

# Workforce Development Board of Columbia & Greene Counties

## Minutes for October 16, 2018 5:30 p.m.

Columbia Greene Community College

**MISSION:** The C-G WDB will provide leadership, influence, focus and oversight for the local workforce development system. *Strategies to Achieve Vision and Mission:*

- Promote collaboration between economic development, education and training resources
- Measure system performance for quality improvement
- Promote the system with the public

Chair Mike Veeder called the meeting to order at 5:36. Members and guests were welcomed.

**Present:** Debra Armstrong, Lindsay Arp, Maureen Boutin, Scott Brazie, Jamie Budai, Carolyn Dongara, Terri Drobner, Chris Foster, Tony Jones, Maryanne Lee, David Lester, Ann Luby, Kathryn Nelson, Florence Ohle, Brya Scali, Lisa Thomas, Cindy Tipple, Michael Torchia, Mike Veeder and Jane Wais

**Consultant:** Katy Drake

**Excused:** Frank Alguire, Mark Fingar, Myra Garcia, Kathy Roop, Joe Sacchetti, Joshua Taylor, Deb Tuttle, Terry McGee Ward and Joe Wolodkevich

**Guest:** Kevin Alexander/NYSDOL, Mark Decker/WIO, Susan Gallagher/NYSDOL, Holly Wanek/WIO, Kathy Williams/ SYEP, MA Wiltse, Karen Wolff/CEG and Tony Zibella

**SYEP Guests:** Tommy Mollo, Steven Kritzman, Kadie Galwaler, Dylan Winters and Christine Casper.

**With 20 out of 31 members in attendance, a quorum was available.**

In advance of the meeting, the agenda, committee reports and policy #900 (Monitoring) were sent to all Board members via email for review.

### **CORRESPONDENCE**

Available for Review

#### **Letters Sent:**

*August 14, 2018 Quarterly Reports sent to the Board of Supervisors and the Legislature*

*August 23, 2018 Recruitment Letter for Columbia Business Representative*

*October 3, 2018 Letter of support for participation in the NYSDOL Opioid Recovery DWG Grant*

#### **Letters Received:**

*August 3, 2018 NOA PY18-2 from Karen Coleman, Deputy Commissioner of Workforce Development*

*August 20, 2018 Letter from CGCC President James Campion requesting appointment for Ms. Maureen Boutin to the Board*

*August 23, 2018 Letter f from Senior Auditor Fredrick Pedinotti DEWS-QA-FOTA regarding 2018 sub-recipient Monitoring Review*

*August 28, 2018 Letter from Nancy Bell, Workforce Programs Specialist-NYSDOL regarding Adult and Dislocated Worker and Trade Adjustment Assistance Monitoring Review*

*August 27, 2018 Letter f from Senior Auditor Fredrick Pedinotti DEWS-QA-FOTA regarding 2018 Biennial Property Mgmt Review*

*August 28, 2018 Letter from Dawn Bucci, Asst. Director of Accounting CGCC, to Catskill Central School District regarding Contract Modification for PY16-3*

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*September 10, 2018 Sponsorship Letter from Daniel O'Shea, Regional Coordinator for ACCES-VR for Mr. Scott Brazie*

*September 26, 2018 Letter from Senior Auditor Fredrick Pedinotti DEWS-QA-FOTA regarding the Consolidated Funding Application 6.0*

*October 3, 2018 NOA for SP-NEG #PY15-3 deobligating unspent funds from the Sector Partnership NEG Grant*

## **ACCEPTANCE OF MINUTES**

Ann Luby made a motion to accept the board meeting minutes for July 17, 2018. Michael Torchia seconded the motion. The motion was carried with all members in favor. Ann Luby made a motion to accept the board meeting minutes from the special meeting held on July 31, 2018. Debra Armstrong seconded the motion. The motion was carried with all members in favor. Meeting notes are posted on the website-- [www.columbiagreeneetworks.org](http://www.columbiagreeneetworks.org).

