

Workforce Innovation and Performance Committee of the Monroe County/Rochester Workforce Development Board
Meeting Minutes
RochesterWorks, Inc., 255 N. Goodman St.
Tuesday, September 10, 2019
8:00-9:00 AM

Present: Richard Turner, Randy Andre, Sarah Fletcher, Edie Arlauckas, Romanda Gibson-Stevenson, Jane Sullivan, Cherie Becker, Patricia Stovall-Lane

Staff and Guest: Lee Koslow, Viatta Carter, Antwan Williams, Mary McKeown

Approval of Minutes:

A motion was raised by Lee Koslow to approve the June 4, 2019 meeting minutes and was approved unanimously by all attendees.

Performance Update

Lee began the discussion by including that since our last meeting, we have a new quarter of data on primary indicators of WIOA performance. Discussion included performance July 1, 2018 through March 31, 2019, although there were some April, May and June numbers mixed in but are not final.

The first measure Lee discussed was the Employment Rate, 2nd Quarter after Exit. This is one of two measures of how well our services may be impacting employment for individuals who get our services. It's not really a placement rate, but is a good basis for comparison in terms of who is doing what in terms of employment after they finish receiving services from us. With our Adult and Dislocated Worker numbers, we are well above the goal, a little bit lower than end of year last year, but they increase from quarter to quarter. We are well above the statewide average as well with both Adult and Dislocated Worker measures. We do not have a negotiated goal for last program year nor this program year and this has not adversely affected us to this point.

The other 2nd Quarter measure Lee discussed was Median Earnings, which is our only measure of earnings. This measure is 13 weeks, one calendar quarter, 3 months full of earnings, everybody in the numerator of the last measure who is employed in Quarter 2 after Exit, you line up their earnings for that quarter in a big list, the number in the middle is the Median. Median Earnings for the big group of a couple thousand that were employed for Adults and Dislocated Workers, that's the \$5,855.00. To annualize that number you would multiply it by 4. Dislocated Workers, for example, on average are earning an annualized rate of \$28,000.00 a year in the 2nd Quarter after Exit. This is higher than the goal and for our Adults, it's higher than the Statewide. For our Dislocated Workers, it's not higher than the Statewide, but it is higher than last year. Statewide averages are skewed upward by Downstate. One thing about our Dislocated Workers here in Monroe County is that they're different than the Dislocated Workers elsewhere. We have had quite a few Dislocated Workers that have just been bleeding out of manufacturing for years. Typically they've gone back into employment, they've made career changes and have gone back in at a lower wage. The industries that have been losing jobs are much higher paying than the industries that are gaining jobs to replace them.

The next measure Lee reviewed was the Employment Rate, 4th Quarter after Exit. This kind of approximates a job retention measure, but it doesn't really because you do not have to be employed in Quarter 2 after Exit to be included in the Quarter 4 measure. Again, we are higher than the goal, both Adult and Dislocated Worker, higher than Statewide, both Adult and Dislocated Worker, for this Quarter 4 measure.

The next measure Lee reviewed was the Credential Attainment rate, which takes a look at anybody that was enrolled in education or training, what percentage of them got an industry recognized credential within 1 year after their Exit date. At this point, it is more of a matter of the inability to capture data or enter it into OSOS than anything else. We've got some lists, and this is the only measure for which we've got lists backing up who is in the measure and we've been able to share them with the Career Centers for remediation and staff training. This is a measure from which we had a waiver under the Workforce Investment Act for a number of years. As you'll note, there is no Goal yet, it is still a baseline measure for our Adults and Dislocated Workers. We're lower than the Statewide, particularly for our Dislocated Workers. We have some improvement strategies in place for the coming year. Performance will start low, but we'll have error lists from which we can make corrections and we will work them. If there is a Goal, we'll make it and we'll perform much more favorably compared to the rest of the state by the end of the program year.

Lee also reviewed some new data including the Baseline Measure: Intensity of Services for Justice-Involved Participants and Participants with Disabilities. Having served approximately 12,000 participants in PY18, 847 were reported as offenders, Justice Involved and 1,518 were reported as Participants With Disabilities. We wanted to measure for both of these populations the intensity of services that we provided them because the discussion was how can we provide them with more intense services? Now we have a baseline for last program year. We will measure again at the end of this program year, hopefully after we've put in some measures to try and intensify the services that were provided to these populations, hopefully also because of better partnerships with some of the attendees of this meeting. The average services/activities per enrollment period during the program year for Justice-Involved participants was 8.8 per person and for Participants With Disabilities, the average was 9.3 per person. Multiple activities could be entered within the same day, most likely for those individuals receiving Unemployment benefits rather than those coming in on a walk-in/voluntary basis, as this is mandated by the program guidelines for both RESEA (Reemployment Services and Eligibility Assessment) and C3E (Career Center Customer Engagement) appointments. The Justice-Involved and Participants With Disabilities are less likely than the general population to be coming in on an Unemployment Claim and more likely to be coming in as a walk-in. The baseline Lee discussed is good. For PY19-20, we'd like to see these numbers increase some.

