



## Resources - Dec 2023 Workforce Synergy Forum

<b>Topic</b>	<b>2024 Learning Forum Brainstorm with WIOA Adult/Dislocated Worker (DW) Program Service Delivery Leaders</b>
<b>Participants</b>	Local WIOA Adult/DW Program Service Delivery Leaders, LWDB Directors, NYSDOL Career Center Managers and relevant Central Office staff
<b>Facilitators</b>	Liza M. Ochsendorf, Director, Warren County Dept. of Workforce Development Juie Deo, Margaret LeFevre Bobbin, Michele Horner, Susan Carimando, NYSDOL
<b>Resources</b>	<p><a href="#">Recording dew.s.webex.com</a> (Click "View session recordings" at top right corner, search topic and use password DEWSweb123)</p> <p><a href="#">Resources starting page 2:</a></p> <ul style="list-style-type: none"><li>• Summary of Brainstorm with Leaders</li><li>• Compiled topics, processes, and structure of Synergy Forum as suggested by WIOA Title I and NYSDOL Leaders</li></ul> <p><a href="#">Synergy Google Drive:</a></p> <ul style="list-style-type: none"><li>• WIOA leader contact list</li><li>• Folder to upload On-the-Job Training (OJT) marketing materials, forms, and policies in preparation for the January forum</li></ul>
<b>Description</b>	<p>As the leaders of WIOA Adult/DW Program service delivery, we all face similar opportunities and collectively thrive by asking questions, sharing practices, and learning from experts and our peers. A monthly learning forum that is dedicated to exploring, developing, and sustaining effective workforce strategies will build the synergy we want and need throughout 2024 and beyond. During this month's introductory Workforce Synergy Forum, we will:</p> <ul style="list-style-type: none"><li>• Explore monthly online forum topics for 2024</li><li>• Establish ways to learn together</li><li>• Engage in peer networking and sharing.</li></ul> <p>We encourage local leaders to attend each month's forum live for active, real-time collaboration!</p>
<b>Contact</b>	<a href="mailto:LWDB@labor.ny.gov">LWDB@labor.ny.gov</a>

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New York State Department of Labor



## Summary of Learning Forum Brainstorm with WIOA Title I and NYSDOL Leaders

Why are collaborative learning spaces like this Synergy Forum necessary? Comments from an approximate number of attendees:

- 16 We can share best practices, ideas, strengths, important conversations resources, and perspectives. This will offer a great opportunity to connect, share experiences, and network
- 3 It saves time and effort if we share policies or documents with each other!
- 3 To support and learn from each other as a team
- 2 To accomplish the organizational mission
- 2 Cross training
- 10 Reduce the us versus them attitude and build acceptance based on functional alignment
- 7 Commended for great collaboration efforts

### Spotlight on Liza M. Ochsendorf, Director, Warren County, Workforce Development

Liza helped co-facilitate this brainstorming session because of her dynamic experience implementing Restorative Practices to promote positive workplace cultures, strategically problem-solve, and build relationships. Before her current position, Liza worked at a public boarding school in Washington, D.C. for 14 years, helping prepare youth for post-secondary education and proficiency in life skills. She has a BA and MA in Human Development from Syracuse University. She is the most authentic person, and you would want her on your team! Liza shared insights about her experiences working as a Career Center Manager – what’s the most fulfilling initiative she’s worked on, what’s working great, and what areas she wants to explore with her peers.

### Q&A from Chat:

**Q:** Maria, Clinton County – Are you using youth funds to pay for the DJ and prizes? **A:** Liza Ochsendorf, Warren County – Maria, no we get prizes donated by businesses and we used student DJ's or local radio station.

**Q:** Angel Munson, Manager, Jefferson-Lewis – I thought the ISY youth waiver was only for PY22? **A:** Liz Martin – As of now, yes. We have submitted the same waiver request for PY 2023 to USDOL and are awaiting response.

**Breakout Room Discussion:** What is necessary to make this online learning forum beneficial and everyone’s time?

### Main group discussion:

- How breakout rooms could be organized and made effective based on topics, regional approaches, or preferences of participants.
- Timing, topics, processes, and structure of the Synergy Forum (comments from the Zoom chat, breakout rooms, and survey are compiled in the following pages).

