



SWW Workforce Development Board

Meeting Minutes

Of December 9, 2020 Online (ZOOM) Meeting

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BOARD MEMBERS PRESENT: Ash Anand, Michael Billok, Scott Brazie, Dan Dudley, Mark Fish, Marcy McNamara, Patricia Myers, Mike Munter, Laura Oswald, Turina Parker, Dominick Patrignani, Caelynn Prylo, Tracey Riley, Shelby Schneider, Wendy Skawinski, Mary Ann Spezio, Tracy Stadel, John Wheatley. (18)

EXCUSED: Michael Bittel, Maureen Grabowski, Kathy LaFond, Tara McCaughey, Zack Moore, Joe Serafini. (6)

GUESTS: Jen McCloskey, Liza Ochsendorf, Traci Ross, Emily Waters (4)

STAFF: Gretchen Steffan, Executive Director, Bill Resse, Advisor. (2)

<p>1. Welcome and Introductions</p> <p>a. New Washington County Career Center Leader</p> <p>b. Profiles: New Board Members and Executive Director</p> <table style="margin-left: 40px; border: none;"> <tr> <td style="padding-right: 20px;">▪ Mr. Anand</td> <td>▪ Mr. Moore</td> </tr> <tr> <td style="padding-right: 20px;">▪ Ms. Grabowski</td> <td>▪ Ms. Myers</td> </tr> <tr> <td style="padding-right: 20px;">▪ Ms. McCaughey</td> <td>▪ Ms. Spezio</td> </tr> <tr> <td style="padding-right: 20px;">▪ Ms. McNamara</td> <td>▪ Ms. Steffan</td> </tr> </table> <p style="margin-left: 40px;">Ms. Steffan the new Executive Director shared her background.</p>	▪ Mr. Anand	▪ Mr. Moore	▪ Ms. Grabowski	▪ Ms. Myers	▪ Ms. McCaughey	▪ Ms. Spezio	▪ Ms. McNamara	▪ Ms. Steffan	<p>Gretchen Steffan facilitated the meeting in the Chairman’s absence.</p> <p>a. Emily Walters was introduced to the group.</p> <p>b. New Board member self-introductions by:</p> <ul style="list-style-type: none"> ▪ Ash Anand, ▪ Margaret McNamara, ▪ Pat Myers ▪ Mary Ann Spezio <ul style="list-style-type: none"> ▪ Gretchen Steffan, new Executive Director provided insights into her background and transferrable skills to her current role w/WDB.
▪ Mr. Anand	▪ Mr. Moore								
▪ Ms. Grabowski	▪ Ms. Myers								
▪ Ms. McCaughey	▪ Ms. Spezio								
▪ Ms. McNamara	▪ Ms. Steffan								
<p>2. Approval of Minutes - Action Item (<i>motion, second, discussion, vote</i>)</p> <p>a. November 4, 2020 meeting</p>	<p>Motion by Shelby Schneider, Seconded by Pat Myers, Unanimous approval.</p>								



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<p>3. Board Membership Status</p>	<p>There are currently 24 WDB Members.</p>
<p>4. Vision and Planning for 2021</p> <ul style="list-style-type: none"> a. High-Impact Strategic Boards b. Our Committees: Purpose and Work Outcomes 	<p>In November 2020, Melinda Mack from NYATEP presented to our Board. She shared that workforce development is not a new idea, yet every year when we move forward our society changes and peoples' needs change. So, it is important for all groups to refocus and regroup once in a while.</p> <p>SWW WDB has a local plan, and that plan started in July of 2017 and is effective till June 30, 2021. We continue that work.</p> <p>Bill Resse, former Executive Director shared a reworked presentation on High Impact Strategic Boards. To summarize: The WFB acts like a board of directors to identify the local needs of the job market, to leverage resources for our area, to oversee the career centers and direct workforce investment programs in the area. To work with Economic Development and other area organizations to promote economic growth and to promote the full utilization of the local workforce.</p>
<p>5. Center Director's Special Report on Center Ops during COVID</p>	<p>Jen McCloskey invited Shelby Schneider to address the group on childcare in the region. There is currently a survey in-process for the general public and businesses to assess regional childcare needs. The hope is that the data will support the development of a workforce training program for those interested in starting at-home childcare centers. The program would help navigate through the plethora of regulatory requirements to help those interested in opening and running a daycare center do so.</p> <p>Jen McCloskey, Liza Ochsendorf, and Traci Ross shared a PP presentation to the group, on Center Operations during the</p>



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pandemic. Change, adaptation, and overcoming barriers were themes of the presentation. All services are being offered remotely. Centers and job counselors are helping job seekers with resume development and navigating online job searches. Metrix learning online is being well utilized for self-driven learning and the Centers continue to offer job seeker training opportunities. Other highlights included:

- All 3 Centers ensuring a continuity of services throughout the 3-county coverage area.
- Saratoga County had one Counselor become certified to administer the Ticket-to-Work program, which helps place people on Social Security Disability into employment. This creates a revenue stream for the Centers. The Ticket-to-Work Coordinator is able to assign tickets to all 3 counties. A great resource for people with disabilities.
- Working with the Saratoga County Jail to get the proper technology to special populations pod, to provide virtual workshops in jail. Before the pandemic, we were providing live training. Now working on getting the proper technology to live-stream to the pod.
- Huge increase reported in businesses using Metrix learning for employees during their downtime and for training incumbent workers. A value-added tool.
- Working with Warren County EDC on an economic development community task force and with Glens Falls Transit identifying barriers preventing getting people to work.



