

ECONOMIC DEVELOPMENT, EDUCATION & CULTURE COMMITTEE MEETING MINUTES  
July 10, 2018

The Economic Development, Education & Culture Committee of the Broome County Legislature met on Tuesday, July 10, 2018 in the Legislative Conference Room, Sixth Floor, Edwin L. Crawford County Office Building, Binghamton, New York.

Members Present: M. Sopchak (Chair), C. O'Brien, J. Shaw, M. Kaminsky, R. Weslar

Members Absent: None

Others Present: A. Martin, J. Bertoni, M. Tanzini, E. Bauman, R. O'Donnell, Legislature; J. Garnar, K. McManus, H. McCrory, C. Cramer, County Exec's Office; J. Knebel, OMB; C. Marion, Arena; F. Evangelisti, Planning; J. Hess, Chamber; J. Tokos, E. Palmer, Town of Maine; J. Patch, Animal Adventure; S. Donnelly, Dynamic Innovation Group

The Economic Development, Education & Culture Committee meeting was called to order by the Chairman at 4:24 PM. Mr. Weslar made a motion to move the agenda, seconded by Mrs. Kaminsky.

The Committee took the following action with regard to the matters before it:

#1 [RESOLUTION AUTHORIZING AN AGREEMENT THE SOUTHERN TIER HIGH TECHNOLOGY INCUBATOR FOR FUNDING FROM THE MARKETING AND ECONOMIC DEVELOPMENT ALLOCATION OF THE OCCUPANCY TAX FOR 2018](#)

Carried. Ayes-5, Nays-0

#2 [RESOLUTION AUTHORIZING AN AGREEMENT WITH THE TOWN OF MAINE FOR FUNDING FROM THE SMALL COMMUNITY GRANT FUND ALLOCATION OF THE OCCUPANCY TAX FOR 2018](#)

Mr. Sopchak and Mrs. O'Brien expressed concerns about NYSEG being the main beneficiary of these funds, questioned whether or not residents really are supportive of this project and if they know the potential costs of having to connect to the natural gas line and the costs of upgrading appliances in order to be compatible with natural gas.

Mr. Sopchak also questioned the timing of the project as a recently received letter from NYSEG stated that significant additional work needs to be done before the project can move forward.

Mrs. O'Brien asked who had decreased the award amount from the \$60K requested by the Town and approved by the Hotel/Motel Committee. Mr. Garnar stated that he had reduced the amount. Carried. Ayes-5, Nays-0

#3 [RESOLUTION AUTHORIZING AN AGREEMENT WITH THE TOWN OF COLESVILLE FOR FUNDING FROM THE SMALL COMMUNITY GRANT FUND ALLOCATION OF THE OCCUPANCY TAX FOR 2018](#)

Mr. Sopchak and Mrs. O'Brien expressed concerns about providing funding to the Town of Colesville as a pass-through to Animal Adventure as they are a for-profit organization.

Mrs. O'Brien pointed out that the Small Communities Fund application specifically excludes for-profit entities from receiving the funds.

Carried. Ayes-5, Nays-0

#4 RESOLUTION AUTHORIZING VISIT BINGHAMTON (GREATER BINGHAMTON CONVENTION AND VISITORS BUREAU) TO ACT AS THE AGENCY IN BROOME COUNTY FOR TOURISM AND CONVENTION PROMOTION FOR 2019

Carried. Ayes-5, Nays-0

#5 RESOLUTION CONFIRMING APPOINTMENT TO MEMBERSHIP ON THE BROOME COUNTY VETERAN'S MEMORIAL ARENA BOARD OF DIRECTORS

Carried. Ayes-5, Nays-0

There being no further business to come before the Committee at this time, a motion to adjourn was made by Mr. Shaw, seconded by Mr. Weslar. The meeting adjourned at 4:51 PM.

