

CNY Works, Inc.
Board of Directors' Meeting Minutes
Date: Friday, November 20, 2020
Time: 12:00 PM
Location: Zoom video conference

Present: El-Java Abdul-Qadir, Janet Burke, Frank Caliva, David Goodness, Kathy Kotz, William Leiker, Alan Marzullo, Jeanne Morelli, Tim Penix, Joseph Rufo, Mari Ukleya, Janette Van Wie, Randall Wolken

Absent: Patricia Bliss, Gary Cannerelli, Jason Chiesa, Jim DiBlasi, Neil Falcone, David Knapp, Bob Leslie, Don Napier, Duane Owens, Patrick Sheppard, Ann Marie Taliercio

CNY Works/Partner Staff: Colleen Blagg, Sheryl Bowman, Susan Cooley, Marcy Grenier, Liam O'Neill, M.J. Piraino, Lenore Sealy, Amy Stage

Guests: Aimee Durfee (CenterState CEO)

I. Welcome, Introduction and Call to Order – Frank Caliva, Vice Chair

Frank Caliva, Board Vice Chair, called the meeting to order at 12:06 PM.

Sheryl Bowman reminded all in attendance of Zoom etiquette: Please keep your microphones on mute unless you are speaking to help limit background noise. The "Chat" feature can always be used to ask questions; Marcy will be monitoring it during the meeting. If your video is on, both you and everything behind you can be seen. Please state your name for the record when making or seconding a motion.

II. Conflict of Interest Disclosure(s) – Frank Caliva, Vice Chair

There were no conflicts of interest disclosed. If a conflict arises, the Director should exit the meeting during the discussion and voting period during which there is a conflict.

III. Consent Agenda – Frank Caliva, Vice Chair
(Action Required)

Given no requests to remove any item(s) from the Consent Agenda, Frank Caliva asked for a motion to approve the Consent Agenda.

David Goodness entered a motion:

To adopt the Consent Agenda for the CNY Works' Board meeting held on November 20, 2020, as presented, and distributed electronically to the Directors prior to the meeting.

The Consent Agenda, referenced above, includes:

- a. *Board Meeting Minutes*
 - *September 25, 2020*
- b. *Proposed Agreement*
 - *CFO Transition – Extend agreements with BC Associates, LLC, and Lisa Cooper to provide CFO and accounting services through December 31, 2020; unspent funds of \$9,500 from prior Board approval for these services will be used to support this work*

Alan Marzullo seconded the motion. The motion was carried unanimously.

IV. Environmental Scan – Frank Caliva, Vice Chair

Frank Caliva asked Directors to share information of interest with their colleagues.

Lenore Sealy – Despite increased infection rates, the New York State Department of Labor (DOL) has required its staff to return to the career centers across the State. The DOL staff in Syracuse will return to the Syracuse office starting November 30, 2020. This will be done on a reduced staffing plan; each staff member will work in the office one day per week. They will not meet with customers; rather, they will continue in the office to do the work they are currently doing remotely. in the office. All staff, except for four individuals, will be working on Unemployment Insurance claims. The Career Center has been deep cleaned to allow for DOL staff to return.

A few of CNY Works managers do some work in the office - Sue Cooley works at the career center most of the time. Lenore, Sheryl, Amy and M.J. occasionally work at the office. Lenore remains proud of the work CNY Works staff are providing virtually. Staff will continue to provide services by working remotely, and demand for services remains strong and consistent.

Mari Ukleya – OCM BOCES is up and running for training classes. A couple of positive COVID cases forced a few classes to go remote. BOCES continues to push ahead every day, staff and administrators are glad to be there. Students are being smart about COVID by wearing masks, washing hands, and using wipes and sanitizer.

Al Marzullo – The IBEW is also up and running, following all CDC and County guidelines. Students are doing well. It is full steam ahead while we are being cautiously optimistic.

Joe Rufo – SUNY ESF has had three or four cases this semester. SUNY is very lucky as it can test its students and staff constantly right at the Carrier Dome. Over 5000 tests have been conducted; the College will continue to test through the end of the year. Students have completed their campus work as of November 24, 2020 and the students have done very well.

Tim Penix – SUNY EOC is offering hybrid services right now and will be testing.

Dave Goodness – Workforce Development Institute will be open again with funding available from PY19. If anyone is looking for training, the State has extended contract deadlines.

Bill Leiker – This NY Pause has made organizations and businesses, including Hill Rom realize staff can conduct much of their work from remote locations. At Hill Rom, non-direct manufacturing staff have been asked to work from home and almost everything is still getting done.

