Onondaga Workforce Development Board Meeting
October 9, 2026 – 12:00 PM
960 James Street, Syracuse NY 13203

Board Attendees: Tony Baird, John Camp, Rebecca Fracchia, Meghan Fountain, Mitch Latimer, Al Marzullo, Anne Napper, Peter Naughton, Kate Oja, Eric Peckham, Darin Price, Matt Tarolli, Ann Marie Taliercio, Christopher Tuff, Randy Wolken

CNY Works Staff Attendees: Rosemary Avila-Ticio, Sheryl Bowman (remote), Sue Cooley, Christelle Marpaud, Darlene McCann, Mary Parry

Guest Attendees: Lisa Ardner, A Purpose 4 Life

One-Stop Operator: Mari Ukleya

Quorum was achieved.

Chair Randy Wolken called the meeting to order at 12:01 PM

JOB SEEKER BUSINESS SURVEY RESULTS PRESENTATION – Dana Politis

Dana Politis of the New York State Department of Labor (NYSDOL)presented findings from the 2025 statewide job seeker and business surveys. She emphasized that the goal is to move beyond reporting survey results and use the data to shape workforce strategy, employer engagement, training, and service delivery.

The survey included responses from more than 8,500 job seekers and approximately 6,900 businesses. Overall, employers continued to report difficulty finding qualified workers. The largest gaps were often employability skills, including communication, attendance, problem solving, teamwork, self-motivation, and attention to detail, rather than highly technical skills. Employers also identified basic computer skills as important workplace competencies.

There are several areas of alignment and misalignment between employers and job seekers. Job seekers placed a high value on pay, paid time off, health benefits, flexibility, advancement, and training. Employers reported offering competitive wages and benefits, but fewer employers reported offering flexible work locations or clear promotional opportunities. The survey also showed that artificial intelligence is already influencing job searches, resume development, interview preparation, and business operations.

While childcare ranked relatively low in the statewide survey, Anne Napper, the Executive Director of Child Care Solutions, was surprised by that, stating that they show 36% of parents left jobs or had to switch careers due to childcare isues. Dana offered to explore some regional data polling, to gather information that is more relavent to our area.

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ONE STOP OPERATOR

- **Progress Reports**
  Mari continues to work toward strengthening partner engagement, improve service coordination, and respond to barriers identified through the Life Needs Assessment.
  - Partner outreach includes Greater Syracuse Works, Red House, Indera, United Way, Blueprint 15, Wescott Community Center, and other community organizations. The latest Priority Partner meeting included 19 partners, with several organizations participating for the first time.
  - Life Needs Assessment data is being used to better understand employment barriers such as housing, childcare, food insecurity, and transportation, and to support better coordinated referrals.
  - Mari identified eight to ten transportation workgroups in the region and began exploring whether a broader consortium could bring business, labor, government, education, and service providers together around a shared strategy. Ann Marie is interested in finding out more about the transportation workgroups. Mari said that it is in the infancy stages right now.
  - A youth employment and summer youth employment tracking system was developed to improve attendance, timecards, supervisor approval, allotted hours, and reporting oversight.
  - Policy work continues on Procurement, Supportive Services, Needs-Related Services, and Incumbent Worker Training.

- **Strategic Priorities Update**
  Progress continues across strategic priorities.
  - Partner meetings are being used to reduce silos and improve service alignment.
  - On-the-job training and incumbent worker training remain tools for strengthening employer partnerships.
  - Monthly staff development has resumed.
  - The new youth tracking system is supporting operational improvement.
  - Branding work is continuing, the approved logo is being introduced as materials are updated.
  - We are meeting with and receiving quotes from vendors for a new website that will be comprehensive, innovative, and user friendly.
  - We are awaiting responses on grant submissions and exploring additional opportunities, including discussions with the Allyn Foundation.

- **Metrix Training**
  Mari provided a brief demonstration of Metrix Learning, demonstrating how users can assess their current skills, identify skill gaps, follow career pathways, complete short courses, and earn certificates. Course options include digital literacy, job readiness, healthcare, industry certifications, artificial intelligence, and other occupational areas. The tool can support customers who need flexible or remote access to training and can help employers retain workers who need targeted upskilling. Mari created a screenshot-based user guide to help new users navigate the system.

  Peter Naughton stated that NYSDOL Financial Oversight and Technical Assistance (FOTA) said that appropriate cost sharing when partner agencies use Metrix Learning for their customers. Mari clarified that partner staff are being trained to connect customers to the platform and Career Center services.