### Announcements:

- [Required OSOS confidentiality training](#) – Click “View Session Recordings” at the top right and search for “OSOS Access” to find the training (password OSOS2021). Please work with your local OSOS Security Coordinator to get access.
- Upload your OJT forms, marketing materials, and policies at [Synergy Google Drive](#) – Create a folder for your local area in the 01-2024 OJT folder or email them to [LWDB@labor.ny.gov](mailto:LWDB@labor.ny.gov).

### Survey, Zoom Chat, and Breakout Room Comments on the next two pages:

- **Category Column:** Notes the category of the comments or topics.
- **Synergy Forum/Other Training Avenues Column:** Lists whether the topic seems apt to be discussed with managers at the Synergy Forum or can be facilitated with front-line staff in other training avenues.
- **% Responded Column:** Percentages include the responses from the survey, while the blank cells are from the Zoom chat and breakout rooms.
- **Topics as Written/Marked by Participants Column:** Includes comments by participants.

Please zoom-in on the table to explore comments. These tables are also uploaded on the [Synergy Google Drive](#).



**Topics for Synergy Forum and Other Training Avenues by WIOA Title I and NYSDOL Leaders December 2023**

Category	Synergy Forum/ Other Training Avenues	% Responded	Topic as Written/Marked by Participants (Number notes the number of times topic was mentioned by respondents)
Indicators of Performance	Synergy Forum	50%	APoS & Partnership building for APoS
Indicators of Performance	Synergy Forum	60%	Indicators of Performance Fundamentals -WDB Directors would benefit from better
Indicators of Performance	Synergy Forum		Using Credential Attainment and MSG data to improve data entry
Supportive Services & Partnerships	Synergy Forum	6%	Collab w/ Homelessness + Collaborate with Homelessness Prevention Centers
Supportive Services & Partnerships	Synergy Forum	14%	Mental Health Resource Building
Supportive Services & Partnerships	Synergy Forum	28%	Co-enroll w/ TANF + TANF enrollments + Collaboration with referral agencies such as DSS
Supportive Services & Partnerships	Synergy Forum	20%	Basic Skills Assess
Supportive Services & Partnerships	Other Avenue	6%	Working with inmates + Collaborate with Ex-offender reentry programs + Reentry Services
Supportive Services & Partnerships	Synergy Forum	20%	Design thinking for partnership building - understand how we all contribute to the system - Putting the functional alignment lens on our discussions can be helpful.
Supportive Services & Partnerships	Synergy Forum		Discussion on barriers (childcare, transportation), Leveraging outside funding to provide supportive services
Supportive Services & Partnerships	Other Avenue		Collaboration with referral agencies such as ACCES-VR
Supportive Services & Partnerships	Other Avenue		Soft skills training for Adults/DW
Supportive Services & Partnerships	Other Avenue		Results driven practices to best assist mature workers.
Supportive Services & Partnerships	Other Avenue	2%	ISY and OSY program implementation at local level + Discussing how OSY and In School programs work in another area
Supportive Services & Partnerships	Other Avenue		Innovative Workforce services for Youth,
Updates, News	Synergy Forum	22%	Hot topics
Updates, News	Synergy Forum		4- BYOO Adult/DW programs
Updates, News	Synergy Forum		WIOA & Policy for Leaders
Funding	Synergy Forum	32%	Outreach Funds
Funding	Synergy Forum		Allowable expenditures, job fairs, supportive services, etc.
Funding	Synergy Forum	48%	Braiding funds + Other grant funding to supplement + American Rescue Act Funds - as a way to support in and out + what other outside funding opportunities are there?
Funding	Synergy Forum	6%	A/DW funding split and working through it
Strategic Planning	Synergy Forum	28%	A/DW goals & priorities/ Goal Setting and action steps
