

**Operations Oversight Committee**

Wednesday May 10 –10:00 am

WDB Office Olean, NY

 ***Not Approved***

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| ***Board Members Present:***Brian George - CutcoKathleen Martel- JCC OleanLesley Christman – ACCORD by phoneMeme Yanetsko - Greater Olean Chamber***Board Members Absent:***Frank McAndrew-NYSDOLJessica Golley—Hi-Y FarmsEd Giardini, Jr. - Laborers’ Union | ***Staff In Attendance*:**Jason Miller – Executive Director***Others In Attendance:***Reita Lynch –Allegany E&T Bret Marvin-Cattaraugus One StopLarry Knight – Cattaraugus One Stop  |

**Brian called the meeting to order at 10:02 am.**

 ***Review Adult Priority of Service Policy***

Jason explained the Adult Priority of Service policy and that we are being tracked now in our performance for our percentage of the Adult Priority populations served. The committee discussed the potential drawbacks to this policy and asked if the WDB could do some work to streamline it to our needs as we learn more about potential participants that might be turned away due to the Priority.

**\*Motion by Kathleen Martel; Second by Meme Yanetsko to recommend to the full Board the approval of the Adult Priority of Service policy.**

**All in Favor, Motion Carries.**

***Discussion of pro-rating vacation time for WDB employees at time of separation from the agency***

Jason discussed the need to look at this in our Personnel policy as it could be a liability to the agency. The committee discussed and members are going to share what their companies or agencies do for this with Jason so he can draft something for next meeting.

***Disruptive Customer Policy***

In February, NYSDOL handed down the Disruptive Customer policy. It outlines the procedure in how to deal with a disruptive customer and the process of reporting it to NYSDOL. The committee reviewed and discussed the policy.

**\*Motion by Meme Yanetsko; Second by Kathleen Martel to recommend to the full Board the approval of the Disruptive Customer policy.**

**All in Favor, Motion Carries.**

***Review of the Demand Occupation list***

Last meeting the committee discussed adding EMTs to the Demand Occupation list. We talked about it again today and decided to not add them as the professional EMTs get trained by the Firehouse they work for and we would only be training volunteers that might have a hard time meeting the self-sufficiency guideline. We also discussed adding Building Automation Technician. Jason is going to look to see if there is an O\*Net Code for this or if it could fit under something else already on the Demand Occupation list.

**Meeting adjourned @ 10:31 am**

**Next Meeting**

**To be determined**