

CNY Works, Inc.
Board of Directors' Meeting Minutes
Date: Friday, May 1, 2020
Time: 12:00 PM
Location: Zoom Video Conference

Present: Patricia Bliss, Janet Burke, Gary Cannerelli, Jason Chiesa, Jim DiBlasi, Jim Fellows, David Goodness, David Knapp, Kathy Kotz, William Leiker, Bob Leslie, Al Marzullo, Jeanne Morelli, Tim Penix, Patrick Sheppard, Ann Marie Taliercio, Janette Van Wie

Absent: El-Java Abdul-Qadir, Frank Caliva, Neil Falcone, Don Napier, Duane Owens, Joseph Rufo, Mari Ukleya, Randy Wolken

CNY Works/Partner Staff Present: Joanne Arany, Sheryl Bowman, Bernie Corbishley, Marcy Grenier, M.J. Piraino, Lenore Sealy, Amy Stage, Quintal Stitt

Guests: Karen Springmeier

I. Welcome and Call to Order – Jeanne Morelli

Jeanne Morelli, Board Member, called the meeting to order at 12:04 PM. Jeanne reminded all in attendance of Zoom etiquette – if your video is on you can be seen; the chat button can be used to raise your hand with questions; you can mute and unmute yourselves; we request you remain muted unless you are speaking. Marcy Grenier will moderate the chat room for questions.

II. Conflict of Interest Disclosure(s) – Jeanne Morelli

There were no conflicts of interest disclosed.

Jeanne announced two members of the Board have officially resigned – Mike Metzgar and Diana Wolgemuth. Jeanne introduced new Board member David Knapp.

III. Consent Agenda – Jeanne Morelli
(Action Required)

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

Al Marzullo entered a motion:

To adopt the Consent Agenda for the CNY Works' Board meeting held on May 1, 2020, as presented, and distributed electronically to the Directors prior to the meeting.

The Consent Agenda, referenced above, includes:

- a. *Board Meeting Minutes – February 28, 2020*
- b. *Financial Reports*
 - *Accumulated Expenditure Report March 31, 2020*
 - *Statement of Revenues and Expenditures – Budget vs Actual through March 31, 2020*
- c. *WIOA Youth Revised Policies*
 - *WIOA Youth Follow-Up Policy (Revised)*
 - *WIOA Youth Incentive Policy (Revised)*
- d. *Reports*

- *Executive-Finance Committee – March 20, 2020*
 - *Executive-Finance Committee – April 17, 2020*
 - *Program Committee Report – March 12, 2020*
 - *Program Committee Report – April 9, 2020*
 - *One Stop System Operator Report through March 31, 2020*
- e. *Resolution*
- *To obtain CNY Works' corporate credit card (VISA with Solvay Bank) in Lenore Sealy's name and to remove Lisa Cooper from CNY Works' corporate credit card (Visa with Solvay Bank)*

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

IV. Environmental Scan – Jeanne Morelli

Jeanne Morelli shared that her company, IV4, was still working and currently hiring. Jeanne asked what other Board members are seeing in the community. It was noted that Tessy Plastics is hiring for manufacturing. Al Marzullo stated the majority of the IBEW membership were on the front lines working. The building trades and construction are working.

It should be noted that there are layoffs in the hospitality industry. The Holiday Inn received grant funding to return employees to work; the company will focus on areas needing improvement at the hotel during this time. It has been said that it is a challenge to receive this type of grant funding. The remaining members working are essential workers serving food at hospitals, nursing homes and schools.

The question was asked on the progress being made to test essential workers. Hospital employees may not report to work without their temperatures being taken. If a fever is noted the employee is sent for a COVID test and must remain out of work until test results are received as there is a risk of being asymptomatic and continuing to work. Finding some employees are being forced to work remotely as they are deemed essential; however, they are unable to work due to technology, broadband, and caring for school age children that are also home. If an employee voluntarily can't work due to these situations, they are eligible to apply for the PUA. Childcare subsidies are going to be affected because employees are working OT and subsidies will be lost as a result. Discussion continued.

