

Town of Hempstead/City of Long Beach Local Workforce Development Board Meeting Minutes
Zoom Video Conferencing
October 7, 2020

I. Welcome and Introductions

The meeting was called to order by the Town of Hempstead/City of Long Beach Local Workforce Development Board (LWDB) Chairperson Sara Griffith at 9:35 A.M. She asked each of the attendees to introduce themselves.

II. Review of Minutes

Ms. Griffith asked the members to review the minutes from the meeting of June 10, 2020. A motion to approve the minutes was offered by Deidre Duke, seconded by Tania Peterson -Chandler, and accepted by the Board.

III. Individual Training Account Policy

Ms. Griffith explained that the Workforce Innovation and Opportunity Act (WIOA) requires that the Local Workforce Development Board (LWDB) have a policy on customers' individual training accounts (ITAs). The policy has been revised, and she invited Elizabeth Ajasin to explain the changes made to the policy. Ms. Ajasin said that ITAs are vouchers given to customers that need occupational skills training to gain employment. When customers seek training services and are eligible for training, they work with a counselor to determine the appropriate training and the customer's training provider of choice. Training providers are selected from the New York State Eligible Training Providers List (ETPL). The list includes qualified training providers who offer a wide variety of educational programs.

Ms. Ajasin explained that the current ITA policy has a cap amount of \$7,500, a sum of which includes training tuition and other fees. If the cost of training exceeds this cap amount, the customer must rely on other sources of funding to pay the balance. After reviewing the cost of our contracted courses, we concluded that by increasing the cap amount to \$12,000, only few courses exceed this amount. Ms. Ajasin added that with the revised policy, if a customer's course does exceed the \$12,000 cap amount, the DOOR Commissioner will have the authority to approve the training if:

- The customer has documented need for the training;
- Other sources of funding are available to supplement the training (e.g. scholarships, Pell grant); and
- A new course is added whose tuition is reasonable in consideration of prevailing market rates.

Ms. Duke asked how participants can meet the balance for training above the cap amount, and Ed Kenny responded that they do so typically with Pell Grants. Yvonne Morrissey

said that various training providers process Pell grants for low-income students. Mr. Kenny added that by raising the cap, customer choices of training provider will be enhanced. Jeffrey Johnson asked how many people enrolled in skills training services over the past year. Mr. Kenny responded that we funded training for approximately 400 participants, many of which also participated in job readiness and computer skills workshops.

A motion to approve the revised policy was offered by Ms. Duke, seconded by Ms. Peterson-Chandler, and approved by the Board.

IV. One-Stop Operator Annual Report and Feedback for PY'19

Ms. Griffith explained that the Town of Hempstead/City of Long Beach Local Plan requires that the One-Stop Operator submit an annual report to the Board. The purpose of the report is to show progress made toward achieving quality standards and organizational goals. Based on its review of the report, the local board then provides feedback to the Operator. Ms. Ajasin explained that the annual report is divided into three sections: Quality Standards, Organizational Results, and the Return on Investment (ROI) report. Quality standards of the report apply to Customer Satisfaction and the ROI rate. The goal established by the LWDB for customer satisfaction was 90% for customers' career center initial visit, workshops for job seekers, Summer Youth Employment Program, and customers' overall satisfaction. The actual customer satisfaction rates were 98.5%, 96.3%, 93.2%, and 99.6%, respectively. The rates are determined by collecting data from customer surveys.

Ms. Ajasin further explained that the ROI report illustrates the degree to which tax dollars invested in the WIOA program yield ROI in both quantitative and qualitative terms. To calculate ROI, we use a formula that takes several factors into account such as the number of customers served, customers' projected employment rates, and the average projected wages of customers. Our goal ROI was \$2.20, and our actual projected ROI is \$17.30.

Then, Ms. Ajasin explained that only a quarterly basis, the New York State Department of Labor (NYSDOL) provides Boards throughout the state with outcomes data for the Primary Indicators of Performance: Employment Rates 2nd and 4th Quarters after Exit, Median Earnings, Credential Attainment, and beginning in PY'19, Measurable Skills Gains. The indicators apply to the adults, dislocated workers, and youth we serve. Data for "Baseline" goals is being collected to determine what actual goals will be for future program years. Ms. Duke asked how success of an indicator is measured when the goals have not yet been determined. Mr. Kenny responded that data entry plays a big role in the data collection used to create outcomes. We are learning to improve capture of this data.

