

The WorkPlace
Southwestern Connecticut's Regional Workforce Development Board
Board of Directors Meeting
December 21, 2018

MEMBERS PRESENT:

Acosta Yecenia, DSS
Alvarado Frank, SBA
Bailey Leon, Community Foundation Gtr New Haven
Bentley Larry
Burgard Mary, BESB
DeMarco Julie, Ctr for Senior Activities
Falcon Clodmiro, Falcon, Vargas Assoc.
Gill Fred, MTA Metro North Railroad
Gold Lindy-Lee, DECD

Hudson Celina, Citi Bank
Loeser John, IBM
Morgan David, TEAM, Inc.
Oddo Jim, Frontier Communications
Proto Mike, Prestige Industrial Finishing
Saffran Larry, Stelray Plastic Products
Sheahan Margaret, Mitchell & Sheahan
Sportini Thomas, IBEW Local 488 JATC

OTHERS PRESENT:

Andrews Cowlis, CT DOL
Aviles Ronny, YouthBuild
Bartoli Maria, The WorkPlace
Bevacqua William, IMA Metal Finishing
Bissell Ben, The WorkPlace
Blanco Melanie, The WorkPlace
Bolden Anthony, New Haven Job Corps
Breedon Paula, The WorkPlace
Brighindi Millie, The WorkPlace
Brimmer Bill, Learning Dynamics
Brown Burr, CONNSTEP
Burton Jack, The WorkPlace
Carbone Joseph, The WorkPlace
Carbone Ron
Carbone Tony
Chairaluce Danielle, Chapel Haven
Chapin Jason, The WorkPlace
Charpentier Mark, The WorkPlace
Collins Marilyn, Literacy Volunteers
Cronin Kelly, Literacy Volunteers
Deamico Bernadette, The WorkPlace
DiBacco Joe, Ansonia Public Schools
Dunsby Adam, F. S. Town of Easton
Dupont Richard, HCC
Edelstein Jane, The WorkPlace
Ercolano Joe, CTSBDC
Ferguson, Monette, ABCD
Gonzales Joyce, The WorkPlace
Gugliermo Elaine, Stamford Health
Harris Elra, The WorkPlace
Hernandez Mariatte, HCC
Hildago Patricia, The WorkPlace
Hopkins Karen, The WorkPlace
Jones Desiree, The WorkPlace
Kelman Gary
Kelman Lauren, The WorkPlace
Klemme Kevin, The WorkPlace
Laryea Kenneth, The WorkPlace
Lawrence Lyn, CT DOL
Leichtman Jeff, BRBC
Leon Nestor, The WorkPlace
Long Tom, The WorkPlace
Lyon Cynthia, BCED

Makela-Johnson Libby, The WorkPlace
Matorelli Christina, The WorkPlace
McLoed Melissa, DFS
McNair Cynthia, The WorkPlace
Mierzejewski Benjamin, Norwalk Bd. of Education
Montes Grixalie
Morgan Mike, The WorkPlace
Mucherino Elaine, The WorkPlace
Murphy Pat, TheWorkPlace
Napier Diana, The WorkPlace
Nieves Carmen, The WorkPlace
Onofrio Dan, BRBC
Parkmond Adrienne, The WorkPlace
Patton Rory, The WorkPlace
Perry Megan, The WorkPlace
Pizzaro Jose, The WorkPlace
Proto Dennis, Ansonia Public Schools
Reid Gerald, SHU
Robinson Don, The WorkPlace
Russo Nicole, Microboard Processing
Sandstrom Lisa, Literacy Volunteers
Santilli Vince, Homes for the Brave
Serrato Ramon, New Haven Job Corps
Sims Debbie
Stokes Mike, The WorkPlace
Szymanski John, The WorkPlace
Thompson Jade, The WorkPlace
Thornberg David, Aced My Interview
Turner Aaron, The WorkPlace
Tyliszczak Steve, BLD
Venditti Debbie, The WorkPlace
Venditti Gino, The WorkPlace
Vermont Carolyn, Mayor Ganim's Office
Vitale Angelo, The WorkPlace
Walker Tyler, YouthBuild
Walsh Pamela, HCC
Ward Amani, The WorkPlace
White Roger, Norwalk Bd. of Education
Wilber Nancy, Career Resources, Inc.
Williams Pandora, The WorkPlace
Williams Terri, The WorkPlace
Yaremich Dennis, Sikorsky Aircraft
Zaremby Joel, The WorkPlace

The quarterly meeting of The WorkPlace Board of Directors was held at Housatonic Community College, 900 Lafayette Boulevard, Bridgeport, Connecticut. Leon Bailey called the meeting to order at 8:22 a.m. and welcomed everyone to the Board meeting. Mr. Bailey welcomed and acknowledged Easton's First Selectman Adam Dunsby. He diligently attends our Board meetings and we thank him for his support. Today we will look back to last year to see our accomplishments.

