

Workforce Investment Board of Columbia & Greene Counties

Minutes for January 8, 2013 5:30 p.m. Columbia Greene Community College

MISSION: The C-G WIB 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

WELCOME

Chair Tony Zibella welcomed new members Mr. Randall Squier, Superintendent of Coxsackie-Athens School District and Ms. Gladys Dysard, First Niagara Bank.

Chairman Zibella called the meeting to order at 5:36.

Present: Barbara Arisohn, Betty Betts, John Betts, Fran DeGaudio, Pam Dusharm, Gladys Dysard, Kary Jablonka, Larry Krajewski, David Lester, Kathryn Nelson, Florence Ohle, Mary Prazma, Tracy Racicot, David Scott, Randy Squier, Deb Tuttle, Mike Veeder, M. A. Wiltse and Anthony Zibella.

Excused: Frank Alguire, Russ Coloton, Nancy Costine, Terri Drobner, Mark Fingar, Patrick Gabriel, Ann Luby, Cindy Tipple, Terry McGee Ward and Joe Wolodkevich.

Consultant: Katy Drake

Guests: Maureen Boutin (Workforce Office), Nancy Bell (DOL-DEWS) Susan Gallagher (DEWS), Ken Flood (Columbia Economic Development Corporation (CEDC) /Columbia County Industrial Development Agency (IDA)), Dennis DiDonato (Questar) and Bob Franklin (Questar).

****With 19 members in attendance, a quorum is present.**

STATUS OF VACANCIES

- There are three (3) business representative vacancies for Greene County.
- An appointment is pending for the Columbia County DSS vacancy due to Cindy MacKay's retirement.

ACCEPTANCE OF MINUTES

John Betts made a motion to accept the board meeting minutes for October 9, 2012. Florence Ohle seconded the motion and the minutes were approved by the Board. All Board meeting minutes are sent electronically to all members and are posted on the website- www.columbiagreene.org.

CORRESPONDENCE

The following correspondence is available for member review:

Letters Sent:

- October 16, 2012 CLEO quarterly reports for both Greene & Columbia County
- November 2012 Recruitment letters
- December 2012 Letters regarding OJT audit and policy audit results
- January 2013 Welcome member letter

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Letters Received:

- *October 17, 2012 Letter from Ms. Nancy Bell, Dept. of Labor, regarding 2011 Governance Review*
- *November 2, 2012 WARN notice for the closing of Brockway-Smith facility in Coxsackie, NY*
- *November 14, 2012 Columbia County Appointment letter*

COMMITTEE MEETINGS

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

ONE STOP DIRECTOR'S REPORT

MA Wiltse distributed the Columbia Greene One Stop Center report. Core and Intensive services were reviewed, noting that between 10/1/12-12/31/12 new registrants have increased compared to last year. Skill Development and Training Services from 7/1/2011 to 6/30/2012 were presented noting a total of 144 served (including Youth Contracts). Unemployment rates and quarterly job bank activities were presented. Marketing efforts were outlined by numbers served, target audience and type of event.

OLD BUSINESS

One Stop Center Recertification

The MOU is still pending for the One Stop Center recertification. A signature is still required from the Commissioner of State Education. The Executive Committee will continue to follow and monitor the One Stop Recertification process until signatures are complete or the process is revised. DOL may be assisting with this process as this remains an issue for many areas.

NEW BUSINESS

Workforce Innovation Fund (WIF) Grant-Overview of STEM presentation

The WIF grant creates career pathways to encourage the unemployed and youth to go into STEM (science, technology, engineering and math) careers. The grant encourages a start at an entry level job and works with an employer on a plan and funding for a second career step in a STEM occupation. This initiative focuses the job seeker and employer on moving from entry level jobs to a STEM career path. A summary of the grant is included as the last page of the minutes. MA Wiltse reviewed the presentation that will be available to all customers as an introduction to STEM. The presentation outlines STEM careers, benefits of a STEM career path, local STEM opportunities and how job seekers can get started on a STEM Career. The presentation will be offered through local One Stop Centers in the region.

In regards to progress under the WIF grant, Maureen Boutin just wrote the first contract for a two step STEM career path under the grant.

