

GLOW Workforce Development Board Meeting

Genesee Community College, Room T121

3/21/23 Approved Meeting Minutes

Members Present: Norb Fuest, Appletree HR and Safety Consultant; Darren Burdick, NYS DOL; Bethanne Guest-Bergum, ACCES-VR; Rae Frank, Independent Living; Patti Fales, BMP America, Inc.; Molly Haungs, LandPro Equipment; Holly Nenni, Orleans County DSS; Steve Hull, Morton Salt; Dan Ireland, Regional Health/UMMC; Holly Mitchell, Advanced Rubber Products; Shawn Pollock, Nortera Foods; Jim Pierce, Wyoming County Economic Development; Tom Thomas, Lapp Insulator/Union Rep; Robert Sotir, Bricklayers and Allied Contracts Local #3; Jennifer Wakefield, GCC BEST Center

Excused: John Cima, GV BOCES

Non-Members: Kelly Kiebala, Orleans County Job Development; Beth Caton and Carrie Johnson; Wyoming County Community Action; Ryan Snyder, LC Office of Workforce Development; Teresa Van Son, GC Job Development;

CEOs/Representative: Ken DeRoller, Orleans County Representative; Becky Ryan, Wyoming County Board of Supervisors; Shelly Stein, GC Legislature Chair

CEOs Excused:

Staff Present: Jay Lazarony, Michele Nichols; Kristine Langless

Welcome and Introductions

Norb called the meeting to order at 4:31 p.m. There was a quorum at the meeting.

Approval of Draft GLOW WDB Meeting Minutes of 1/17/23

The 1/17/23 GLOW WDB Meeting minutes were sent to members prior to the meeting. Jennifer Wakefield made the motion to approve the 1/17/23 minutes as presented; Holly Mitchell seconded the motion, all members present at the meeting were in favor, and the motion was carried. The 1/17/23 GLOW WDB Meeting minutes are approved.

GLOW Performance Report

The GLOW Performance Report was sent to members prior to the meeting. Jay reviewed current performance:

- \$466,149 approved to date for training, work experience, supportive services
- 124 approved trainings
- 69 new youth enrolled with 61 carried in, which means 130 youth working with actively
- Spending is good – need to hit 80% spending requirement and 20% allowed to carry into next year
- Have utilized other funds such as ARPA, grants from WCCA, as well as other Reimagine Grant from GCC

Finance Committee Recommendations

PY2023 Request For Proposal for WIOA Funds for Adult, DLW, and Youth Services

A summary of the proposals were sent to members prior to the meeting. Jay noted that one proposal from each county were received. The GLOW RFP Team reviewed and rated proposals and asked Genesee County to increase numbers served, which they did. The GLOW Finance Committee reviewed and is recommending the proposals as presented. Norb noted the RFP team had some new members and did a great job and asked a lot of questions as well as the Finance Committee. **VOTE>** All members present at the meeting were in favor of approving the proposals as presented, and the motion was carried. The PY2023 WIOA proposals for Adult, DLW, and Youth Services are approved.

One Stop Operator Contract Renewal for PY2023

This was sent to members prior to the meeting. Jay noted that one stop operator is a requirement, which Genesee Finger Lakes Regional Planning Council is currently contracted for. They coordinate partner meetings several times a year as well as assisted us with completing the NYS Memorandum of Understanding (MOU), which GLOW was second in NYS to have executed. They are bringing partners together for collaboration of services. To increase participation, we are starting partner updates and would like to open up to employers to discuss job openings at their business, etc. to present as well. The contract is for \$8,000 but they are not spending that much this year and expect money back. **VOTE>** All members present at the meeting were in favor of approving renewing contract for Genesee Finger Lakes Regional Planning Council for GLOW One Stop Operator for PY2023; Jim Pierce abstained; and the One Stop Operator Contract renewal for Genesee Finger Lakes Regional Planning Council for \$8,000 for PY2023 is approved.

Amended GLOW WDB Priority of Services Policy

This was sent to members prior to the meeting. Jay reviewed that this policy now includes priority populations as a performance measure. The goal is 50.1% priority population to be served. It's low now due to data collection but now we will be more aware. **VOTE>** Jennifer Wakefield made the motion to approve the policy as presented; Holly Mitchell seconded the motion; all members present were in favor, and the motion was approved. The amended GLOW WDB Priority of Services Policy is approved.

