

FINGER LAKES WORKFORCE INVESTMENT BOARD PERFORMANCE & EVALUATION COMMITTEE MINUTES

Tuesday, April 25, 2023, 9:00 am
via Zoom

Attendance: Kathy Baker, Steve Clemenson, Michelle Jungermann, Julia Murphy

Absent: Tom Facer, Mike Rusinko

Staff: Dréa Badger, Lynn Freid, Jen May, Mike Woloson

A motion to approve minutes from the February 28, 2023 meeting was made by Ms. Jungermann and seconded by Ms. Baker. All in favor, motion carried.

Program Updates

Mr. Woloson welcomed Mr. Clemenson to his first meeting of the committee. Mr. Clemenson is the Senior VP of Operations at Seneca Dairy Systems, manufacturing dairy equipment in Seneca Falls.

Mr. Woloson shared that for February, the Finger Lakes region saw a 3.8% unemployment rate; NYS 4.5%; US 3.9%. Mr. Woloson and Ms. Murphy explained that unemployment numbers are drawn from responses to telephone interviews and are not connected to unemployment insurance; those who answer that they are currently unemployed, looking for work and are work ready are counted in the established unemployment percentages. Ms. Murphy added that the NYS Department of Labor defines the unemployment number as "the estimate of the number of unemployed includes all the persons who had no employment during the reference week (the week including the 12th of the month), were available for work, except for temporary illness, and have made specific efforts to find employment sometime during the 4-week period ending with the reference week. Unemployment (UI) beneficiaries include those who apply for and qualify for UI benefits. Consequently, the estimate of the number of unemployed and the number of UI beneficiaries do not necessarily move in tandem".

Also in February, 3,485 customers interacted with Career Center staff, either virtually or in-person at the centers. Traffic to Seneca County Workforce Development has not been captured during the transition from Seneca County offices to FLACRA. Additionally, 2,684 customers visited Ontario, Yates and Wayne County and WIB websites in February; Dashboard report attached.

Mr. Woloson also shared the Basic 11 Elements (of the WIOA contract) report, attached, which compares PY'22 and PY'21 and shows an increase in services provided at centers, or rather a more accurate reflection of services provided as they are now captured in the One Stop Operator System (OSOS). Ms. Freid added that this report was born from questions raised by the Finance & Audit Committee regarding contractors status of contract delivery; ie: services delivered and number of customers served. During these conversations, it was understood that not all providers were aware of all 11 required elements (deliverable services) of the WIOA contract, and further, services that were being provided weren't accurately captured or captured at all in OSOS. Since then, processes and training have been in place to ensure all elements are being delivered and activity captured.

The customers and services captured in the WIOA Elements report reflect the outcomes reported in the Primary Indicators of Performance, second quarter of PY'22 (attached). Of the categories scored: Employment Rate (Adult/DW); Employment, Education or Training Placement Rate (Youth); Median Earnings; Credential Attainment; and Measurable Skill Gains, our area met or exceeded the established goal except for in Median Earnings Youth (68.8% of goal), Credential Attainment Youth (goal 55%, scored 47.5%) and Measurable Skill Gains Youth (goal 51%, scored 39.2%).

Outside of the meeting; in response to questions from this committee; FLWIB Director of Youth Services Dréa Badger added the following:

- Compared to Monroe and GLOW regions, why are youth wages lower in our region?
The average wages for youth that are on the NYSDOL performance outcomes (what was being shown) are wages for youth that have gained PT or FT unsubsidized employment during/after the WIOA program. This is specific to the wages that companies pay the youth directly for their employment.

When it comes to Work Experience funds, which I don't believe is shown directly, our local policy states that the youth will earn at least minimum wage and at maximum the prevailing wage for that position; this was due to the fact that some providers passed legislation requiring the payment of \$15/hr for those youth positions

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while they are in a Work Experience with the caveat that the youth should not be paid more than that specific position would make if it was unsubsidized.

A new measure has been added, Adult Priority of Service; the intent of WIOA is for adult funding to provide for marginalized populations and at least 51.1% of adult participants must come from those marginalized populations. A webinar will be hosted by NYS Department of Labor (NYSDOL) on April 27th, to provide further explanation of this measure to frontline staff. Ms. Baker questioned how the successes of frontline staff and customers in meeting or exceeding the goals are celebrated, and how they are supported if numbers need improvement. Ms. Freid stated that it is difficult to remain in contact with customers after they complete service plans to successful employment, but there has been recent opportunity to partner with businesses who have used the On-the-Job Training program successfully, through Finger Lakes Hires. The platform is being revamped and more information will be shared when available. Ms. Murphy added that NYSDOL frontline staff are recognized for their hard work and successes on the agency's intranet.

Priority of Service and Disruptive Customer policies

Upon request, the following summary of the Priority Populations and Priority of Service Policy was shared via email on April 25th and **the committee unanimously approved moving the policy forward to Executive Committee:**

Serving Priority Populations and Priority of Service under the Workforce Innovation and Opportunity Act (WIOA) Title I Adult Program-WIOA-5

Summary:

The New York State Department of Labor (NYSDOL) requires **at least 50.1** percent of WIOA Title I Adults receiving individualized career or training services fall into at least one (1) of the following three (3) priority populations:

- i. Recipients of public assistance.
- ii. Other low-income individuals (definition in Attachment A); and
- iii. Individuals who are basic skills deficient (definition in Attachment A) which includes English Language Learners

New York State (NYS) Workforce System Disruptive Customer Policy - WIOA-9

Summary:

- Communicate policy and procedure for dealing with threatening or disruptive customers in the NYS Career Center System.
Rescind and replace Workforce Development System Technical Advisory (WDS TA) #10-17: New York State Workforce System Disruptive Customer Policy (October 18, 2010).
- Develops clear guidance for all customers regarding acceptable behavior and use of office resources.
- NYSDOL Managers/Supervisors will be responsible for the notification process, maintenance of records, and communication with NYSDOL authorities associated with the disruptive customer policy.
- Clear guidance for all customers regarding acceptable behavior and use of office resources including:
 - Career Center Resource room Internet and Computer Use Policy;
 - Career Center Customer Code of Conduct.

A motion to move New York State (NYS) Workforce System Disruptive Customer Policy - WIOA-9 forward to Executive Committee was made by Ms. Baker and seconded by Mr. Clemenson. All in favor, motion carried.

Policy attached

Center Updates

Ms. Murphy shared that planning and arranging the NYSDOL office in Wayne County is still taking place. A formal announcement of location and timeline will be made when details are solidified. Ms. Freid added that the Seneca County provider is in place and Seneca County customers are being well served.

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Outreach Activities

Ms. May shared current website and social media traffic, as well as Finger Lakes Hires: Have You Heard promotions and analytics. Current outreach activity can be followed on the [Board Member Toolkit](#).

Cluster Update

Ms. Freid stated that she was able to secure a grant for Diversity, Equity and Inclusivity training for frontline staff, and the first session was held at Wayne-Finger Lakes BOCES in Newark on April 13th. A FAME update will be provided by Mr. Plympton at the May Board meeting as to it's current status; Career Center Managers met April 13 and reviewed the 11 Elements report. All other cluster and or committee meetings are scheduled.

The next meeting is scheduled for Tuesday, June 27, 2023.

A motion to adjourn was made by Mr. Clemenson and seconded by Ms. Murphy. All in favor, motion carried. Meeting adjourned at 10:12 a.m.

Submitted By: Jen May

Notes and Attachments

Dashboard report

Basic 11 Elements report

Primary Indicators of Performance

New York State (NYS) Workforce System Disruptive Customer Policy - WIOA-9