

WORKFORCE DEVELOPMENT BOARD QUARTERLY MEETING

110 William Street, 4th Floor Conference Room
New York, New York 10038
Thursday, September 22, 2016
8:30 – 10:30 AM

MEETING MINUTES

Board Members Present:

Laurice Arroyo	Eddie Christian	Jocelynn Rainey
Amy Bennett	Carolyn Duvall	Kate Janeski (D)
Scott Berger	Henry Garrido	Daphne Montanez (D)
Adda Birnir	Chauncy Lennon	Lusheena Warner (D)
Les Bluestone	Patricia Ornst	

(D) = Designee

Guests Present:

Bruce Carmel	Sarah Haas	Maria Serrano
Mary Ellen Clark	Les Halpert	Sharon Sewell
Fred D'Antoni	Kymberly Lavigne-Hinkley	Lannia Small
Sandy DeShong	Shereen Margolis	Elizabeth Spech
Lisa Futterman	Felix Martinez	Valerie Westphal
Annie Garneva	Dian Monti	Stacy Woodruff-Bolte
Anthony Giumenia	Ashley Putnam	Shammara Wright
Ross Gould	Sulaiman Sanni	

WDB Chair Report

Laurice Arroyo, Workforce Development Board (WDB) Chair, called the meeting to order and welcomed the Board's guests. Ms. Arroyo gave a brief overview of the agenda items, which included an update on the City's strategic workforce development priorities from Barbara Chang, Executive Director of the Mayor's Office of Workforce Development (WKDEV), and a

discussion about how companies can utilize the City's Customized Training Program to increase the skills of their employees while also improving their bottom line.

Update from Barbara Chang, Executive Director of the Mayor's Office of Workforce Development

Ms. Chang shared with the Board WKDEV's vision to simplify the ways in which jobseekers and businesses access services across the workforce development system. Specifically, jobseekers looking for opportunities to improve their skills can be unsure how best to access the right program for them given the dozens of program options that are available to them. Employers can be deterred from participating in the system because they might feel overwhelmed by multiple requests from different City programs to engage in curriculum development or provide jobs or work experiences for interns. Ms. Chang emphasized WKDEV's focus to create a more streamlined system where both jobseekers and employers access services more efficiently and effectively.

Update from the Department of Small Business Services

Kate Janeski, Assistant Commissioner of Workforce1 Operations at the Department of Small Business Services (SBS) highlighted the agency's commitment to serving target populations. More specifically, Ms. Janeski described the agency's plan to open six new Workforce1 Career Centers by the end of December 2016, four of which have already opened.

These new investments reflect, in part, an expansion of the agency's sector strategy, as SBS recently launched three Industrial & Transportation satellite centers in Brooklyn, Staten Island, and the Bronx. These centers align to the City's industrial business zones and build on the success of the hub Industrial & Transportation Center which opened in Jamaica, Queens in 2009.

In addition, SBS recently launched a center focused on serving foreign-born New Yorkers in Washington Heights. The Washington Heights Workforce1 Career Center, which opened on June 15th, is supported through funding from WIOA and a grant from the Robin Hood Foundation. The center, launched in partnership with the Human Resources Administration (HRA), offers employment services as well as on-site eligibility screening for public benefits.

SBS also plans to launch a center in the West Farms section of the Bronx dedicated to serving out-of-school, out-of-work young adults aged 18-24. This center will be launched in partnership with the Department of Education – supporting High School Equivalency instruction – and HRA.

Finally, SBS plans to launch a new center in East New York, Brooklyn, targeted to meet the needs of residents of East New York and Brownsville. The center will tailor its services to young people and those who have a criminal background. The agency's research and community outreach efforts demonstrated that these populations face the greatest need in these two communities.

Update from the Department of Youth and Community Development

Daphne Montanez, Assistant Commissioner at the Department of Youth and Community Development provided a brief overview of youth program performance and new initiatives. On July 1st DYCD launched its new WIOA Out-of-School Youth (OSY) program, administered by 14 service providers through 23 contracts. The OSY program serves primarily low-income youth aged 16-24 not currently enrolled in school. The new OSY program includes a pathway for young people to receive an advanced training credential through CUNY, including patient care technician, early childhood aid, culinary arts, CISCO administration, and pharmacy technician, among others.

On September 1st the agency launched a new In-School-Youth (ISY) program administered by 17 service providers through 18 contracts. The new program will emphasize providing young people with new career exposure opportunities with private companies in a variety of sectors including media, finance, and technology.

Finally, the Summer Youth Employment Program (SYEP) served a record 60,113 young people by the end of the 2016 program. In addition, more than 10,000 employer worksites participated, 40% of which were from the private sector or large nonprofit organizations such as museums and hospitals. Ms. Montanez expressed the agency's thanks to the WDB members who participated in the program.

Update on the WDB's Summer Youth Internship Campaign

Ms. Arroyo shared the Board's progress for its campaign to support both the Ladders for Leaders program and SYEP. The Board previously set a collective goal to secure 250 internship slots and also set an individual goal for each member to secure five slots. Members could participate by employing a young person at their company or organization, financially supporting an intern slot, or connecting someone in their network to the program. Ms. Arroyo reported that the Board was able to secure 347 internship slots, almost 100 more than the goal. [Note: This figure was ultimately modified to 265 internship slots. The Board committed 347 slots, but 265 were actually filled by interns.] Additionally, 20 out of a possible 28 members participated, reflecting more than 70% of the Board.

Ms. Arroyo shared the Board staff's intention to conduct a survey later in the fall to collect member feedback of their experience participating in the campaign. The survey will help the Board staff determine how to improve the campaign and at what level to set next year's goal.

Panel Discussion on SBS' Customized Training Program

Kymerly Lavigne-Hinkley, Director of Customized Training at the Department of Small Business Services provided a brief overview of the program. The program is the City's largest investment in incumbent worker training, funded through federal WIOA and local City Tax Levy funding. Customized Training uses a competitive grant model to support businesses finance the cost of training their employees which often includes curriculum development, identifying an external training entity, and the cost of participant wages while undergoing training. Participating in the program helps employees develop new skills and command a higher salary while employers ultimately increase their profits and retain highly trained staff. Once an

employer's grant application has been selected, employers can choose the training provider of their choice and also which employees will participate.

The program award covers 60-70% of the training cost while the employer invests the remaining 30-40%. The award covers a one-year period and 20% is performance-based. In order to participate, the employer must train at least 10 employees and project a wage increase for the employees participating in the training.

Since 2007, 93 employers have completed the Customized Training Program, including WDB members Arista Air Conditioning and The Greene Grape. During that time the program has successfully trained 1,822 incumbent workers and 396 new hires. 70% of incumbent workers received an average wage increase of 16% and incumbents who made \$15 per hour or less saw an average increase of 17.6%.

Finally, Board members heard from two current customized training grant recipients, Su Sanni, Founder of WeDidIt and Fred D'Antoni, Special Projects Coordinator at Architectural Grille. The two representatives spoke about their company's experience winning customized training awards and the very positive impact the grant had on their businesses.

WDB Meeting Wrap Up and Thanks

Ms. Arroyo thanked the members and guests for attending the meeting. The meeting was adjourned at 10:30am.