

**Workforce Innovation and Performance Committee of the Monroe County/Rochester Workforce Development Board**  
**Meeting Minutes**  
**RochesterWorks, Inc., 255 N. Goodman St.**  
**Tuesday, June 4, 2019**  
**8:00-9:00 AM**

**Present:** Richard Turner, Karen Poland, Elizabeth O'Brien, Val Molongo, Randy Andre, Sarah Fletcher, Yarelis Rivera, Edie Arlauckas, Sebrone Johnson

**Staff and Guest:** Lee Koslow, Bobbi Jeffries, Kathy Ziegler, John Premo, Viatta Carter, Peter Pecor, Mary McKeown

**Approval of Minutes:**

A motion to approve the March 5, 2019 meeting minutes was made by Kathy Ziegler and seconded by Randy Andre. The motion was carried unanimously.

**Performance Update**

Lee discussed information from our last meeting, last quarter, which included the first quarter of our program year, July through September, and now we have our 2<sup>nd</sup> quarter performance, which includes October through December. Lee reviewed our performance, which is Monroe County-wide for our Adult and Dislocated Worker Primary Indicators, based on the ones we have numbers for.

Two of the indicators are measured in Quarter 2 after exit. Regarding a cohort of participants that come through the Career Centers and have an Exit date, which refers to the date of their last service, going 90 days without a service and no future scheduled services, this becomes their exit date. For this indicator, we're looking at who is employed out of the percentage of those who exited in that cohort. Lee reviewed Employment Rates Q2 for July 2017 to June 2018 and July 2018 to December 2018. The numbers tend to go up throughout the program year due to the folks that are not captured timely. This information comes from the Unemployment Insurance Wage Records. For dislocated workers, our performance is 70.8% for the first two quarters of the program year, and we're currently over our goal percentage. We're also above the Statewide averages as well. One thing about a lot of these indicators, the median earnings and employment numbers, is that probably the biggest influence on this is really the economy. We serve approximately 12K-13K participants in a year. We aren't going to touch them all that intensively due to the small number of staff we have on hand. There are things that we can do to influence the rate, possibly make sure we keep giving participants services until they're ready to get employed. We could also follow up with them, understanding we're unable to reach out to everyone, due to the high number of participants. The economy has been pretty good, that's why the performance is going to be good, really no matter what we do. When the economy starts to go down a little bit, if we see a recession, then maybe 1 or 1.5 years later, we may see these number drop.

The next measure Lee reviewed was the Median Earnings, Quarter 2 after Exit. Compared to last year, our Adult number is down a little bit. This includes 3 months of earnings. We are up a little bit on our Dislocated Worker at \$6,952.00 vs. \$6,540.00, and Statewide DW wages are rising faster than the Adult wages. We are well above our goal of \$5,200.00 for Adult and \$6,389.00 for DW. Compared to the Statewide average, we're higher on Adult and lower on DW. Historically, our DW wages have been a little bit low, the reason being our Dislocated Workers have been a little bit different than they have been Statewide, especially because as Kodak, Xerox and Bausch & Lomb have downsized, there were folks that couldn't get jobs to replace the wages they had been earning at those big companies. The trend kind of continued where our wages aren't up where they are for the rest of the state, but they are above our Goal.

Lee reviewed the Employment Rate, Quarter 4 after Exit. The percentage rates are 69.7% Adult and 71.1% Dislocated Worker, a little bit lower than last year, but they do tend to come up throughout the year and we have ½ year left to go on these. Both are well over the Goal of 67% Adult and 66% DW, as well as above the Statewide averages.

Discussion at this point included how to best reach out to the underemployed and long-term underemployed population. Lee suggested this committee could work on recommendations for making training opportunities available for this population. The way to reach them may be as incumbent workers. This topic may be included on the agenda for the next committee meeting.

The next measure Lee reviewed was Credential Attainment. One of the reasons this indicator is different is that it is unlike the Employment and Median Wage Measures, there's a much smaller population we're being measured against. Our staff does have the power to bring this number up. A lot of it is data reporting which consists of increasing the numerator, the other part is whether OSOS is counting this number correctly. Another difference in this measure is that there is no local Goal that we're being held accountable for right now. This is our year to troubleshoot on this measure, as we are doing currently. Next year, we also have the full program year, July to June, to get this number above what our local Goal happens to be, which will probably be around 46%, because the Statewide Goal is 45% for both Adults and Dislocated Workers for this program year. This also has a 1-year time lag, 4 calendar quarters after the Exit date to record a credential for anybody who was in training.

### **Overview of Programmatic Monitoring**

Lee discussed the Overview of Programmatic Monitoring, which includes input from staff that do file monitoring reviews 4 times a year. Going forward, we will be providing a summary of the results of the monitoring reviews once per year. When we say programmatic monitoring, what we are looking for is that we are compliant with the law when it comes to the data entry on the participants and we are doing the necessary things to achieve performance measures.