A "Math and Science Anxiety Workshop" will be available through the grant starting in February. The workshop is designed to ease job seekers anxiety regarding their abilities to learn in the areas of math and science and encourages people to consider exploring the many STEM careers available.

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Columbia County Economic Development Review

Ken Flood provided the Board an overview of the services and programs available through the Columbia Economic Development Corporation (CEDC) /Columbia County Industrial Development Agency (IDA).

Good and Welfare

- Thanks to Barbara Arisohn, Nancy Costine, Deb Tuttle, Mike Veeder and MA. Wiltse for their time and efforts with the Workforce Center Policy audit.
- Congratulations and best wishes to Gina Armstrong on her new position as the Director of Public Health for the City of Pittsfield.

A motion to adjourn was made at 6:44 by MA Wiltse and seconded by Tracy Racicot.

Please Mark Your Calendar

PY 12 Full Board Meeting Schedule

PY 12 Full Board Meeting Schedule	
Tuesday, April 9, 2013	5:30 p.m.
Tuesday, July 9, 2013	5:30 p.m.

Business Services Committee

December 6, 2012 8:30 am

Old Business

NEG OJT (National Emergency Grant -On the Job Training)

Maureen Boutin passed out a listing of the OJT/NEG Contracts obligated for 2011-2012. The contract information was reviewed. The connection of OJT opportunities to the WIF 2 step career development process was outlined for the committee. Patterns in OJT employment results for businesses were discussed. Due diligence obstacles were reviewed noting that many due diligence challenges are based solely on changes that occurred within the business (such as a company name change).

HR roundtable & JSEC

Meeting dates and topics were provided for HR Round Table meetings and JSEC presentations. The JSEC schedule is outlined below.

Meeting Date	Topic	Presenter
February 28, 2013	Discipline & Discharge without being sued	John Bagyi
May 16, 2013	Compensation Best Practices	Diane Lustenader

Workforce Innovation Fund (WIF) Grant

Steps up to Stem information under the WIF grant was presented to the committee. On January 2nd the grant will start full force as the past six months have been a plan and design phase. The link between NEG OJT and the WIF was outlined.

Brockway-Smith

The closing of Brockway –Smith is based on the economic down turn. Maureen reported that the owners have been exceptional to work with through the rapid response process. The overall corporation has reduced from 800 workers companywide to 300, with 59 in the Cocksackie plant being laid off. Maureen reviewed the activities that have occurred under rapid response. A job fair will be held on site in January. Employees have been very active in job search activities.

Customer Service Indicators

Since the committee reviewed the measurements for customer service indications, the reports have stopped since the last meeting. MA will be requesting that the reports continue even with halt of measuring customer service indicators.

On Site Recruitment

GlaxoSmithKline business development was discussed. GlaxoSmithKline will be recruiting for 190 jobs. Recruitment is reported as going well with GSK management happy with candidates from the job fair at the college. By regulation, Columbia Greene WIO cannot provide training services until 120 days after the plant officially closes and relocates to Greene County. Job connections can be made during that time frame. **Note: Since the meeting we have received clarification from the state. The rule states that we cannot do business with a company that is moving operations from one site to another until the company has been in operation at the new site for 120 days. We now feel that we can start working with GSK in meeting their training needs.**

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A job fair will be held in January for Greenport Crossings at the college for 30 restaurant workers, 2 managers and convenience store workers. A fast pace for hiring and opening is reported.

Premier Brands may be coming into the old Walmart. Posting of positions has occurred for a potential spring opening.

The Reggio Emilia concept, an educational philosophy focused on preschool and primary education, was discussed in terms of coming into the local area. The former owner of Etsy is the driving force behind this concept. The concept will focus on skills for youth for development. Chair, Frank Alguire, recommended committee members google the concept to expand their understanding of the educational philosophy.

Executive Committee

December 17, 2012 5:30 p.m.

Old Business

Membership

WIB Vacancies were reviewed. Currently, there are three business vacancies for Greene County. Three business representatives from the list submitted by the Executive Committee have been approved to be contacted by the Greene County Legislature and have been sent WIB information. Katy will follow up further with all three potential members following the holidays. Katy will also submit the names of other potential board members to the Legislature for consideration. The Columbia County DSS representative is also pending following Cindy MacKay's retirement. Katy will follow up with the commissioner in the new year.