	A	B	C	D	E	F	G	H	I	J	K
1	<b>Dept Stats</b>	New Hires	Terminates	Promotions	Demotions	Rehires	Current Employees as of 06/30/18	Males as of 06/30/18	Females as of 06/30/18	Temps as of 06/30/18	PT as of 06/30/18
2	Jun-18	40	43	24	1	7	2133	1002	1131	442	477
3	May-18	51	36	13	3	47	2164	1015	1147	422	506
6	<b>By Department:</b>										
7	<b>June</b>										
8	Arena	0	0	0	0	0	59	25	34	52	52
9	Audit	0	0	0	0	0	8	5	3	0	2
10	Aviation	2	0	0	0	0	22	17	5	6	6
11	Coroners	0	0	0	0	0	4	1	3	0	4
12	County Clerk	0	0	0	0	0	33	4	29	2	8
13	Co Executive	0	0	0	0	0	9	2	7	3	2
14	Co Legislature	1	0	0	0	0	20	17	3	0	15
15	District Attorney	0	1	1	0	0	50	28	22	0	7
16	DSS	2	6	4	1	1	338	65	273	1	4
17	Elections	0	0	0	0	0	45	26	19	35	39
18	Emergency Svcs	0	3	0	0	0	80	56	24	28	27
19	Enjoie Golf	1	0	0	0	1	43	43	0	39	0
20	Fleet Mngnt	0	0	0	0	0	3	3	0	0	0
21	Forum	0	1	0	0	0	0	0	0	0	0
22	Highway	0	0	1	0	0	56	53	3	0	0
23	IT	0	1	1	0	0	34	24	10	1	3
24	Law	0	1	0	0	0	20	10	10	0	0
25	Library	0	0	0	0	0	22	7	15	0	8
26	Mental Health	0	0	0	0	0	5	0	5	0	1
27	OET	0	0	0	0	0	13	4	9	0	1
28	OFA	0	1	0	0	0	86	10	76	32	56
29	OMB	0	0	0	0	0	14	3	11	0	0
30	Parks	3	1	0	0	0	80	54	26	62	1
31	Personnel	0	0	0	0	0	19	2	17	0	0

	A	B	C	D	E	F	G	H	I	J	K
1	<b>Dept Stats</b>	<b>New Hires</b>	<b>Terminates</b>	<b>Promotions</b>	<b>Demotions</b>	<b>Rehires</b>	<b>Current Employees as of 06/30/18</b>	<b>Males as of 06/30/18</b>	<b>Females as of 06/30/18</b>	<b>Temps as of 06/30/18</b>	<b>PT as of 06/30/18</b>
32	Planning/BMTS	0	0	0	0	0	16	7	9	2	1
33	Probation	1	1	0	0	0	44	18	26	0	0
34	Public Defender	0	1	0	0	1	26	12	14	0	0
35	Public Health	0	2	0	0	0	94	21	73	15	33
36	Public Works	1	2	3	0	0	71	58	13	23	20
37	Purchasing	0	0	0	0	0	3	1	2	0	0
38	Real Property	0	0	0	0	0	18	5	13	9	7
39	Risk and Insurance	0	0	0	0	0	6	3	3	0	0
40	Road Machinery	0	0	0	0	0	12	12	0	0	0
41	Security	12	1	5	0	0	72	50	22	59	37
42	Sheriff	4	3	3	0	2	245	197	48	13	12
43	Solid Waste	0	0	0	0	0	23	16	7	5	5
44	STOP DWI	0	0	0	0	0	1	0	1	0	0
45	Transit	0	0	0	0	0	99	87	12	2	26
46	Veterans	0	0	0	0	0	4	3	1	1	2
47	Weights	0	0	0	0	0	2	2	0	0	0
48	WPNH	13	18	5	0	2	334	51	283	52	98
49											
50											
51	<b>Totals</b>	<b>40</b>	<b>43</b>	<b>23</b>	<b>1</b>	<b>7</b>	<b>2133</b>	<b>1002</b>	<b>1131</b>	<b>442</b>	<b>477</b>

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. The shapes are primarily triangles and polygons, creating a dynamic, layered effect. The central text is set against a white background that is partially framed by these green shapes.