Disruptive Customer Policy – Customer Code of Conduct and Computer Usage

The Customer Code of Conduct was sent to members prior to the meeting. This policy was updated to develop safety measures and contains guidance and procedures for handling disruptive customers that come into the system and the mandatory actions required. In addition, Career Centers must develop clear guidance for all customers regarding acceptable behavior and use of office resources. All of the GLOW centers have agreed to utilize the customer code of conduct in their centers. Darren noted that this policy has been in place

but was revised with a more detailed procedure and documents for handling disruptive customers in a consistent manner. Only the customer of conduct will be displayed in the centers. The policy lays out the standards for the level of code of conduct that is used. It could be from a verbal warning to suspension from services for a year. All career centers in NYS are advised of the disruptive customer if suspended from centers. Customers acknowledge the code of conduct either by signing in or signing it at intake appointment.

VOTE> Dan Ireland made the motion to approve the Customer Code of Conduct as presented; Patti Fales seconded the motion; all members present at the meeting were in favor, and the motion was carried. The Customer Code of Conduct was approved as presented.

GLOW Priority Occupational Demand List

This was sent to members prior to the meeting. Jay reviewed the occupations that are being recommended to add the GLOW Priority Occupations Demand List:

- Agricultural Equipment Operators as Low
- Agricultural Technicians as Low changed to High recommended by Molly Haungs
- Frontline Supervisors as High
- General and Operations Managers as High
- Behavioral Health Technicians as Medium
- Addiction Counseling/ Technicians as Medium
- Information Security Analysts and/or Engineers as High
- Web and Digital Interface Designer as Low
- Web Developer as Low
- Digital Marketing as Low
- Wind Turbine Technician as Low

Norb noted that additions or changes can be done at any time by letting Michele know and it will be presented at the next WDB Meeting. Jay noted that the priority levels can be adjusted to low, medium, or high depending on the demand at the time. Molly asked that Agricultural Technicians be changed to high. Kelly recommended the following:

- Child, Family and School Social Workers as Medium changed to High recommended Holli Nenni
- Substance Abuse, Behavioral Disorder, and Mental Health Counselors change to High
- Clinical Laboratory Technologists and Technicians as Medium

Dan asked what it means when occupations had no priority levels listed. He suggested that the following priority level be added to:

- Medical and Clinical Lab Technicians and Technologists as High
- Pharmacy Technicians to High
- Surgical Technicians to High
- Respiratory Therapists to Medium

Shawn requested that Refrigeration Technicians (anything around industrial refrigeration) be added as High. It was noted there is Heating, Air Conditioning and Refrigeration Mechanics listed as low that could be changed to High.

Jennifer recommended adding:

- Substitute Teachers as High (teaching assistants)

Darren noted that even though it's listed as low means it is still a demand occupation in that area.

ACTION ITEM> GLOW WDB Staff will send out list to WDB members to make sure it is correct before it goes to be added on the list. **VOTE>** Steve Hull made the motion to approve the additions and changes as presented

at the meeting; Holly Mitchell seconded the motion; all members present at the meeting were in favor, and the motion was carried.

UPDATES

Disability Resource Coordinator Part Time Position

Last year NYS DOL WDBs were given opportunity to hire a full time Disability Resource Coordinator to assist in collaborating with additional partners collaborating services and programs for individuals with disabilities. This included \$100,000 allocation for three years. GLOW published two RFPs with no responders and it was not enough money to fill the position. Jay did suggest to Albany allowing him use the funds for training individuals with disabilities. They have now agreed to a part time position. When the funding ends, the position is supposed to sustain from the revenue funds they generate. GLOW already has several competing networks but we will be trying to hire a part time position through Genesee County.

GLOW with Your Hands – Healthcare

Friday is the Inaugural GWYH Healthcare at GCC. If you would like to visit, please let Jay know. The committees have worked very hard. Other WDBs are attending wanting to start their own. The manufacturing GWYH will be in September. Molly noted that she would be happy to engage with other areas to start GWYH and they have a store in Chautauqua County.