Status on One Stop Center Recertification

The MOU is still pending from the State Department of Education. This is an outstanding issue for all workforce areas.

Workforce Innovation Fund (WIF) Grant Status Update

Activities under the WIF in the One Stop Centers will begin January 1, 2013. A customer orientation on STEM careers will begin along with NWRC testing across the eleven counties. The curriculum for a Math & Science Anxiety workshop is being developed by an outside contractor and will begin at the end of January. Overview information on the grant was distributed to all committee members for review. The STEM careers workshop was discussed by the committee. The tie in with the WIF grant in the upcoming RFP for youth was reviewed. The inclusion of workshops and the addition of the NWRC may be added to the Youth RFP for PY13.

New Business

Regional Economic Development Council (REDC)

Ann announced that the REDC event will take place on Wednesday the 19th at the Plaza in Albany. Executive Committee members should have received an emailed invitation. Ann requested that people RSVP as soon as possible if they plan on attending. Contact Ann with any questions. Ann will follow up reporting out on the REDC approvals at the January meeting. The committee also discussed a presentation from the two counties regarding economic development at an upcoming board meeting.

Quality Improvement

Results for the Career Center policy audit and an OJT monitoring visit were reviewed. The CQI committee structure was discussed. John Craft, the long term Chair of the CQI committee, has left Ducommun and is no longer able to serve on the WIB. Policy Center audits will be conducted using Board members, with a focus on involving new members for the spring audits. Tony will discuss the Chair position at the January meeting. Audit results will be reviewed at the meeting as well.

Youth Council Meeting Notes

December 13, 2012 9:00 a.m.

Youth Program Status Updates

Greenville

The Greenville program has 19 students enrolled. One student is currently participating in an internship with two additional internships pending for spring. Chris Drumma is the lead teacher in the Hometown Graphic's program, but it reported that Sandy Arnone remains involved. A Youth Council visit has been set up for Thursday, January 31st for 2:45.

Catskill

The Catskill GED program is at their maximum, with 20 students enrolled. The program currently has a waiting list. Seven students will be testing with 5 new students waiting to start in January. Deb Zwoboda is now the coordinator for the program. The Youth Council visit has been set up for Tuesday, January 15th at 5:00.

YES

The YES program, held at Columbia Greene College, currently has 19 participants. 8 students have tested to date. The program averages 10 students a night. Two students are looking to start college in January. Two paid internships have already started with 6 internships starting after the new year. A visit to the YES program has been scheduled for January 29th.

The challenge of re-enrollments from the court system was discussed by the Council. Youth on probation are often mandated to get their GED. Students who have already dropped out or been removed from the program due to behavior or attendance more than once could have significant impact on the WIO performance measures. This is mainly a concern at Catskill for students under 21. Students are often given a second chance at the program, but each time they leave the program counts as a failure in the WIO measures. Failures in performance measures can impact funding so the WIO is reluctant to continue to re-enroll the students. If the challenge of students repeatedly mandated to the program continues, the Council may look to support from the WIB in terms of defining a specific policy.

The changes that are pending to the GED test are still unknown.

New Business

Youth Program RFP for PY13

MA provided a brief overview of the Workforce Innovation Fund (WIF) grant. Concepts from this grant may be added to the Youth Program RFP for PY13. The Out of School Programs may be required to use the WIF Math & Science Anxiety Workshop that is being developed. Out of School Youth Participants may also be required to attend an Introduction to STEM Careers workshop. The NWRC may replace the work readiness component that was included in the last RFP. Under the WIF grant funding is available for the **National Work Readiness Credential** (NWRC) test. Funding for the books, however, was not included in the grant. The individual set of books required for each student costs about \$50 per set. It is estimated that approximately 80 sets of books would be required. Finding those funds in the Youth Program budget was explored by the Council.

The value of the NWRC was discussed by the Council. Employer validation of the NWRC is still pending and may be being studied under a grant at this time. MA passed around a copy of the credential certificate along with a sample test results report.