PRESIDENTS REPORT:

Mr. Carbone noted that today we will be tuning into the areas in which we have our operations: Massachusetts, Rhode Island, New York and Philadelphia. They will be tuned into our Board meeting. Mr. Carbone thanked Leon Bailey for his work and members of our Executive Committee who meet monthly.

TRIBUTES:

Mr. Carbone mentioned that he has the distinct pleasure to pay tribute to outstanding people and businesses that have done extraordinary things. Today's four tributes are all different and worthy and never let us down.

DANNEL MALLOY:

Our 88th Governor of Connecticut, Dannel Malloy, will be leaving office in a few days. He was the Mayor of Stamford for 12 years before becoming Governor. We have worked with him every step of the way. Stamford is part of our district. As Mayor he helped The WorkPlace on our WiRED Program. This was a partnership with neighboring Westchester County and produced great things for lower Fairfield County and Westchester County. Years later this program is still in operation in one form or another. He also helped to increase our base with CBOs in Stamford. As Governor he put state money into our P2E Program. Connecticut is the first state to have a state-wide program that helps the long term unemployed (50+ or more). It is still fully funded. Please join me in wishing Governor Malloy well in the future and for his help to The WorkPlace and Connecticut through the years.

PEG SHEAHAN:

Peg has been a member of the Board for a good many years. She gives much of herself to The WorkPlace and much to this community. She is the consummate committee person. Peg was selected for inclusion in the Top 25 Women Super Lawyers for 2018. Each year lawyers state-wide nominate the top attorneys they have personally worked with or observed. At The WorkPlace we call her Number 1 of 25.

FRANK ALVARADO:

Frank Alvarado has been a member of our Board for several years but has attended our Board meetings for many years. He is patriotic and an activist for Veterans Affairs. He recently was inducted into the Connecticut Veterans Hall of Fame Class of 2018. Those selected for induction are veterans who honorably served their country through military service and continue to serve and inspire their fellow men with their deeds and accomplishment throughout their lifetime. He also served as a representative of The U. S. Small Business Administration. His work inspires others.

RECOGNITION – YouthBuild Bridgeport:

YouthBuild is a program funded by the US DOL. In order to be a YouthBuild Program you must submit a proposal and be awarded the funding. The program helps young people to develop skills largely in the building trades but it also ensures that they get their high school diploma. Our services help them with job search and placement. This current group decided to make benches and put them in various locations where people can sit and contemplate their opportunities. They have dedicated this bench to Lew Miller, a former Board member and Chair of the Board. Mr. Miller has been an activist in Connecticut and nationally to help young people get into the market and to get skills. He is also the creator of the Lew and Jean Miller Endowment fund. Over the years they have contributed generously to The WorkPlace. Mr. Carbone honored the participants of YouthBuild who are here today. They are an example of the great program we have had on and off for years and we expect to have it for a good many years. Mr. Carbone commended Carmen Nieves, Manager of YouthBuild.

THE PIECES WILL COME TOGETHER:

Today we will talk about 4 different areas and they will carry us from a crisis to an opportunity. Mr. Carbone began with the US DOL. Mr. Carbone's remarks have to do with those who make the decisions for DOL. This agency was created in 1912 for the purpose of providing opportunities for people unemployed or underemployed. For the last 2 years they have chosen a path of disengagement. They have made themselves invisible and are not exercising their responsibilities.

ADMINISTRATION APPOINTMENT TRACKER AS OF DECEMBER 17TH (CHART):

There are 14 positions that are waiting for Senate Confirmation. These are the people who make decisions and the US DOL is at the bottom of the list. 50% of the positions are filled. The Assistant Secretary for Employment & Training is the one department that has more to do with what happens to the American workforce system than

anything else. This position has been unfilled for 2 years. Those in DOL are without a leader and are complacent. There has not been an Assistant Secretary for Disability Employment Policy for 2 years.

