

**Workforce Development Board
Meeting Minutes
Tuesday, December 17, 2019
8:00AM - 9:30AM
The Builder's Exchange of Rochester**

Attendees: Dana Abramson, Bert Brinkerhoff, Catherine Chabrier, Sergio Esteban, Ann Kowal, Kathy Miner, Joe Wesley, Randy Andre, Romanda Gibson-Stevenson, Joseph Leone, Arnetta Powell, Mark Rogacki, Richard Turner

Absent: Mary Beth Artuso, Kyle Banks, Rachel Baranello, Thomas Battley, Christopher Cimini, Adrian Hale, Glen Jeter, Kevin Kelley, Gary Rogers, George Scharr, Timothy Shortsleeve, Jeff Adair, Corinda Crossdale, Lynn Freid, Seanelle, Hawkins, Dan Maloney, Danielle Maloy, Roosevelt Mareus, Todd Oldham, Patricia Stovall-Lane, Jerome Underwood

Staff: Peter Pecor, Michael DeBole, John Premo, Antwan Williams, Lee Koslow, Viatta Carter, Theodore Jordan, Shawn Curran, Mary McKeown, Behiye Mansour, Corey Nash

Guest: Craig Stevens; The Bonadio Group, Takiyah Butler; United Way/RMAPI

Call to Order:

The meeting was called to order by Sergio Esteban at 8:07AM.

Introductions:

Approval of Meeting Minutes

A motion to approve the September 17, 2019 meeting minutes was made by Richard Turner and seconded by Bert Brinkerhoff. The motion was carried unanimously.

Finance Committee:

Craig Stevens, The Bonadio Group Provided an Audit Presentation

An Independent Auditor's Report was handed out and reviewed.

Craig Stevens reported he met with the Executive Finance and Audit Committee in November and went through the Audit presentation and discussed everything in detail. Today he will provide some highlights from the audit process.

Craig also noted in the audit package there is no management letter, no control deficiencies, nothing they felt would be important enough to put in writing with respect to weaknesses, not even internal control. The results of the single audit are The Bonadio Group's audit of our use of federal dollars, primarily the WIOA dollars, which is the biggest chunk of federal money. There were no findings here, which Craig stated is very important as well. Everything was clean with respect to what they are required to test, both with respect to our use of dollars, as well as the dollars we pass through the sub-recipients, as we have the responsibility to make sure that our sub-recipients are using the funds in accordance with the terms and provisions of those contracts.

Craig stated the audit process continues to be very smooth and that Mike DeBole and his staff do a great job in preparing for the audit.

Craig also reviewed the format of the content of a non-profit Financial Statement. Craig reported in The Bonadio Group's Independent Audit Report, it includes a clean opinion. The audit report states that in their opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Organization as of June 30, 2019, and the changes in its net assets and its cash flows for the year then ended, in accordance with accounting principles generally accepted in the United States of America. Craig stated that is the most important paragraph in the Financial Statement.

Craig pointed out a new paragraph in the report, which includes a change in accounting principles, under Liquidities, that are required for non-profits. The new requirement includes 2 parts; quantitatively, you have to disclose the assets you had at the end of the year, where you can fund the operations and expenditures for the following 12 months. This includes Cash and Receivables. The second part is qualitatively, which includes how you are going to support your operations for the following year.

Craig stated that regarding the Financial Statements on pages 3 & 4, the Balance Sheet indicates we're in a strong financial condition. The receivables are fully collectable, which is a positive sign. Regarding the Statement of Activities, there was a small increase in Net Assets. Regarding Functional Expenses, the Expenses are following the Revenue.

In closing, Craig reiterated that Mike DeBole and his staff did a great job in preparing for the audit and the audit process went very smoothly this year.

A motion to approve the 2019 Bonadio Group Independent Auditor's Report as presented was made by Joe Wesley and seconded by Catherine Chabrier. The motion was carried unanimously.

Michael DeBole Provided a PowerPoint Presentation on Q1 PY 2019-2020 Financial Initiatives

Michael DeBole began his presentation by referring to Q1 Initiatives. Currently, with our WIOA funding, we are on track with approximately 75% remaining to spend down for Program Year 2019.