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Healthcare Workforce Committee

Gina updated the group on the first meeting of the Healthcare Workforce. This group was pulled together to focus on developing a pipeline for the healthcare workforce. Exposing youth to healthcare careers is a significant goal of this committee. The group is working with healthcare providers to offer internships to spark an interest in the various healthcare fields. The next meeting will be schedule after the start of the new year.

The Council discussed challenges with transportation within the two counties. Information from the transportation study for the two counties will be requested and made available for the next meeting.

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Columbia Greene Workforce Investment Board

Policy Audit
November 8, 2012

Board Members Present: Barbara Arisohn, Nancy Costine, Deb Tuttle, Mike Veeder and MA. Wiltse

WIO/ DOL Staff Participating: Frances Abea, Rebecca Decker, Mark Decker, Holly Wanek, Ben Thomas

Policy #: 205 Title: Comprehensive Assessment & Testing Services

Effective Date: 7/01/06

Amended Date: 10/10/10, 7/28/11

Policy Description: A comprehensive assessment assists customers in making career decisions and taking action on decisions by: identifying re-employment barriers; developing employment and/or training plans to overcome barriers; selecting educational programs consistent with goals; and/or following through on agreed upon career decisions.

Reviewer: Nancy Costine

Staff: Fran Abea

Staff demonstrated a full understanding of the policy and supporting resources. The challenge in implementing the policy is the lack of adequate time due to the large volume of customers. The policy is still relevant and no changes are recommended at this time.

General recommendations include making various services to solve barriers to employment available to the client prior to the assessment. An updated web page was suggested with information such as transportation solutions, etc.

Reviewer: Barbara Arisohn

Staff: Ben Thomas

Staff demonstrated a full understanding of the policy and supporting available resources. Ben is the instructor for a workshop on career development serving 10 – 15 people twice a month. Challenges to the policy include the time factor for the assessments in regards to specific customer input and the mandated UI job seekers in workshops. Job seekers who are required to attend the workshops are often not invested and can be disruptive to the group.

Recommendation in regards to the policy include implementation of CHOICES (Job Zone was reported as not as comprehensive) and reconsideration to the mandated job seekers in the workshops.

Policy #: 206.2 Title: OSOS Individual Employment Plan

Effective Date: 10/10/10

Amended Date:

Policy Description: All WIA customers who have had an Initial Assessment and are referred to any service beyond Self-Service/ Information only must have an Individual Employment Plan (IEP) activity recorded in OSOS.

Reviewer: Nancy Costine

Staff: Holly Wanek

Staff demonstrated a full understanding of the policy and supporting resources. Policy is still relevant and accurate with no changes recommended at this time. Staff reports that the IEP is a living document that changes according to need. The staff member was commended for their extensive knowledge of the IEP process.

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Policy #: 208 Title: Community Resources Available for Barriers to Employment

Effective Date: 10/10/10

Amended Date:

Policy Description: Customers who acknowledge that they have barriers to employment should be referred to appropriate community services.

Reviewer: Deb Tuttle Staff: Rebecca Decker

Staff demonstrated a full understanding of the policy and the resources supporting the policy. The challenge in implementing the policy is often trying to get the customer to open up to discuss any potential employment barriers. No changes are recommended to the policy at this time; the vendors are updated as needed. An additional challenge is when the county does not offer a service that is needed (ie; Columbia County/transportation).

Policy #: 602.1 Title: WIA Youth Eligibility–Management of 5% Income Exception

Effective Date: 7/01/01

Amended Date: 4/4/12

Policy Description: The WIA regulations allow local areas to serve a limited number of youth who do not meet the income guidelines. Non- income eligible youth can only make up 5% or less of the total youth served during a Program Year.

Reviewer: Mike Veeder Staff: Mark Decker

Staff demonstrated a full understanding of the policy. The policy is accurate and up to date so no changes are recommended at this time. The staff member was commended for his positive attitude regarding customer service.