Strategic Planning	Synergy Forum		Consistent way to continue to stay in contact with partner staff and regional staff + How to elicit shared best practices across systems
Strategic Planning	Synergy Forum	4%	Integrating NYSDOL Business & Job Seeker Surveys of Chris White with the work done by Local Areas
Strategic Planning	LWDB Calls		2- Partner Transparency and DUAs/MOUs - getting past the red tape + Leaders need interpersonal tips for navigating their CLEO/CEOs
Strategic Planning	Other Avenue		Leaders need tips for handling disgruntled co-workers who were not selected for promotional opportunities or are otherwise unhappy with their current jobs.
Strategic Planning	Other Avenue		Job Matching and Retention Methods
Strategic Planning	Other Avenue		Motivating staff
Strategic Planning	Synergy Forum		Customer Satisfaction,
Strategic Planning	Synergy Forum		Career Center Usage Evaluations
Staff Training (not data entry)	Synergy Forum	30%	New employee training materials on all aspects of WIOA+ New Employee Materials + Tools to teach staff about core programs + 10- New employee orientation materials for new employees on OSOS, acronyms, performance indicators create new topic for New Employee Materials
Staff Training (not data entry)	Workgroup	36%	Growth Mindset for all/staff
Staff Training (not data entry)	Synergy Forum	66%	Techniques for training new staff
Staff Training (not data entry)	Synergy Forum		Frontline Staff Continuous Improvement Training Opportunities - focusing on assisting customers with current unique needs
Staff Training (not data entry)	Synergy Forum		Resume preparation
Staff Training (not data entry)	Other Avenue		Better training for new staff to understand how we all contribute to the system at the Career Center. Functional Alignment. New employees should feel welcomed and supported in their role. Often they don't understand how their work impacts the greater picture, connecting all of the dots.
Staff Training (not data entry)	Workgroup	30%	Tools to Teach Staff about Core Programs
Staff Training (not data entry)	Other Avenue		Braiding Career Assessments into career planning or pivots
Data Entry	Synergy Forum	52%	Data Entry Tricks and Tools for Managers (OSOS) + WDB Directors would benefit from better understanding OSOS
Business Engagement	Synergy Forum	36%	Simplify OJT Paperwork
Business Engagement	Synergy Forum		Regional Business Services Teams sharing of ideas and best practices
Business Engagement	Synergy Forum		Customized Training Best Practices and Simplified Paperwork
Business Engagement	Synergy Forum		10- Motivate staff to be more aggressive in business outreach + How to attract businesses
Business Engagement	Synergy Forum		Incumbent Worker Training and Customized Training
Tech Tools	Other Avenue		What remote tools are other centers using to provide outstanding customer service?
Tech Tools	Other Avenue		Common AI tools to coach customers appropriately, as well as promising AI tools to help our teams be more efficient and responsive to customers.
Tech Tools	Synergy Forum		Leadership Essentials for Remote Customer Service Strategies
Tech Tools	Other Avenue		VR Career Exploration
Board or New Director Training	Workgroup		Shorthand WIOA guide and brief description of workforce funding sources.
Board or New Director Training	LWDB Calls		Techniques for training new board members
Staff Training Data Entry	Other Avenue	20%	Training staff on correct data entry in OSOS to impact performance. + OSOS is difficult for our staff to use (both new and seasoned), and our staff need on-going training and development to ensure the services they provide are correctly documented, so we can get credit for it in our quarterly and annual performance reports.
Staff Training Data Entry	Other Avenue		OSOS Reporting + More OSOS training that is interactive, maybe have area OSOS training, so question and answers can be done during the training. Timely reporting back to the areas.
Staff Training Data Entry	Other Avenue		Formal new staff training on programs and OSOS



