



Business Service Representative Meeting
December 17, 2020, 9:00 a.m.
via Zoom

Present: K. Bailey, J. Celso, J. May, L. Principio, M. Sykes, J. Vrabel, M. Woloson

- 1) **Review/approve minutes from** – A motion to approve minutes from October 16, 2020 was made by Ms. Bailey and seconded by Ms. Principio. All in favor, motion carried.
- 2) **COVID-19 Update**

Seneca – Mr. Vrabel reported that foot traffic to the center has been down, but customers are still being contacted remotely and those numbers are being captured.

Wayne – Mr. Celso stated that foot traffic is also down at the Lyons center, but remote contacts are being captured as well.

Ontario – Ms. Bailey shared that it has been quiet in Ontario County.

Yates – Ms. Principio stated that there have been no changes in Yates County due to COVID.

WIB – Mr. Woloson shared that WIB staff are working a hybrid schedule, with the majority of time being spent working remotely through the end of the year.
- 3) **Dashboard** – Mr. Woloson shared the updated Dashboard report, which shows that the unemployment rate for the Finger Lakes region rose slightly in October, from 4.9% to 5.2%; 9.4% to 9.2% NYS; 7.7% to 6.6% US. Front door traffic to all the centers fell from 1,287 to 993, with remote contact being captured by all counties. So far in PY'20, 35 customers have engaged in an ITA and 12 in an OJT. Website traffic to the county and WIB sites decreased from 3,054 to 2,426.
- 4) **Opioid/TET** – Mr. Woloson will be following up with Opioid and TET customers who have completed training, as the two programs are ending at the end of the year. Mr. Woloson has also been assisting in the transfer of active customers to career center staff.
- 5) **Virtual Presentations, Job Fairs, Recruitments** – The recently recorded “Interviewing 101” webinar, hosted by Mary Gratton, was well attended, with 20-25 participants. Amanda Lesterhuis will host “LinkedIn 101” on January 14th and the recording will be uploaded to the WIB YouTube channel. On January 21st, the WIB will host an employer panel geared towards Veterans, with Alé Mendoza of Optimax, Mary Granger of Finger Lakes Health and Todd Hansen of Henkel (formerly Zotos) serving as panelists.
- 6) **Other Business** – Ms. Sykes recently met with Mary Granger of Finger Lakes Health about training services that are available and he referred Ms. Granger to LeeAnn Haust for ITAs as Finger Lakes Health is interested in filling positions that require licensure, which cannot be done with the aid of an OJT. Finger Lakes Health also needs to fill Environmental and Nutritional Services positions, but Mr. Sykes did not offer OJTs for those positions as he believes little to no training is needed for those positions. He did recommend OJTs for administrative positions that require new skills and knowledge of the medical field to be acquired by the trainee.

Additionally, Mr. Vrabel spoke with Ms. Granger and Chad Hoffman, VP of HR for Finger Lakes Health, in August. Mr. Hoffman showed interest in the OJT program to fill CNA positions, but Mr. Vrabel informed him that OJTs cannot be used for positions that require licensure. During a later call, Ms. Granger and Mr. Hoffman shared that they would like to use the WIB as a funding source to train only those employees who would be hired by Finger Lakes Health. They planned to promote the program themselves, screen, interview and hire employees, who would be paid a wage during the training.

Mr. Woloson to follow up with Barb Dieke of NYSDOL to ask if the WIB can reimburse for a training program that pays trainees a wage while completing the program.

Mr. Woloson has also gathered "Work Try Out" information, which Rochester Works has utilized with some success. WIOA does allow for short term job placement (four weeks) for the chronically unemployed. Mr. Woloson will discuss this information with Ms. Springmeier, then, pending approval from Ms. Springmeier, present the information to the P&E committee.

Ontario County – Ms. Sykes shared that he has two more OJTs in process, with twelve in total. He also has a possible Customized OJT coming soon. Ms. Bailey reported that Lynn Freid met with an attorney for RealEats and discussed the different training options available to them. RealEats will be in contact when they are ready to proceed. Additionally, the J.C. Penney location in Canandaigua has closed and Ollie's Discount will be moving into the space. A new Chipotle will also be opening soon.

Wayne County – Mr. Celso stated that Barry Plastics has been bought by a group of employees and will now be known as ABX.

Seneca County – Mr. Vrabel reported that a section of the army depot has purchased by a Seneca Falls resident and Evan Chemetics and Bonadent are currently hiring.

Yates – Ms. Principio shared that Silgan and Coach & Equipment have hired new HR staff and she will be discussing available services with Silgan. She also stated that she has a new OJT that will begin in January, has worked with companies on SharedWork and has shared information regarding paid/sick leave with the Yates County Chamber.

- 7) Next Meetings: The next meeting will be on Friday, January 15, 2020, *via Zoom*

Submitted by J. May