Discussion was focused on the plans employers were developing to return to work. What are employer plans for cleaning, social distancing, obtaining and providing PPE, and what work is being done? All employers must have a plan before they can reopen. MACNY already has a best practice of how to work in this type of environment. It was mentioned to use the Union to conduct the training and get the plan in place to reopen because the union protects the workers. The question was asked if anyone is experiencing problems with getting PPE? Yes, especially getting PPE made in the USA. The disinfectant and hand sanitizer companies are going to local distilleries.

V. Information Technology Update – Lenore Sealy, Executive Director

Lenore thanked everyone for taking advantage of joining the Board meetings via the Zoom platform the Agency is using. IT is important to the work the Career Center is currently doing; it is allowing the Agency to still be able to provide the services we offer and keep our employees employed by allowing them to work remotely.

For anyone who does not know, Heather Pitt, our IT Manager is no longer with the Agency. Lenore assured the Board, Function One Systems, the Agency's current vendor, is providing quality IT support and service to CNY Works to include:

- Getting the Agency working remotely online, ensuring all virus protection was in place, and all staff were stable to work from home;
- Ensuring Zoom is safe guarded for use; and
- Implementing a ticket system to assist all staff member with technology problems and question. (Tickets are processed through Marcy Grenier who can trouble shoot simple issues and elevate more complex ones to the vendor. Function One's response has been very timely.)

Lenore provided an update on the December 2019 Security Breach.

- It was a ransom wear attack; no ransom was paid.
- CNY Works has Cyber insurance through Beazley; the policy included legal counsel and a variety of vendors to support CNY Works through this cyber-attack.
- The forensic company assigned by Beazley found no evidence any PII was extracted from the Agency's servers. Some evidence was lost, though, as the Agency came back online and certain servers could not be reviewed by the forensics team.
- Function One reviewed the Agency's servers and found PII stored on drives and the network. This information was shared with the attorneys.
- All PII data was sent to a vendor who reviewed it for duplicate information and organized the remaining data.
- A postal vendor checked for the last known address for every individual identified on the data set and individual letters were mailed.
- Individuals were notified in the letter to contact the Call Center with any questions or concerns and were told there was no evidence their information was compromised; however, the notification letters were being sent out of an abundance of caution.
- Function One continues to regularly check for any PII stored on the network, ensuring the Agency's practices are tighter in this regard and they are segregating servers so pieces cannot cross servers.

CNY Works would like to assemble an IT Committee to ensure the Agency is taking all proper actions regarding the safety and security of IT functions at the Agency. This is an ad hoc committee being led by Jeanne Morelli. The committee needs three to four more members; interested Directors should contact Jeanne Morelli or Lenore.

VI. CFO Succession Plan Update – Lenore Sealy, Executive Director (Action Required)

Lenore Sealy provided an update on the status of the Chief Financial Officer position:

- Lisa Cooper resigned from CNY Works effective December 20, 2019. The Executive/Finance Committee directed management to determine whether CNY Works needed the skills of a CFO to fulfill the function. In the meantime, CNY Works engaged Bernie Corbishley to provide financial management on an interim basis.
- After several months of doing this work, Bernie Corbishley strongly recommended that CNY Works hire a CFO, with the skills required for senior-level, strategic financial management functions and one who would also be willing to do some of the hands-on daily tasks. Bernie also advised that the CFO be a Certified Public Accountant.

- CNY Works advertised the CO position in early March and received resumes and began to schedule interviews when the pandemic caused the office to be closed. Remote interviews with candidates will be reschedule within the next two weeks.
- Bernie Corbishley will continue providing financial management until a CFO is hired. He will also assist in training the new CFO. Management requests that the Board continue approving Bernie’s engagement with CNY Works in 2-month increments.

