

Workforce Innovation and Performance Committee of the Monroe County/Rochester Workforce Development Board
Meeting Minutes
RochesterWorks, Inc., 255 N. Goodman St.
Tuesday, March 3, 2020
8:00-9:00 AM

Present: Edie Arlauckas, Christopher Bonawitz, Richard Turner, Cherie Becker, Randy Andre, Elizabeth O'Brien, Patricia Stovall-Lane, Sarah Fletcher, Jane Sullivan

Staff and Guest: Lee Koslow, Peter Pecor, Viatta Carter, Antwan Williams, Kathy Ziegler, Mary McKeown

Approval of Minutes:

A motion to approve the December 3, 2019 meeting minutes was made by Richard Turner and seconded by Elizabeth O'Brien. The motion was carried unanimously

First Quarter Performance. Focus: Measurable Skill Gains:

Lee began the discussion by reviewing that every calendar quarter, we get system performance numbers for our 6 core programs: WIOA Act Title 1 Adult, Dislocated Worker, Youth, Wagner-Peyser employment services, Voc Rehab Title 4 (ACCES-VR, NYS Commission for the Blind) and Title 2 Adult Ed. Today's discussion included Adult and Dislocated Worker Programs, which overlaps with Wagner-Peyser employment services. The performance comes out quarterly and in each quarter there is a lag in when we get the results from the NYSDOL. What we're looking at now is July, August and September 2019 performance. There are 3 measures, both Adult and Dislocated Worker, that we've met or exceeded statewide performance goals so far. These are our second quarter after Exit employment rate, our median earnings second quarter after Exit and our fourth quarter after Exit employment rate. There are 2 other measures that we're being measured on at the local area and 1 more that's just the state measure at this point.

Lee included we have not yet met the state goal in the Credential Attainment Measure. This is a measure of all of those who were in programs that lead to an intended recognized credential, for example an Associates or Bachelors Degree, an occupational skill certificate, a state licensure certificate, an industry recognized credential, of all of those who were in one of these programs, what percentage of them got that credential within 1 year after Exit. It is a lagging indicator so we're really looking back on these at 1 year ago. With this performance, we can record what we didn't properly record in the database to fix this, but we can't go back and help somebody get a credential that they should have got 2 years ago. A lot of this is data entry but there are different reasons why we are where we are with some of these and Lee has compared the progress that has been made, because the Career Center staff has been working on this, with the real time data entry, and they have some lists for those that are in this measure for July-September of 2019 to get the data in. Lee has included that with this program year, we are held harmless on performance, there will be no sanction for not making it. This is the year that we want to make sure that the staff gets what they need to do to get positive performance on this credential measure.

Lee explained that some analysis was done on some of the items causing the negative performance that are either beyond our control or possibly a data entry error. For example, there were 46 Dual Enrollments among all of the performance that we had, only 10 of them with positive performance. What that means is we had 36 out of 46 that were negative. It's dragging our performance down, these dual Adult and Dislocated Worker enrollments. This generally happens when a participant comes into the Career Center because they've been laid off, maybe they came in for an unemployment meeting and their unemployment profile score hasn't been generated yet, so they're enrolled in the Adult program. Then the next time they come back, and get an Activity that results in a service funded with Dislocated Worker funding because their profile score made them a Dislocated Worker. This shows

they're dually enrolled. Then if they get into training, we may be able to control some of the dual enrollments, which could help these numbers.

The biggest negative trend for our Adults is Section 599 Training. Section 599 of the NY State Unemployment Law allows an individual to be exempt from Unemployment's work search requirement while they're in school. We don't fund them. In some cases, they don't even apply through the Career Center, they'll apply directly through Unemployment, and we're just entering the service in OSOS. So every one of those services that goes in, that is being held against us as the local area. Lee included that 92 Adults and 33 Dislocated Workers with negative performance received Section 599 training only.