  Metrix Learning outreach has expanded to United Way, the Syracuse City School District, On Point for College, and other partners. There has been a substantial increase in enrollments, number of hours,

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and completions between July and August. Board members and their staff should contact Mari for account setup and assistance.

ACTION ITEMS

- **Approve Mission Statement**
  Based on the feedback we received from the Executive & Finance Committee, we held a staff meeting to work on re-wording our Mission Statement. Staff were divided into teams, and each team developed a different version that represented who we are and what we do. We received several thoughtful suggestions. Staff voted on their favorite one. The Mission Statement listed first on the document you were given received the most votes from staff.
  Chair Randy Wolken asked for a motion to approve the Mission Statement.
  Motion: Mitch Latimer
  Second: Anne Napper
  Opposed: None
  Abstentions: None
  Motion carried.

- ***Approve August Meeting Minutes***
  The Committee reviewed the August meeting minutes. No changes were required.
  Chair Randy Wolken asked for a motion to approve the September Minutes.
  Motion: Tony Baird
  Second:
  Opposed: None
  Abstentions: None
  Motion carried.

- ***Approve Cleaning Services Proposals***
  CNY Works received Five Cleaning Proposals. The proposals were from Cleaning Pros (current vendor), Cleaning Services of Hudson Valley, Inc., Imperial Cleaning Services, Maringo Cleaning Services, and Quality Cleaning of Syracuse NY.

  Board Members received the Request for Proposal (RFP), the five proposals received, and a summary comparison document to evaluate and make an informed decision. The summary compared monthly and annual cost, proposed staffing, and key distinctions.

  Eric Peckham gave an overview of the review and decision process that occurred at the Executive & Finance Committee meeting. The Committee compared annual cost, staffing levels, proximity, responsiveness, and familiarity with the building.
  - Cleaning Services of Hudson Valley – they are not local, nor did they provide any local recommendations, concerns regarding responsiveness and staffing.
  - Cleaning Pros –they are a little more expensive than the first two, but they are responsive to any issues we bring up and do a good job overall.
  - Imperial Cleaning Services – they are the second most expensive.
  - Maringo Cleaning Services – they are extremely expensive.
  - Quality Cleaning of Syracuse NY – they did not propose adequate staff; service level is a concern.

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The Committee agreed that Cleaning Pros offered the strongest overall balance of staffing, local responsiveness, continuity, and familiarity with the facility. The proposed agreement is for one year, with renewal options for four additional years as permitted by the RFP.

Based on the proposals and overview from the Executive & Finance Committee, Board members were asked to complete an evaluation form for each respondent. Members who needed additional time to review the documents were permitted to take the proposals and evaluation forms with them with the understanding that they should be completed and submitted in a timely manner.
Chair Randy Wolken asked for a motion to approve Cleaning Pros as the cleaning services vendor.
Motion: Anne Napper
Second:
Opposed: None
Abstentions: None
Motion carried.

- ***Approve IT Managed Services Proposals***
  CNY Works received two IT Managed Services Proposals. The proposals were from ACC Technical Services and Function One Systems (current vendor). Board Members received the Request for Proposal, the two proposals received, and a summary comparison document to evaluate and make an informed decision. The summary compared monthly, annual, project and transition costs, help desk and onsite support, staffing, monitoring, and cybersecurity.

  Eric Peckham gave an overview of the review and decision process that occurred at the Executive & Finance Committee meeting. The Committee compared stated annual and migration costs and onsite support.
  - ACC Technical Services is more expensive, and the Committee could not identify benefits that would overcome the difference.
  - Function One Systems – less expensive and they are familiar with our environment.

  Function One has generally been responsive based on the priority and severity of the issue, including providing on-site assistance when needed. There are some areas where service can continue to improve, but considering the additional costs and transition risks associated with changing providers, the Committee agreed that Function One Services offers the strongest overall balance of cost, continuity, and familiarity with our environment. The proposed agreement is for one year, with renewal options for four additional years as permitted by the RFP.

  Based on the proposals and overview from the Executive & Finance Committee, Board members were asked to complete an evaluation form for each respondent. Members who needed additional time to review the documents were permitted to take the proposals and evaluation forms with them with the understanding that they should be completed and submitted in a timely manner.
  Chair Randy Wolken asked for a motion to approve Function One as the IT managed services vendor.
  Motion: Eric Peckham
  Second: Anne Napper
  Opposed: None
  Abstentions: None
  Motion carried.