Report compiled from individual notes by Katy Drake/Consulting Director

Columbia Greene OJT Monitoring Report

December 4, 2012

Company Visited for OJT Review:

Ms. Carolyn Dongara, Office Manager
Management Advisory Group of NY, Inc.
385 Main Street, Catskill, NY 12414
518-943-0708 ext 10
cdongara@magnyinc.com

On Tuesday, December 4, 2012, I met with Ms. Carolyn Dongara, Office Manager for the Management Advisory Group (Catskill NY) regarding the current and past NEG OJT grants along with general OJT practices.

Recruitment and initiation of the OJT was discussed. Ms. Dongara learned about the OJT program originally through seeking assistance with recruitment through the Workforce Office. Ms. Dongara reported she was extremely pleased with the quality of candidates provided to her by Maureen Boutin. Two out of three strong candidates were hired under the NEG OJT program.

Ms. Dongara provided great detail into the specific training each new hire received through the NEG OJT grant. Training includes general programs such as excel and outlook, but has a greater focus on the critical training in the areas of specific software for Medicaid claims for school districts. Training occurs on the job as the candidates did not have specific experience with the software programs, reporting requirements and processes.

Ms. Dongara reported that Maureen Boutin and Cori Beck were exceptional to work with throughout the NEG OJT program. She reported that this is the only government program that is easy to use. She reported that the paperwork and process were not a burden and that Maureen helped them from start to finish with all paperwork and requirements. She greatly appreciated the high quality candidates referred and the reimbursement through the NEG OJT contract.

Ms. Dongara highly values the program and would use it again in the future. She would absolutely recommend the program.

Points of Interest:

- AMG learned of the OJT program through a cold call to the WIO for help recruiting qualified applicants.
- Paperwork is not too cumbersome for the business and well worth the OJT funding.
- Maureen Boutin and Cori Beck are a wonderful and valued resource to local businesses!

Report Submitted by: *Katy Drake | Consulting WIB Director 12/11/2012*

**Greater Capital Region Workforce Investment Boards (GCRWIB)
Workforce Innovation Fund Grant Summary**

The main goal of this grant is to address the STEM (Science, Technology, Engineering and Math) skill shortage in the Greater Capital Region of New York State to ensure employers have access to qualified workers by establishing a new pipeline of STEM talent that links the workforce system, employers, educators, and emerging and returning workers through the realization that success for all is built on a foundation of career pathways and life-long learning. We also include an emphasis on manufacturing.

Major components:

1. STEM awareness campaign for adults and youth
2. Summer Tech Camps for teens during the summer youth employment program
3. Workshops introducing individuals to the opportunities and value of STEM careers for customers in need of more than job search assistance, those who are collecting unemployment insurance benefits, and newly enrolled WIA youth. We will also utilize videoconferencing equipment to expand the exposure potential as well as presentations by local business and training providers.
4. Math/Science anxiety/skills building workshop for center customers
5. Use of Metrix skill assessment and E-learning training as well as National Work Readiness Credential (NWRC) materials/credential to assess and remediate those in need who are interested in pursuing a STEM occupation.
6. Develop a two step career plan with interested adults and businesses providing, in partnership with interested businesses, OJT and/or ITA training.
7. Outreach to businesses and business sectors in STEM related sectors to identify STEM needs and opportunities
8. Professional development for center staff related to STEM career guidance for job seekers.

Specific activities for staff may include:

- Promote opportunities for STEM
- Utilize testing and assessment tools such as Prove-It, Career Zone, and Metrix
- Provide a path to completion of the National Work Readiness Credential
- Provide career guidance, including knowledge of STEM Career job descriptions, education and training requirements, case management and workshops
- Development of Individual Employment Plans such as the proposed Two-Step Career Plan which include Employer Based Training Programs
- Funding approval for classroom training, on the job training, etc
- Acting as a resource for other Center staff for information pertaining to STEM Careers
- Developing relationships with employers that result in STEM-Focused Sector Partnerships

Funding highlights:

- Approx. 3 million over 3 years total for consortium
- Approx. \$ \$85,000 WIB and centers staff participation
- video conferencing equipment for Columbia Greene
- \$312,000/ year total for training for consortium
- \$6,500/ yr. for 2 years of STEM summer camps in each WIB area

Notes respectfully submitted by Katy Drake/WIB Consultant