

The Fulton, Montgomery & Schoharie Counties Workforce Development Board

Board Meeting

Wednesday, April 3, 2019
Amsterdam Workforce Career Center

I. Opening and Attendance:

Welcome: Scott Stevens, Chairman of the Board, called the meeting to order at 4:32 p.m. Scott introduced and welcomed new Board Member, Mark Mincher. Mark is from the Upstate NY Operating Engineers Local 158 and is representing Labor Organizations and Apprenticeships. He replaces Mike Peters who recently retired. Scott also thanked outgoing Board Members Rita Franko and Keith Gros, both of whom have submitted their resignations. Scott shared that we are in the process of filling those positions. All Board Members, staff, and guests introduced themselves.

Members Present: Laurie Bargstedt, Marty Callahan, Roger Cusano, Christopher Darling, Pamela Goldswier, Arthur Graulich, Melissa Johnston, Kathleen Kilmartin, Mark Mincher, Donna Pesta, Judy Petroski, Don Snoop, Jeannette Spaulding, Peter Stearns and Scott Stevens

Excused: Andrea Fettinger, Keith Gros, James Law, Amy McCray, Karen Miller, David Morrow, and Jeff Stark

Absent: Kerry Brunner, David Fariello, and Ken Rose

Also present: Mary Hill, Program Director, FMS Private Industry Council, Inc.

Staff to Board present: Gail Breen, Beverly Ball, and Kimberly Skiff

II. Presentations: **The FMS On-the-Job Training Program – What’s in it for me?:** *Nancy Reccio*, WIOA Business Services Representative, and *Gail Breen*, Executive Director of the FMS WDB, gave an overview of the On-the-Job Training program and its benefits to businesses, jobseekers, and agencies working with our jobseeker customers.

Last September the WDB was awarded a substantial 2-year grant for training Dislocated Workers. It allows staff to work with Dislocated Workers and provides Classroom and On-the-Job Training, through special funding. As part of our federal formula funding we receive Dislocated Worker dollars annually, but this was an additional special funding for 2 years to work strictly with Dislocated Workers.

Dislocated Workers are described as someone that has lost their job or has been laid off through no fault of their own such as a plant closure or downsizing. They are also frequently, but not always, collecting Unemployment Insurance. These funds must be used for Dislocated Workers and cannot be transferred over to the Adult funding stream that typically serves customers that are low income or disadvantaged.

Nancy Reccio, Mary Hill and Gail sat down to determine how to best utilize the funds. So far the one thing they have not been successful with is hiring an additional Workforce Advisor. Therefore, the current PIC Workforce Advisors and Business Services Representative are doing double duty until a new staff person can be hired. Both Maria and Nancy have been busy enrolling customers in

Classroom Trainings and On-the-Job trainings.

Nancy stated that the On-the-Job Training program is a 50% gross wage reimbursement. It will provide up to \$3,000 per person providing that the business can offer, hire and train a person for full-time year-round employment. Year-round means no more than 8 weeks of layoff per year and full-time means at least 30 hours per week.

Our local policy requires that they start at a minimum of \$2.00 above the minimum wage – currently that would be \$13.10/hour. However, this is a local policy, and an exception could be written by the Executive Director for starting at less money with a wage increase once they have proven themselves or passed probation. For example, an exception might be written for a more difficult or challenging position.

Nancy stated that the whole application process could take 7-10 days or less if the vetting has been previously completed.

She distributed sample packets that included:

- ***Responsibility Questionnaire-Federal and State Certification Form-***
 - The employer would need to go through the New York State Department of Labor's vetting process. The whole process takes between 2-5 days and is usually the most time-consuming part of the application.
 - The employer would need to fill out this form annually. Every quarter after that if another On-the-Job training is offered and nothing has changed with the company, an attestation would just need to be signed.
 - The due-diligence process by NYSDOL includes making sure your company is a responsible employer by making sure you have an updated Workers Comp Policy, no outstanding OSHA violations and that your Unemployment Insurance is up to date.
 - Nancy will send an email to the NYS Department of Labor which will have all of the employer information and the HR Representative as the contact person, that person would be the person NYSDOL would contact if they find any issues during the vetting process. She shared that the most common issue she sees is that there is a new Workers Comp Policy that the State hasn't caught up with yet. It is just a matter of updating that information by sending in a copy of the new policy number.
- ***FMS Workforce Solutions Preliminary Review of Business Application for Employer Based Training-***
 - The employer would need to fill it out and sign it. This application gives Nancy an idea of some history of the employer. All the information on the application gives Nancy assistance writing the contract.
- ***Contract-***
 - Nancy writes the contract with the assistance of the employer. A training outline is customized based on the employee's experience and what they are bringing to the job, as well as the job requirements.
 - Only attainable goals during the time frame are included in the training outline because they want it to be a successful experience. Employees must attain 80% of the goals in order for it to be considered as a successful On-the-Job Training.
- ***Monitoring Report-***
 - Monitoring, reimbursement and performance evaluations are all done on a monthly basis.

- Very basic. The employee is rated, comments can be added and then it is reviewed with the trainee. The employee signs off on the monitoring report so that in the future everyone is aware of any issues that may arise. It is protection for everyone, and it is nice for the employee to know where they stand.
- In order for Nancy to process reimbursements she would need to see paystubs. Most businesses ask the trainee to give them a copy of the paystub once they receive it. After Nancy has 4 paystubs, she will calculate it and get a signature to authorize reimbursement. Employers will then receive the check within 2 weeks.

Nancy shared that it is a very easy program to use and that employers that start using it usually continue to use it. She is required to follow up with employees for one year after completion of the training program and usually calls them directly, unless she needs to update telephone numbers etc.

Gail asked about the signature line for Union Representatives. Nancy said that she has a difficult time with the OJT if it is something that requires a New York State license, such as CDLA driver or Nurse. The reason is that NYS says they can already do the job because they have a license. An OJT can be written for the union, but it does need to be approved and signed off on by the Union as well.

All contracts need to be signed and approved PRIOR to the start date of the employee. Some businesses will do the vetting and due-diligence prior to having an employee ready to go. That helps to speed the process. Also, many of the employer screenings can be done at the same time as the OJT due-diligence, or they may be able to use training outlines that have been used in the past to help speed up the process. Under our policy companies are not allowed to train more than 25% of the workforce at one time, using our OJT funds.

To help identify more Dislocated Workers, NYSDOL local staff is mandating that Dislocated Workers collecting Unemployment Insurance benefits come to an informational session that Nancy and Maria have been presenting. Mike Mincher asked if the laid off GE Workers would be considered Dislocated Workers. Nancy shared that when we applied for the grant, we thought we would get a lot of the workers from GE, however those workers fell under the Trade Act and by doing so they are not eligible for this grant. The Trade Act allows for more services and money but can't be combined with the TET-DW grant funds.

Marty Callahan shared that the paperwork is easy and that it is critical to meet with Nancy prior to the employee starting. He stated that Nancy does all the paperwork and does a great job. It has also led to other things, such as the Advanced Manufacturers' Institute (AIM) with Cory Albrecht, the Workforce Development Board and the Workforce Development Institute (WDI). All 3 of these are pipelines for potential revenue sources to assist businesses with their workforce. He stated you need to be familiar with who the contacts are, such as, Nancy with OJT, Cory Albrecht with AIM and Cricket Thomas-O'Dell with WDI. Nancy shared that they sometimes come as a team so that one "player" can hit one area of training and another "player" something else, especially since the Workforce Development Institute provide up to \$15,000 for their trainings. The Advanced Institute of Manufacturers is one of the training providers.