# 2018 Employee Satisfaction Survey Results

By: Alexis Esworthy

# Demographics

## Gender:

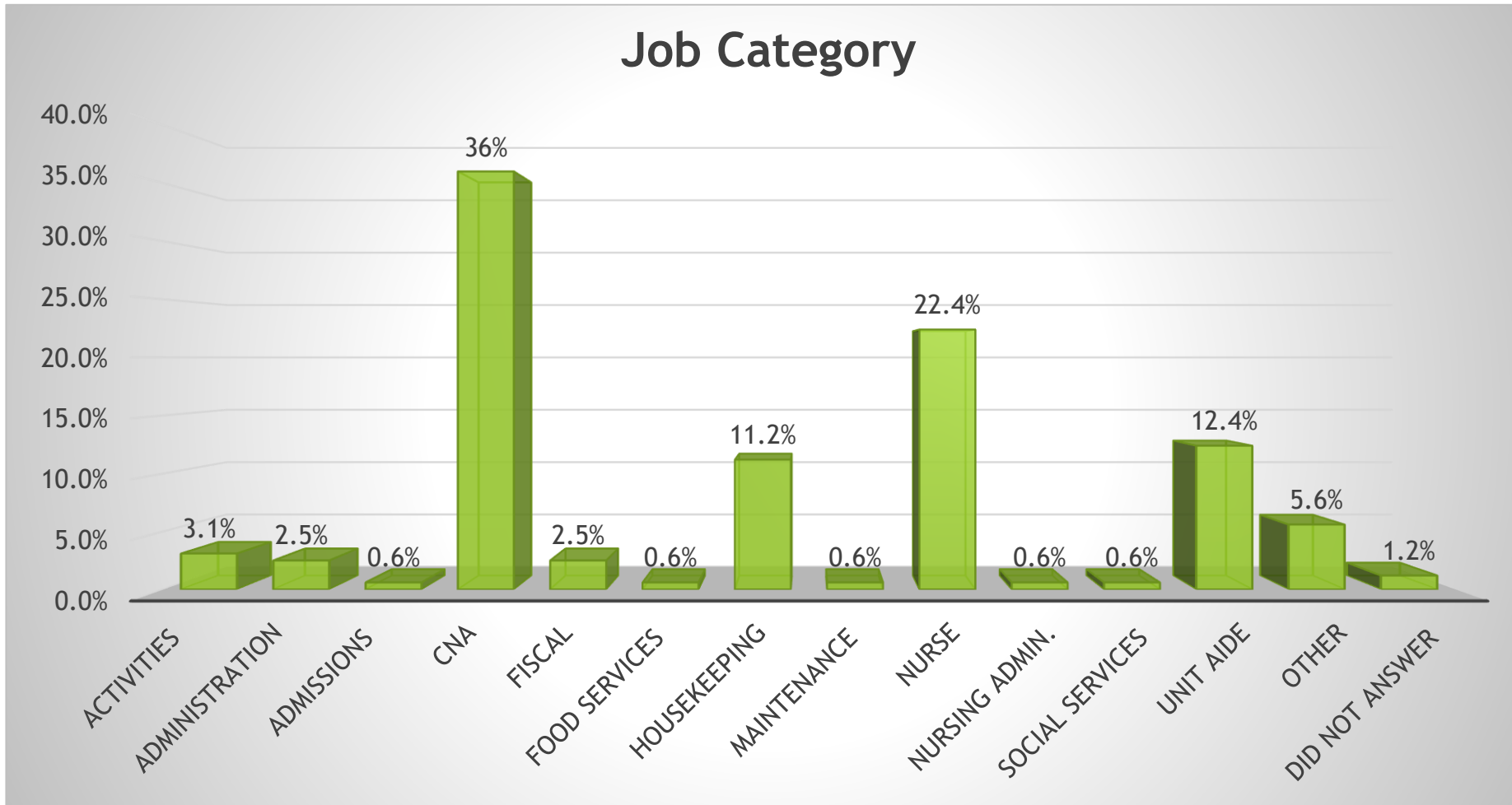
- Male- 12.4%
- Female- 86.3%
- Did Not Answer-1.2%

