



Business Service Representative Meeting
January 15, 2021, 9:00 a.m.
via Zoom

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

1) Review/approve minutes from – A motion to approve minutes from December 17, 2020 was made by Ms. Principio and seconded by Mr. Sykes. All in favor, motion carried.

2) COVID-19 Update

WIB – Mr. Woloson shared that WIB staff are working a hybrid schedule.

Wayne – Mr. Celso reported that staff have been in the office since May 15th, having been deemed Essential Workers.

Yates – Ms. Principio stated that staff are in the office assisting customers and that while they will see walk-ins, appointments are recommended.

Ontario – Mr. Sykes stated that most staff members are in the office, but some are working on a hybrid schedule. Walk-ins are also seen in Ontario County, but appointments are encouraged.

Seneca – Mr. Vrabel reported that if staff are exposed to COVID-19, they must quarantine in individual offices. The office is open on weekdays from 8:30 to 5:00 and appointments are encouraged. Mandated customers and those who are participating in GED courses are coming through the center.

ACCES-VR – Ms. Geiger told the group that staff are coming into the office on a rotating schedule and all contact with clients has been remote. Services are still going forward.

3) Dashboard – Mr. Woloson reviewed the unemployment rates for November and compared them to those from October. In November, the Finger Lakes unemployment rate decreased from 5.2% in October to 4.6%. New York State saw an average of 8.1% unemployed and the U.S. 6.4%.

Mr. Sykes stated that he believes the unemployment number to be misleading, as it doesn't account for the number of unemployed individuals who have given up their job search. He stated that the actual number is likely higher.

Front door traffic increased in November, to 1,312 due to the number of remote contacts by career center staff being captured. Mr. Woloson also reviewed services utilized by participants so far in PY'20: 37 customers participated in classroom trainings and 17 in OJT. Additionally, website traffic to the career center sites and the WIB site rose from 2,426 to 2,650 users.

ACTION ITEM: Mr. Woloson to make separate charts for true foot traffic and remote contact.

4) Virtual Presentations, Job Fairs, Recruitments – Amanda Lesterhuis hosted "LinkedIn 101" on January 14th and had 12 attendees. 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. ABX virtual job fair will be held on January 28th at 2:00 p.m.

- 5) **Other Business** – Mr. Woloson reported that he followed up with a DOL Field Representative regarding the request from Finger Lakes Health and was told that OJTs can't provide support for CNA training, nor can ITA, as there would be no tuition cost to the job seeker. Mr. Woloson will share this information with Finger Lakes Health.

The P&E committee has given approval to go ahead with investigation into the Work Try-Out Program and possible implementation.

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.

- 6) **Next Meetings:** The next meeting will be on Friday, February 19, 2021, *via Zoom*

Submitted by J. May