

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

Meeting of September 7, 2006

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

Minutes

Committee Members Present:

William Bollbach	Colvin Grannum	Joseph McDermott
Richard Boyle	William Janowitz	John Mogulescu
Rocco Damato	Mark Leff for Pam Brier	

Also Present:

Susan Arroyo	Charles Houston	Bonnie Potter
Leonard Battle	Angie Kamath	Michael Rodriguez
Rebecca Brown	Andrew Kane	Jean Seltzer
Spencer Cronk	Kevin Kelly	Marilyn Shea
Brian Egan	Henrietta Lyle	Cristina Shapiro
Celeste Frye	Omer Mohammed	Barbara Ulrich
Katy Gaul	Alicia Noel	Scott Zucker

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

Approval of Minutes

The minutes of the July 20, 2006 Workforce Policy Committee were approved.

Workforce1 Career Center performance

Scott Zucker, Assistant Commissioner for Workforce1 System Management, Department of Small Business Services (SBS), updated the Committee on Workforce1 Career Center performance. Mr. Zucker reported that the Career Centers had increased placements by 13% in the 9th quarter of operations (April –June '06), placing 4,010 customers into employment. Further, he stated that the Career Centers were on track to meet or exceed their annual goal 15,000 placements. Mr. Zucker noted that the Workforce1 Career Centers were focused on developing strong relationships with strategic business customers and maximizing coordinated job order fulfillment through SBS' Business Solutions Hiring unit.

Worksource1 system update

Mr. Zucker briefed the Committee on Worksource1, a web-based performance and information management system. The new technology encompasses customer and case management information, data entry, management reporting, and additional functionality that supports service delivery to businesses and jobseekers. Mr. Zucker provided a demonstration of Worksource1, highlighting the system's ability to generate real time reports and conduct targeted searches of jobseekers who match employers' hiring criteria.

Business Solutions Hiring and Training

Cristina Shapiro, SBS Assistant Commissioner for Business Solutions Hiring & Training, provided the Committee with an overview of the goals of the Business Solutions Hiring unit, including providing recruiting, screening and hiring services to large employers. Ms. Shapiro noted that an

improved, system-wide fulfillment approach across all Workforce1 Career Centers has better enabled SBS to serve employers' needs. The Business Solutions Hiring unit helped employers hire 997 jobseekers for the period of January 1–September 1, 2006 compared to just 630 jobseeker hires for all of calendar year 2005, Ms. Shapiro noted that this significant improvement was largely attributable to the development of account management teams, which source appropriate job candidates from across all eight Workforce1 Career Centers. Several Committee members expressed their interest in working with Ms. Shapiro and the account management teams, as well as the Business Solutions Centers, to encourage greater use of these services by businesses on a neighborhood basis.

Next, Ms. Shapiro updated the Committee on the activities of the Business Solutions Training unit, which provides qualifying employers with customized training grants to help train, upgrade the skills of, and advance workers. Ms. Shapiro reported that since the NYC Business Solutions Training Grant's inception in August 2005, more than \$1.6 million in funds have been awarded to train 1,170 employees. The Training Grant program leveraged an additional \$1.975 million in employer contributions to help fund this training. Ms. Shapiro noted several recent improvements to the Training Grant program, including redesigning the grant application to be clearer and improving the geographic diversity of applicants and awards.

Workforce1 Training

Katy Gaul, Executive Director of Workforce1 Training for the Department of Small Business Services (SBS), provided the Committee with an overview of a new ITA "case conference model" that was implemented in the Workforce1 Career Centers. The case conference model, she explained, is a step sequenced assessment and decision making process that helps career advisors select qualified jobseekers for occupational training. The case conference model consists of four components: an assessment of the jobseeker for employment; an assessment of the jobseeker for training; a rating of the jobseeker's suitability for training; and a case conference in which Career Center leadership selects the most appropriate applicants to receive ITAs. Ms. Gaul reported that the initial feedback received from Career Center staff has been positive and that she will provide a more detailed progress report on this new initiative at the Committee's next meeting.

Conclusion

Following the business described above, the meeting was adjourned.