**Process & Structure Suggestions for Synergy Forum by WIOA Title I & NYSDOL Leaders December 2023**

Category	Number of Comments	Comments by Respondents
Breakout Rooms	2	Predetermined breakout room facilitator
Breakout Rooms	1	No break out groups....Know your audience; may need to have different groups for different trainings; some of us work daily under WIOA, others have no experience.
Breakout Rooms	2	Summarizing break-out groups
Breakout Rooms	1	Break out rooms are a must with a large group. I would suggest compilation of thoughts/ideas that come out of these groups and send out to all LWDBs.
Facilitation	6	More discussion and interactions
Facilitation		Use examples of success
Facilitation	10	Don't read slides, use better visual aids, give handouts and cheat sheets instead. Provide slides at the conclusion of the presentations. Provide a summary of the learning take-aways. Visual aids (PowerPoint presentations) with minimal text on each slide is helpful for retention. Presentations with polls.
Facilitation	4	There should be 2 sessions for the topics, one focused on impact on rural areas and another on more urban areas. Often, rural is not considered. Often focus is on solution for highly resourced areas and not others like rural areas.
Facilitation		No data entry or procedural guidance, we can read it. Do talk about developing strong partnerships - how to best provide multi-agency, comprehensive, case management.
Facilitation	1	If there are new OSOS entries, have the guidance follow one program from beginning to end. Example: Follow the classroom training entries, from the counselor/user's perspective of the meetings with customers. THEN address the OJT program, and separately, the Youth program. Skipping from screen to screen and mentioning youth/OJT/ITA while on the same OSOS screen is confusing for end users.
Facilitation	1	Try not to be "cutesy" with the activities. Being "creative" is not as important as ensuring your audience understands the info presented. Tell us up-front if you will be sharing the slides so we don't have to take notes. Tell us up-front if the session will be recorded for later review.
Facilitation	2	Make them more discussion and less instruction. More interaction - in the chat/add a "sticky note" board
Facilitation	8	Targeted focused topic with agenda items.
Facilitation	2	Training that takes the perspective of the new employee - e.g., Classroom Training from the counselor's perspective - customer walks in and wants training, the OSOS entries and documents to complete; then training starts; then training ends;
Facilitation	2	10+ Google Drive blocked and need other place to share documents and results
Facilitation	38	More OSOS training that is interactive, maybe have area OSOS training, so question and answers can be done during the training.
Facilitation	5	Choose dynamic speakers and make the forum engaging. Facilitator needs to be engaging and not simply read from a presentation.
Facilitation	7	Great collaboration efforts
Facilitation	8	Acknowledge the dynamic between the local areas and Building 12 - perhaps have a session directly about that topic, acknowledge the history of relationships (positives and negatives) and use that as a foundation to move forward positively.
Follow-up	1	To do follow up sessions between local leaders to ensure best practices
Group Behavior	16	No generalizations and complaining on past. Focus on solutions, not problems. Being mindful of the response - questioning "how did you make that work?" as opposed to harping on what we cannot do i.e. "we cannot pay for food with WIOA funds." Harping on the "cannots." Trickle down - We know we can't change the regulations/policies but we need to be creative and leverage each other and their expertise/experience.
Group Behavior	8	Use I statements and be positive
Group Behavior	10	Facilitators creating a safe space for people to participate, calling on individuals to allow more quiet participants to participate. Not being judgmental to any feedback that is shared. Holding back info for fear of being judged.
Group Behavior	1	Listen to front line staff because they are working directly with customers
Group Behavior	3	Camera on, engage, contribute
Group Behavior	15	Undivided attention to colleagues, peers to achieve organizational objectives. Everyone should contribute a piece to the conversation. Be signed in and "not on"
Invitation	7	Purpose, Audience listed in the invite
Invitation	5	I would prefer a list of topics that you are looking for presenters on and then deciding whether we are a strong potential presenter.
Invitation	3	New, relevant topics
Invitation	1	If there is something we should prepare beforehand, let us know.
Invitation	23	More advanced notice with scheduled events/training. Request for afternoon time. Or Move timing to 10 pm – 9:30 does not work for many. We always have RESEA appointments at 9:30.
Invitation	5	One hour is perfect, not more than that.
Invitation	6	Training when the project is ready to roll out – not too much ahead of time. Otherwise we have to relearn and relisten to the recordings
Q&A	9	Address questions from chat box. Making DOL accountable for Q & A- they should answer each question and in a timely manner.
Q&A	1	Interactive, open questions during discussions instead of at the end, if possible.
Q&A		Answer all questions submitted ahead of time. Timely reporting back to the areas.
Q&A	2	Need BYOQ for adult/dw programs