

**Workforce Innovation and Performance Committee of the Monroe County/Rochester Workforce Development Board**  
**Meeting Minutes**  
**RochesterWorks, Inc., 255 N. Goodman St.**  
**Tuesday, March 5, 2019**  
**8:00-9:00 AM**

**Present:** Richard Turner, Jennifer Geiger, Christopher Bonawitz, Cherie Becker, Sara Fletcher, Michael Wright, Jane Sullivan

**Staff and Guest:** Lee Koslow, Peter Pecor, Viatta Carter, John Premo, Antwan Williams, Miranda Harms, Mary McKeown

**Approval of Minutes:**

A motion to approve the December 4, 2018 meeting minutes was made by Richard Turner and seconded by Sarah Fletcher. The motion was carried unanimously.

**Performance and Policy Update**

Lee discussed that since this is the Workforce Innovation and *Performance* Committee, whenever performance data is available, this is the committee that discusses it. We have not done that in a while, as we have not had performance data in a while. Since the last meeting, we received our primary indicators of WIOA performance data, both from the last program year, July 2017 through June 2018, and from the first quarter of this current program year, July through September 2018. The last program year's performance gave us a baseline, our first look at performance outcomes since July 2016, when we first became accountable for WIOA performance measures rather than WIA performance measures.

The first measure Lee reviewed was the Employment Rate, 2<sup>nd</sup> quarter after exit. For example, assuming a participant exits June 5, 2018, what we are looking for, for 2<sup>nd</sup> quarter after exit is that the person was employed at any point in October, November or December of 2018.

For the whole program year last year, we were at 72.1% for Adults and 72.0% for Dislocated Workers. That is above the goal. Lee is unsure what that means right now, as these are lagging indicators. Looking at the numbers right now, there is nothing staff can do at this point to impact the next 4-5 quarters of performance due to the lag in measurement. There is not even sufficient evidence about which Career Center activities or practices impact this performance. There are things we can do in terms of not letting someone exit too early, keeping them engaged with services until they are employed. The economy as a whole seems to be a bigger driver of this measure than the actual work that we do. But we measure it because it is a federal measure, and it is a reliable measure of employment and wages because it comes from the wage records. Compared to statewide, we are a little bit higher, and this could be due to economic factors as well.

Regarding July-September Exit Cohort for 2018, this program year, Adults Q2 employment is 68.4% and Dislocated Worker is 69.5%. We are above both the goal and the statewide average for both Adult and DW for Quarter 2.

Two quarters later, Employment Rate Quarter 4 answers the question not of whether they are still employed, but simply are they employed. It is a longer-term employment measure, not a job retention measure. Therefore, the measure includes people who may not have been employed in the 2<sup>nd</sup> quarter after exit but are now employed in the 4<sup>th</sup> quarter after exit.

For the program year 2017 Quarter 4 employment measure, the outcome for Adults was 73.0% and for Dislocated Workers was 73.7%. The percentage seems to increase a little bit from Quarter 2 to Quarter 4, at least in this economy. We exceeded the Goals of 67.0% and 66.0%, respectively, as well as the statewide average.

Looking at the 1st quarter of the current program year again, these measures were 68.8% and 70.1% for Adults and Dislocated Workers, respectively. Performance is a little bit lower than the full previous year, but still above the goals and Statewide average.

The next measure Lee reviewed was Median Earnings. Median Earnings for the full program year, there was a concern on this one for Dislocated Workers, because in Monroe County we have had more Dislocated Workers proportionately than other local areas. We have been capturing Dislocated Workers that are structurally displaced, wherein the next job they secure, they will not be earning the same wages as they have earned before, therefore the Dislocated Worker wages, because individuals were starting all over again, were falling low for many years.

For Monroe County, Median Earnings for Adult workers, 2<sup>nd</sup> Quarter after exit, is measured for a full calendar quarter (3 months) of earnings. For an annualized amount, multiply that by 4. The program year 2017 outcomes for this measure were \$5,908 for Adults, and for Dislocated Workers \$6,540. Both totals are above both the goal and the Statewide median.

For 1<sup>st</sup> Quarter of the current program year performance, median earnings are \$5,627 for Adult (decreased a little bit from last year) and \$6,750 for Dislocated Workers (this one increased a little bit). Both outcomes are above the goal. The DW median earnings is below the statewide average.

We are a bit low on our Credential Attainment performance, but we are not being held accountable for this right now.

### **Proposed Updates to WIOA Policy 101: Priority of Service**

Lee discussed clarifications under the WIOA definition of Dislocated Worker, which include:

Time period of eligibility: The Monroe County/Rochester Workforce Development Board recognizes the continuing effect of dislocation events across the Finger Lakes Region, and therefore does not dictate a time frame in which a person must have been dislocated in order to be deemed eligible as a dislocated worker.

Attachment to the workforce: Any labor performed in any occupation where the employee has worked for two full pay periods or one month, whichever is less.

