

## Workforce Synergy Forum Resources

# Foster Collaborations: Regional Business Service Teams (RBSTs)

### Success Story

I was unaware that butchers make six figures – it’s a very lucrative career. At an RBST meeting, I met the DOL Apprenticeship Training Field Supervisor, connected her with partner organizations in Cattaraugus County, and we’re working on creating a butcher apprenticeship training model, the first of its kind in NYS.  
– Jason E. Miller, Executive Director, Cattaraugus-Allegany WDB.

### Successful Practice

One of the best ways to involve and empower partner agencies is to give them space to spotlight their services and programs so everyone is aware of what they do. So, when they’re out in the community working with businesses, if there’s a service they don’t offer, they can connect the business with a counterpart that does. – Jason Kirchhoff, Associate Business Services Representatives (BSR), NYSDOL

## Recording

Click “View session recordings” at the top right corner.  
Search “Foster Collaborations: Regional Business Service Teams”

### Resources:

- [Slides](#)
- [RBST Quarterly Meeting Agenda Sample](#)
- [RBST Technical Advisory #23-05](#)
- [Employer Engagement Toolbox](#)
- [Five Levels of Employer Engagement](#)
- [Toolkit for Developing High-Performing Industry Partnerships](#)
- [Small business job quality advising](#)
- Self-assessments for business team development, goals, and outcomes:
  - ✓ [Industry Partnership by National Fund](#)
  - ✓ [Business Engagement by WorkforceGPS](#)

### Agenda:

Purpose, partners, and details of RBST

Jeopardy with Western & Finger Lakes Region & Audience

Announcements



**Offer the Synergy Forum the Gift of a completed Survey this Season!**

If you're in workforce development, you're in the business of relationships. RBSTs enable you to do a lot more outreach and involve a lot more employers.

– Michael P. Woloson, Interim Executive Director, Finger Lakes WDB

## Collaborative Teams Outcomes by Peers



- Toured businesses as a group
- Built stronger relationships, e.g., our Chamber [of Commerce] invites all of us to every ribbon cutting that they host.
- Started sector partnership programs
- Learned new expertise, and labor market trends with guest speakers
- Identified barriers to members/job seekers/businesses and worked together to eliminate/remove them.
- Collaborated on Job Fairs!
- Facilitated a "reverse job fair" where we go to the business and ask the job seekers to come to the business to go on tours and talk to staff.
- Job placements for individual customers

### Why host meetings, like RBST?

#### Number of Similar Chat Responses:

6 – Learning best practices, interests, and goals from organizations

4 – The freedom to develop new ideas to engage business partners. Share information, ideas, solutions, and creativity.

3 – Identify barriers of members and work together to eliminate/remove them. Make connections that can lead to different solutions.

2 – Adjusting our approach by understanding business needs.

The goal of RBSTs is to align business services with regional sector initiatives, while strengthening partnerships and disseminating information that would be beneficial to the businesses. – Christopher Kokoszka, Associate Business Services Representatives, NYSDOL

I help with the orientations and resume workshops. 35-40 millennials, Temporary Assistance customers, and middle-aged workers are in the same room. I find out who the training providers are and communicate with workforce counselors. It gives me a better sense of the job market and the needs and skill sets of customers. You get the whole kaleidoscope of what's going on. – Bob F.

## Self-Assess Your Business Engagement

### Employer and Industry Engagement

This section explores the involvement of employers in the industry partnership and the role they play in designing and delivering programs, investing in their workforce, and changing policies and practices that support worker success and advancement.

What stage of development is your industry partnership in regarding employer and industry engagement?

○ Not applicable	○ Not yet started	○ Starting: we're in the early stage of learning and doing	○ Gaining Skill: we're getting the hang of this	○ Growing: we're seeing the potential for doing more	○ Maturing: we're imbedding this in our work	○ Scaling: we are spreading this regionally
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To what extent is your industry partnership implementing the following practices?

**0 = Not at all    1 = To a small extent    2 = To some extent    3 = To a moderate extent    4 = To a great extent    5 = To a very great extent**

Employers are actively and consistently engaged in directing the work of the partnership and taking action inside their own organizations.