Al Marzullo entered a motion:

To extend the proposal from BC Associates, LLC to provide CFO services for CNY Works, Inc. that include monthly accounting services, monthly reporting as required by NYS DOL, preparation of monthly financial statements/information for management and Board of Directors, assist in training the individual hired as the new CFO and other accounting services needed at a cost not to exceed \$25,000 from May 1, 2020 through June 30, 2020.

William Leiker seconded the motion. The motion was carried unanimously.

VII. Lenore Sealy introduced guest Karen Springmeier. Ms. Springmeier is the Executive Director of the Finger Lakes Workforce Investment Board. She is joining us to observe how we are conducting this meeting today via Zoom. Welcome Karen.

VIII. Metrix Learning Update – Marcy Grenier, Workforce Innovation Coordinator

Metrix contract is up for renewal. Marcy shared how Metrix has been used throughout Central New York

- Purchased Metrix July 2019.
- Summer – Fall 2019 staff were trained on Metrix, program was launched for customers
- A PowerPoint presentation was shared with the Board.
- With this renewal Metrix will offer complimentary access to Skillup CNY; Skillup will allow any job seeker to start over 6000 training courses.
- Looking for Board members and community partners to help deploy Skillup CNY. Company logos can be put on Skillup CNY and the link can be shared on the business’ website.
- Skillup CNY is a matchmaking site. Employees post resumes, employers post jobs the site matches the two. A flyer on Skillup CNY will be distributed to those requesting additional information.
- Question – do employers have to buy into Skillup CNY to post it on their websites? No, it’s all free, Marcy can assist any employer to get Skillup CNY on its website.
- Requesting the Board renew the Metrix contract at the June 26, 2020, Board meeting.

VIII. Other Updates – Lenore Sealy, Executive Director; Jason Chiesa, Director

Lenore Sealy:

- Receiving significant number of emails at info@cnyworks.com regarding UI claims, responding to all of them.
- Many customers inquiring about UI concerns are also open to connecting with Workforce Advisors to obtain career services.
- Customers are taking advantage of online learning tools such as Metrix and conducting appointments with Workforce Advisors via Zoom.
- Following the Governor's daily briefings to obtain insight into how CNY Works might consider reopening its Career Center; management does not anticipate returning to the office with business as usual.
- The leadership team has been discussing how returning to the office will look, split shifts, adding safety glass to cubicles, ordering PPE, and monitoring how DOL intends to return.
- The Agency is in the beginning stages of putting a return to work plan in order, do not expect to return until the earliest June.
- CNY Works is seeing job openings in Onondaga County and the State, many in manufacturing and essential services.
- The DOL received a national emergency grant, anticipate receiving some of those funds to help our customers return to work.

Jason Chiesa

- Focus of the DOL is to clear backlog of UI cases.
- 87% of UI claims have been paid out and paid correctly.
- Resources at DOL were shifted with all DOL employees now working on UI backlog cases.
- DOL has partnered with Google to assist UI claimants; new systems in place to approve claims faster.
- Delays resulted in how PUA was launched; federal government told individuals to apply for UI first, have claim denied and then apply for the Pandemic Unemployment Assistance.
- The system has seen 700,000 claims; there are only 700 DOL employees, therefore, impossible to call everyone.
- NY is performing better than other states in processing UI claims, but it still is not enough. Small issues continue to pop up such as stating an individual will receive a call within 72 hours, it should have said ONLY if you need to receive a call because there is an issue with your claim; when customers don't get a call within 72 hours they are calling DOL unnecessarily.

IX. Board Meeting Schedule for Program Year 2019

- Friday, June 26, 2020 @ noon
- Friday, August 28, 2020 @ noon
- Friday, October 30, 2020 @ noon

X. Meeting adjourned at 1:17 PM

Submitted by:

Sheryl Bowman
Special Projects Manager