

## Discussion Questions and Responses for July 26, 2018 Management Team Meeting:

**Question 1.** If you were completely in charge of our system and the only decision maker, what particular things would you want our system to do or become better at? Part and parcel to this question would be.....if you had to create and articulate the mission for our system that YOU WOULD WANT, what would that mission be? By the way, plz avoid items that are out of our control like "I'd like less guidance & regulations from DOL about how to do Center work". Lastly, plz be prepared to speak on the 26th about your items & provide answers to the question, "why would you do those things?"

### Lisa response to Q1:

	C	D	L	Sp	T
I would like to see the Workforce System become better at serving all job seekers. I feel having a SWW Satellite Career Center at a Community College, Library or Community Center would be a great place to start. In my mind the space would be donated and we would offer career advice and bring our services further out into our region than we are able to now. Employees from all three Centers would staff the office and Resume and Interviewing workshops would be offered. It would also be my expectation that other partners in the system staff this office as well. This is a way to get the word out, in a more targeted way, about the many valuable services that are available.	5	5	3	3-5	13
I would want the WDB Employer members to become more engaged, not only with the Career Centers, but to help us pay for advertising targeted hiring events based on the different career sectors the Board represents and wishes to promote.	1	4	2	1-4	7
I would like to see the system become more engaged with under employed customers looking to advance their careers at any level. Also, since Americans are living longer, I would like to see the system become more involved with assisting people with developing their "second career" or assist with "semi retired" career plans. This goal would also wrap in the employer community who is often looking for exactly this type of worker. The WDB could take the lead with our "system" and do some really good targeted work around experienced workers looking for a change.	3	1	4	1-4	8
I would like to see the system not only meet with employers to talk about what their recruitment needs are, but also to offer workshops on topics they find to be relevant to their daily work.	2	6	6	2-6	14
Our collective mission is to prepare the workforce in the SWW area to meet a ever changing economy. I would like to see more information coming directly from Industry presented at our WDB meetings to point exactly what the hiring needs and qualifications are beyond "soft skills" and "good work skills." This will help our system to remain relevant not only to job seekers, but to employers as well. It will also help us to continue to partner with business and educational institutions to provide targeted training programs.	6	2	5	2-6	13
I would like to see the system partners applying for more grant opportunities to fund additional training services that we are currently not able to provide to our customers	4	3	1	1-4	8

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Chris response to Q1:

	C	D	L	Sp	T
I see the Board as a policy body to facilitate and direct policy.	1	1	=	1-1	2
The board is a resource for the centers. Members open doors and provide access to information and resources.	2	4	=	2-4	6
The board is comprised of the “movers and shakers” in the community; primarily CEOs, Presidents and leaders of business and industry (i.e., we should have the President of SUNY Adirondack, we should have the President of EDC Warren County, we should have the President of Finch Paper).	5	2	1	1-5	8
Seats on the board are valued and competition exists for community leaders to get on the board.	3	5	=	3-5	8
Recruitment for board members is strategic; members are selected for their skills and representation (i.e., legal, financial, HR, industry type, etc.).	4	3	=	3-4	7
ED Act as liaison between the WDB and the Center Directors.	1	1	2	1-2	4
ED As liaison, the EDs provide access to the board and facilitate the flow of information between the board and centers.	2	2	=	2-2	4
ED Develop and manage the budget of the WDB.	5	3	=	3-5	8
ED Organize and manage the quarterly board meetings.	3	4	=	3-4	7
ED Report to the board on performance and work plan.	4	5	=	4-5	9
Partner Agencies Provide reciprocal access to services and board representation (i.e., shard board memberships).	1	2	=	1-2	3
Partner agencies refer customers and participate in planning and delivery of services beyond what is required in the MOU.	3	3	3	3-3	9
Partner Agencies Resource (including funding) is shared between the partner agencies.	2	1	3	1-3	6
Center Directors are responsible for the day to day management of the Career Centers.	1	1	=	1-1	2
Center Directors coordinate center management with the Department of Labor supervisors.	2	7	=	2-7	9
Center Directors provide resources and support the work of the counselors and staff that provide services to customers.	4	2	=	2-4	6
Center Directors Manage the finances of the center and our individual departments.	5	3	4	3-5	12
Center Directors In consultation with the EDs, develop and support the work plan of the WDB.	3	5	=	3-5	8
Center Directors Are accountable to individual county leadership (county or EOC).	6	6	=	6-6	12
Center Directors Facilitate the flow of information to the EDs and WDB.	7	4	=	4-7	11

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**Dave response to Q1:**

	C	D	L	Sp	T
More concentration on sectors other than manufacturing such as Health Care and Tourism	1	1	1	1-1	3
More work with businesses in Washington and Warren Counties as opposed to Saratoga	2	2	3	2-3	7
Realign board composition to give each county an equal voice	3	3	2	2-3	8
Revamp the current formula for allocating funds to each county to make more equitable.	4	4	4	4-4	12

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**Question 2.** What presentation topics would you recommend that the three of you present to the board on a regular basis and at every Board meeting? Topics they would be interested in as you see it or topics that are connected to the workplan or important topics that may have not been spoken about in recent history.

**Dave response to Q2:**

- Combined 3 County update on monthly numbers of job seekers, people in training, people who have become employed.
- Changes or additions to programs
- Highlight innovations or special events
- Updates on staffing changes and challenges
- Success stories for both businesses and job seekers

**Chris response to Q2:**

- Regular Presentation Topics to the Board
  - Customer data – totals, breakdown by funding category (adult, dislocated worker, youth).
  - Business support – job fairs, meetings, etc.
  - Financial status – budgets and expenditures.
  - Training programs and status.
  - Partnerships developed and/or facilitated.
  - Customer success stories (business and job seeker).

**Lisa response to Q2:**

- At the Fall meeting a presentation on our SYEP programs with youth coming in again like last year to talk about their experiences.
- Information would also be presented at the same time regarding the very high youth unemployment rates within our region.
- Partnering with ACC-ESS VR staff to present on workers with disabilities in the region. This is a highly untapped resource for employers. Information would also be presented on the Social Security Ticket -to work program and how it benefits employers, not just job seekers.
- Success stories from our customers in each Center. There is a lot of good work going on daily that is changing people's lives. Let's get the word out.

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