Jeanne Morelli – This may be a discussion for another time, does the Board and the Career Center need to look at workforce development and train customers and look at employers who are employing people to work remotely? There is now a global opportunity for work because of this. Do we know what the trend in employment is in the customer service and phone industry? No, Ann Marie Taliercio would have great insight into this; this is a discussion the Board should have when Ann Marie can be at the meeting.

Randy Wolken – MACNY hopes to have people who have lost their jobs in the hospitality industry to become trained in the skilled trades. Skilled labor is still a huge challenge to find. This is a good time to encourage people to look at changing careers. Governor Cuomo declared October construction/manufacturing month. There was a direct correlation to that declaration and an uptick in the number of views on their YouTube videos.

David Goodness – There is talk about needing more information technology people working on cloud-based services by 2025. There are 65 cloud-based centers now and this number is expected to double. Those centers will be all around the country. Randy Wolken agreed with this statement.

V. New Business

A. Finance Report – Lenore Sealy, Executive Director

1. Budget

The PY20 draft budget was reviewed at the September 25, 2020 Board meeting. It has been updated but was 85% - 90% set in September. The updated draft budget was emailed to all directors for review. Lenore presented and provided a high-level overview of the budget. The budget was categorized into four areas – Training and Related Expenses, Salaries and Benefits, Building and Overhead, and Professional Fees. Lenore provided the following information:

- Training and related expenses represent the Agency's largest cost categories. This includes Individual Training Accounts (ITAs), On-the-Job Training (OJT) contracts, Incumbent Worker Training (IWT) contracts, support services, work experience and contracts for special types of training services. This encompasses 43.5% of the budget for PY20.
- During Program Year 2019 (PY 19), these expenses represented 48.7% of the budget. The primary difference between these expenses in PY19 at 48.7% and the expenses budgeted at 43.5% during Program Year 2020 (PY 20) is the decreased availability of work experience sites during summer 2020. The Agency has allocated additional funds for ITAs to accommodate the strong demand for training with the increase in unemployment rates.
- Salary and Benefits represent staff salaries, health and dental insurance, 401K retirement, all other fringe benefits and related costs. These costs have been budgeted slightly higher in PY 20 than the actual costs during PY 19. CNY Works needs additional administrative support and career path positions are being developed for staff. Additionally, although the Agency needs more Workforce Advisors; however, budget funds were not tied up in these positions that may be difficult to fill this year.
- Building and Overhead are budgeted slightly higher for PY 20. This has been done to accommodate the need for software, related services, supplies and equipment necessary to enhance remote service capacity for the Agency.
- Professional Fees are budgeted to be up in PY 20. During PY 19 the Agency was over budget in professional fees; this was a result of the information technology breach, transitioning to having Information technology services provided by a vendor (rather than an employee) and financial support needed to transition the Chief Financial Officer position.
- CNY Works has budgeted staff costs and overhead expenses conservatively to ensure as much funding as possible is available for job seeker and business services.

Joe Rufo – This looks great, this is spot on, well done, and provides a very good summary!

The PY20 draft budget was screen shared via Zoom. The grant columns and expense and revenue rows were reviewed. The grants reviewed are driving the Agency's major funding and are the sources for the budget. This includes the grant funding, carry in from prior year, benchmarks, interest, and transfers. It is important to note that WIOA funding is what drives this Agency. The Agency must spend 80% of new funding allocation and 100% of carry over. It is also important to note that the Agency generally does not receive its first quarter funding allocation until two to three months into the fiscal year. Carry over covers the Agency for the 1st quarter of each new fiscal year. Without this the Agency could not continue to operate while waiting to receive its funding authority.

Al Marzullo – Thank you, this is a great explanation, well done.

Frank Caliva – Echo Al Marzullo and Joe Rufo. This presentation has come a long way in just a few days from the Executive Committee meeting where it was overwhelming as compared with this.

Bill Leiker entered a motion:

To adopt the CNY Works' Budget for Program Year 2020, as presented and distributed to the Board of Directors.

Kathy Kotz seconded the motion. The motion was carried unanimously.