Ms. Duke also asked if we compare our performance on a yearly basis. Mr. Kenny said that we compare our performance over the course of each program year and will share the

document with the Board. Then Ms. Duke asked how we determined the ROI goal of \$2.20. Mr. Kenny responded that it was initially established by the Board. He stated further that for future years we will establish a method to incrementally increase our quality standards and ROI goals.

V. Program Years 2020 and 2021 Primary Indicators of Performance Negotiations

Ms. Ajasin explained that NYSDOL enables workforce development boards to negotiate outcomes goals for the primary indicators of performance. The Board submitted a counteroffer for these goals to the State for program years 2020 and 2021, being sure to emphasize that the COVID-19 pandemic has impacted the economy and will in turn impact our performance. The counteroffer reduced the State proposed goals by half, having taken into consideration the current condition of the labor market in our area, which has reached an unprecedented high.

Ms. Duke asked what the basis is for reducing the goals by half, and Mr. Kenny responded that a rationale was provided in our counteroffer to the New York State Department of Labor that indicated that unemployment in our area significantly increased during the COVID-19 Pandemic. In addition, he stated that due to the Labor Department's necessary focus on processing Unemployment Insurance Benefits during pandemic, it was unable to provide the statistics needed to quantify our rationale. However, since this is a negotiation process, starting negotiations low seemed like an appropriate approach. Mr. Kenny indicated that after Super Storm Sandy the Labor Department did not accept our counteroffer based on the economic impact of the storm. He stated further that based on that experience, we might not expect a major adjustment to the goals proposed by the Labor Department for Program Years 2020 and 2021.

VI. In-School/Out-of-School Youth Employment Program Report

Ms. Griffith said that in the summer of 2020, in-school youth participated in the Summer Youth Employment Program (SYEP) and invited Myesha Arvon to report on the In-School and Out-of-School program.

In-School Youth

She reported that 73 youth participated this summer. Eligible youth are in-school, low-income, and have a barrier to employment. The youth worked for 6 weeks (July 20, 2020 to August 28, 2020) and made \$14 an hour. Because of the pandemic, youth had their career and job readiness workshops online. New worksites included Helberg Electrical Supply, Vision Street Research, and Cambridge Business Institute. Youth at Vision Street Research had virtual jobs, using social media to promote the organization. Other youth jobs were clerical and in maintenance.

Ms. Arvon added that youth participated in job readiness, leadership, CareerZone and financial literacy workshops. Nassau Library Systems also gave a workshop and explained the various services available at their local libraries. Mr. Kenny added that

staff at the Office of Temporary and Disability Assistance (OTDA) conducted a review of the summer program and had no findings.

Ms. Arvon added that even though cpnassau could not participate in the summer program this year, Ms. Griffith helped enroll students into the program. She forwarded their paperwork to Ms. Arvon, and they were all placed in jobs. She thanked Ms. Griffith for her dedication.

Out-of-School Youth

Ms. Arvon explained that eligibility for the out-of-school youth program requires that youth are between 18 and 24 years of age and have a barrier to employment. She reported that we work with two out-of-school youth vendors, Nassau BOCES and EAC Network. During the shutdown, Nassau BOCES shared job leads and other resources with youth participants. EAC did not halt its services and switched immediately to a virtual platform. Intake, enrollments, and employer presentations were all done online.

VII. Nassau Community College Workforce Development Training Scholarship and Community Health Worker Programs

Ms. Griffith indicated that Nassau Community College (NCC) had received funding under the Coronavirus, Aid, Relief, and Economic Security Act (CARES Act). The funding will be used towards NCC's Workforce Development Training Scholarship Program. DOOR is an NCC partner and will refer customers for training. She invited Dawn Nolan, Assistant Dean at NCC's Center for Workforce Development, to speak more on the project.

Ms. Nolan indicated that the Community Development Block Grant awarded NCC with funding to provide job training to low-income and unemployed/underemployed Nassau County residents that prepares them for high-demand employment opportunities. Individuals will have access to non-credit certifications and credentials for courses in healthcare, business, and trades (e.g. HVAC and plumbing). The courses are available in various modalities. Online classes allow for a self-paced, independent study, while remote is done with scheduled class meetings on Zoom or Google classroom. Other classes are a combination of remote sessions and campus classroom sessions. Under this grant, 60-70 individuals can be served.