Go Around

Bethanne Guest-Bergum, NYS Adult Career and Continuing Education Services (ACCESS) – They are in process of changing their software system for case management which will be a different billing system for vendors. They plan to go live on 4/3/23! They will have a training for current contractors and others after for a more modern portal and speed up the process. Mary Tryzinski has retired and hoping to fill her IES position in the next positions but she can be called with any questions.

Dan Ireland, UMMC – Rochester Regional Health's United Memorial Medical Center (UMMC) achieved Magnet recognition in March, a reflection of its nursing professionalism, teamwork and superiority in patient care -only 10% in the country – it was a development process with a lot of training and growth in the last 4 years. They have a dedicated Innovation space to use for specifically human center design to help solve problems in healthcare – trained staff to use tools around center design and solving healthcare complex problems. You can write all over the walls! Staff is excited to be attending the GWYH healthcare event Friday! Opening Batavia Medical Campus on Rt. 98 in August, where conference room is available.

Darren Burdick, NYS DOL Manager - He reported on the UI in GLOW from January, which is the latest data:

Genesee - 4.2%

Livingston - 4.5%

Orleans - 4.8%

Wyoming - 5.4%

DOL is kicking off new program, Summer Teacher Ambassador Program in July and August, to hire teachers or guidance counselors for grades 9 – 12, to strengthen DOL relationships with school districts. It pays \$34/hr. for 4 weeks. The list shows major cities but local is possible. The deadline to apply is 3/31. Apply online at: www.statejobsny.com. They opened the WARN (Worker Adjustment Retraining Notification) Act online portal for private sector businesses to report certain percentage of layoffs, which they are required to do within 90 days, hopefully this will make it easier for businesses to report and DOL to assist the workers being laid off.

Upcoming DOL Job Fairs include if any businesses would like to attend:

Albion, 4/6/23

Williamsville 4/12

Lockport 4/19

The next Monthly Virtual Job Fairs are in Finger Lakes region 4/11 and in Western Region (Buffalo) 4/19

Heather Heiniman, Barilla – They have had good luck hiring Maintenance Technicians but are going to hire part time Maintenance technicians as well. They are trying to do some different things to hire and retain. They have had steady applicants for Packaging and Processing starting regularly. She is excited about GWYH Healthcare as her daughter is attending.

Robert Sotir – They are hosting Open House/Career Fairs in Rochester and Buffalo, which he will distribute information to pass along to members. They have a stadium to build with prospected apprenticeships and employers!

Beth Caton, Wyoming County Community Action – Their spring job fair with Chamber of Commerce and sponsored by WCJW will be held 3/28/23 with 16 employers so far. They are focusing on local healthcare facility to develop CNA class to meet their needs with BOCES and respective training providers. They approved 7 applicants for next Fast Track program.

Teresa Van Son, Genesee County Job Development - Their next Job Fair is on 4/6 with 26 businesses and one spot left. She is trying to get an entrepreneur program going in Genesee County like the Fast Track Program in Wyoming.

Holly Mitchell, Advanced Rubber Products – She thanked WCCA for providing a youth work experience at their facility. They need a second shift Quality Technician as she is retiring. They ordered two presses as new customers as well as existing customers are growing. She will be looking at possibility expanding footprint of the building in the next 6 months!

Jennifer Wakefield, GCC BEST Center - They have assisted 321 people with SUNY Workforce grants in areas of lean green and yellow belt and white belt with Liberty Pumps soon, and mechatronics. They assisted 41 students in FLIP grants for wrap around services for medical care, 20 student for CNA through Reimagine grant and working with Livingston County to continue CNA training. Some other training needs they are implementing is HVAC and CNC training. They received for funds for renovations for 2 additional rooms, which will be for the HVAC, Electrical Program, and CNC program. They have 5 other grants in process including one with GLOW WDB for virtual training. In addition, in May they are offering EPA 608 Certification for 16 people, Intro to Electrical classes on Saturdays in September, offering Plumbing training through CCI in June here on campus, and looking into a partner to provide welding training locally as well as offering in the other campus centers as needed.

Ken DeRoller, Orleans County Representative – UI is down in Orleans but so is labor participation. The Eastern Niagara hospital closing in Lockport. Healthcare openings everywhere. Keep up the focus on healthcare.

