

WORKFORCE DEVELOPMENT BOARD QUARTERLY MEETING

110 William Street, 4th Floor Conference Room
New York, New York 10038
Wednesday, December 5, 2018
8:30 – 10:30 AM

MEETING MINUTES

Board Members Present:

Maureen Anderson	Lenore Friedlaender	Shabazz Diallo (D)
Laurice Arroyo	Laura Imperiale	Claudia Flores (D)
Amy Bennett	Laura James	Lucinda Glover (D)
Les Bluestone	Joe McDermott	Angie Kamath (D)
Commissioner Bill Chong	Patricia Ornst	Daphne Montanez (D)
Mark Elliott	Jocelynn Rainey	

(D) = Designee

Guests Present:

Paula Bailey	Justin Gale	Maria Serrano
Liza Bower	Jesse Laymon	Gladys Valerde
Tim Currier	Shareen Margolis	Therese Workman
Daniel Edelman	Priya Mayadas-Sable	Jessica Weis
David Fischer	Liz McNierney	

Staff Present:

Christine Curella	Stacie Evans	Chris Neale
Rose DeStefano	Laura Gibson	Amy Peterson

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 overview of the Amazon Headquarters ("HQ2") deal, updates on the "gig" worker training pilot and survey of Workforce1 customers, and a demonstration from the National Domestic Workers Alliance of portable benefits technology they have developed and launched for independent workers.

Amy Peterson Provides Board with Amazon HQ2 Update

Amy Peterson, Executive Director of the Mayor's Office of Workforce Development, provided the Board with an update to the workforce opportunities related to the Amazon HQ2. Included in the development plans are commitments from Amazon, the City and the State to contribute \$5M each to develop new programs to train nontraditional populations. The City also plans to expand its successful Jobs Plus program to Queensbridge Houses, which assists with job searching and placement and provides financial incentives for employment. The City will also launch a new, Queens-focused program to train local NYCHA residents for careers in IT, cybersecurity, and web development. The \$3 to 5 million commitment over the next decade will serve 200 to 300 residents. In addition, the City will focus on developing workforce pipelines for the construction, tech, and business-related job opportunities as they arise.

Department of Small Business Services Update

Department of Small Business Services (SBS) Deputy Commissioner Lucinda Glover provided the Board with an update on its WIOA Adult programs. For the period of July 1, 2018 to September 30, 2018, SBS helped connect New Yorkers to 4,977 jobs. This figure will increase as SBS confirms additional hires that occurred during the period. For people connected directly to employment through Workforce1, the proportion of full-time hires was 93% and the average wage was \$15.04 per hour for this period. That compares to 89% and \$13.99, respectively, for the same period the previous year.

In the first quarter of Fiscal Year 2019, SBS has enrolled 431 people into cohort trainings with 196 individuals completing training. To date in Fiscal Year 2019, SBS offered 23 different training programs, including four bridge or "pre-training" programs with targeted supports for young adults and foreign-born New Yorkers. The programs partner with 11 different organizations, including CUNY colleges, sister agencies, and community-based organizations to increase capacity and collaboration across the City.

Employer-based training continues to support New York City businesses, awarding more than \$5,000 in on-the-job training to six businesses, and supporting job seekers' enrollment in 143 courses.

Department of Youth and Community Development Update

Assistant Commissioner Daphne Montanez of the Department of Youth and Community Development (DYCD) provided the Board with an update on its Youth WIOA programs.

DYCD released three Request for Proposals (RFPs) for the Summer Youth Employment Program (SYEP). DYCD is looking to fund a variety of program models that will strengthen New York City's workforce development system and help young people gain the support, educational credentials, and skills needed to succeed in today's and future economy. Organizations prequalified in the relevant service areas will be able to view and apply to these RFPs through the City's HHS Accelerator system. The three models include:

- **School-Based**
The School-Based model is designed to strengthen connections between academic learning and summer career exploration.
- **Community-Based**
The Community-Based model will serve youth aged 14 to 21. This model will provide youth with paid summer experiences that: 1) introduce them to the world of work and expose participants to career pathways and opportunities 2) help build essential work readiness skills, and 3) orient participants to educational pathways that support career and life goals.
- **Special Initiatives**
The Special Initiatives RFP comprises multiple service options designed to expand access to different youth populations. While allowing for customized services based on the needs of each group, these service options will introduce youth to career pathways and the world of work while helping them build essential work readiness skills and understand the educational prerequisites for their career and life goals.

