

Workforce Investment Board of Columbia & Greene Counties

*Minutes for Thursday, June 19, 2003
Cafeteria
Columbia Greene Community College*

Attendance:

Present: Karen Diffley, Rikki Beal, John Betts, Bruce Bohnsack, Jim Cullie, Paul Dellio, Barbara Eacott, Tom Every, Aaron Flach, Jim Galvin, Peg Hopper, Brian Keeler, Joyce Lissandrello, Hilton Perez, Lynn Strunk, Keith Valentine, M. A. Wiltse, Sarah Witham, Geraldine Wolfe and Anthony Zibella.

Excused: Kit Ali, Marylou Eisenhardt, Patrick Hernandez, Al Hulick, David Leavitt, Jim Molloy, Cindy MacKay, Alan Rabideau, Dawn Saul, George Skraastad, and Richard Phelan.

Absent: Jessica Nabozny and Carol Wilber.

WIO Staff: Maureen Boutin

Consultant: Betty Ann Falkner

With 21 members in attendance, a quorum is present.

WELCOME

The meeting began with a review of the Mission for the WIB and a welcome to all members and guests. Chairman Karen Diffley welcomed new members Irene Norsworthy of Greene County Economic Development and Pam Dusharm from Ginsberg's.

STATUS OF VACANCIES

- There are two vacancies in Columbia County, one for a business representative and one from a community based organization.

CORRESPONDENCE

There were six letters received. A letter was received from Ron Lassonde regarding a recent monitoring visit. A letter was received from Greene County Legislature reappointing Board members whose terms were expiring June 30th. A letter was received from Columbia County Board of Supervisors regarding the appointment of Pam Dusharm to the WIB. A letter was received from Maggie Moree releasing funds under the Skills Gap II project. A resignation letter was received from Agnes Donlon. A letter was received from Judith Kleinberg of VESID regarding the sharing of local data.

There were four letters sent. Welcome letters were sent to Irene Norsworthy and Pam Dusharm. Thank you letters were sent to Gerald Simons and Frank Stabile regarding their assistance on the insurance coverage for Board members.

ACCEPTANCE OF MINUTES

A motion to accept the April 14, 2003 minutes was made by Jim Galvin and seconded by Rikki Beal. All were in favor and the motion was passed.

COMMITTEE MEETINGS

Executive Committee

Chairman Karen Diffley reported on this committee's activities. Due to a scheduling conflict, the Continuous Quality committee was unable to complete the recertification process, which includes approving the One Stop Operator's Agreement. The Executive committee recommends extending the Operators Agreement for four months. The committee also recommended rescinding a resolution previously passed by the Board at its April 14, 2003 meeting. It was determined by the New York State Department of Labor that the Youth Council was unable to proceed with its RFP process as requested at the meeting.

The Executive Committee reviewed the past program year to date attendance to Board meetings and committees. Strong attendance is critical to ensuring quorum at Board meetings. Members who are not able to attend consistently will be sent a letter asking what their intentions are with regard to serving on the board. The letter would also inform them that depending on their response, their name would be forwarded to their county legislator to notify them of the member's non-attendance. It would then lie in the hands of the counties to make a determination on the status of the board member.

Karen Diffley and M.A. Wiltse were able to attend a recent strategic planning retreat in Syracuse. Both brought back much in the way of information on the future work of the Board. A \$100,000 grant is also tied into this initiative. The updated intent is for the WIB to be proactive in the community. The Board will serve as the hub of the community and will be looked on as a problem solver. Members may be asked to scan information on what's going on in the world. Our Board will be reviewing the in-demand occupations list to focus training on industry clusters.

A half-day WIB retreat will be held on July 10th from 8:30-12:30 at Columbia-Greene Community College with Deborah Greene facilitating. Members may have to do some homework to prepare for the retreat.

Skills Standards Committee

Chairman Rikki Beal summarized the final report from Eileen Capone on the New Employee Orientation Program. Eileen provided a bound report that summarized the progress made in the orientation program. All employees were provided with a customer satisfaction report. Eileen made some recommendations for the committee as they move forward with the program. Her recommendations included:

- Keep the four modules and content of the program as it is currently.
- Rename the program to be more inclusive.
- Look for more opportunities to include additional businesses in the program.
- Charge a modest fee for the modules. (People seem to value more what they have to pay for.)
- Market the program assertively and consistently, particularly to non-profits.
- Write participant and manager confirmation letters at outset of program.

- Send follow-up letters to employers after the program is completed to elicit feedback.
- Have a minimum of six participants in each program.

The committee expressed its appreciation and gave commendation to Eileen for her excellent work on the program.

After reviewing Eileen's recommendations the committee discussed the cost of the program. Funding the program under WIA Title I funds must result in an increase in wage and a credential. M.A. Wiltse explained that if we were to credential a participant they would need to attend all four modules, the employer would complete a three-month follow-up evaluation and the Board would have to approve the credential.

To get a qualified participant who would receive an increase in salary-new employees would have to be making under \$15/hr and have been employed for less than four months.