DECLINING FEDERAL GRANTS (LIST):

We have won over \$100 million dollars in Federal grants over the years. If you look at the Federal grants we were eligible to apply for, assuming we applied and won in the 2016/2017 Fiscal Year, we would have won \$64,200,000. Using the same for 2018, having applied for every grant we were eligible for and won, the most we could have won was \$7,000,000. This is 1/10th of what is in the pot for the DOL. Fiscal Year 2018/2019 opportunities for the first 6 months of the period, the total amount we could have applied for is \$1,241,000. The challenge is to provide grant opportunities. In 2016 we did apply for and received \$50,000,000.

SOUTHWESTERN CONNECTICUT TRENDS (20 TOWN REGION) OCT'08 – OCT'18:

With the DOL position as a backdrop, you will see things here that ought to be very disturbing and should become the center piece of Governor Lamont's administration and how to deal with them. We have a problem of an aging population and Connecticut is the oldest state in New England. The Labor Force is down 404 – Employed up 7,675 – Unemployed is down 8,079 and the Unemployment Rate is down 2%. Mr. Carbone was part of the Governor's Transition Committee and spoke of this serious problem. The Governor is committed to make things happen.

CONNECTICUT EMPLOYMENT TRENDS (CHART)

2008 2018 Chg. vs. 2008 % Chg. vs. 2008:

Mr. Carbone noted that this is a 10-year comparison of job sectors. Mr. Carbone discussed some of the trends.

Education, Health Care & Social Assistance (low wage jobs)	+16.3%
Financial Activities (best jobs)	- 9.9%
Manufacturing (huge loss)	-11.7%
Leisure & Hospitality (low wage jobs)	+15.4%

The middle class is shrinking. Connecticut is the only New England state yet to recover all jobs lost in the recession.

TALENT SHORTAGE:

Years ago it was thought that there was no skills gap but this is not the case now. Here in Connecticut and elsewhere there is a skills gap and this is a major problem. The issue is to be job ready. A survey was done of 3,000 employers on their responses as to what is driving the talent shortage:

- 26% Lack of applicants
- 21% Lack of Experience
- 14% Not Job Ready

The supply is not meeting the demands and is causing more employer frustration

SKILLS GAP: GREATER NEW YORK CITY REGION NOVEMBER, 2018 (LISTING) PREPARED BY LINKEDIN:

Listed were the Top Skills Surpluses (basically tech positions and the Top Skills Shortages (most important, the need for critical thinkers. This is a problem that will lead into incredible opportunities and the next 5 years can be a pathway to the greatest social change in our history.

WHAT EMPLOYERS ARE DOING TODAY?

Employers are getting creative to protect their interests:

- 55% provide additional training and development.
- 29% adjust education or experience requirements.
- 24% explore alternative work models (i.e., contract, freelance or temporary work)
- 19% offer flexible or remote work.

They are taking more responsibility because the government can't help them.

CHANGING WITH MARKET DEMANDS:

Mr. Carbone stated that change has never been a problem with us. We must adapt to changes in the employment landscape and become a source of ideas and services to help small and mid-sized employers adjust. The skills shortage will be an opportunity to help those most challenged to adjust. The level of learning and preparation must become more tailored to fit their needs. Employer involvement with the workforce system will become more robust.

AMERICAN JOB CENTER (AJC) CONTRACTS (LIST OF LOCATIONS WE HAVE STARTED:

This list shows our Locations, Operator/Provider and Value. The total value of all locations is \$9,274,500. 2019 will be a year for numerous bids in this direction. We have always taken pride in our holistic approach to our work.

NEW BUSINESS VENTURES:

It is time to look at new opportunities which require us to approach partnerships and our work differently.

- Collaborating with a significant local manufacturer and the Community College system on development of a partnership to coordinate skills training required for current and future workers.
- Chapel Haven in New Haven, CT is interested in collaborating with The WorkPlace to provide workforce development services to their clients with special needs. Mr. Carbone recognized Dannielle Chairaluce from Chapel Haven.
- Meeting with Serrato Corporation of Tucson, AZ regarding partnership opportunities on their Job Corps program in New Haven and a future application in North Carolina. Mr. Carbone introduced Ramon Serrato and Anthony Bolden.

