

Workforce Innovation and Performance Committee of the Monroe County/Rochester Workforce Development Board
Meeting Minutes
Tuesday, September 10, 2024
8:00 to 9:00 AM
Meeting Scheduled via ZOOM

Present: Joe Wesley, Christina Bakewicz, Bob Coyne, Judy Honan, Randy Andre, Jane Sullivan, Patricia Stovall-Lane, Roosevelt Mareus, Debra Bell, Jennifer Geiger, Shawna Gareau-Kurtz

Staff and Guest: Lee Koslow, Mary McKeown, Lindsay Murphy, Laura Seelman, Viatta Carter, Daniel Donnarumma, Kyle McCarthy, Marisol Young

Approval of Minutes:

A motion to approve the June 4, 2024 meeting minutes was made by Bob Coyne and seconded by Joe Wesley. The motion was carried unanimously.

Review of WIOA Adult/Dislocated Worker Program, PY 2023 Quarter 4 Performance and Negotiation of Performance Indicators for Program Years 2024 and 2025:

Lee Koslow began this discussion by reviewing the Adult and Dislocated Worker Performance, Program Year 2023, Quarter 4, on the WIOA primary indicators of performance for Monroe County. He noted the Workforce Innovation and Performance Committee is an oversight committee that takes a look at our Adult/Dislocated Worker performance from quarter to quarter, year to year. Lee noted that we have 5 Federal Indicators and 1 State Priority Indicator. Also reviewed in the presentation were the Performance Negotiations for PY 2024 and 2025. Every other year we negotiate the goals that our local workforce development area is held to with the New York State Department of Labor. This usually takes place during the month of September for the current and the next program year. NYSDOL has given us goals for our Federal Indicators for Adults, Dislocated Workers, and Youth. The Youth Committee will look at the Youth goals. Details are summarized in the Workforce Innovation and Performance Committee slideshow.

Presentation with Q&A: How Disability Resource Coordinator Services are Benefitting Job Seekers, Workers, Businesses, and System Partners:

Lindsay Murphy, Disability Resource Coordinator (DRC), provided a presentation on how our disability resource coordinator services are benefiting job seekers, workers, businesses, and system partners. Her position is not just local here in Monroe County, as she is part of a network across New York State. She began with a program overview on the New York Systems Change and Inclusive Opportunities Network (NY SCION), noting:

- The NY SCION initiative was funded in October 2021 and launched in January 2022 to address employment challenges for individuals with disabilities across New York State.
- The initiative aims to create inclusive opportunities and drive systems change to improve employment outcomes for people with disabilities in New York.
- NY SCION is a joint effort involving multiple stakeholders to develop and implement solutions that address the employment needs of individuals with disabilities.

All of the DRCs across the State are tied to the local Career Centers for the counties that they cover. Some DRCs cover multiple counties. Lindsay just covers Monroe County.

Primary objectives for the program include:

- Improve employment outcomes: Enhance job opportunities and career pathways for individuals with disabilities across New York State.

- Expand access to career services: Provide comprehensive support and resources to enable successful employment for people with disabilities.
- Foster partnerships: Collaborate with diverse stakeholders to drive systemic change and create inclusive employment opportunities.

NY SCION Coverage: We have now expanded to cover 27 local Workforce Development Boards across 48 counties, ensuring broader reach and impact. In May of 2024, New York City joined the initiative, bringing additional resources and opportunities to advance the goals of the program.

Data that we have covering the period of April 2022 through June 2024 includes:

- Served over 17,000 customers with disabilities through our Career Centers across New York State.
- DRCs served over 2,300 individuals with disabilities. Not every customer that is coming through the Career Center with a disability is working directly with the DRC.
 - Lindsay served 227 individuals in 2023.
 - So far in 2024, Lindsay has served 194 individuals (151 were referrals from the RW Career Center, Department of Labor, and external community partners).
- 806 customers entered training programs across New York State.
 - 595 completed (73.8% completion rate).
- 7,540 individuals secured unsubsidized employment in NY.
 - NY Retention rate stands at 38.79%, with 5,610 of 14,464 total Exiters remaining employed after 180 days.
- Established 404 Active Local Partnerships across the state.
- Engaged 1,428 Businesses across the state.

Lindsay provided more of a breakdown of her position and how she is working with customers. Services include:

- Disability Focused Workshops
 - (dis)ABILITY Job Search Group, Disability and Disclosure, Increase Your Income
- Benefits Advisement
 - SSI/SSDI Recipients
 - Ticket to Work Program
- Job Search Support and Additional Resources
 - 1:1 meetings for guidance on accommodation needs, disclosure plans, job search, connecting to local resources if further support is needed, etc.

Lindsay's role also includes providing training to Career Center staff, with topics covering ASL/Deaf Culture, Mental Health, Autism, Workers' Comp., Hiring Incentives, etc. Career Center staff can refer a customer to Lindsay. Lindsay also participates in our DEIA Committee for RochesterWorks.

Disability Resource Coordinator Outreach and Partnership Development includes:

- Community Outreach includes partnering with Leroy Banks, our Community Outreach Specialist.
- Partnership Development and Referral, including ACCES-VR, NYS Commission for the Blind, OPWDD, and Regional Partnerships.
- Integrated Resource Teams. This model is being utilized across the State and is really meant to put the job seeker at the center of a team of people.