III. Action Items:

- **Resolution BY 2018-14:** Acceptance of the minutes from the December 5, 2018 Board Meeting
 - Motion: Don Snoop Seconded by: Judy Petroski
 - Discussion: None

- Vote: All were in favor
 - Motion Carried
- **Resolution BY 2018-15:** Upon the recommendation of the Accountability and Return on Investment Committee: Acceptance of the Request to Transfer Funds Between Dislocated Worker and Adult PY18 Funds on a Case-By-Case Basis
 - Motion: Marty Callahan Seconded by: Arthur Graulich
 - Discussion: WIOA legislation allows us to move formula funding from Dislocated Worker to Adult or from Adult to Dislocated Worker. We can never transfer funds into or out of the Youth funding line. NYSDOL has already seen and approved this resolution as appropriate. We have so little Adult money for training, and now have so much for Dislocated Workers training. Our subcontractor has obligated all of the Adult training funds and can provide no more training for OJT's or Classroom Training for Adults. We are proposing to revise the Private Industry Council's contract and take Dislocated Workers training money and move it to Adult training funds. This will allow us to continue to serve Adults and will help us to expend all our Dislocated Worker TET-DW grant funds. The transfer would go through the Accountability Committee and then a revision made to the Private Industry Council's contract.
 - Vote: All were in favor
 - Motion Carried

IV. Information Sharing:

Gail shared that Committee Notes are sent out electronically within a week of the meetings. If there are questions, Board Members can either email the committee or Gail. She shared that even if members aren't on a committee, they are always welcome to attend a meeting. Usually the Chairman of the Committee will report out to the full Board on the highlights from that meeting. Beverly shared that the minutes are currently sent out to the members of each committee and posted to the private section of the Board Members page of the website. Gail requested that going forward all members receive a notification that the minutes have been posted to the website.

Accountability and Return on Investment Committee: Scott shared that Kim reviewed the Workforce Development Board budget and shared that there was a discussion on a couple of one-time expenditures including Gail's attendance at the 2019 NAWB Forum that also included air fare. Scott asked Gail to share what NAWB is. Gail stated that it is the National Association of Workforce Boards and that they are a national membership and advocacy organization offering professional development and policy interpretation. Each March NAWB hosts their Annual Conference in Washington, DC, giving people an opportunity to hear from representatives of USDOL and to meet with staff of their congress people. Workshops are varied, and some are specific for the Chairman of the Board or Executive Directors and Board Members. Others focus on general workforce information of interest to Workforce Boards as well as Partners including vocational rehabilitation and community action programs. Marty has attended the conference in the past with Gail. She shared that it is interesting and informative and that she brings back the perspective from other states because while we have excellent programs, there are lots of other good ideas out there. It is a great time to meet new people, network and bring new ideas back. Kim reported that the total expenses for February are slightly under budget. Net Expenditures should be at 66.67% and they are at 63.60%. Kim indicated that there were no unexpected or unusual expenditures for the month of February. Expenditures are just starting to be allocated to the TET Grant.

Gail shared that for those who wonder where we get our income line from, we are the lessor for all three centers. Partners, as part of a Cost Sharing agreement, pay desk rent. The desk rent is what Partners with space in the Centers pay towards the total Infrastructure Costs. Partners include NYSDOL, HFM BOCES, ACCES-VR, Schoharie County DSS, and the Catskill Center for Independence. The Cost Sharing allows us to continue to provide many of the programs that we offer because it shares the cost of lights, rent, heat and technology.

The next meeting is scheduled for April 23rd at 4:30 p.m. in the Amsterdam Career Center.

Business Services and Employer Engagement Committee: Laurie said that we have had 2 Recruitments in Fulton County, and one Mini-Job Fair in Montgomery County as a way for jobseekers to fill employment needs of our local employers.

Dollar General Distribution Center is gearing up to recruit their management-level people. They are also going to be holding massive information sessions in July and August. Their goal is to hire 300-400 employees over the summer. They hope to begin shipping in December. Because of construction delays, their current construction is about 14 months behind the original plan.

Gail asked Mark Mincher about the issues at the Dollar General construction site. Mark shared that Dollar General brought in an Ohio based contractor who hoped to have construction completed by the Fall of 2017. They had problems stabilizing the wet soil and accessing local labor without going through the local union. As a result, the project is well behind time.

Since all UI recipients are considered to be Dislocated Workers, local NYSDOL staff has been making as many referrals as possible to the TET-Dislocated Worker program. They have referred 36 UI recipients to the DW workshops, and 18 have attended. There was a small decline in the number of UI claims filed locally, a sign that seasonal workers are returning to full time employment.