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- Working on a bike share program.
- Our youth group meets virtually, and we have a partnership with Probation to provide classes to those on probation, which is on-going.
- Everything is remote, however we meet with those who do not have access to Wi-Fi or a computer, because that is a known barrier.
- Centers are aligned with Social Services to ensure those with multiple barriers can get the support they need. Food insufficiency, daycare and transportation issues are all prevalent.
- In Washington County, LEAP is helping those without Wi-Fi by allowing job seekers to come to their Centers and borrow technology to go to their cars to fill out online applications and do job searches from their car. This also helps with people who do not have childcare and can't leave their kids, coupled with no WI-FI due to living in a rural part of the county.
- The pandemic has created opportunity. Center Directors reached out to the surrounding counties Career Center Directors to see how they were handling things during the pandemic to gather and share best practices. What started out as a conversation, grew and grew. Now there is a Coalition of 10 Career Center Directors who meet weekly to share best practices.
 - Has led to offering collaborative workshops, with 2 facilitators leading

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- Getting ready to offer a job club in collaboration with Rensselaer County leading. They already have an active club, gathering together to help each other in the job seeking process, share ideas and contacts. Now, rolling it out in all 10 counties.
- Health and Safety concerns at all 3 locations. There are staff with underlying health conditions, so it is stressful maintaining social distancing and ensuring the safety of our workers and their families, while still providing services to the public.
- Shelby identified the unemployment rate in our region is about 5%, but that is misleading because that doesn't include all of the people who are no longer in the workforce, who are no longer looking for work. There are about 10,000 fewer people in the workforce right now compared to the Fall of last year. In our area, we have 5,700 fewer workers in Saratoga, 1,300 fewer in Washington and 1,400 fewer workers in Warren. Many families are operating on 1 income as families are juggling home schooling children and work life. Unprecedented/unrealistic demands on families.
- Broadband/Wi-Fi challenges: a continuing business issue.



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	<ul style="list-style-type: none"> ▪ The State is in a budget crisis. It is unknown how that will impact Career Centers. ▪ Working on apprenticeships and other training programs with our local community colleges, who are joining our Coalition Directors meeting every 4-6 weeks. <p>Tracey Riley asked about recruiting support. Center Directors offered that they have had success with putting social media posting on their website. Jen offered that her account clerk can post to the website and can help with flyers, which is open to anyone. Tell us what you are looking for, and we will build it and post it. Social media engagement is huge. Liza offered that Kim Haviland from NYS DOL is their Business Services rep. Kim supports getting job descriptions into the NYS Job Bank to the local area. Send job descriptions to us for help.</p>
<p>6. Center Activities / Operations / Service Updates</p>	<p>Combined with agenda item #5...</p> <p>Gretchen recognized the Centers for supporting Elizabeth Parsons and Fort Hudson Health Systems (FHHS) in getting individual training grants for a condensed CNA training program at BOCES. The program had a quick turnaround time and employment counselors turned paperwork around quickly. FHHS was paying participants to attend the program and the grants offset the tuition of \$2,000. Win/win.</p>
<p>7. Board Operations Update</p> <p>8. Proposed 2021 Meeting Schedule</p>	<p>Gretchen:</p> <ul style="list-style-type: none"> ▪ Center Directors talked about METRIX Learning. COURSERA is a new tool in our arsenal to get people the skills they need, and now being offered now through the NYS DOL. <ul style="list-style-type: none"> ○ Administrators will be appointed at each.



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	<ul style="list-style-type: none"> ▪ We received an NEG Grant for \$33,000 and the funds can be used now until Sept of 2022. <p>Bill:</p> <ul style="list-style-type: none"> ▪ MOU - NYS Guidance has recently come out. ▪ We are putting together a Youth Committee. Unlike other committees it is heavily weighted with youth-related organizations vs Board members. Only a few board members. We are identifying members and the chair will kick off the committee after the first of the year. ▪ Been working on, and will continue to work on a written guide book to put in place for the WFB that will include a variety of research and interaction of the DOL and the written materials of the past and wrapping it into an operations manual. ▪ We are reviewing budgets with the Centers and will be continuing that process. ▪ Also planning focused meetings on policies. Reviewing them and updating them. Eventually, doing some report work and the nature of the reporting we are doing. ▪ Finally, we are partnering with 4 other areas on a grant for entry level training for manufacturing. Grant submitted and if made available will provide a variety of services. Training and support services. ▪ Commend Centers for moving to virtual services during the pandemic.
<p>9. Board Member Comments / Discussion</p>	<p>No discussion...</p>
<p>10. Adjournment</p>	<p>Meeting ended at 9:45 am</p>