“Gig” Workers: Update on the Board Training Pilot

Therese Workman, Samaschool NYC Director, provided the Board with a progress update on the first cohort of the gig worker training pilot. With generous funding from Board Member Joe McDermott and his organization, the Consortium for Worker Education, Samaschool was contracted to modify its curriculum to focus on domestic workers and to launch a training pilot. The primary objective of the pilot is to test whether a short-term training on the use of online platforms and web sites and on other skills independent workers need can help low-income individuals increase their incomes.

The training, titled “Using the Internet to Increase Your Income,” targeted domestic workers who perform independent work and currently earn less than \$600 per week.

For the purposes of this training, the Board staff defined domestic workers as those who perform work in people's homes, including cleaners, childcare providers, and home health providers. Independent work was defined as work performed outside of a traditional employer-employee relationship, and instead on a contract basis.

In total, nine domestic workers participated. The Board staff will explore the possibility of launching a second cohort of the pilot program in late April 2019. Board staff will consider making changes to the training structure and recruitment strategy to increase the number of domestic workers able to participate in the training.

Training graduates will have ongoing access to support from Samaschool staff. Samaschool's evaluation team will connect with the training graduates after 1 month, 3 months, and 6 months to determine if they have increased their earnings. The Board staff will provide regular updates to the Board on the progress of the training pilot.

Update on "Gig" Work Survey of Workforce1 Customers

Chris Neale, Director of the Workforce Development Board, provided the Board with an update on the independent work survey of Workforce1 customers. The Board has been involved in conducting a survey of Workforce1 customers about the extent to which they have been involved in independent, or "gig," work. For a two-week period in September, the five "hub" Workforce1 Career Centers asked all new customers to complete a survey about their involvement in independent work during the previous 12 months.

Board Vice Chair Mark Elliott had raised the prospect of such a survey at a previous Board meeting, partly in response to the Board's interest in the topic and due to the fact that, although estimates of participation in the "gig" economy are available on a national basis, little to no data is available for New York City, let alone for customers of the public workforce system. The purpose of the survey was to assess both the degree of Workforce1 customer participation in the "gig" economy and their level of interest in increasing their participation.

Mr. Elliott generously contributed staff time from his organization, Economic Mobility Corporation, a nonprofit organization that conducts research on promising strategies and evaluates programs that have the potential to make a meaningful difference in people's lives. Mr. Elliott and his colleague, Anne Roder, helped to design the survey, solicited two rounds of feedback from the Workforce1 center managers, and monitored the progress in real time, and will analyze the results.

Customers were asked to complete a short survey via Survey Monkey, an online survey tool, but also had the option of a paper version. The survey was anonymous and voluntary. SBS staff were heavily involved in preparing for the survey, collecting daily results, and communicating with the centers.

Mr. Elliott and his team will complete an analysis of the results, including any demographic trends (age, gender, race/ethnicity, and education level), in the beginning of 2019. The results will be shared with the Board.

Alia: An Innovative Approach to Provide Benefits to Domestic Workers

Palak Shah, Founding Director of National Domestic Workers Alliance Labs and Social Innovations Director, provided the Board with an overview of Alia, the country's first portable benefits tool. Alia provides housecleaners with access to benefits including, disability, accident, critical illness, and life insurance and paid time off. Domestic workers, such as cleaners, are not protected by standard workplace laws and regulations and do not receive benefits as part of their employment. Alia makes benefits more accessible to cleaners and NDWA plans to adjust the product to suit the needs of nannies and caregivers. Alia generates funding to pay for the employee benefits by collecting contributions from employers - people who pay someone to clean their home. Contributions average \$5 per cleaning.

Ms. Shah provided the Board with a demonstration of the tool and invited Board members to consider how the Board could best support Alia's development.

Action Item Approval

Ms. Arroyo called for a motion to approve the meeting minutes from the October 3, 2018 quarterly meeting. The minutes were unanimously approved.

Ms. Arroyo called for a motion to approve a transfer of more than \$630,000 from Youth Administrative funds to Youth Program funds. WIOA allows local Boards to transfer up to one hundred percent (100%) of their Administrative budget to their corresponding Adult, Dislocated Worker, or Youth Program budget. This resolution would allow DYCD to more effectively serve their jobseeker and employer customers. The resolution was approved unanimously.

Closing of Meeting

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