

**NEW YORK CITY WORKFORCE INVESTMENT BOARD
WORKFORCE POLICY COMMITTEE**

Meeting of January 16, 2007

At the New York City Department of Small Business Services
110 William Street, 7th Floor
New York, NY 10038

MINUTES

Committee Members Present:

| | | |
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| Robert Battista | William Janowitz | John Mogulescu |
| Richard Boyle | Deborah King | Sara Spatz |
| Charles Callahan | Mark Leff for Pam Brier | |
| Rocco Damato | Joseph McDermott | |

Also Present:

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| Sara Ain | Katy Gaul | Jeremy Waldrup |
| Susan Arroyo | Angie Kamath | Melissa Wavelet |
| Janet Clemetson | Jean Seltzer | Florence Wong |
| Brian Egan | Cristina Shapiro | Scott Zucker |
| Alinda Franks | Marilyn Shea | |

Rocco Damato, Committee Chair, called the meeting to order.

Approval of Minutes

The minutes of the November 2, 2006 Workforce Policy Committee were approved.

Workforce Development Performance Management

Melissa Wavelet, Cristina Shapiro and Katy Gaul, of the Workforce Development Division of the New York City Department of Small Business Services (SBS), provided the Committee with an overview of the strategic objectives of the Workforce1 Career Center system and the measures used to manage Workforce Investment Act (WIA) program performance within the system. They highlighted the process for, and the results of, collaborative work with contracted service providers to develop Center-based strategic operating plans that yield increases in both Center and system-wide performance funded under WIA. The measures included: placement rates for jobseekers; job fill rates for both system-wide business accounts and strategically selected employer accounts chosen by each Center; training grant award amounts and the associated amount of private funds leveraged; training grant jobs created and wage growth; and completion and placement rates for Individual Training Account (ITA) customers.

Katy Gaul also gave an update on implementing the new standard for occupational training certificates approved by the Committee at their meeting of July 20, 2006. Ms. Gaul explained the process by which training providers on the Workforce Training Provider List who are exempt from New York State licensing requirements must now demonstrate that each course they provide meets industry recognized standards for knowledge, skills and abilities to work in the occupation for which they offer training.

Business Solutions Centers Performance Management

Jeremy Waldrup, SBS Assistant Commissioner of Business Assistance, gave a broad overview of NYC Business Solutions, which provides an array of services to the City's 200,000 small businesses. Mr. Waldrup explained the relationship of NYC Business Solutions to the Workforce1 Career Center system and highlighted the services provided under WIA funding and those associated services leveraged on behalf of the system. He then described how his office manages the performance of the Business Solutions Centers using indicators such as number of service requests, job placements and finance deals facilitated by the Centers on behalf of their business customers.

Operator Consortium Update

Committee member and Operator Consortium Principal Sara Spatz of NYDOL shared with the Committee the New York State Common Measures Report Card for Quarter 1, PY2006 (October 1 through December 30, 2005), which showed that New York City exceeded the goal for the Average Earnings measure (144.2% of goal), and was in the acceptable range for the Employment Retention measure (95.8% of goal) but fell significantly short on the Entered Employment measure (65.3% of goal).

Since Wagner-Peyser customers account for approximately 75% of New York City's common customer pool, it was agreed that a presentation on Wagner-Peyser performance management, similar to the WIA presentation, would be put on the agenda for the next Committee meeting. Such a presentation would enable the Committee to better understand Wagner-Peyser services and how the performance of those services is managed.

Next, Operator Consortium designee Mia Simon, representing CUNY, reported on the progress that the Operator Consortium had made organizationally since the last Committee meeting. She described and distributed two documents: *Roles and Responsibilities of the Operator Consortium* and *Operator Consortium Meeting Structure and Ground Rules*. Ms. Simon also reported that the Operator Consortium has established a monthly meeting schedule for the Workforce1 Career Centers' joint leadership teams to address general issues related to the implementation of functional alignment and to provide resources to support the process. A kick off meeting for the functional alignment initiative was held with the Career Center Managers on November 29th. The Operator Consortium presented *Guidelines for Functional Alignment Implementation* which addressed in detail the reorganization plan and actions that will be phased in at the Centers in order to implement the functional alignment plan. A second meeting was held with Career Center managers and staff on December 20th which included a facilitated session on managing change. This session provided the joint leadership teams with management tools to help implement the functional alignment initiative in the Career Centers.

Conclusion

Following the business described above, the meeting was adjourned.