Darren noted that a new hospital is being built in Lockport by Catholic Health opening in September and the hope was Eastern Niagara Hospital would stay open until then but were unable to and the word is due to staffing. It was noted that the agency and contract staffing rate is an incredible cost to hospitals and is a huge issue.

Patti Fales, BMP America – They recently had some long service employees retire but were able to hire through employer referral filling some positions and hired a VP of market sales. They are busy and hopefully will be able to bring in more business and hire more employees.

Tom Thomas, IEU – CWA Local Union 81495 - They represent 4 plants. At Lapp is in desperate need of HR person and want to add 8 to 2nd shift and Pecore at capacity and struggle to find an automated electrician. RotoFlex, another Pfister owned company, is opening another plant in Rochester Tech Park moving manufacturing from Germany by end of year with 20—25 employees.

Steve Hull, Morton Salt – They just filled open salaried open positions but now have a Sr. Project/Mechanical Engineer position as of yesterday. They have a good list of applicants for a few hourly positions.

Jim Pierce, Wyoming County Economic Development - The next Fast Track program starting at end of month and they are delighted with support from GLOW WDB and WCCA – this is the 12th year and it has been a very successful program and currently have a waiting list for classes. A lot of focus on assisting small businesses utilizing Business Excelsior and Business Mentor programs and busy with microlending, which is rapidly running out. Small business is very vibrant in Wyoming County!

Kelly Kiebala, Orleans County Job Development Agency – Their Job Fair is 4/20. They are working on getting ready for the Summer Youth Employment Program. Orleans Niagara BOCES will start CNA class 4/10. Pam Denson grateful to attend NYATEP as she brought back a lot of information. Working some innovative approaches to address housing needs that impact workforce in their county.

Jay thanked Kelly for coordinating with Zambristos Restaurant for GWYH Healthcare event lunches!

Ryan Snyder, Livingston County OWD – Their job fair today started with 40 people within 10 minutes and have 25 employers. They are working getting ready for Summer Youth Employment Program. They have a huge demand for CDL training!

Shawn Pollock, Norter Foods – They have 2 facilities in GLOW region, Bergen and Oakfield, both currently in off season until harvesting in June but have an opening for Electrician and Refrigeration Technician. He is currently filling in for HR in Brockport and Pennsylvania facilities. The Brockport facility working with Monroe BOCES to facilitate Roc with Your Hands. They are in need of an Operations Manager and few other positions. Recruitment is ok. They recently working with JDT Services out of Rochester who work with recovering alcoholics and drug addicts, which they actually drive them to interviews and to work - candidates have been awesome and they are looking for more companies to support. It is a new service in Rochester and they have had good success with them so far!

Holli Nenni, Orleans County DSS – They currently have several positions open: 4 Caseworkers, 3 Sr. positions, 3 social welfare examiners, and 2 clerical positions, which makes it a hindrance to get things processed by the deadlines.

Rae Frank, Independent Living of Genesee Region – They are running chronic disease self-management classes both Wyoming and Genesee OFA for 6 weeks April – May, which will provide free gifts for attending. People can register by contacting their office.

Molly Haungs, LandPro Equipment – Their new Batavia store getting closer to opening! The Grand Opening set for 5/12 and 5/13 and she will send Jay information to attend ribbon cutting! They are featuring local products from community. They launched ecommerce site successfully with lots of orders coming in, which is

distributed through the Batavia area. She acknowledged Angela from LC BEA for connecting her to schools for lunch and learns and job shadows – she was lucky to have contacted her! They created a retention program for employees which include a full time recruiter and creating a culturally rich environment with an acknowledgement program and schedule of lunches and swag as a thank you throughout the year to appreciate employees!

Norb Fuest, GLOW WDB Chairman – It looks like State WDB is going to ravine again! It is a large board that addresses issues that face the WDBs across NYS. They plan to meet sometime this year.

Jay noted that this is the largest attended meeting since before pandemic! Norb thanked everyone for attending, and we need to continue looking for ways to bring in other funds as there seems to be very little interest in workforce development in Washington.

Darren Burdick made the motion to adjourn the meeting at 5:55 pm; Steve Hull seconded the motion; all members present at the meeting were in favor and the meeting adjourned at 5:55 pm.

NEXT MEETING: Tuesday, May 16, 2023, 4:30 pm at Genesee Community College, Batavia, Room T121