Not at all   
 0   
 1   
 2   
 3   
 4   
 5   
To a very great extent

## Practices for Encouraging Meeting Participation

- Round Robin to allow everyone the spotlight.
- Ask open-ended questions.
- Rotate roles such as facilitator to note-takers.
- Change the location of in-person meetings regularly.
- Invite guest speakers.
- Jointly design next steps.
- Follow values, including listening and having humor,
- Respect attendees by starting and ending on time.
- Include fun facts and questions in introductions.
- Build tours into your meetings.
- Commit to consistent messaging for partners.
- Share labor market information to identify trends, emerging industries, and skills gaps.
- Host a discussion on common topics and goals.
- Agree that everyone's input has value.
- Develop goals-based action teams.

**Develop opportunities to share your work with other teams!**

“We stress to our staff and workforce advisors to walk around, introduce and make a connection with any HR hiring staff during job fairs - they are the staff that works with customers, so they are aware of what the business is hiring for to better serve a job seeker.” – Chris L.



## Learn and Build Ladders of Employer Engagement

**Ladder of Employer Engagement**

	New Relationship		Working Relationship		Strategic Partnership	
	Level 1	Level 2	Level 3	Level 4	Level 5	
<b>Key employer role</b>	Advising	Capacity-building	Co-designing	Convening	Leading	
<b>Stage of relationship</b>	Initial contact / new relationship	Establishing trust and credibility	Working relationship	Trusted provider and collaborator	Full strategic partner	
<b>Activity examples</b>	Discuss hiring needs, skills, competencies; advise on curricula; contract training; hire graduates	Job site tours; speakers; mock interviews; internships; needs assessment; loan/donate equipment; recruiting	Curriculum and pathway development; adjunct faculty and preceptors	College-employer sectoral partnerships	Multi-employer / multi-college partnerships	
<b>Engagement examples by level</b>	<ul style="list-style-type: none"> <li>&gt; Western Technical College (Wisconsin Shifting Gears)</li> <li>&gt; Monroe Community College</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Bristol Community College</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Owensboro Community and Technical College</li> <li>&gt; Automotive Technical Education Collaborative (AMTEC)</li> <li>&gt; Columbus State Community College (LogisticsART)</li> </ul>	<ul style="list-style-type: none"> <li>&gt; NorTEC</li> <li>&gt; Northern Virginia Community College (NoVAHealth FORCE)</li> <li>&gt; Cabrillo College / Bay Area Community College Consortium</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Health Careers Collaborative of Greater Cincinnati / Cincinnati State Community and Technical College</li> <li>&gt; Health Professions Pathway (H2P)</li> </ul>	

In our RBST, Great Lakes Cheese hiring was mentioned. We connected with posted jobs, started job matching, and led job seekers to them as they were hiring 200 people. With these great team efforts, we have better results – Chris Kokoszka

## More About Synergy Forum Facilitators



Michael Woloson was the Business Services Coordinator for the Finger Lakes Workforce Investment Board (FLWIB) for the past 17 years, working closely with partners to ensure services provided in the Career Centers are aligned with the mission of the FLWIB. His duties have included scanning the regional economy for gaps in workforce development while coordinating services to businesses. His other positions include: Representative Director of Employment Services, Training & Education at Epilepsy Foundation of Rochester, Syracuse, Binghamton, and Vocational Services Supervisor at East House Corporation-Rochester and Learning Disabilities Association-Rochester. | [mwoloson@fingerlakesworks.com](mailto:mwoloson@fingerlakesworks.com)



Jason Kirchoff is the Finger Lakes Associate BSR for NYSDOL's Business Engagement Team. He has over 15 years of experience in Business Engagement at NYSDOL, with the last 5 years being in the Finger Lakes team leadership role. Jason has a B.S. in Economics from Buffalo State University and a Paralegal Certification from Monroe Community College. He resides in the Rochester Area with his wife and two children. | [jason.kirchoff@labor.ny.gov](mailto:jason.kirchoff@labor.ny.gov)



Jason Miller has served the Cattaraugus–Allegany Workforce Development Board as a Fiscal and Program Monitor for 12 years and the Executive Director for the past 6 years. He has been involved in the budgeting, policy, program, and fiscal oversight of an annual budget of over \$1M in WIOA funds. Before joining the board, Jason worked in Retail and Manufacturing Management. He attended SUNY Fredonia and earned a bachelor's degree in Business Administration with a concentration in Marketing. Jason lives in Olean with his wife, Jennifer, and their two children. | [jmiller@cawfny.com](mailto:jmiller@cawfny.com)