Updates to List of Occupations in Demand in Monroe County

Lee provided the List of Occupations in Demand in Monroe County and explained the main purpose of this list. Under the Workforce Innovation and Opportunity Act, if we use WIOA Title I Adult or Dislocated Worker funding to provide/pay for training services, particularly classroom training or ITA, Individual Training Account Services to an individual, then it has to be for an occupation that is in demand. There are different ways to gauge whether an occupation is in demand, but one of the ways that's primarily been used since the Workforce Investment Act and throughout the country in all the local workforce development areas is a list of occupations in demand. The primary function of this list is that it's an already vetted list of occupations, that if you want training in one of these occupations, so long as the training will qualify you for the job, we should fairly easily be able to approve that funded training. You won't see a lot of occupations for which no classroom training is available. Also, you won't see a lot of occupations which require more education than we're able to pay for under WIOA. You won't see many that require a Master's degree or a Doctorate Degree on the list. It wouldn't be practical and we wouldn't be able to pay for the training. Lee also explained that a list of SOC (Standard Occupation Classification) codes are also included. The Federal Government, led by the Office of Management and Budget, has standardized the list of 800 or so occupational titles. Regarding the numbers for the Average Annual Openings, the Bureau of Labor Statistics Employment Projections Program comes out with a new set of projections every 2 years. The statewide and regional data fall behind the national projections because the numbers are smaller, as it takes a longer time to get accurate estimates. The 2018-2028 projections at the national level just came out last week. Back in late Spring, the 2016-2026 projections finally came out for our Finger Lakes Region. These numbers came out either after or not in time for us to do our updates for the June meeting. We're using 2016-2026 Finger Lakes projections. These numbers really represent the number of openings in our Finger Lakes Region, our 9 county region. Monroe County accounts for about 62% of the openings in the Finger Lakes Region.

Lee also included that if you were to compare the average annual openings to the list we currently have, you will see that the numbers went way up. For example, Secretaries and Administrative Assistants, except legal, medical and executive, this one was around 80-100 before and now its 1,630. This increase is because as of the 2016-2026 projections, the Bureau of Labor Statistics realized that people no longer work one occupation for their entire life and retire from it at the end and that it's much more common now for people, over the course of their working life, to change occupations or occupational groups several times. In the past, they were adding the new jobs plus the retirements (people leaving). Now, they've started measuring *separations*, which is retirements, but it's also people leaving that occupation for a different occupation, which are some pretty large numbers. For example, for fast growing, smaller occupations, Pharmacy Technicians, there is a higher percentage of those openings coming from job growth, new jobs than there are from people leaving the occupation. Some occupations that are shrinking include secretaries and administrative assistants by 2.5% over a 10 year period, but with so many people leaving the occupation each year, there are actually still 1,630 annual openings, which is the third highest of all the occupations on our list. These numbers have increased. It used to be we'd look at 30 as the bubble number, under the old way of measuring. If it had 30 annual openings, then it was worth considering it as a possible occupation in demand, depending on whether there was training available, the wages and the growth. Now Lee has proposed that 100 is the new 30. If it has 100 or more annual openings, that's where we might look at it. There are 3 that fall below that on this list, but we have not eliminated them. There also have been 3 new occupations added to the list, which include construction laborers; cooks, institution and cafeteria; and operating engineers and other construction equipment operators. There has been discussion on removing Tellers from this list in the near future.

Group Discussion: How can we engage underemployed and long-term underemployed workers who might benefit from training opportunities?

Lee began by recapping our discussion last time around our primary indicators of performance, including the question that was raised in regard to what we are doing for individuals that are already employed, but they're underemployed, or maybe even long-term underemployed. The answer is that we are serving some of them, but we could be doing a lot more for them, as there are a lot of working poor in Monroe County. Many workers become stagnant in their positions with their beginning wage, for example \$12.00/hour and stay there for years, making it hard to cover living expenses for a single person, let alone trying to raise a family on that wage without public assistance benefits to help out.

The group discussion today focused on how we can try to reach these incumbent workers. Reaching them may not be by classroom training because individuals cannot quit their jobs and go without pay to attend training. On The Job Training (OJT) is an excellent opportunity and is a benefit to the business. Lee explained that we've increased the number of OJTs that we've done, but we're not doing nearly as many as we could be doing. OJTs are a benefit to the business where the skills are gained on the job and we're reimbursing 50% of the wages during the training period. In PY 2018, we served about 12,000 participants in the Career Centers. 1,968 (16%) were employed at registration. Lee then compared the numbers to who's out there by looking at the Occupational Employment Statistics for 2016 using the employment projections. In the Finger Lakes, there are approximately 192,000 jobs paying \$15.00 an hour or less median, meaning half the workers are making less than \$15.00 an hour. Only 62% of the individuals in the Finger Lakes are actually in Monroe County. According to those projections, there are upwards of 50,000 of those workers who are underemployed.

Lee then raised the questions on how do we find these people, is anyone currently working with them, and what more can we do for them? Group discussion raised the question of are we/how well are we reaching out to the employers to make them aware that training reimbursements are available? Lee explained that some businesses are made aware through our Business Services and Marketing efforts.

Lee wrapped up the discussion stating he'd like to have John Premo, RW Business Services, present an overview on WIOA Business Services at the December meeting, including what we may be able to start in December or in the next program year, depending on what we may be able to do. For the March meeting, Lee will connect with Viatta Carter and Randy Andre to discuss what we might want to do perhaps in partnership with some of our partners that work with justice involved individuals and people with disabilities in terms of increasing the intensity of our services.

Next Meeting Scheduled: December 3, 2019

Meeting adjourned at 9:05 AM

Submitted by: Mary McKeown

Reviewed by:

Lee Koslow 10/2/2019