NYSDOL has agreed to assist with marketing the FMCC job fair which will result in about 5,000 jobseekers registered with NYSDOL receiving an email blast to notify them about the event. We are also promoting the event on our FaceBook page.

NYSDOL is looking to promote the tax credits for hiring youth 16-24 years for full-time employment, if they meet the eligibility criteria. Nancy or Chris Larrabee have information if anyone is interested.

The next meeting is scheduled for April 18th at 8:00 a.m. in Amsterdam Career Center.

WIOA Partners Committee: Judy stated that Maria Young shared that in addition to Dislocated Worker funds there are also training dollars to assist laid off workers with Classroom Training. She can assist with reimbursement of up to \$3,000 per person per year on tuition, school fees, books, and supportive services such as transportation and childcare. The program would have to be in a demand occupation and be on the Eligible Training Provider List. Maria Young would be the contact person for this information.

Judy gave kudos to Gail for her recent NYATEP Conference presentation on our WIOA Partner Referral Process. Gail and Mary will also be presenting a webinar to all Workforce Development Board partners and agencies about how people can utilize the great process already developed for the referral tracking. Mary shared that 10 areas have already contacted her to ask her permission to use the referral form we have developed.

Also discussed was a WIOA Partner Confidentiality Release Form that was approved by all mandated partners, which is a challenge when dealing with agencies like Commission for the Blind and ACCES-

VR. It had to be vetted and came out after this meeting. At the meeting there was a discussion of how the marriage between the Referral and the Release Form would work so that we could track numbers and in certain circumstances will be able to track people. The Confidentiality Release Form will not release medical information or disability documentation but will just be related to the services they will receive from the particular agencies.

Mary shared that in January there were 161 referrals made, 110 received and 47 attended the necessary meetings they were supposed to go to. She then summarized for 2018 that there were over 1600 referrals made in our first year of tracking numbers. Of those 1600, there were 779 received by other agencies and 358 actually attended the meetings that they were referred to. We also talked about the brochure that we give to customers. This brochure outlines all of the partners and gives a brief description of services offered and a telephone number. We constantly look at this document because it is a "Living Document" where phone numbers change, or agencies lose or gain funding so it is important to update their services available. Judy stated that when we talk about the referral process that we are all partners and have programs that could potentially help any one of the individuals that we are working with. It is important for us to figure out if we think another partner might have resources that can help an individual but the customer is not following through with the referral. Is it our presentation or lack of response and how do we make those contacts better?

Next Meeting – Friday, June 14, 2019, at 9:00 a.m. in the Amsterdam Career Center.

Workforce Systems Oversight Committee: Donna reported that Beverly shared that the overall traffic numbers for February were down slightly from the same period last year. Amsterdam and Cobleskill traffic decreased slightly while Gloversville remained steady. The total number of customers was 290 and the total active customers was 810, so that remained steady. These numbers are unduplicated customers as reported by NYSDOL. There was 1 new Montgomery County and 2 new Schoharie County Youth added in February that brings our active youth number to 73. Two youth were added on Work Experience Sites in Montgomery County. There were no High School Equivalency (HSE) or Other Certificates obtained during February. There were 118 Business Contacts by the FMS Business Services Representative and 4 new businesses were added to OSOS. There was one Classroom Training for a CDLA Truck Driver and one "599 Only" training for a Masters in the Art of Teaching at Clarkson University. There were 7 new Metrix registrations issued and 15 courses were passed.

Bev updated her graph showing traffic by Center over the last twelve months that includes actual numbers of customers per month. Gail shared that the graph shows traffic (the number of times the door turns) where there could be repeat customers since they may have come in one day to work on their resume and another week to report for UI or a workshop. Whereas, when we talk about Total Customers Served they are actual numbers of unduplicated customers. They are not inflated numbers, they are just different numbers -Traffic as opposed to Total Customers Served.

Mary and Bev reported that they worked on updating the Customer Comment Cards. The current cards are open-ended questions and they redesigned it to ask very specific questions and are hoping that in the future they will get more relevant responses. They will also be color-coordinated by Center.