Lee also included information on Measurable Skill Gains and this is the first time we've seen performance on this measure. This is a baseline measure and there is no goal yet. This is of all of those participants in training leading to a credential or in work based training. Now we're building in On-The-Job Training grant folks into this. What percentage got a measurable skill gain during the program year? This is a real-time measure and not a lagging indicator. So, by Measurable Skill Gain, for somebody in an Associates Degree program, we might be looking at their semester grade report, and did they pass their classes, and are they making progress in the program toward graduation? If they're in an OJT Training Grant, we'll be looking at a regular performance report and so are they meeting those standards that they're supposed to meet at this point in the OJT Training Grant? A certificate of completion, degree or diploma counts as well as does if someone is in ESOL or a high school equivalency program, a gain of one educational functioning level. We need one of these within a program year. We're currently at 41.9% Adult and 41.1% DW. We're below the Statewide on both of these and we have lists that the Career Centers are working off of to try and bring these numbers up.

Continuous Improvement: Strategies to increase the intensity of Career Center services for Justice-Involved Individuals and People with Disabilities:

Lee explained that for this past program year, we measured how many services per enrollment we had for both groups as a baseline and our goal is to improve that. We will be measuring it again this year, though we have not yet implemented specific efforts to increase those numbers. This will be our discussion for today. What should/could the Career Center staff be doing to provide more intensive services to both of these populations? Lee included that there is one specific point of identification for special populations in the Career Center. Lee states this is good, in that they're getting identified, for the most part, at a specific point in time. This is at the point of the Initial Assessment, the first service that everyone gets when they're enrolled. They meet with an Advisor 1:1 and they'll fill out a Supplemental Questionnaire, which includes questions on different, special populations that they may fall into. If they check the box that they are a person with a disability, or that they've been subject to the justice system in some way, the staff member knows about it and they've been identified as being entered into the database. The question then is, now that we know that the individual falls into one of these populations, what are we doing for them?

At this time, Lee raised the following question: Once identified, how well are we serving these individuals now? Randy Andre included a concern with if the individual chooses to disclose or not, at which time will have to be answered while applying for a job. The Supplemental Questionnaire is being used in the Career Center where individuals can answer whether or not they have a specific barrier such as a disability or were previously incarcerated or have a record of convictions. Randy stated, for the most part, we do a good job in identifying these individuals. Per Lee, we served 1,518 participants with disabilities last program year. Discussion continued on things we may be able to do, including our marketing efforts, sharing that we are here to serve individuals with disabilities and there are a number of resources available right here in Monroe County. For example, when we identify these individuals, we have ACCES-VR that we can refer individuals to, for those interested in training. In addition, we have so many partners providing different services, that we can refer these individuals to these partner agencies based on their need, while also helping the individual feel comfortable in doing so. Discussion also included there are a number of individuals that come into the Career Center that don't consider themselves as having a disability. It could be

someone with ADHD, and to that individual, just the word 'disability' is a negative. Staff will ask additional questions to help recognize which agency is most appropriate to refer the individual to.

Lee also discussed the issue of an individual with a disability in need of specialized services not wanting to work with an agency. Staff will first try to find out why and what happened and will touch base with the agency representative. Upon further investigation and if recommended, the individual will be referred to another agency that will be able to assist.

Lee asked what staff training might be helpful to improve services to justice involved individuals with disabilities? One topic mentioned may be more training and knowledge on Social Security questions. Individuals receiving SSI or SSDI asking of possible penalties they may incur when being told they have to find part-time work. Staff receive questions on Workers Compensation, in which staff have no idea what to do with. More information on understanding the various degrees of disabilities would be helpful in learning how to deal with them. Staff training in the area of justice involved would include staff understanding the various degrees of misdemeanors and felonies and a list of employers that may be able to hire ex-offenders and individuals with disabilities. Additional training that would be helpful is in the area of sex offenders. Depending on the offense, there is a system in place in the Career Center where computers can be monitored if need be.

After much discussion on this topic, diversity training in general would be helpful. Diversity doesn't necessarily mean just cultural diversity, it's human diversity. For the most part, staff are able to negotiate interviews quite successfully and know how to handle a disruptive customer, but in general, everyone could stand to have some practice working with a diverse population so they have the knowledge of when it happens, what to engage in and not engage in. Some WI&PC members have mentioned they could provide training information on these topics.

In closing, Lee made a commitment based on the discussion today that he would put together a technical assistance framework, with the help of the local Board, in regard to serving these two special populations.

Next Meeting Scheduled: June 2, 2020

Meeting adjourned at 9:01 AM
Submitted by: Mary McKeown

Reviewed by:
Lee Koslow 3/17/2020