Funding to NCC will also cover the Community Health Worker Non-Credit to Credit Pathway program. Non-credit classes include Community Health Worker Fundamentals; Computer Literacy Skills; Leadership Training; Cultural Competency Certification; Mental Health First Aid Certification; Narcan Training; and Employability Sessions. Credit classes are an introduction to community services and a community service internship. Under this grant, 30 individuals can be served. They must have a valid Driver's License, have experience/willingness to work in low-income communities, and must complete placement testing.

Mr. Johnson asked how NCC is promoting the program. Ms. Nolan answered that the program was promoted in Newsday, shared with partners and individuals who expressed previous interest in similar programs. She noted that graduates of the community health worker program have gone on to pursue further degrees. Mr. Kenny thanked Ms. Nolan for allowing DOOR to serve as a partner to this program. Ms. Griffith added that her organization has worked with NCC and is pleased that individuals can earn credits.

VIII. Workforce Development Initiative – Consolidated Funding Application (CFA)

Ms. Griffith indicated that in 2019, Governor Cuomo released the Workforce Development Initiative, an initiative that planned to invest \$175 million around the state for workforce development. DOOR submitted two applications for this funding and has been awarded funding under both. The first is named the HempsteadWorks Development Initiative, and the second is named DOOR to Health Care Careers. She asked Ms. Morrissey to speak more about the grants.

Ms. Morrissey explained that awarded CFA projects demonstrate regional efforts that target business' short-term workforce needs, long-term industry needs, how talent pipelines will be improved, and the expansion of workplace learning opportunities. The initiative had three funding options, and we applied for the Workforce Solutions Program, which will enable regions to work together to increase the number of skilled workers in key sectors through partnerships. In our first application, we proposed training for skills needed for in-demand industries such as healthcare, information technology and business services. Under this contract, tuition and transportation costs will be funded for 55 customers. The start date of this grant was August 1, 2020, and so far, seven people have been enrolled in Project Management and two in Medical Billing. In the second application, we proposed training for skills specific to the healthcare industry. Under this contract, which is in the process of getting executed, tuition and transportation costs will be funded for 30 customers. Mr. Kenny thanked Cara Longworth, Regional Director at Empire State Development, for the funding assisting us in the grant application process, and Ms. Longworth thanked DOOR for submitting great applications.

IX. Disability Employment Initiative (DEI) Updates and Extension

Ms. Griffith said that NYSDOL has approved a one-year no-cost extension for the Disability Employment Initiative (DEI) Round 8 Grant, and she invited Maria Lombardi, the Disability Resources Coordinator (DRC), to speak more on the grant. Ms. Lombardi explained that DEI was originally scheduled to end on September 30, 2020, but due to the economic impact of COVID-19, the grant was extended for one year. The added year brings with it new goals and an intention to enhance practices developed and implemented during the original 3-year grant period.

Ms. Lombardi also spoke about the Integrated Resource Team (IRT) website. She and two other DEI DRCs worked together to develop the Your Team, Your Dream website that creates a focus group of people who collaborate to help youth with disabilities. Ms.

Lombardi has worked with our DEI consultant, Career and Employment Options, Inc. (CEO), to promote the website and will present it the upcoming New York Association of Training & Employment Professionals (NYATEP) Fall Conference. The IRT website was also promoted at a virtual networking event in which 30 individuals attended.

Afterwards, Ms. Lombardi spoke about the virtual reverse career fair hosted by CEO. Four businesses and seventeen youth attended. The businesses were impressed by participants and are looking forward to participating in future reverse career fairs.

X. Old Business

No old business was discussed.

XI. New Business

Ms. Duke said that training for Certified Nursing Assistant has been halted because the New York State Department of Health requires that student complete a 30-hour clinical component at nursing homes. Due to the pandemic, these internships have been reduced.

XII. Adjournment

A motion to adjourn was offered by Ms. Peterson-Chandler, seconded by Ms. Duke, and approved by the Board. The meeting was adjourned at 11:14 A.M.