## **STATUS OF VACANCIES**

Chair Michael Veeder officially welcomed Maureen Boutin/ Workforce Office and Scott Brazie/ ACCES-VR to the Columbia Greene Workforce Board. Two Columbia county business representatives are in recruitment. Two upcoming retirements--Frank Alguire and Ann Luby-- will occur before 2019. Susan Gallagher will be appointed to CG WDB upon Ann's retirement. Best wishes Frank and Ann. Welcome Sue. Maureen Boutin was congratulated on her promotion to WIO Director.

## **SUMMER YOUTH EMPLOYMENT PROGRAM (SYEP) PRESENTATION**

Mark Decker, Assistant Director WIO, opened the presentation by providing an overview of the SYEP. One hundred and nine youth participated in the program during the summer of 2018. (54 Columbia, 55 Greene) The youth (ages 15-21) work an average of 28 hours a week for six weeks. Holly Wanek and Kathy Williams served as worksite counselors visiting the youth weekly or as needed. Eleven youth were hired by their worksites following the SYEP. Tommy Mollo, Steven Kritzman, Dylan Winters, Kadie Galwaler and Christine Casper shared information on their work sites and talked of the skills & experience they gained through the program.

## **COMMITTEE MEETINGS**

Committee reports were distributed prior to the meeting and reviewed by committee Chairs or representatives at the meeting. Committee reports are attached to the minutes for reference.

## **ONE STOP DIRECTOR'S REPORT**

The following information was reviewed in the Columbia Greene One Stop Center Participation Report: New registrants, new UI claimants, customers receiving services, Career Center workshops and Career Resource Room utilization. A comparison of these services by quarter for PY18 and against PY17 was provided. Information on Skill Development and Training Services, Unemployment Rates by county, for NY and for the US, Marketing Efforts, and Adult Education Classes sponsored by Questar III was also shared.

## **BUDGET**

The budget is still a work in progress. Maureen Boutin will review the updated budget at the next meeting.

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### **WIOA TRANSITION**

Part Two of the MOU- Infrastructure costs-- was submitted to NYSDOL on March 30, 2018 and updated to address language changes requested by NYSDOL in late September. Once approval is finalized, the signature process will begin.

### **LABOR MARKET PRESENTATION**

Kevin Alexander, Labor Market Analyst for the Capital Region/NYSDOL provided a labor market overview for the two counties using the NYSDOL website. Kevin demonstrated reports available and provide local labor market statistics. Kevin can be reached at: kevin.alexander@labor.ny.gov or 518 242-8245.

### **MONITORING POLICY #900**

Chair Michael Veeder shared the Executive Committee's resolution to approve the updated Columbia Greene WDB Monitoring Policy (#900). The policy was reviewed and updated at the October Executive Committee meeting and then sent out to all Board members for review in advance of the meeting. Terri Drobner made a motion to approve the updates to the Monitoring Policy. Carolyn Dongara seconded the motion. With all in favor, the motion carried.

Policies are posted for future reference at the following link:

<http://www.columbiagreenetworks.org/policy-link.html>.

### **CAREER EXPO**

Maureen Boutin, WIO Director, shared information on the October 8, 2018 recruitment expo.

### **MULTI BUSINESS RECRUITMENT EVENTS**

Katy Drake, WDB Consultant will be sending out an email seeking **Board volunteers** to greet business representatives and job seekers on:

- November 14, 2018 9:00 - 11:00 @ CGCC
- December 12, 2018 9:00 - 11:00 @ CGCC

### **PRESENTERS FOR CATSKILL TASC PROGRAM-2018/19**

Katy Drake, WDB Consultant, will send out a follow up email seeking Board members and business representatives for informal presentations to the Catskill TASC students on work readiness skills and specific career pathways.

### **GOOD AND WELFARE**

#### **Grant Application**

Maureen provided information on Columbia Greene's application to NYSDOL on the Disaster Recovery Dislocated Worker Grant to address the opioid crisis. More information will follow should NYSDOL be awarded the funding.

#### **Employee Resource Network (ERN)**

Maureen also shared information on the ERN program, which focuses on improving employee retention and productivity. A meeting will be scheduled to further explore moving forward with an ERN program in our counties.