## Age:

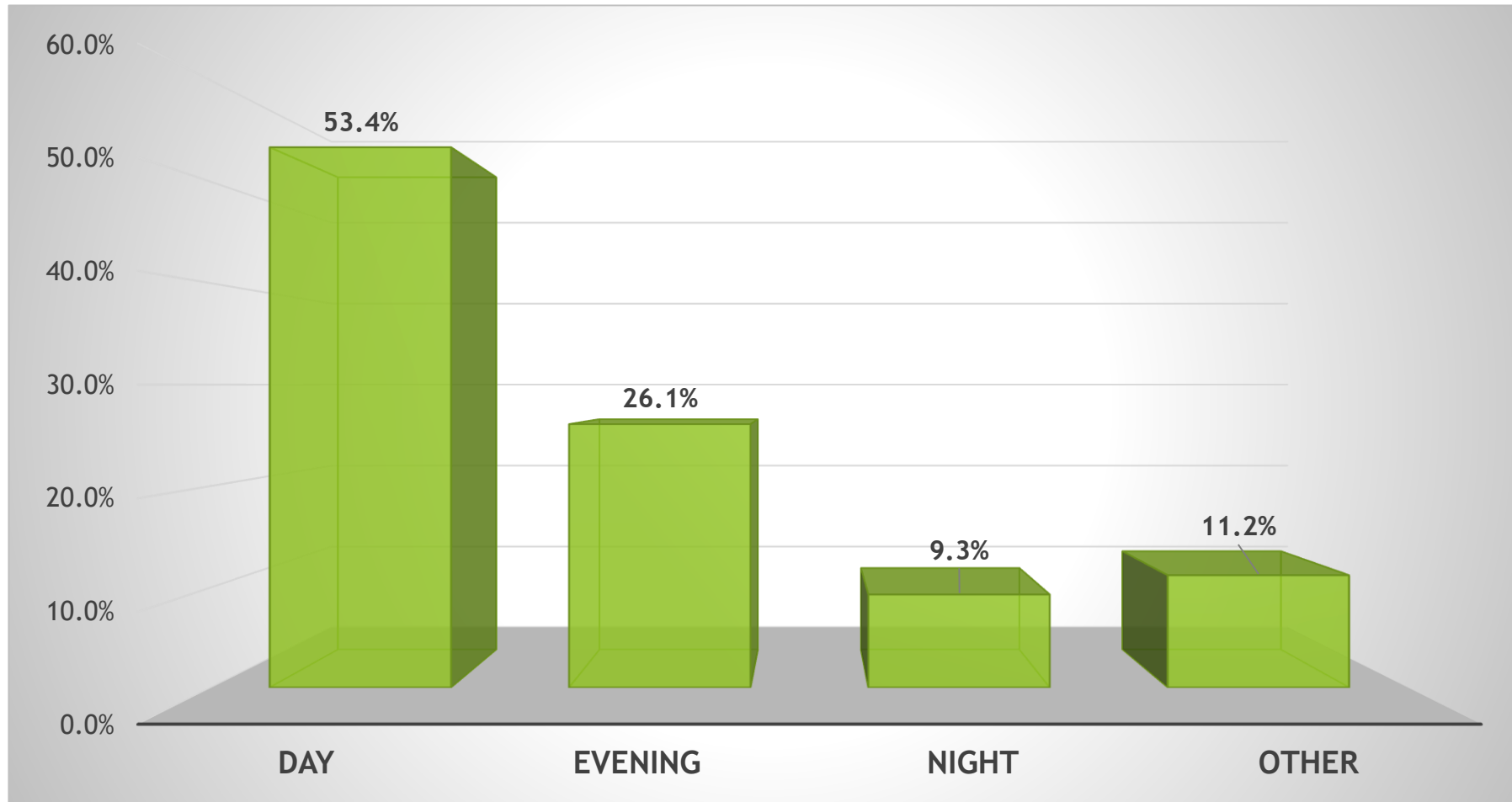
- 18-24 years old- 14.9%
- 25-34 years old- 20.5%
- 35-44 years old- 17.4%
- 45-54 years old- 23.0%
- 55-64 years old- 19.3%
- 65+ - 3.7%
- Did not answer- 1.2%