Chris Kokoszka is the Western New York Associate BSR for the NYSDOL Business Engagement Team. Chris has worked for NYSDOL for over 15 years and New York State for over 20. Chris studied History at Buffalo State College and received the Master's Thesis Award in 2007. Chris is a lifelong Western New York resident, having resided in 3 of its counties. | [christopher.kokoszka@labor.ny.gov](mailto:christopher.kokoszka@labor.ny.gov)

**Fabulous Four members from the Western and Finger Lakes Region RBSTs who played Jeopardy Fast and Furiously!**

[Resources from past Workforce Synergy Forums](#)  
(under the Workforce Synergy Forum filter)

## What is the Workforce Synergy Forum?

Workforce program leaders face similar opportunities and thrive by asking questions, sharing practices, and learning from experts and peers. Workforce Synergy is a monthly forum that unites us to recognize, strategize, and operationalize workforce practices. Leaders are encouraged to attend live for active, real-time collaboration, networking, and direct Q&A.



Inspired? Questions? Collaborate! [LWDB@labor.ny.gov](mailto:LWDB@labor.ny.gov) | 518-457-3555

Brought to you by the Local Workforce Leaders and New York State Department of Labor



Purposeful	Personalized	Proactive	Planned	Prompt
100	100	100	100	100
200	200	200	200	200
300	300	300	300	300

**Synergy Forum**

Finger Lakes    Western

0    0

+ -    + -

Not jeopardizing sharing and learning

Synergizing to strategize and operationalize workforce practices!

1

**Synergy Principles!**

- Safety
- Trustworthiness and transparency
- Empowerment, voice, & choice
- Peer Support
- Collaboration & mutuality
- Cultural, historical, and gender inclusion

2

**Be with us!**

**Use Chat!**

3

**Be with us!**

In chat, please introduce yourself with your local area, county, or region name.

4



5



6

ALL

## Programs & Tools for Workforce Professionals

[dol.ny.gov/workforce-professionals-tools](https://dol.ny.gov/workforce-professionals-tools)

15 results found available within Workforce Synergy Forum [x Clear All](#)

**FILTER**

- Initial Assessment
- Workforce Synergy Forum

**REFINE**

Keywords

**DATE**

From: mm/dd/yyyy

To: mm/dd/yyyy

**APPLY**

Workforce Synergy Forum

**Program Outreach: The Good, the Bad, and the Ugly**

Includes recording, whiteboard, Outreach Brief and resources from facilitators and the Ma

**LEARN MORE**

Workforce Synergy Forum

**Outreach Brief**

A training supplement developed with the Synergy Forum and related Mastermind Group, New York State Department of Labor.

**LEARN MORE**

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**Next Synergy Forum**

**Renewable Energy Training Initiative (RETI) Outreach to Disadvantaged Communities**

**Dec 17, 2:30 pm**

[lwdb@labor.ny.gov](mailto:lwdb@labor.ny.gov)

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# RBST

**Purpose, Partners of RBST, Picturize RBST**  
**Jeopardy: Western & Finger Lakes Region & Audience**  
**Rules**  
**Volunteer Judges/Scorers from other regions**  
**Playtime!**  
**Announcements**  
**Informal Hangout**

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## Workforce Development System Technical Advisory #23-05 October 6, 2023

**TO:** Workforce Development Community

**SUBJECT:** Regional Business Service Teams

### PURPOSE

Establish New York State Department of Labor (NYS DOL) policy regarding the composition and role of Regional Business Service Teams (RBSTs) in New York State's (NYS) ten (10) labor market regions.

### POLICY

Each labor market region in NYS must have an RBST in place that meets quarterly and supports the Local Workforce Development Board(s) (LWDB) in the region through:

- Developing strategies to respond to current demand; and
- Coordinating sector strategies to align business services within the region.

Quarterly RBST meetings may be held virtually and are not subject to the NYS Open Meetings Law.

### ACTION

#### Governance Structure

Each RBST will be facilitated by two co-chairs: a NYSDOL representative and a lead LWDB Director from the region. The NYSDOL co-chair will be identified by NYSDOL Central Office staff, and the LWDB Director(s) in the region must designate which LWDB Director will act as the lead for the region.