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- Congratulations to MA Wiltse on her retirement!
- Best wishes to Frank Alguire on his upcoming retirement!
- Best wishes to Ann Luby on her upcoming retirement!
- Congratulations to Maureen Boutin on her promotion to Workforce Director!

The meeting adjourned at 6:46 p.m.

<b>Columbia Greene Full Board Meeting Schedule- PY18</b>		
January 15, 2019	5:30 pm	CGCC
April 16, 2019	5:30 pm	CGCC
July 16, 2019	5:30 pm	CGCC

## **Business Services Committee**

**October 2, 2018 8:30 am**

### **Welcome**

Brya Scali, representing Columbia Memorial Health, was welcomed to the committee. Frank Alguire, who will be retiring towards the end of 2018, was thanked for his years of service chairing the committee and serving on the Board.

### **OJT (On the Job Training)**

There are no OJTs yet for PY18. Katy will be conducting a monitoring visit in the fall (10-30-18) for the PY17 OJT contract for Frisbee Agency.

### **HR Roundtable/JSEC**

The next HR Roundtable meeting is scheduled for October 17th at 8:00 at CGCC. While the group did not meet over the summer, the email HR Q & A's continued with topics such as: Training tips for large groups, top workplace award tips, recommended exterminators and resumes & ATs.

The local **JSEC** hosted a presentation by John Bagyi, on "Time's Up: Navigating Sexual Harassment in an Evolving Legal and Cultural Landscape" for 31 trainees on September 13, 2018.

The JSEC training schedule has not yet been set for the upcoming year.

### **Metrix/NY Wired**

The Metrix training was briefly discussed. At this time, no businesses are utilizing Metrix for their current employees through the Workforce Office.

### **Workforce Development Institute (WDI) Field Visits**

Maureen shared a funding update for WDI. Manufacturing funds will not be available again until February 1, 2019. Other funding may be available again starting on December 1, 2018. Please continue to share the names of any businesses that could benefit from WDI funding.

The committee discussed Community Action's collaborative initiative-- "Grow it Forward Green House".

### **Multi Business Recruitment Events**

Maureen presented the number of businesses and job seekers attending each monthly event since September 2017. Recruitment for businesses was discussed at length throughout the meeting, focusing on the lack of local applicants and the current challenges in matching job seekers to local business needs. Amazon's October 2nd announcement of a \$15 wage for all workers was discussed.

The fall **Career Expo** event is scheduled for **October 8, 2018 from 9:00 - 1:00** at Columbia Greene Community College. 56 businesses are signed up (29 businesses from the spring job fair signed up for the two expo package). Maureen shared the extensive marketing efforts for the event.

Two additional **Multi Business Recruitment events** have been scheduled for November 14 and December 12 at CGCC. Katy will recruit board members to assist in welcoming job seekers and

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businesses for the events. Even though job seeker attendance is not near the number for the large events, businesses appreciate the event as it may bring them one or two potential employees.

The committee discussed the recent Hudson Price Chopper closing and Shoprite relocation. Price Chopper anticipates transferring 90% of those employees to different locations. Shoprite anticipates hiring 40 new employees for the new location.

### **Performance Measures**

Maureen shared the target outcomes/performance measures for PY18 and PY19. Without relevant data available, negotiations of the measures were based on intent to serve participants with barriers, comparisons with other workforce areas, LWDA performance indicator goals from PY16 & PY17 and BLS county labor market data. The six WIOA Primary Indicators for Performance include: Second Quarter (upon exit) Employment Rate, Fourth Quarter (upon exit) Employment Rate, Median Earnings, Credential Attainment, Measurable Skill Gains and Business Indicators. As USDOL is not implementing sanctions related to performance measures, NYSDOL has stated they will accept all counter offers to proposed goals for PY18 & PY19.

