quarterly basis. They will also be hosting staff development training for all Finger Lakes Works staff on March 25th and 26th. Ms. Springmeier recommends, based on the operator's performance, that their contract be renewed.

ACTION ITEM: This committee to review performance of operator at next meeting and vote to formally recommend renewal of their contract and move to Executive Committee and full board.

IX. Cluster Update

FAME's Annual Event will take place at Monroe Community College on April 27th.

The 9th annual "Serving Community Healthcare in the Finger Lakes" healthcare career exploration day will be held on March 17th at FLCC. 250 students are currently registered and registrations for volunteers, exhibitors and presenters are now taking place. Thanks to generous sponsors, expenses for this year's event have been covered.

The agricultural career event, "Where Your Food Comes From" also have a sufficiently covered budget and is scheduled to take place at Cornell AgriTech, FLCC Viticulture Center and Hemdale Farms on April 22nd.

X. Other Business

ACTION ITEM: This committee will vote on a resolution to approve the Demand Occupation List for PY'20 at the next meeting.

Next Meeting: Tuesday, April 28, 2020, 8:30 a.m. at Finger Lakes Works – Geneva

This meeting was unanimously adjourned at 9:40 a.m.

Submitted By: Jennifer May