Disability Resource Coordinator and Businesses include:

- Provide support 1:1 to businesses regarding questions about accommodations and support for employees/candidates with disabilities.

- Chair of the Employment Equity Coalition
 - A collaborative initiative comprised of Monroe County/Rochester area service provider organizations, individuals with disabilities, and employers, dedicated to increasing equitable workforce opportunities, decreasing poverty, and removing barriers for people with disabilities in Monroe County.
- Spring 2023 (Partnered with ACCES-VR):
 - 4 Monthly webinars, concluding with the first in-person DEIA job fair in May 2023.
 - Topics included Disability Etiquette, Inclusive Job Descriptions, working with job coaches/local supports, and Accommodations and Assistive Technology.
 - Guest speakers from Northeast ADA Center, and Employer Assistance and Resource Network (EARN).
- Spring 2024 (Partnered with ACCES-VR and DRC in Finger Lakes region):
 - Webinar on Employee Resource Groups, in-person training from NYS Commission for the Blind, in-person Disability Summit, and 2nd annual DEIA job fair in May 2024.

Events this Fall include:

- On October 1st, we will be putting on a webinar to kick off National Disability Employment Awareness Month. This webinar is put on by individuals who are members of the coalition. There will also be some guest speakers included, that will be covering 6 different topics.
- In November, we will be holding our 2nd Resource Fair that will provide an opportunity for individuals to get connected to resources in the area that will help them become employed, as well as a part of that will be a small job fair.

Lindsay opened up the discussion with a Question and Answer session that included:

Q. How do you try and get new employers on board with folks with disabilities, because it does take additional resources and training. When you start the conversation with a new employer, what is the pitch?

A. Lindsay noted that when talking with employers, she emphasizes that these individuals are ones that most likely have gone through some sort of assessment. They have really identified what they can do. They have thought about their skills and interests, and they have the support to back them up to be successful at work. There is support for the business as well, as the employer can reach out to Lindsay or any members attending this meeting today to get that assistance.

Additional discussion included:

- From the manufacturing industry's perspective, we have many employers that are on board. The hard part is getting the candidates trained to a level that they are employable. It has been very difficult to get the educational providers in this area to create a curriculum that would meet the needs of the candidates and the employers.
- Employers already are hiring people with disabilities, but sometimes they do not know it. So there is always that level of education to the business side. For example, we will meet with employers that view someone with a disability as someone in a wheelchair, but it is much broader. It is a lot of that education and letting them know, there probably already are people with disabilities that they do not know, that are already working on their manufacturing lines or working in a healthcare setting.

Lee added that he is really pleased. He noted that some of the local areas throughout New York State were on an earlier pilot demonstration grant where they had DRCs sooner than we did. Lindsay has been a DRC for a relatively short time compared to them, but very quickly she was picked out as one of the top DRCs in the State. We are pleased to have Lindsay on board in that role.

Lee asked if anyone attending today has a comment or an experience where your Career Center, organization, or department has found the DRC Services to be particularly valuable.

Responses included:

- Compliments on Lindsay and the services, and working as a team with RochesterWorks and other businesses.
- Our region is definitely fortunate where we have those strong partnerships and the value that it impacts our customers, our job seekers, because we do not just say ‘hey, call this phone number’. We are engaged in the whole process and connecting.
- Lindsay has helped develop our own staff, for example, with strategies on how to communicate with individuals attending our recruitment events. Compliments to Lindsay as the education of our own staff has helped also to allow these individuals to come in and actually participate in these programs and come back for additional events. Additionally, the employers at our events have also been engaging, and we have seen an improvement in the level of comfort on the employer side.

Lee had another question, one that was just a question to put out there rather than one that needs an answer today. “Lindsay is housed in the College Avenue Career Center. She reports to the College Avenue Career Center Manager. So naturally, what is going to happen is that those connections with the College Avenue Career Center are going to be strongest. However, Lindsay does provide services and is available for the Waring Road Career Center and the St. Paul Street Career Center as well. The question is, are there any opportunities to strengthen or increase the impact of the DRC services in the Waring Road Career Center or the St. Paul Street Career Center?”

Responses included:

- Lindsay comes to ACCES-VR Tuesday afternoons. Her visibility is great. If people have questions and they know that she is at the office, they will reach out when she is there.
- Lindsay has been extremely helpful at the Department of Labor, Waring Road location. She has been coming there on Tuesday mornings. She recently started to set up a schedule where DOL can place people on her schedule when she is there Tuesday mornings, and this has been working out great. This makes it even easier, they know that they can just place the name on the schedule, and Lindsay is ready to go Tuesday morning to meet with them.
- The College Avenue Career Center and Lindsay have talked about both of our St. Paul Street locations. They are in the process of doing some things with Youth and would like to do more with the Youth Department. They are looking to possibly work more with the parents and see if there is a way we can connect with the parents to get the information out there and to help educate the parents who are getting assistance for their Youth. The College Avenue Career Center is also in the process of hiring a Disability Services Advisor that will be working along with Lindsay.

Lee thanked everyone for the very good discussion today.

A motion to adjourn the meeting was made by Randy Andre and seconded by Kyle McCarthy. The motion was passed unanimously.

Next Meeting Scheduled: December 3, 2024

Meeting adjourned at 8:58 AM
Submitted by: Mary McKeown

Reviewed by:
Lee Koslow 9/24/2024