

# Workforce Development Board

Saratoga, Warren and Washington Counties

Suite 200 D, 333 Glen Street, Glens Falls, NY 12801

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Mr. Kevin J. Tollisen, Chief Elected Official  
Saratoga County Board of Supervisors  
Saratoga County Municipal Offices  
40 McMaster Street  
Ballston Spa, NY 12020

## **RE: Workforce Development Board & System Update**

Dear Mr. Tollisen:

A few months have passed since our WDB Executive Team met with you. I want to thank you again for discussing the work of the Board, our system and the positive impact we are attempting to effect on our region's workforce and business community. It was important to us to begin to have a more open line of communication with you so that we can get feedback about our intentions to improve the system and to connect on common "oversite of the system" responsibilities as outlined in the workforce legislation. While we do not believe our work is perfect, our Team did leave the meeting with enthusiasm in your support of the direction outlined in the work plan we shared.

One of our objectives is to keep you abreast of progress being made toward our work plan as it continues to evolve. As we discussed, we have 3 Board Teams. The Executive Team (commonly referred to as the Connections Team) is responsible for the overall direction of our plan and the group that establishes operating principles for the Board. The Needs Team determines what support and programming businesses need in order to maintain and grow their operations. The R&D Team is designed to establish through the use of data what we currently offer to job seekers & businesses and to determine the effectiveness of programs, products and services to those needing assistance. Our continued use of the work plan has greatly assisted the Board Teams to maintain focus and make significant progress over the past 16 -19 months.

In addition to the items above from this past year, we also want to be sure you continue to hear about on-going work plan priorities for this program year starting in July 2019. While the work plan you received has the majority of tasks, there are a few items that we would like to emphasize. To name a few:

1. Continue to re-introduce the workforce system to the Chief Elected Officials & connect more regularly.
2. Ensure Career Center leadership continues to shift their attention to focusing on improved outcomes related to the services they provide given the current economic & workforce environment.
3. Continue to ask the Centers to recommend additional items for the work plan so we can include their ideas.
4. Look at the financial health of our system to see where we stand as an area, be sure we know how funds are being utilized and seek additional Center sources of revenue for providing quality services.
5. Look to the Centers to recommend a set of common metrics for use across all Centers so that the we can establish and monitor the effectiveness of the workforce system and related services.

The above list illustrates some of the priorities associated with our work plan for PY19 but doesn't represent all that we seek to do as we perform the work related to our oversight responsibilities. As expressed when we met, we are very excited about the direction the private sector led board is moving toward to more deeply serve both private and public sector entities. We seek to encourage added input to ensure we have a well-rounded work plan. This simply reflects our belief that the role of the County and CEO are important elements to the work of the Board to ensure on-going improvement of our system and the inclusion of specific input to help drive an effective system.

Lastly, we have learned quite a bit over the past 16 months as we have worked toward accomplishing the items in our work plan and as a result, we have gained a much firmer grasp of our existing system and the work of our Career Centers.

Given our better understanding, we plan to accelerate our approach in order to more swiftly to accomplish work plan items for the program year 2019. In doing so, we will be increasing our engagement with and expectations of Career Center leadership to ensure they:

1. Actively embrace the priorities and work plan elements of the Board's strategic plan.
2. Establish Center goals demonstrating their intentions to determine areas of strength and weakness in their existing operations and to set goals to make improvements.
3. Improve job seeker and business services as they fulfill their primary service provider role in the workforce system.
4. Continue to build a system to amass and array common data elements to be used to determine the effectiveness of services.
5. Develop Cross-Center processes and approaches to address items of the work plan tied to their areas of responsibility for providing services in our area.

We ask that you continue to actively support this work as the intentions of the Board to improve the system are genuine. We also remain open for any input you have about our plan and intentions to improve our three County workforce system. Please feel free to reach out to us at any time.

Sincerely,

Michael Perez, Chair  
SWW Workforce Development Board  
333 Glen Street  
Glens Falls, NY 12801

Cc: Jennifer McCloskey, Saratoga County Center Director