### **Special Grants**

Maureen is researching Columbia Greene's local statistics in regards to participation in the New York State Department of Labor's **Opioid Disaster Recovery DWG Grant**. Maureen discussed ways the WIO could work collaboratively with the Department of Labor, treatment providers, agencies and area businesses to address the needs of those impacted by the opioid crisis. Committee members provided Maureen potential contact information to gather information on if this is an area the CG WIO can make an impact.

### **Good and Welfare**

Congratulations to MA Wiltse on her recent retirement. We will be celebrating MA's retirement and Frank's upcoming retirement at the October 16th Board meeting.

### **Career Services Committee**

August 2, 2018 3:00 @ Columbia Greene College

The committee welcomed new member, Ann Gallagher-Saas, from the Commission for the Blind.

### **Career Center Certification NYSDOL Approval**

At the May meeting, the Committee approved an update for the Columbia Greene Center Certification. That update was submitted to NYSDOL on May 14, 2018. Approval in response to the update was received via email on May 14, 2018. The Center Certification approval is for up to three years (May 2021).

### **Memorandum of Understanding, Part 2-Infrastructure**

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An update for the MOU Part 2 (Infrastructure) was provided. The CG MOU was submitted 3/30/18 to NYSDOL and the approval is still pending. Once approval is received, Katy Drake will send out to all partners for signatures.

### **Update on Referral Process, Appropriateness & Follow Through**

Prior to the meeting the Agency Fact Sheets were sent to all members via email to review. The committee reviewed the Fact Sheets and noted required changes and suggestions for their programs. Any additional updates or changes on the fact sheets should be sent to Maureen Boutin at [Boutin@sunycgcc.edu](mailto:Boutin@sunycgcc.edu).

**Action Item #1:** Ann Gallagher-Saas will send Maureen information for the Commission for the Blind to be used for the Agency Fact Sheet.

**Action Item #2:** Once the fact sheets are finalized, Maureen Boutin will send out to all as a PDF.

The Resource Guide between partners will also be finalized and sent out to all before the next meeting.

Maureen Boutin shared information on the Workforce Development Institute (WDI). Partners wishing to be on the HR Roundtable email distribution list or to be part of a Business Information email distribution list should contact Maureen.

### **Update on Customer Release Information**

Per NYSDOL, Consent to Release Information is being addressed at State level-No new information is available at this time. A common consent so that agencies can share information remains an obstacle between partners.

**Action Item #3:** Katy will submit a question to NYSDOL asking for a status update on a partner consent to share information form.

### **Customer Service Satisfaction & Partner Feedback**

The committee discussed each partner's survey format and results. Partners use a variety of survey tools from post cards to on line surveys to interviews. The team discussed the possibility of focus groups in the future to gather information for continuous improvement of services.

Partner feedback, in terms of follow up responses to referrals, is linked to a common partner consent to release information form and remains on hold until the form is finalized.

Sue Gallagher and Ann Gallagher Saas provided an update on the status of new adaptive equipment purchased by NYSDOL for the centers. The equipment is scheduled to be at Columbia Greene for October. Training on the equipment has already occurred so that staff are ready to utilize as needed once installation is set. Commission for the Blind is seeking to increase its presence in the Career Centers. Sue Gallagher discussed the availability and usage of the Language Line.



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### **Recruitment & Business Engagement**

Maureen shared information on the upcoming Recruitment Event at Columbia Greene Community College. The event is scheduled for August 23 from 9:00 – 11:00. Attending businesses and job openings are listed on the flyer.

The next Career Fair is scheduled on Columbus Day- Monday, October 8<sup>th</sup> from 9:00 – 1:00 at CGCC. This is the second event in partnership with Columbia Economic Development and Columbia Greene Media. Registration information is being sent out.

### **Transportation**

The Greene Transit Bus Routes are tentatively scheduled to start to come into Columbia County for the fall. Routes may include stops to the Hospital, Train Station and College.

Transportation needs and mobility training were discussed. Barbara Lindsay, the Greene County Mobility Manger is an outstanding resource for local transportation needs. Barbara can be reached at GCMobilityManager@gmail.com.