Unlikelihood of returning to a previous industry or occupation: Any reasonable means or explanation, provided that it is adequately documented. Examples of participant characteristics may include:

- Unemployment profile score
- Exhausted unemployment
- No results from job search activities within commuting area
- Long-term unemployed or underemployed
- A combination of unemployment or underemployment with a WIOA barrier to employment
- Labor Market Information
- Individual impacted by the Opioid Crisis

### **Proposed Updates to WIOA Policy 104: Individual Training Account Guidelines**

Lee discussed the following:

ITA funds may be prioritized to be used to support initiatives that include training in one of the Regional Workforce Development Board's priority industry sectors (Advanced Manufacturing and Healthcare).

To the extent that such initiatives do not have funds available for training, ITAs may be approved to pay for training for eligible WIOA participants to receive training in one of the priority sectors.

The Health Professions Opportunity Grant (HPOG) and Strengthening Working Families Initiative (SWFI) are currently recognized sector strategy initiatives. Therefore, for the program year beginning 7/1/2019 and ending 6/30/2020, 25% of the WIOA ITA budget will be reserved for HPOG and/or SWFI participant training in one of the priority sectors.

Any amount of this funding not awarded by 12/31/2019 will be released to be used to fund any ITA approvable under this policy.

The committee recommended both policy updates for full Board approval. The motion was made by Sarah Fletcher and was seconded by Cherie Becker. The motion was carried unanimously.

**Panel Discussion: How do we measure the intensity of services provided to participants with disabilities?**

Lee introduced Miranda Harms, Career Services Advisor with RochesterWorks! Career Center; Jennifer Geiger, Business Relations Representative with ACCES-VR; and Jane Sullivan, District Manager with the New York State Commission for the Blind. Lee brought up some background questions that were addressed by Miranda, along with questions on barriers to providing more intensive services as well as how we might measure intensity of services. These items originated last September when deciding what this group wanted to focus on this program year. Topics selected by committee members included focusing on services to individuals with special populations, including people with disabilities and justice involved individuals, and focusing on continuous improvement of customer service, as well as career pathways in key industry sectors. At the December meeting, discussion included the meaning of services to people with disabilities and justice involved and what we can do for them. We conducted a survey on this topic, and the results gave priority to providing more intensive services to people with disabilities and justice involved individuals.

Discussion today included how we can measure the intensity of services provided to participants with disabilities. Miranda discussed who/how many staff in the Career Center provide intensive services to participants with disabilities and if we have enough staff. In general, Miranda feels we do need more staff that can provide intensive services, although currently someone with disabilities can meet with anyone on the ISA Team and their needs will be met. There are some customers who may need accommodations or may have questions about disclosure. Miranda can address these questions, whereas other staff have not been required/trained to know how to address these questions. We need more staff to increase their knowledge of specific disabilities. The Waring Road/Department of Labor office currently does not have a staff member dedicated to meet with people with disabilities, although there is a representative from ACCES-VR on location there twice a week that can meet with these individuals. In addition, a representative from ACCES-VR is on location 2 days a week at the Goodman Street Career Center, and Miranda is on location at the ACCES-VR office 1 day a week. Counselors from NYS Commission for the Blind are also periodically in the Career Centers.

Lee asked Jane Sullivan, NYS Commission for the Blind, if she recognizes any barriers preventing participants with disabilities from getting referred into the Career Center, and if so, what can be done to overcome the barriers? Jane responded that we have overcome any barriers in making referrals by doing a more formal referral, in which the goal is to have the rehab counselor be present at intake with the staff from the Career Center to help as a liaison.

Lee also posed the same question to Jennifer Geiger, ACCES-VR. Jennifer responded that she does not see any barriers that present participants with disabilities from getting referred into the Career Center. Jennifer stated that in their new contract, there will be a requirement to register participants in the Career Center.

Lee asked Miranda if she recognizes any barriers preventing participants with disabilities from getting referred to her, and if so, what can be done to overcome the barriers? Miranda responded that with in-house, time is the biggest barrier, also referrals from ACCES-VR, she does not have the time to be able to reach out multiple times and do the case management that needs to be done.

Lee asked how might we measure intensity of services? We could count the number of service days provided during an enrollment; each enrollment has an enrollment date and an exit date, and we could count the number of services provided during an enrollment; or we could count the length of an enrollment period; or some other better outcome measure. Discussants agreed that the number of services provided would be the best measure of intensity of services.

### **Improving customer service through the Career Center recertification process**

Lee briefly discussed the Triennial certification process, which is driven by an assessment tool that lends itself to continuous improvement, including several different categories that speak to customer service. The required and enhancement attributes and standards related to customer service include the following categories:

- Career Center Design
- Resource Room Equipment and Furniture
- Internal Signage
- Greeting and Intake Process
- Customer Orientation
- Customer Flow
- Referrals to Partner Programs
- The process for collecting and responding to feedback from both job seeker and business customers.

**Next Meeting Scheduled:** June 4, 2019

Meeting adjourned at 9:03 AM

Submitted by: Mary McKeown

Reviewed by:

Lee Koslow 4/4/2019