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Membership of the RBST will consist of:

- Co-Chairs:
  - A NYSDOL Associate Business Services Representative (BSR) or Occupational Analyst (OA); and
  - A lead LWDB Director designated by the LWDB(s) in the region.
- One representative from each of the additional Local Workforce Development Areas (LWDAs) in the region, designated by each area's LWDB; and
  - The LWDA representative can be an LWDB member and must have specific responsibility for providing services to businesses in the LWDA.
- Representatives from the following NYS Partner Agencies:
  - Additional NYSDOL representation:
    - The One-Stop Career Center Manager for each Career Center located in the region;
    - The local Labor Market Analyst; and
    - The Commissioner's Regional Representative, if applicable.
  - Empire State Development (ESD) Regional Representative or designee;
  - NYS Department of Education (NYSED);
    - A Board of Cooperative Educational Services (BOCES) Superintendent from the region; and
    - A representative from either Adult Education or Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR).
  - Office of Children and Family Services/NYS Commission for the Blind (OCFS/NYSOCB);
  - NYS Office of Temporary and Disability Assistance (OTDA), and may also incorporate local Departments of Social Services (DSS); and
  - NYS Office for the Aging (NYSOFA).

**Note:** Participation by the non-NYSDOL partner agencies is not mandatory but is advised.

Participation of additional community-based partners or other local organizations with an interest in business is also permitted, and would be at the discretion of the regional RBST co-chairs.



**RBST**  
**Membership**  
**TA #23-05**

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**Visualize Regional Business Service Teams!**

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**In chat write:**

What is your favorite part of Collaborative Teams (e.g., Regional Business Service Teams)?

What questions do you have?

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**Regional Business Service Teams Edition**


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**Bloopers and Contesting Teams**

**Finger Lakes**




Michael Woloson  
Interim Finger Lakes LWDB Director




Jason Kirchoff  
Associate Business Services Representative  
NYSDEL

**Western**



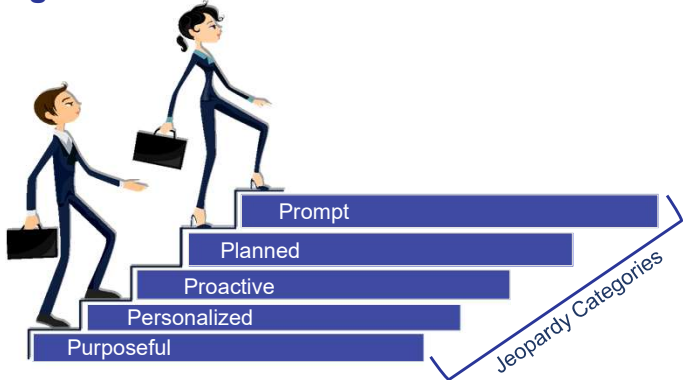
Jason Miller  
Cattaraugus Allegany LWDB Director



Christopher Kokoszka  
Associate Business Services Representative  
NYSDEL

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**Regional Business Service Teams**



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	Purposeful	Personalized	Proactive	Planned	Prompt
	100	100	100	100	100
	200	200	200	200	200
	300	300	300	300	300
M E N U			Finger Lakes	Western	
			0	0	


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**Seeking Two Volunteer Judges from Two Different Regions**  
(other than Finger Lakes and Western Regions)



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**Collaboration & Mutuality!**

Contesting teams are encouraged to “call on:”

- ✓ the audience to collect ideas via chat
- ✓ the other team to share a different perspective

If you “call on” for relevant questions, then you get double points.  
When the competing team provides a new perspective, they get points.

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**Walking the Extra Miles**

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# Carolina Across 100 "Our State, Our Work"

## Employer Engagement Toolbox

Please see below for a directory of resources that may be helpful to your collaborative as you seek to more deeply engage with employers to meet your numeric goals.

We do not expect that all resources will be applicable for your team or region but hope that this resource provides you with a "starting point" for locating tools that will aid in the creation, refinement, and implementation of your employer engagement

<https://carolinaacross100.unc.edu/wp-content/uploads/2023/08/Employer-Engagement-Toolbox.pdf>

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### Ladder of Employer Engagement

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<https://www.jff.org/idea/resource-guide-engaging-employers/>

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## Approaches Integrating Job Quality

1. Identify the business owner's motivation and goals as you learn about business challenges.....
2. Revisit or discuss the business's financial position to identify the costs of poor job quality.....
3. Build the business owner's understanding of workers' perspectives.....
4. Determine job quality improvements.....
5. Make the connection between job quality improvements and business goals, and support implementation as needed.....
6. Assess outcomes of the job quality improvements.....
7. Continue support and measure outcomes.....



### Building Shared Success:

A Guide to Small Business Job Quality Advising

Aspen Institute Publication

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search...



About Us Our Network Our Solutions Our Resources CareerSTAT

## Toolkit for Developing High-Performing Industry Partnerships

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This section explores the involvement of employers in the industry partnership and the role they play in designing and delivering programs, investing in their workforce, and changing policies and practices that support worker success and advancement.