Florence shared that a variety of agencies are spending more time at the Prattsville Arts Center to provide a variety of resources to people in the mountain area.

## **Executive Committee**

**October 3, 2018 5:30**

### **Membership**

Membership was reviewed. Two Columbia County business vacancies remain. The Executive Committee discussed potential trade, hospitality and finance representatives. For appointment, representatives must hold a position of authority/influence in their business. While small businesses are of value to the board, WIOA regulations require the business to have a minimum of three employees to be considered to serve. Katy will follow up on recommendations by submitting names to the Board of Supervisor for consideration.

With the WIOA transition almost complete, the focus will return to member education.

### **PY 18 Budget**

The budget process was explained. Maureen is working with Dawn Bucci as the budget still has information pending due to recent staff changes and insurance policy changes. The budget will be reviewed at the next quarterly meeting.

### **Performance Measures**

The target outcomes/performance measures for PY18 and PY19 were shared. Performance measure negotiations were just recently submitted to NYSDOL for some of the measures. Without relevant data available, negotiations of the measures were based on intent to serve participants with barriers, comparisons with other workforce areas, LWDA performance indicator goals from PY16 & PY17 and BLS county labor market data. As USDOL is not implementing sanctions related to performance measures, NYSDOL has stated they will accept all counter offers to proposed goals for PY18 & PY19. The Executive Committee and the other committees will review performance



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quarterly. Maureen stressed the importance of the documentation of participant barriers in OSOS so there is an accurate reflection of the needs of the people receiving services. Katy will focus on the documentation of barriers in this year's record monitoring. The six WIOA Primary Indicators for Performance include: Second Quarter (upon exit) Employment Rate, Fourth Quarter (upon exit) Employment Rate, Median Earnings, Credential Attainment, Measurable Skill Gains and Business Indicators.

### **Policy Review**

Policy 900 - Monitoring -- was emailed out to all Executive Committee members in advance for review. The committee made grammatical and wording changes to the policy at the meeting. Terry McGee Ward made a motion to bring the update to Policy 900 to the Board for approval at the October Board meeting. Lisa Thomas seconded the motion. With all in favor, the motion carried. Katy will make the changes noted to the procedures and send it out to the full board for review in advance of the October 16th meeting.

### **New Member Packets**

The handouts for the New Member Packets were emailed out to the committee in advance of the meeting for review. Hard copies of the packets were presented at the meeting. Additional suggestions should be forwarded to Katy Drake as the packet will be continually reviewed and improved. All Board members will receive a packet at an upcoming board meeting.

### **Transition to the Workforce Innovation and Opportunity Act (WIOA)**

NYSDOL was in contact the last week in September with suggested changes for Part 2 of the MOU regarding infrastructure costs. As the changes were only wording and not content/financial changes, Katy made the adjustments and provided documentation regarding the two partners who have been unresponsive to requests to participate in the MOU review. Once approved, the signature process for the MOU will begin.

### **Grants**

The **Trade and Economic Transition National Dislocated Worker Grant** was originally discussed as being based on WARN notices. NYSDOL was reaching out to local areas where significant layoffs occurred and working with them to apply for the TET- DWG. At some point in early September, NYSDOL opened the grant up to areas with significant Dislocated Workers to serve, even if a WARN notice was not filed in the area. Unfortunately, this shift in eligibility was not noticed and Columbia Greene did not submit a request to participate in the grant. Katy sent NYSDOL staff an email requesting consideration on being included on this grant. Maureen noted that it was announced that NYSDOL did receive the grant award. Katy will follow up with NYSDOL next week.

Maureen and MA worked together to submit a proposal for the in the New York State Department of Labor's, Opioid Disaster Recovery DWG Grant. Maureen discussed ways the WIO could work collaboratively with the Department of Labor, treatment providers, agencies and area businesses to address the needs of those impacted by the opioid crisis. Maureen reported that among all the counties in New York State, Greene County ranks in the top ten in nine of the twelve factors used to determine the severity of the opioid crisis in a community. Based on population, Greene County has one of the highest percentages of opioid prescriptions written. Also, Greene ranks in the top ten in the percentage of hospital emergency department visits and hospital discharges for opioid use and

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in the top five for the percentage of overdose deaths by any opioids, including pain relievers and heroin. The grant proposal was submitted today at the deadline.