Notes to recap Lee's discussion on Programmatic File Monitoring include:

1. Conducted four times per year.
2. Results to be reported to this committee in December.
3. Adult/Dislocated Worker/Trade Act files
  - Goodman Street Career Center
  - Goodman Street Youth Team - Adult Co-enrollments
  - Waring Road Career Center
  - Saint Paul Street Career Center
  - Business Services Team Adult/DW/TAA enrollments

### **Panel Discussion: How do we measure the intensity of services provided to justice-involved participants?**

Lee began by recapping our discussion last time around on how we can more intensively serve and how we can measure the intensity of services to people with disabilities. Based on a survey we did with this group, we had prioritized 2 items to focus on this program year, which includes providing more intensive services to people with disabilities and justice-involved individuals.

Discussion today centered around justice-involved Individuals. Lee introduced Bobbi Jeffries, Resource Room Supervisor with RochesterWorks! Career Center. Bobbi also works with groups of Justice-involved individuals in the Career Center and reaches out to other locations/programs, including the Monroe County Jail and Correctional Facility, Salvation Army and Willow Domestic Violence Center. In addition, she works with Probation and Parole and with PathStone in bringing their participants into the Career Center for specialized workshops and overviews of our services. In addition, the Division of Parole has also invited RochesterWorks! to go to the actual court system on State Street at the Federal level, to provide the participants with a complete overview of our services.

Lee also introduced Yarelis Rivera from Delphi Rise, who represents the Monroe County Reentry Taskforce and Sarah Fletcher, Director of the Center for Employment Opportunities, serving Justice-involved individuals. Yarelis shared her thoughts on what has worked well with making or receiving referrals to or from RochesterWorks! Career Centers or other system partners, such as ACCES-VR or local literacy providers. Yarelis stated this population is so overwhelmed with everything they are asked to do from their parole officer. They are very eager to see something happen immediately. When they come in asking for help in seeking employment and they are being referred out, they want to see results right away. That is difficult, for example, for an individual that has just completed 25+ years in prison. Being that, they don't really have a resume, housing, medical coverage and contacting family members, they have a lot of things going on in their life that makes it difficult to focus on employment. Yarelis feels things work well when they sit down with the individual and ask them what areas they're familiar with, what their strengths are and what type of employment they are looking for. If they have an idea or bring in a listing reflecting what they'd like to do, they're more comfortable in reaching out to the Career Centers and meeting with someone there to discuss what they're looking for.

Sarah Fletcher shared her thoughts as well on this topic, including that their work is exclusively with people on parole supervision, which includes individuals with felony backgrounds who are coming directly from state facilities. She agrees these individuals are pretty overwhelmed with all the requirements of being on parole supervision and restarting their lives. With the individuals Sarah works with, a lot of them do not want to work, for whatever reason, so this presents a barrier to referring individuals out. The partnership they have with ACCES-VR is working well.

Bobbi's perspective from the receiving end included working with these individuals on overcoming their barriers and highlighting their achievements. She also believes it's vital to reiterate how important the referral system is, because if the probation or parole division or any counselor is not using the referral system, then we're losing numbers. It's beneficial to include staff in the overview. An ideal is to continue with presentations to staff so they know what to expect when these individuals come in for services.

Lee asked how we should measure how intensively we are serving justice-involved individuals in the Career Centers. The measure centers around the enrollment period. The enrollment period has a definite start date for each individual, it's their date of first service in the Career Center and it has a definite end date, which is the date of last service and when 90 days go by without a future service scheduled, that becomes their end date. Depending on the length of time they get services without a gap in between of more than 90 days, enrollment periods can vary. An individual can have a 1-day enrollment period if they only received 1 service and we haven't seen them again, or an individual could have a 6-year enrollment period if they keep coming back in for services. Most enrollments are somewhere in between. The choice we came up with was to measure the number of service days during the enrollment period. This could include, for example, how many times an individual came in for services within a 6-month enrollment period, do we measure the length of the enrollment period or do we measure the number of individual services that were provided during that enrollment period? The consensus was, in talking about dealing with the population with disabilities, was that the best measure would be the actual number of services provided during a particular enrollment, which would show how intensively we're serving these individuals.

Lee wrapped up the discussion with the following question; Once we start measuring intensity of services, then knowing how intense the services are, what strategies could be put in place with the resources that we have to increase the intensity of services that we provide?

**Next Meeting Scheduled:** September 10, 2019

Meeting adjourned at 9:05 AM  
Submitted by: Mary McKeown

Reviewed by:  
Lee Koslow 6/25/2019