Michael also reported the Summer Youth Program for 2019 was very successful this year. We received \$1.5M from the Grant and we spent about \$1.5M, in which 87% of that went towards the program, which was very promising and encouraging for our future grants. Most of that was with Direct Services, which is our wage subsidies, where we pay the participants through the payroll system. We served 487 participants.

Michael also reported on the Candidate Relationship Management System (CRM). This was initially from our Dormitory Authority with the State of New York (DASNY) Capital Grant of \$116K, which was awarded in December 2018. This is strictly a capital fund and has nothing to do with our WIOA funding. The initial project that we started with, the management document system, is now in place and we're working to get everything on board electronically. The remaining balance from the DASNY fund of \$29K will be used for our next project which is the customized CRM. John Premo will explain in further detail and then Michael will request The Board's approval of \$29K, for the customized CRM project.

DASNY Capital Project Approval Resolution

John Premo began his presentation by explaining services the Business Services Team offers, which include posting job openings, hosting job fairs and customized recruitment events and offering hiring incentives/grants. From a Business Services perspective, they're trying to bring jobs and opportunities into the pool, so the individual job seekers can see what's available and make connections with both the Career Center and the Business Services Team. We utilize a broader system, the One Stop Operating System, in which we don't have the ability to manipulate data in this system. The CRM will help enhance our customer engagement with our system. The system will help us identify who's applying and for which opportunities, along with enriching our communications with Businesses in notifying them of the individuals who've come through our system and the positions they've applied for. This new system will give us better opportunity to engage, manage and track activities we are doing both for the business and the job seeker side. The timeline for the system to be up and running is July 2020. A question was raised on the timeframe of reporting analytics, such as the performance and success of the system.

Sergio Esteban has requested, once the system is up and running, that John Premo report on the performance of the system 3 months out and then provide a more in depth report 6 months out.

A motion to approve the balance of DASNY funds of \$29K to be used for the CRM initiative was made by Joseph Leone and seconded by Romanda Gibson-Stevenson. The motion was carried unanimously.

Workforce Innovation Committee:

Priority of Service and ITA Revision Approval

Lee Koslow began his presentation by referring to 2 Workforce Innovation and Opportunity Act policies that were discussed with the Workforce Innovation & Performance Committee. Approval is being requested to revise these policies. The resolution basically says we've approved these revisions.

The WIOA Policy 101, Priority of Service covers those who are eligible to receive our Work Experience Tryouts, also known nationally as transitional services. It was brought to our attention that we need to have a requirement, because it is required in the WIOA Law, that the only individuals who are eligible for Work Experience Tryouts, or transitional jobs, are those who are either Chronically Unemployed or have an Inconsistent Work History. NYSDOL's Quality Assurance Department has put out some guidance saying every local area has to create definitions in their local area of what Chronically Unemployed or Inconsistent Work History looks like. The following definitions have been proposed and modified by the committee. The final definitions are as follows.

Chronically Unemployed means that a worker has been unemployed, as defined by the Bureau of Labor Statistics, for at least:

1. Six (6) of the past 24 months, or
2. Fifteen (15) of the past 60 months.

Inconsistent Work History means that a worker has been employed:

1. In the same occupation or industry for 39 or fewer months during the past five (5) years, or
2. With three (3) or more different employers during past five (5) years, or
3. With a staffing agency for at least six (6) months during the past two (2) years, or
4. With a staffing agency for at least 15 months during the past five (5) years, or
5. For fewer than 60 months during their lifetime, or
6. In the United States Armed Forces and is a veteran who was discharged within the past five (5) years.

Add the following statutory requirement to the Priority of Service guidelines for Transitional Jobs:
Transitional Jobs may be provided only to individuals who are chronically unemployed and/or have inconsistent work history, as defined in Section II of this policy.

WIOA Policy 104, Individual Training Account (ITA) Guidelines

Lee explained how the percentage spent of our budget for training is lower this program year. The combination of a tight labor market, which is reducing the demand and an abundance of resources in the community, and a higher budget that we were able to put out this year, has caused our training budget to be under spent at this point.