- ***Approve Retroactive Cleaning Services Contract – Cleaning Pros***

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The prior cleaning services contract expired September 30, 2026. CNY Works executed a nine-day extension to maintain uninterrupted service while awaiting full Board action. Because the cleaning services vendor selected is the current vendor, the effective date of the contract will be October 1, 2026.
Chair Randy Wolken asked for a motion to approve the Cleaning Pros contract retroactive to October 1, 2026, including the short extension needed to bridge the gap.
Motion: Mitch Latimer
Second: Al Marzullo
Opposed: None
Abstentions: None
Motion carried.

- ***Approve Retroactive IT Managed Services Contract – Function One***
  The prior IT managed services contract expired September 30, 2026. CNY Works executed a nine-day extension to maintain uninterrupted service while awaiting full Board action. Because the IT managed services vendor selected is the current vendor, the effective date of the contract will be October 1, 2026.
  Chair Randy Wolken asked for a motion to approve the Function One Services contract retroactive to October 1, 2026, including the short extension needed to bridge the gap.
  Motion: Al Marzullo
  Second: Eric Peckham
  Opposed: None
  Abstentions: None
  Motion carried.

CHIEF FINANCIAL OFFICER UPDATES

- ***Financial Statements through July 31, 2026***
  - Balance sheet
    The balance shows negative total cash and cash equivalents of $68,406 at month-end; however, we did not go negative; this reflects timing of reimbursement rather than a continuing operating deficit. A deposit was received in early August. Accounts receivable totaled approximately $681,225. The line of credit balance was approximately $348,821, near its $350,000 limit, largely because payroll and other costs for the TANF summer program were paid prior to reimbursement.

  - Income Statement
    Total revenue was $1,215,124.88 and total expenses were $1,040,064.74, resulting in a positive monthly change of $175,060.14. Work experience was the largest expense category at $679,237.39, reflecting the high level of summer youth activity.

  - TANF
    The TANF program ended September 30th and is expected to be fully spent. Approximately 485 youth participated in work experience activities, with more than $1 million directed to work experience. Rosemary thanked the TANF Team for all of their hard work.

  - Audits

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The external auditors are expected to complete two fiscal-year audits together because the June 2025 statements were not ready when the prior audit was scheduled. We have corrected the June 2025 trial balance and provided information for the preliminary tax return. The tax return was shared with the Executive & Finance Committee for review and will be provided to the full Board when finalized. We continue to work on the NYSDOL fiscal audit and subrecipient monitoring, with PY25 audit planning expected to follow.

CHIEF EXECUTIVE OFFICER UPDATES

- ***QUEST Grant Extension Update***
  NYSDOL submitted a request to extend the QUEST grant, but the extension was not approved. The grant ended September 30, 2026, and Program and Finance teams are completing closeout. Rosemary stated that the grant helped build a strong team and a useful framework for future grant-funded initiatives.

- ***YEP Allocation 26-27***
  CNY Works received a Youth Employment Program allocation of $3,017,421 for the school-year program. The program serves youth ages 14 to 20 and includes work-experience and workforce-development activities.

- ***TTW August Audit Report***
  On August 13th we had review of the Ticket to Work (TTW) program. This Program allows people receiving Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) to explore employment without immediately losing their benefits. The reviewers found strong alignment with program requirements, comprehensive services, and appropriate protection of personally identifiable information and data. The review was very positive and no significant recommendations were reported. Rosemary thanked Sheryl Bowman, Christelle Marpaud, Chelsea Vitale, and others who supported the review.

CHIEF OPERATING OFFICER UPDATES

- ***EEOC Charges Update***
  In September 2025 three former youth work-experience participants that has been placed at Van Duyn brought charges against our agency and Van Duyn. CNY Works notified its insurance carrier and was represented by assigned counsel. The EEOC found no merit in the claims and closed the matters. Right-to-sue notices were issued, providing the claimants 90 days to file in state or federal court.

- ***Severance***
  After careful consideration of the circumstances and the agency's financial position, a severance payment of $6,663.47 was issued to the former Director of Youth and Workforce Services. The payment was made in accordance with the severance policy approved at the previous Board meeting, which authorizes the Chief Executive Officer to approve and issue severance payments up to a maximum of $20,000.
  Kate Oja asked if the position was going to be filled. Rosemary said no, they have split the program between the two remaining Directors.

COMMITTEE UPDATES:

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- ***Governance Committee***
  The Governance Committee is reviewing Board member attendance and the bylaws, which haven't been updated since 2017.

ADJOURNMENT

Chair Randy Wolken asked for a motion to adjourn.
Motion: Al Marzullo
Second: Chris Tuff
Opposed:
Abstentions:
Motion carried.

The meeting was adjourned at 1:24 PM

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