What stage of development is your industry partnership in regarding employer and industry engagement?

Not applicable   
  Not yet started   
  Starting: we're in the early stage of learning and doing   
  Gaining Skill: we're getting the hang of this   
  Growing: we're seeing the potential for doing more   
  Maturing: we're imbedding this in our work   
  Scaling: we are spreading this regionally

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To what extent is your industry partnership implementing the following practices?

0 = Not at all    1 = To a small extent    2 = To some extent    3 = To a moderate extent    4 = To a great extent    5 = To a very great extent


Employers are actively and consistently engaged in directing the work of the partnership and taking action inside their own organizations.

Not at all    0    1    2    3    4    5    To a very great extent

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Employers are aligned along a common vision for meeting both the needs of the industry and workers.

Not at all    0    1    2    3    4    5    To a very great extent



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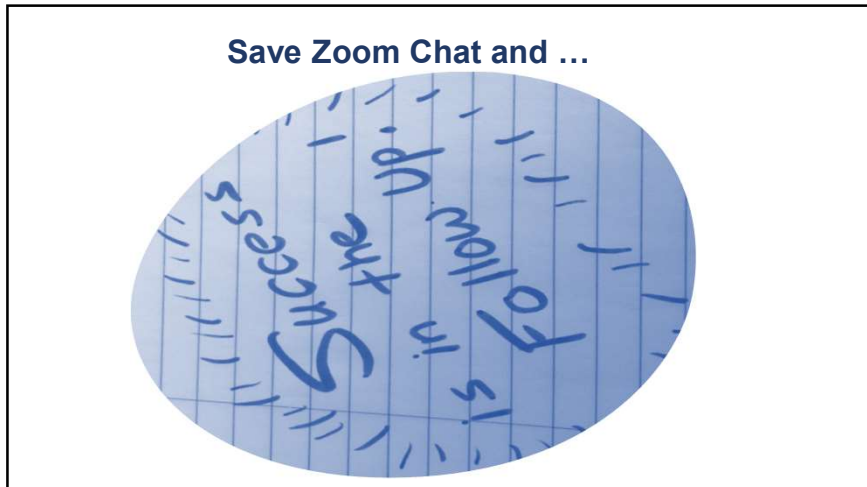


# Integrated Business Services

## Self-Assessment

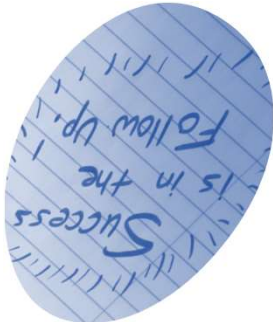
[WorkforceGPS - Business Engagement Self-Assessment Tool](#)

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### Save Zoom Chat and ...



After the Synergy Forum:

- Review frameworks
- Self-assess
- Implement new ideas



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**Offer Synergy Forum a gift of a survey this season!**

**Give 2 min of time  
and expertise!**

[https://tinyurl.com/synergy-  
forum-feedback](https://tinyurl.com/synergy-forum-feedback)

**All questions are optional!**



**Next Synergy Forum**

Renewable Energy Training Initiative (RETI) Outreach to Disadvantaged Communities

**Dec 17, 2:30 pm**

lwdb@labor.ny.gov

# ***Finger Lakes Regional Business Services Team***

## ***Quarterly Meeting***

Wednesday, December 4<sup>th</sup>, 2024

2:00 PM – 3:00PM

Waring Road Career Center

276 Waring Road

Rochester, NY 14609

### **Introduction:**

- Participants introduce themselves, Name, Title, Organization.
  - ICEBREAKER QUESTION: If you could take one prop from any movie set, what would it be?

### **Questions to WDB Directors – Any sector initiatives or priority projects in your area to highlight?**

- Jay Lazarony – GLOW WDB Executive Director and Co-Chair of RBST
- Dave Seeley – RochesterWorks WDB Executive Director
- Michael Woloson – Interim Executive Director, FLWIB – Finger lakes

### **NYSDOL Updates**

- Jason Kirchhoff – NYS DOL Business Engagement Team Lead – Finger Lakes

### **Finger Lakes Performing Provider System (FLPPS) – New training programs for our region.**

- Melissa Pennise – Director of the Career Pathway Training program

### **Open discussion**

- Success stories from 2024
- Best practices to share with the group
- Goals for 2025