DMV EXPRESS PRESENTED BY THE WORKPLACE:

DMV Express is located in the old CETC Building, 137 Henry Street in Stamford, CT. The WorkPlace is providing photo licensing services, replicating the services of AAA Photo Licensing Centers by appointment. This aligns with our service delivery model and is an opportunity to grow our customer base. In a future move, part of our AJC will be located in the same building.

BUILDING PROJECT:

Mr. Carbone reported that we are making progress in negotiations with 2 developers for a Bridgeport location. Securing space for The WorkPlace will be a significant accomplishment in helping us achieve the following objectives:

- Control future costs
- Asset creation and future appreciation
- Strengthens agency credibility.

Our offices are now in 2 locations.

DRIVEN TO SERVE: PUBLIC FUNDING, BUSINESS & FOUNDATIONS, GRANTS & FEE FOR SERVICE (PART OF OUR NOT FOR PROFIT SECTOR):

Mr. Carbone noted that at every Board of Directors meeting he shows the results of our entrepreneurial approach to our business. Between 1996 and 2014 we have raised \$100 million dollars. Between 2014 and 2018 we have raised a second \$100 million dollars. We can document that over 75,000 people in our region have had one form of service or another. This approach to our work has brought in \$204,414 million dollars. Our growth since December, 2017 is +\$31,122,000 (18% growth). Mr. Carbone stated that we cannot do this alone and thanked everyone for being a part of this.

BUSINESS:

BOARD OF DIRECTORS MEETING MINUTES

On a motion made and seconded, the Board of Directors unanimously approved the minutes of the September 21, 2018 Board of Directors meeting.

CONSENT AGENDA:

Amendment of the 401K Retirement Plan to exclude from said plan part-time, temp and seasonal employees whose regular scheduled service is less than 1,000 hours of service annually. On a motion made and seconded, the Amendment to the 401K Retirement plan was unanimously approved by the Board of Directors.

Mr. Bailey introduced our guest speaker, Elaine Guglielmo, SVP, Human Resources & Organization Development, Stamford Hospital.

Ms. Guglielmo stated that if you look at the mission and charge of The WorkPlace there is not a better connection between The WorkPlace and Stamford Hospital. Because Stamford Hospital has become more than a hospital, we are known as Stamford Health. We now have the Stamford Medical Group and have grown to more than 3,000 employees and are one of the largest employers in Stamford. The biggest challenge for us as we look at forecasting are our labor needs and how we will grow in our HR department as much is centered on the growth of our services and programs. As the growth in healthcare continues so do our talent needs. The biggest challenge has been the

opening of our new Patient Care Tower. We were fortunate to be able to increase the number of staff at this location; however, we had to increase our environment services, security staff and our support staff as well. As we look at the need for primary care physicians we are attracting more in this profession but with this comes the need to staff offices for the medical practice. The need continues for medical assistants to work with the physicians and we have over 500 employees just working in the Stamford Medical Health Group. As we look more and more at electronic medical records there is a steady need for IT professionals. This is one of our biggest challenges because many IT professionals have choices and are marketable in this industry. The talent we are looking for goes beyond clinical and technical skills. We must look at the patient as a consumer. When we look at talent it is critically important for us to look at individuals who have a good customer service orientation. This opens up the pool for customer service. We look closely at this skill level as we bring people into our organization. We will continue to respect and attract talent that is a fit for our culture. We are a value-based organization so we value teamwork, respect, accountability, compassion and integrity. Healthcare goes beyond technical skills. We look at the accessibility for our patient's to our services. When a patient calls our Contact Center they are connected to one-stop shopping where they are connected to our various services. They will be sent in the right direction for assistance. As a provider we want our patient to experience a 'WOW' experience. Once we have our talent we want to retain them as there is a lot of competition in the healthcare industry. Having critical thinkers is key for us. We receive many resumes for one to more positions but they need to be top notch. The training and work done at The WorkPlace is on the mark.

AJOURNMENT: There being no further discussion, the meeting was adjourned at 9:30 a.m.

The next Board of Directors meeting will be held on March 15, 2019.

Respectfully submitted, Mildred Brighindi, Executive Secretary