If we were to raise the maximum amount allowable for training, this would help individuals who are taking out student loans. What is being proposed here is to raise the limit from \$5,000.00 to \$7,500.00, temporarily for this program year. For CDL training, that will be raised from \$3,000.00 to \$5,000.00.

A minor change is in clarification of the one-time grant rule, as follows: In general, a WIOA funded ITA is a one-time grant, even if other grant funds issued through RochesterWorks, Inc., such as NDWG, TAA, H-1B, or state or local funds, were used.

An exception has been clarified, as follows: If it has been determined that ITA funds were improperly or incompletely spent due to the actions of the Local Workforce Development Board, career center staff, or a training provider, then the full balance should be restored to the individual's ITA account.

A motion to approve these changes as presented was made by Kathy Miner and seconded by Joe Wesley. The motion was carried unanimously.

Executive Committee:

Career Center Location Approval

Peter Pecor explained that the lease for our Career Center on North Goodman Street will be expiring on April 30, 2020. In accordance with regulations from the Department of Labor, we've issued an RFP for the new location. The return date was November 5th and we received 8 responses. A packet of information was given to attendees of today's meeting that included summary sheets for each proposal received. After reviewing all the proposals, we've made a recommendation to go with Smart Holdings of New York, LLC, located at 100 College Avenue, which is directly across from the United Way Building. This location is designed to serve us well and is currently being used as a similar function. At this time, Sergio Esteban mentioned that this recommendation was reviewed at the recent Executive, Finance & Audit Committee Meeting and that the project has been followed from the beginning. Peter reviewed how the cost will be reasonable, it's near our current location and how the parking will be very accommodating.

At this time, Peter proposed a resolution for the confirmation to enter into a lease agreement with Smart Holdings of New York, LLC for the rental of 12,700 square feet, located at 100 College Avenue, at a rate of \$10.50 per square foot base plus a maximum of \$4.00 per square foot for improvements for a 5 year period with a 5 year option commencing April 1, 2020.

We will be out of the North Goodman Street location on May 1, 2020, as the current lease ends April 30, 2020. We're looking to begin the new lease on April 1, 2020, to give us ample time to move in.

At this time Sergio Esteban motioned for approval from The Board for the relocation of the North Goodman Street Career Center and it was unanimously approved.

Annual Report - Management Team:

Document Management

Shawn Curran began his presentation by reviewing items the Technology Department has been working on this year. They've worked on Innovation, making sure that as we move forward, we are meeting our customers' needs and being more efficient. Much of this comes by leveraging our technology, which includes utilizing Document Management. Shawn explained that we were able to get some Document Management software by obtaining a grant. Shawn reviewed areas of concern where the software will help to improve, including:

- Lack of document control
- Lost documents
- Soft cost of filing and retrieval
- Hard cost of filing cabinet space
- Lack of Security

Shawn explained that we partnered with a company called Square 9 Software and the benefits of utilizing this software, which include:

- Ease and speed of retrieval
- Security around customers' data
- Flexibility and Disaster recovery
- Document Authenticity
- Access from anywhere

Shawn discussed additional reasons why to keep documents stored electronically, which include:

- Customers are not always prepared and this results in multiple wasted appointments.
- Copies have to be made and given back to the customer, this adds to the soft and hard cost.
- Having to store the paper files in a paper based filing system.

The new system will help in document collection by allowing the following:

- Staff will set the customer up with an account and assign what documents need to be sent.
- An email reminder will be sent to the customer and will increase as the time deadline comes near.
- Customer will be able to securely upload via desktop or cell phone into the system.
- Staff will be able to approve or reject the document.
- The documents will now already be electronic and can easily be moved into the document management system.

Shawn also reported on eLearning, another area the Technology Department has been working on. As RochesterWorks! provides a volume of workshops, a lot of people do not use our resources. Some reasons may be that customers have transportation issues, they may be so concerned about looking for work that they're not coming into the Career Center and getting the help they need, or they may have issues at home they need to take care of.