Current employees would be charged for the class on a sliding fee scale based on the number of regular full-time employees attending the program. If the employer has a large volume of participants, the instructor would go on site and charge a fee per visit.

The cost of the program would pay the salary of the consultant. The class would be run as a non-credit class through the college. The college would handle all the paperwork involved in getting participants signed up.

The committee decided that the program should be called the Employee Enhancement Program. In the future the committee will review supervisory training at its next meeting with a view to credentialing that training also.

Continuous Quality Committee

M.A. Wiltse reported that she has been able to modify reports on services offered throughout the One-Stop System. She provided the committee with several reports from the past three months. M.A. will look to further refine the reports. The committee reviewed the draft of the Strategic Plan Update. This is the Center plan. Details provided in the report showed an increase in the number of customers using the center. The one goal in the plan that was not met was an improvement in our customer feedback procedures. This is an area the committee would like to see as a goal for the next plan year. The committee also recommended revising future goals to make them measurable. M.A. Wiltse will make the required changes to the document. The committee also reviewed the changes made to the One Stop Center Self-Assessment. This tool will be used by the Board to review the Center in making its recommendation to certify it for the next two years.

Employer Services Committee

Vice Chairman Jim Cullie reported on the recent activities of this committee. The 4th Annual Job Fair was held at Columbia-Greene Community College. 375 applicants visited the many businesses (over 40) that participated. The applicants were a cross-section of individuals from new employees to incumbent workers.

The committee learned that the e-mail list of employers is going to be used to send a Quarterly Newsletter that will have relevant information from all the agencies represented on the sub-committee, as well as Economic Development agencies and local chambers. Businesses that get the newsletter will be able to link to all partner's websites. A quarterly e-mailing will be done in July, September, January and April. Also, a mass mailing to all employers with five or more employees is being sent out asking new employers to join our e-mail distribution list.

The committee learned of the need to add the title of Electrician's Helper to the in-demand occupations list. Currently only the title Electrician is on the list and in a six month on-the-job training opportunity there is no way a person could raise their skills to that level.

The committee heard about the recent job fair for Save-A-Lot. The Workforce Investment Office, Department of Labor and the IDA of Greene County spearheaded this job fair. .

Maureen Boutin reported on an update on a new Department of Labor initiative that will help companies with a grant for the purpose of writing strategic business plans. This is called a 32J application. The funding will be done regionally, with Columbia and Greene counties working with the Workforce Boards from the Capital District, and Saratoga/ Warren/ Washington. \$200,000 is available under this grant. The WIB's held a meeting with two consultants, CEG and MDI. The consultants picked a selection of industries to be served. Those industry sectors will include:

1. Manufacturing – Durable
2. Manufacturing – Non Durable
3. Health Care
4. Retail trade
5. Food & Hospitality
6. Information Systems

Youth Council

Youth Council member Dr. Geraldine Wolfe reported on the contract modifications made to youth provider programs. The Youth Council reviewed the following providers:

- New Lebanon- to serve between 12-14 youth at a budget amount of \$11,088
- Yes Program- to serve 25 youth plus follow-up at a budget amount of \$68,184
- Hudson- to serve 16-18 youth at a budget amount of \$10,899
- PAVE – to serve 19 youth at a budget amount of \$8,616
- Catskill GED- to serve a minimum of 20 youth-up to 65 youth at a budget amount of \$49,762
- Greenville Central School- to serve between 10-20 youth at a budget amount of \$17,088

OLD BUSINESS

Betty Ann Falkner reported on the upcoming Board Retreat. The Retreat is confirmed for July 10, 2003 and the board would like the meeting to run from 8:30 to 12:30. Breakfast will be served. Debby Greene will facilitate the retreat. The discussion will include any updates on the Workforce Summit.

ONE STOP OPERATOR DIRECTOR'S REPORT

M.A. Wiltse reviewed the Participation report for the One-Stop Center.

NEW BUSINESS

Resolutions & Discussion:

- Resolved to accept the Executive Committee's recommendation to extend the Operators Agreement with Columbia Greene Community College, the Workforce Investment Office and the NYS DOL – DOES, Hudson Branch until October 31, 2003 while these organizations complete the recertification process with Board Committees. **A motion was made by Dr. Geraldine Wolfe and seconded by Bruce Bohnsack. All were in favor including proxies from Cindy MacKay, Al Hulick, Jim Molloy, Kit Ali and Mary Lou Eisenhardt. There were two abstentions, M.A. Wiltse and Hilton Perez and the motion was passed.**
- Resolved to accept the Employer Services Committee's recommendation to add the job title Electrician's Helper to the Customized Employer-Specific Skills Training category of the In-Demand Occupations list. **A motion was made by Hilton Perez and seconded by Brian Keeler. All were in favor including proxies from Cindy MacKay, Al Hulick, Jim Molloy, Kit Ali and Mary Lou Eisenhardt and the motion was passed.**
- Resolved to accept the Skills Standards Committee's recommendation that the Employee Enhancement program be credentialed by the Board, provided that the individual employee completes all four modules of the program and that a three-month follow-up evaluation is completed by the employer. **A motion was made by Rikki Beal and seconded by Keith Valentine. All were in favor including proxies from Cindy MacKay, Al Hulick, Jim Molloy, Kit Ali and Mary Lou Eisenhardt and the motion was passed.**
- Resolved to accept the Employer Services Committee recommendation to select the following industry sectors for the 32J Grant application, Manufacturing, Food & Hospitality, Information Services and Retail trade. **A motion was made by Sarah Witham and seconded by Rikki Beal. All were in favor including proxies from Cindy MacKay, Al Hulick, Jim Molloy, Kit Ali and Mary Lou Eisenhardt and the motion was passed.**
- Resolved to rescind the April 7, 2003 recommendation from the Youth Council that due to reduced funding, PY 03 Youth Project Proposals will only be accepted from current providers and that in reviewing PY 03 proposals preference will be given to out-of-school programs and those projects that utilize cost cutting measures. *(Note: Instead of sending out new proposals all existing youth contracts will be modified for Program Year 03.)* **A motion was made by Joyce Lissandrello and seconded by Keith Valentine. All were in favor including proxies from Cindy MacKay, Al Hulick, Jim Molloy, Kit Ali and Mary Lou Eisenhardt and the motion was passed.**

- Resolved to accept the Youth Council's recommendation to modify the contract with the New Lebanon Central School district, with a budget amount of \$11,088 for Program Year 03. **A motion was made by Jim Galvin and seconded by Hilton Perez. All were in favor including proxies from Cindy MacKay, Al Hulick, Jim Molloy, Kit Ali and Mary Lou Eisenhardt and the motion was passed.**
- Resolved to accept the Youth Council's recommendation to modify the contract with the Workforce Investment Office's YES project, with a budget amount of \$68,184 for Program Year 03. **A motion was made by Irene Norsworthy and seconded by Jim Cullie. All were in favor including proxies from Cindy MacKay, Al Hulick, Jim Molloy, Kit Ali and Mary Lou Eisenhardt. There was one abstention, M.A. Wiltse and the motion was passed.**
- Resolved to accept the Youth Council's recommendation to modify the contract with the Hudson City Central School district, with a budget amount of \$10,889 for Program Year 03. **A motion was made by Dr. Geraldine Wolfe and seconded by Paul Dellio. All were in favor including proxies from Cindy MacKay, Al Hulick, Jim Molloy, Kit Ali and Mary Lou Eisenhardt. The motion was passed.**
- Resolved to accept the Youth Council's recommendation to modify the contract with Questar III's Pave Project, with a budget amount of \$8,616 for Program Year 03. **A motion was made by Irene Norsworthy and seconded by Bruce Bohnsack. All were in favor including proxies from Cindy MacKay, Al Hulick, Jim Molloy, Kit Ali and Mary Lou Eisenhardt. There was one abstention, Paul Dellio and the motion was passed.**
- Resolved to accept the Youth Council's recommendation to modify the contract with the Catskill Central School district, with a budget amount of \$49,762 for Program Year 03. **A motion was made by Peg Hopper and seconded by Paul Dellio. All were in favor including proxies from Cindy MacKay, Al Hulick, Jim Molloy, Kit Ali and Mary Lou Eisenhardt. There was one abstention, Dr. Geraldine Wolfe and the motion was passed.**
- Resolved to accept the Youth Council's recommendation to modify the contract with the Greeneville Central School district, with a budget amount of \$17,088 for Program Year 03. **A motion was made by Paul Dellio and seconded by Jim Cullie. All were in favor including proxies from Cindy MacKay, Al Hulick, Jim Molloy, Kit Ali and Mary Lou Eisenhardt. The motion was passed.**

GOOD AND WELFARE

- The New Role of the WIB-
 - Review of WIB Directors Summit Meeting in Syracuse-M.A. Wiltse and Karen Diffley attended this summit. They learned about the new role our Workforce Board will be taking on. The board will work to become more proactive and use futuristic thinking. Members will be asked to scan economic news and bring this information to board meeting. There will be more partnering with Economic Development. The board will become more focused globally and less partner reliant. Future meetings will include more details as they become available.

- DOES Report-
 - Hilton Perez shared the new Department of Employment Services report format to provide the local Workforce Investment Board (WIB), as well as business and community partners, with an overview of their operations as well as productivity data for the first three quarters of PY (Plan Year) 2003 (July 1, 2002-March 31, 2003)

- Marketing Discussion
 - A quarterly e-mail newsletter will be utilized to get the word out to businesses about our services and any assistance the WIO can provide to them.
 - A press release will be compiled after each Board meeting.
 - The web-site is being upgraded to provide vital links to the WIB and other agencies that may assist businesses or individuals.

- Upcoming Special Events
 - Board Half-day Retreat-July 10th @ CGCC-8: 30 a.m.-12:30 p.m.

- Next Board Meeting
 - **Dates to be determined for this year's meetings**

ADJOURNMENT- A motion was made by Keith Valentine and seconded by Jim Cullie to end the Board meeting at 9:45 a.m. All were in favor and the motion was passed.