Mary reported that Customer Satisfaction week was done in February and that very specific questions were asked. It was a lot of extra work by Bev to tabulate results. We believe we have a much clearer idea of what our customers find valuable. Some of the responses seem to indicate a higher level of education. When Bev transposes what is on the comment cards she does it verbatim and does not change grammar or spelling. You could tell by the writing that these were customers with higher levels of education by the grammar and wording used. All the comments were very positive and clearly showed that they appreciated what the staff was doing for them. Mary said that in

January we started keeping Center Calendars of Events at the Front Desk in an effort to keep customers better informed of all the workshops and trainings being offered.

The next meeting is scheduled for April 24th at 8:00 a.m. in the Cobleskill Career Center.

V. Environmental Scanning:

Gail shared that back in January they attended the Fulton Montgomery Regional Chamber of Commerce's Annual Dinner to present our Business Partners of the Year. Handy Ups and Downs received the award for Fulton County and Centro Civico received it for Montgomery County. This year we focused on Businesses that worked with Youth. Centro Civico had a Youth that started in a Clerical position and then moved into an On-the Job training as a Childcare Worker. Handy Ups and Downs is part of the Mental Health Association in Fulton County and they work with our youth as well.

The five Community Colleges in the capital region; Fulton-Montgomery Community College, Adirondack Community College, Hudson Valley Community College, Schenectady Community College and Columbia Greene Community College; has formed C5 – Capital Community College Career Coalition. The intent is to prepare a workforce that will help employers solve the middle skills jobs crisis by increasing the pipeline of qualified employees. C5 has been working for the last year on a Collaborative Action Plan that has expanded to first include employers, and now workforce development and economic development groups. Gail has been invited to attend a meeting tomorrow at Hudson Valley Community College.

VI. Board Member Go Round:

Laurie Bargstedt (HFM BOCES): HFM BOCES is getting ready to give the HSE in May and will offer it again in August. This is a change in the schedule. As employers, if you have a job applicant referred by Amsterdam or Gloversville Literacy Zone, the staff would be glad to give a reference. They can tell you if they show up on time, if they have a cooperative nature, are ready to learn and if they have a good attitude. She is also still looking for training opportunities for English Language Learners that need opportunities in PCA (Personal Care Aide) and HHA (Home Health Aide) training. These are entry level roles for someone to start their journey in the Healthcare field. Could be in a Nursing Homes or Home Care. For example, Laurie shared that her dad is in a wheelchair and needs someone to come in a few hours each morning. It could be something like helping residents at the Sentinel or Hillcrest. Their Partners have had some challenges, so they are looking for that opportunity. It would be a shame if they couldn't fulfill this \$300,000 grant.

Marty Callahan (Gehring Tricot Corporation): There are a lot of exciting developments in the works, including some military products with foreign companies. There are also some marine items in the works, like boat liners and covers. The uniform business is going to take off even more as they get into lacrosse at the colleges, basketball and baseball and they are looking at teaming up with the Field of Dreams in Cooperstown.

Roger Cusano (Universal Plastics Corporation): Universal is continuing to grow. They started back a 2nd shift with 12-14 employees on it. They are incorporating new equipment and are going to be receiving their 2nd 5-Axis Machining Center in two weeks and two more by the end of May. They are continuing to off-load work to Holyoke and Sutton, their other plants. Universal has ramped up its workforce and broke the 100 employee mark for the first time in five or six years. They are continuing to look for help on the 2nd shift. There are still some growing pains but things are improving and they hope to bump up employment by another 10% within the next month.

Christopher Darling (Beechnut Nutrition): There has been a little slowdown in sales. They continue to look for Maintenance Trades and Engineering staff. From a Workforce Development side they participated last year in the first Certified Production Tech program, hosted by the Center for Economic Growth and Capital Region BOCES. The second class just started. They are participating in the C5 initiative that Gail mentioned earlier. Next Tuesday they have their launch event of their Apprenticeship program. A lot of press, media and speakers will be present. The Electro Mechanical Apprenticeship program will start on Wednesday. It is a 4-year program and is almost 100% grant funded. There will be 13 apprentices going through the program. They are hoping for more community partners to participate in the next one.