Not much detail is available yet beyond the press release regarding the **collaborative efforts between five colleges** to strengthen partnerships between local business, workforce development entities and the colleges. Information will be shared as it becomes available. A possible presentation at a 2019 Board meeting was discussed.

### **Youth Council Meeting Notes**

September 6, 2018 9:00 am

Our Mission: Through education, career exploration and employment opportunities we provide the foundation for youth to assist them with a positive entry into the world of work, enhancing their personal satisfaction and contributions to their families and communities to create a skilled workforce.

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The meeting began with welcoming remarks and introductions. Mark Decker provided the following update on the Youth Programs:

#### **Catskill**

The Catskill TASC Program was approved for funding for PY18 at the July 30, 2018 Workforce Board meeting. Mark reported that thirteen students are enrolled; five of which are new youth starting this week. In order to meet the WIOA performance measures, a strong focus on employment through internships/job shadowing will continue. Mark is considering requiring interns to job shadow prior to the actual start of the internship to better secure matches. The Council discussed the challenges of many youth's lack of interest in employment. Mark will be focusing on employment/internships with students starting in October, once they are settled in the TASC class.

#### **YES Program**

The YES program began the week of September 4, with eighteen youth enrolled. The seven new students joining the program will have staggered start dates. As the class is large, instruction start and stop times will also be structured based on individual needs.

#### **Warren Street Academy**

Mark is waiting on written confirmation of the four students' graduation status in order to complete the formal exit for the Warren Street Academy youth.

#### **Internships**

A focus on internships will begin on October 1, 2018. A job shadowing component will be incorporated into the paid internship opportunity to ensure a strong employee/employer match. Funding for internships may be way down for PY18 due to funding reductions. In PY17, \$30,000 was available for internships. For PY18, right now \$20,000 is available at the start of the program year.

#### **Summer Youth Employment Program (SYEP)**

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Mark shared handouts including the draft of the 2018 NYS SYEP Final Report, a list of SYEP worksites, the SYEP Employee Handbook and SYEP Employee Evaluation Form.

Mark reported a successful SYEP for 2018. One hundred and nine youth were served. Eleven of those youth were hired beyond the program by their worksites. Four youth quit the program. One youth was terminated for cell phone misuse. Mark did note due to funding limitations, seventy - four youth were not able to be served through the SYEP. Only four of those seventy four were ineligible due to being over income limits. Mark and a SYEP participant will be presenting at the October Workforce Board meeting to provide members an overview of the program in general and the results of this summer's program.

### Performance Measures

Primary Indicators of Performance	WIOA Youth
2nd Quarter Employment Rate	For Title 1 Youth, the indicator is the percentage of participants in education or training activities or in unsubsidized employment the second quarter after exit.
4th Quarter Employment Rate	For Title 1 Youth, the indicator is the percentage of participants in education or training activities or in unsubsidized employment the second quarter after exit.
Median Earnings	*Baseline-- new measure
Credential Attainment	HS/Job Plus job in 12 months
Measurable Skill Gain	*Baseline-new measure
Business Indicators	*Baseline-new measure

The Council reviewed the PY18 Performance Measures for youth services.

### Good & Welfare

MA Wiltse officially retired as of September 1, 2018-- We wish her all the best! Maureen Boutin was promoted to the Workforce Director upon MA's retirement-- Congratulations Maureen!

Maureen shared information on the October 8th Twin County Recruitment Expo at CGCC from 9:00 - 1:00.

A brief update on local transportation was shared. Greene County Transit is hoping to expand their routes to include stops at the hospital, college and train station starting in fall 2018. The Council also discussed the role of the Greene County Mobility Manager. Barbara Lindsay, available at [GCmobilitymanager@gmail.com](mailto:GCmobilitymanager@gmail.com), provides support in resolving individual transportation challenges.