Shawn explained the benefits of utilizing eLearning, which include:

- 24/7 access, learn when it is convenient
- Self-paced
- Consistent messaging
- More in-depth content
- Increased retention
- Certificate of completion

The official launch will be in early 2020. Currently, our staff utilize eLearning for Personal Identifiable Information training and in the near future, new staff will complete an onboarding track via eLearning.

Business Services

John Premo presented an overview of services provided during the past program year, which include:

- 1,735 Job openings were posted on the RochesterWorks! JobBoard
- 438 Businesses participated in RochesterWorks! hosted recruitment events
- 5,021+ Job seekers attended RochesterWorks! recruitment events
- \$118,000 in work based training contracts
- Daily, RochesterWorks! communicates opportunities to the public

N. Goodman Street Career Center

Viatta Carter reported on Career Center services provided this past program year, which includes having served 12,592 customers. They're currently offering an average of 45 workshops per month that are designed to coach and educate job seekers in a wide range of topics including three main tracks: Job Readiness, Career Exploration and Self-Employment. In addition, they also offer specialty workshops including Technology Workshops, workshops geared towards individuals with disabilities, Financial Literacy Workshop and a Basic Computer Boot Camp class for those not familiar with computers. They also offer alternative workshops for individuals who aren't necessarily looking for full time employment. The Career Center also offers the 5 Steps to Rapid Employment program, which is a 5-day, interactive job search program where they help job seekers develop a plan not only to get a job, but to manage their career and plan for their future. Since January 2019, they've served over 156 participants, landing employment on average 5-6 weeks after graduating from the program.

St. Paul Street Career Center

Peter Pecor, on behalf of Kathy Ziegler, shared information on the recognition received from Monroe County Executive Cheryl Dinolfo. The recognition reflects the focus on increasing the education and skills-training opportunities for the current workforce. Their efforts with internships and the Work Experience Program have been highly successful.

Youth Committee

Antwan Williams reported they've served 844 Youth this past summer while utilizing 40 employers. Their goal for 2020 is to serve 1,000 Youth in partnership with the City of Rochester. This year they will also be working in partnership with several agencies and programs in the area. They'll work with ACCES-VR, who are in 6 schools, to recruit 100 young people to direct our way. The Youth Team will also test pilot the document collection system before expanding that into the entire system. They will also work with Horizons, focusing on direct placement. In January, Antwan will convene some work partners to share the timeline of summer employment and to bring awareness of the entire process, before the application goes live on March 1st.

Technical Assistance and Training

Lee Koslow noted information from our 2019 Annual Report regarding the section on Serving Our Diverse Community. He provided a snapshot on where we stand with Male vs. Female, noting much diversity between the ages of 22 and 64. These numbers don't include anyone served by the St. Paul Street Career Center and does not include the 800+ Summer Youth. Regarding Employment Status, 16% of our participants last year were actually employed when we started working with them.

Director's Report:

A. County Contract Status

Peter Pecor extended a thank you to Richard Turner for facilitating the approval of our operating contract with Monroe County, which was passed at the last legislative meeting. Our next step is to provide this resolution to the City to develop the inter-local agreement, which is between the County, City and RochesterWorks, Inc.

B. Board Membership Adjustments

Peter Pecor related that with the new County Executive and team members starting in January, we'll be updating board memberships and we look forward to working with the new administration.

Peter also thanked the current administration and Richard Turner for their involvement with us.

Other:

Adjournment 9:24AM

A motion to adjourn the meeting was made by Romanda Gibson-Stevenson and seconded by Richard Turner. The motion was carried unanimously.

2020 Meeting Schedule:

March 17, 2020

June 16, 2020

Approved

Peter C. Pecor

Date

Submitted by: Mary McKeown

Reviewed by:

Peter Pecor 01/09/2020

Michael DeBole 1/13/2020

Antwan Williams 1/13/20

Lee Koslow 1/14/20

Viatta Carter 1/13/20

John Premo 1/9/2020

Kathy Ziegler 1/9/2020 (absent from meeting)

Shawn Curran 1/21/2020

DRAFT