2. Financial Report through September 30, 2020

Board members received (via email) CNY Works' Financial Reports through September 30, 2020. Lenore Sealy provided the following table to illustrate the WIOA grant revenues available in PY 20 and the budget developed with the goal of meeting NYS DOL's required 80% threshold across each grant:

	Adult	Required spending	Dislocated Worker	Required spending	Youth	Required spending
		During PY 2020		During PY 2020		During PY 2020
Current Year (2020) Grant	\$ 848,270	\$(80% of new)		\$(80% of new)		\$(80% of new)
Carry-In from Prior (PY 19) Year	\$ 220,729	100% of carry-in	\$ 338,010	100% of carry-in	\$ 420,553	100% of carry-in
Total required spending		\$ 899,345		\$ 800,476		\$ 1,190,089
Total spending through 9/30/2020 + Projections through 6/30/2020 (assumes no new training, services)		\$ 924,550		\$ 445,826		\$ 212,453
Additional needed to meet 80% threshold		\$ (25,205)		\$ 354,650		\$ 977,636
Budgeted (WIOA)	\$ 974,348		\$ 826,475		\$ 1,202,603	
Spent to date	\$ 256,376		\$ 152,761		\$ 84,382	
Projections to 6/30/2021	\$ 668,174		\$ 293,065		\$ 128,071	

This table has also included CNY Works spending through September 30, 2020, as detailed in the Financial Reports, and projects where the Agency will be at the end of PY 20 (June 30, 2020); year-end projections were developed using current information. The table demonstrates there is much work that is needed to achieve the 80% spending targets.

This table focuses on WIOA grants as WIOA drives the programs and services provided by the Career Center staff.

These are the funding areas where variable costs can come into play based on the number of customers being served.

Using the table as background Lenore noted:

- First row, *Current Year (PY 20) Grant*, shows the current year allocation across WIOA Adult, Dislocated Worker and Youth grants.

- Second Row, *Carry-In from Prior* (PY 19), shows the amount not spent during PY 19 and being carried into PY 20 across WIOA Adult, Dislocated Worker and Youth grants.
- Table also shows the required spending to achieve 80% spending across WIOA Adult, Dislocated Worker and Youth grants; to achieve the required spending the Agency must spend 80% of the new allocation *plus* 100% of the carry-in funds. To illustrate this, for WIOA Adult grants: 80% of \$848,720 or \$678,616, plus 100% of PY19 carry in of \$220,729 for a total of \$899,345 is required to be spent.
- Given current overhead projections *plus* present commitments:
 - WIOA Adult grant is projected to be over the required spending threshold by \$25,205 at year-end.
 - WIOA Dislocated Worker is projected to be under the required spending threshold by \$354,650 at year-end; however, given that funds may be transferred between Adult and Dislocated Worker grants coupled with the strong demand for training, this projection does not cause concern for management.
 - WIOA Youth is projected to be under the required spending threshold by \$977,636; this is an area of concern for management. The following factors contribute to the low spending projections:
 1. Most youth who work with CNY Works are interested in obtaining employment as soon as possible. Given the educational background and skill levels of the youth, work experience is often the best means to help youth on their workforce development journey. Unfortunately, the pandemic has limited the number of work experience sites that are available for youth. Youth are coming to the Agency and all they want or need is a job. They are not looking for training in addition to a job.
 2. Number of individuals seeking CNY Works youth services has gone down since the start of the pandemic.
 3. Opportunities to provide programming for in-school youth has gone down since the start of the pandemic.
- CNY Works intends to address youth spending issue by issuing a Request for Proposals (RFP) in early January. The RFP will seek innovative projects and services for WIOA-eligible youth.

Frank Caliva – It will be very important for the Program Committee to focus on a plan that will ensure that CNY Works will meet its 80% spending requirement. This goes back to Randy, Dave, Al and Jeanne's comments and about getting youth interested in these lucrative new careers. Frank requested Amy Stage and M.J. Piraino work with the Program Committee to develop a plan to spend these funds to serve youth; this is central to CNY Works' mission.

Dave Goodness – Program Committee, this gives you time before the December 2, 2020, meeting to start thinking about this portion of the meeting.

3. Resolution

Lenore Sealy presented a resolution, included with meeting materials, to obtain Board permission for Susan Cooley, CNY Works' CFO to be an authorized user of CNY Works' credit card.

Frank Caliva – What is the credit limit on the CNY Works credit card? Lenore stated she did not know as Lisa Cooper took care of this in the past; however, she will find out for the next Board meeting.

Frank Caliva - Who issues the credit card? Lenore - Solvay Bank.

Frank Caliva reminded all in attendance that if they have any ties or connections to Solvay Bank they must remove themselves from all discussion and voting on this resolution.

The Board tabled this resolution to the December 18, 2020, Board meeting until the credit limit on the CNY Works corporate credit card is obtained from Solvay Bank.