Pamela Goldswor (Townsend Leather): She is very busy. Townsend is running 3 departments, with a 2nd shift as well as Saturdays. There is a big focus on training and working on career path development with some newer hires so that employees understand that Townsend wants them all the way through to retirement.

Arthur Graulich (Argus Acres): Things are gearing up and everyone is getting itchy for spring work. A number of farms are still going out of business, but the ones that are left are pretty optimistic.

Melissa Johnston (NYS DOL): DOL is gearing the end of their busy season. For the last two weeks they have seen a substantial drop off of folks that are scheduled to come in for unemployment appointments. Claims overall are dropping off which is typical for the end of seasonal layoffs as people are getting called back to work. DOL is losing their one Labor Services Representative/Workforce Advisor in the Cobleskill Center to retirement. Staff in Amsterdam will be pitching in 4 days a week until the position can be backfilled. She is optimistic that the position will be posted and filled by the time the next busy season starts. Staff will be involved in a lot of staff development training. Staff are required to participate in 15-20 trainings annually such as Unemployment Insurance Confidentiality, Fire Safety, and Sexual Harassment. Her staff will be using the slow time to get caught up on those required trainings.

Kathleen Kilmartin (Community Health Center): CHC is very busy. Although they provide Homecare in 7 counties - Fulton, Montgomery, Herkimer, Schoharie, Saratoga, Warren and Hamilton - Fulton and Montgomery Counties have the highest census rate. CHC is looking for Nurses, and competition is absolutely fierce. They are trying new methods of recruiting, including billboards around the area on the way to the lake.

Mark Mincher (Operating Engineers, Local 158): They are currently recruiting members. Google "iuoe158" and click on Apprenticeship to see the requirements and what they are looking for. People in the Pre-Apprenticeship program will know what they need to have. Pre-Apprentices will have to have a car and a skill set to go to work. Mark says Local 158 covers from the Canadian border to Herkimer County. When you are dispatched to work, you have to be willing to go within a 50 mile radius of your home. 80 people are left on the out-of-work list at this time, but spring work hasn't really broken yet.

Donna Pesta (SUNY Cobleskill): There are just 5 more Mondays until Commencement and they are very busy with year-end wrap up and awards. She loves working with the hardworking and amazing students and is glad to celebrate with them. If anyone is looking for SUNY Cobleskill graduates, give her a ring.

Judy Petroski (ACCES-VR): There is a Pre-eligible In-School Youth Services RFP that will hopefully be coming out in May. It is designed to assist In-School Youth learn Work Readiness and Health Advocacy Skills as well as exploring Post-Secondary Education options. It is for individuals not actively involved with ACCES-VR. The contract will run for 5 years and every year 250 students will

need to receive one or multiple services. Over the 5-year period it can be the same student as long as they are receiving different services.

Don Snoop (Midtel Cable TV): They are extremely busy putting Fiber up all over Schoharie County, Albany County and various other places and are making people very happy.

Jeannette Spaulding (Schoharie County Community Action Program Inc.): It is business as usual. The State Budget was passed, and the Displaced Homemaker Program was in the budget. This is good news since it is an add-on item and not always guaranteed. SCCAP recently held a Beer Paring Culinary Fundraising event at the College.

Peter Stearns (Laborer's International Union of North America): His laborers are about 80% employed and looks like it is going to be a good year this year.

Scott Stevens (AMT, Inc.): AMT is doing very well. They are still working Saturdays and one department is working a full time second shift. Two weeks ago, Honeywell Corporation sent people in for a week to start the Accreditation process. It is much easier once you get your foot in the door with one of the larger aerospace companies like Lycoming and Airbus, to get accredited by them. If you want to make parts for them, you have to be accredited by them. They just extended their contract with Roller Bearing Corporation.

VII. Board Member Feedback? Scott shared that in the Board packets there is a reminder about the Annual Meeting at the Raindancer on June 5th. The RSVP's will be given out at the May meeting.

VIII. Adjournment:

Motion: Marty Callahan Seconded by: Peter Stearns
Meeting Adjourned at 5:44 p.m.

The next meeting is scheduled for May 1, 2019 at 4:30 p.m.