B. Career Services Report

M.J. Piraino, One Stop System Operator, shared the following information:

- A snapshot of customer flow for Quarter 1 was reviewed.
- Numbers were provided from PY18, PY19, and PY20 for comparison purposes.
- For PY20 the career center being closed for COVID needs to be factored in.
- Requests for service are received one of three ways – Phone, info@cnyworks.com, or Virtual services request on CNY Works website.
- Data was not collected during PY18 and PY19 regarding number of customers who came to the Career Center for services as compared with those who came to the Center for other reasons. During PY 20 this data is available; all customers who contacted CNY Works received services; each was assigned directly to a Workforce Advisor (WA).
- Amy Stage noted youth numbers for PY 20 July were omitted from this report because all youth during July were directed into the Summer Youth Employment Program. Youth were included in August and September numbers and represent those individuals seeking WIOA youth services.
- Amy Stage noted there is a yin and yang with this data which reveal there are more direct hire opportunities available for youth versus than worksites that could be subsidized by CNY Works during a training period.
- Confident the virtual services model is working.
- Currently, CNY Works has 9 (including 2 parttime) Workforce Advisors serving Adult and Dislocated Workers; among that group 3 Advisors work with youth.
- During Quarter 1 of PY 18, there were 10 ITA requests; during Quarter 1 of PY 19, there were 46 ITA requests; during Quarter 1 of PY 20, there were 50 ITA requests. There is already an uptick in requests for the Spring 2021 semester.
- CNY Works has been receiving a significant number of training requests from individuals who have come from the hospitality industry, which has been decimated by COVID.
- During Quarter 1 of PY 18, there were 3 On-The-Job (OJT) training requests; during Quarter 1 of PY 19, there were 4 OJT requests and during Quarter 1 of PY 20, there have been 2 OJT requests.
- Workforce Advisors have been working with job seekers to assist them to get back to work; many job seekers are coming to CNY Works to obtain individual career services to help the customers to obtain employment. Workforce Advisors have seen many job seekers obtain employment.
- Amy Stage noted that more youth obtained employment during Quarter 1 of PY 20 as compared with Quarter 1 of PY 19.
- Having suspended in person career services with NY Pause, M.J. noted that were 0 customer visits to the Resource Center during Quarter 1 of PY 20. During Quarter 1 of PY 18, there were 3213 customer visits to the resource center; during Quarter 1 of PY 19, there were 3718 customer visits to the Resource Center.
- NYS DOL has suspended in-person services for Unemployment Insurance customers and CNY Works' computer skills classes have been suspended.
- CNY Works is providing multiple pilot projects by using virtual service platforms to replace the in-person career services that have been suspended due to COVID. One such platform, Metrix Learning has been embedded into numerous pilot projects. Additional pilot projects anticipate using another virtual platform, Coursera, that has been purchased by NYS DOL for workforce system use.

Jeanne Morelli – The report shows 52 adults and youth getting jobs; however, the number of customers staff are working with is significantly higher than this. What other metrics do we have in place to show the effectiveness of what staff are doing because we know they are busy? M.J. – We have required performance measures associated with WIOA that need to be met. Further, staff have been working more intensively with individuals than they had in the past. Workforce Advisors are required to prepare an Individual Employment Plan (IEP), training plan, outcomes, and employment goals for every customer. M.J. agreed to look at more numbers to provide a better answer. Lenore stated that measurable skills gain and obtaining credentials are also performance measures that need to be met. The State also looks at whether customers who become employed stay employed.

Amy Stage shared information on youth programming. Prior to the pandemic, the youth Workforce Advisors conducted the “Working It Out” training in the office. This training has been revamped and is being provided virtually by the Youth Team. Five youth participated in the first virtual workshop and successfully completed the program. Having learned from the first session, Workforce Advisors have made some modifications and will provide another session during December. Youth will participate from computers rather than attempting to take the training from smart phones.

VI. Other

Dave Goodness – I am reading articles now that state many Unemployment Insurance customers will be losing their benefits the day after Christmas. The Department of Labor is not currently requiring UI customers to search for jobs. Have CNY Works given any thought to an influx of customers coming to the career center when they fall of UI?

M.J. Piraino - The career center is already seeing this, mostly from customers who were in the restaurant and hospitality industry looking for training that starts in February of 2021 at OCM BOCES. The Career Center has a very good relationship with BOCES.

Lenore Sealy – Yes, we are very worried about this. We have believed we would see something from Congress to help but we have not and do not think we will. People cannot pay rent and do not have food.

Frank Caliva –Requesting we table this discussion to the December 18, 2020, Board meeting to respect everyone’s time as it is now 1:30PM.

VII. Board Meeting Schedule

- Friday, December 18, 2020 @ noon
 - 1. Audit report should be presented
- Friday, February 26, 2021 @ noon

Regular meeting adjourned at 1:30 PM

Submitted by:

Sheryl Bowman
Special Projects Manager