\* Out of 161 responses

# Which job category do you work in?

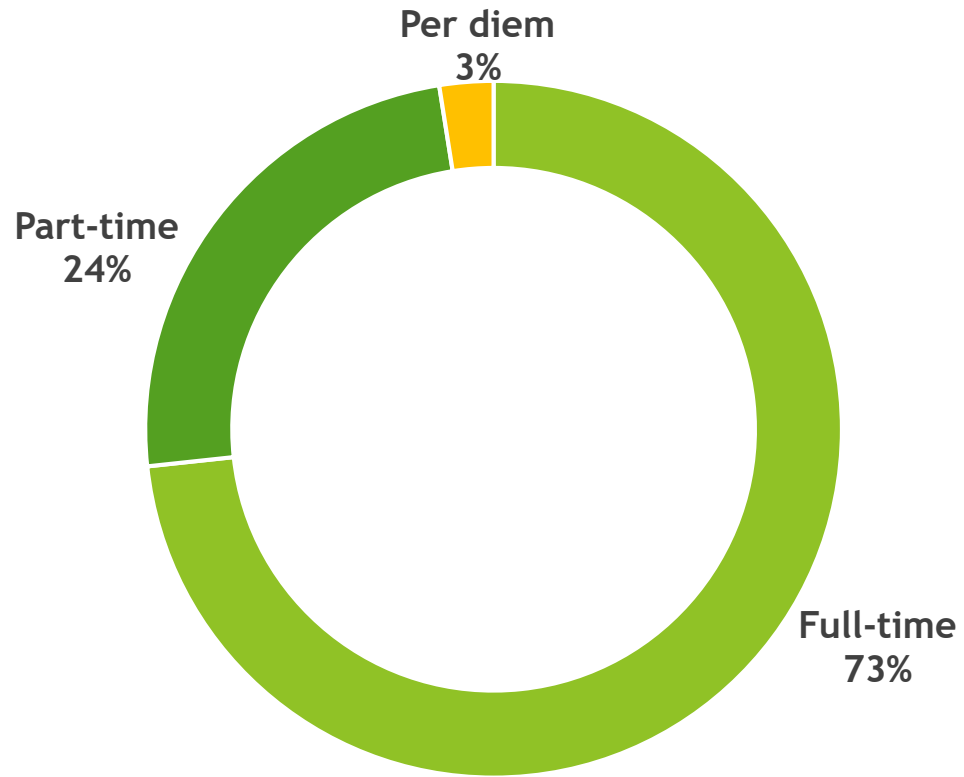


# What shifts do you usually work?



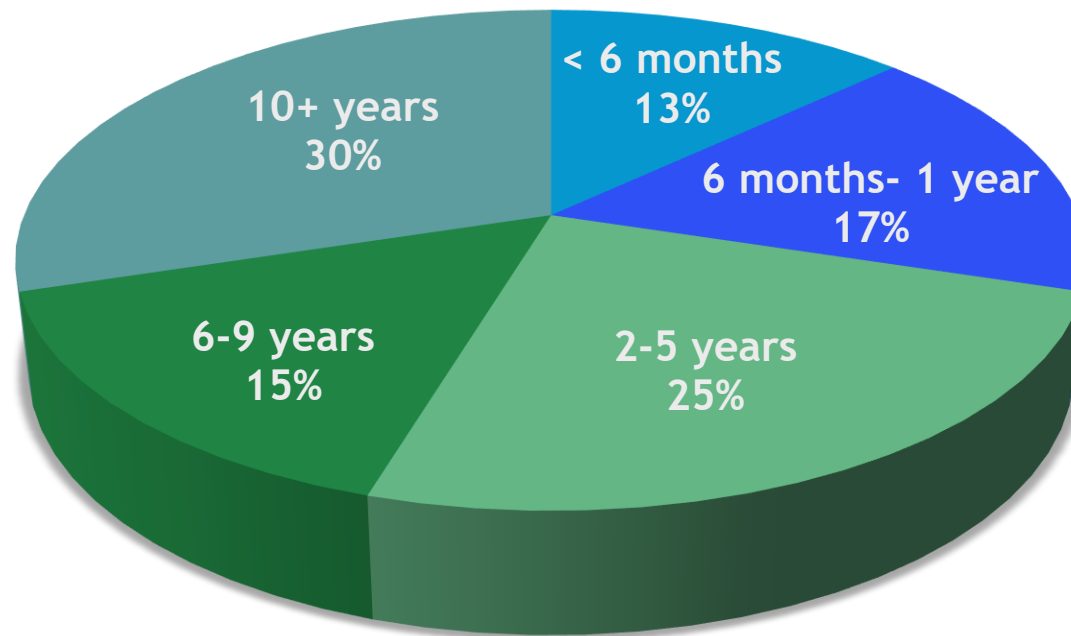


# Are you employed as a full-time or part-time worker?

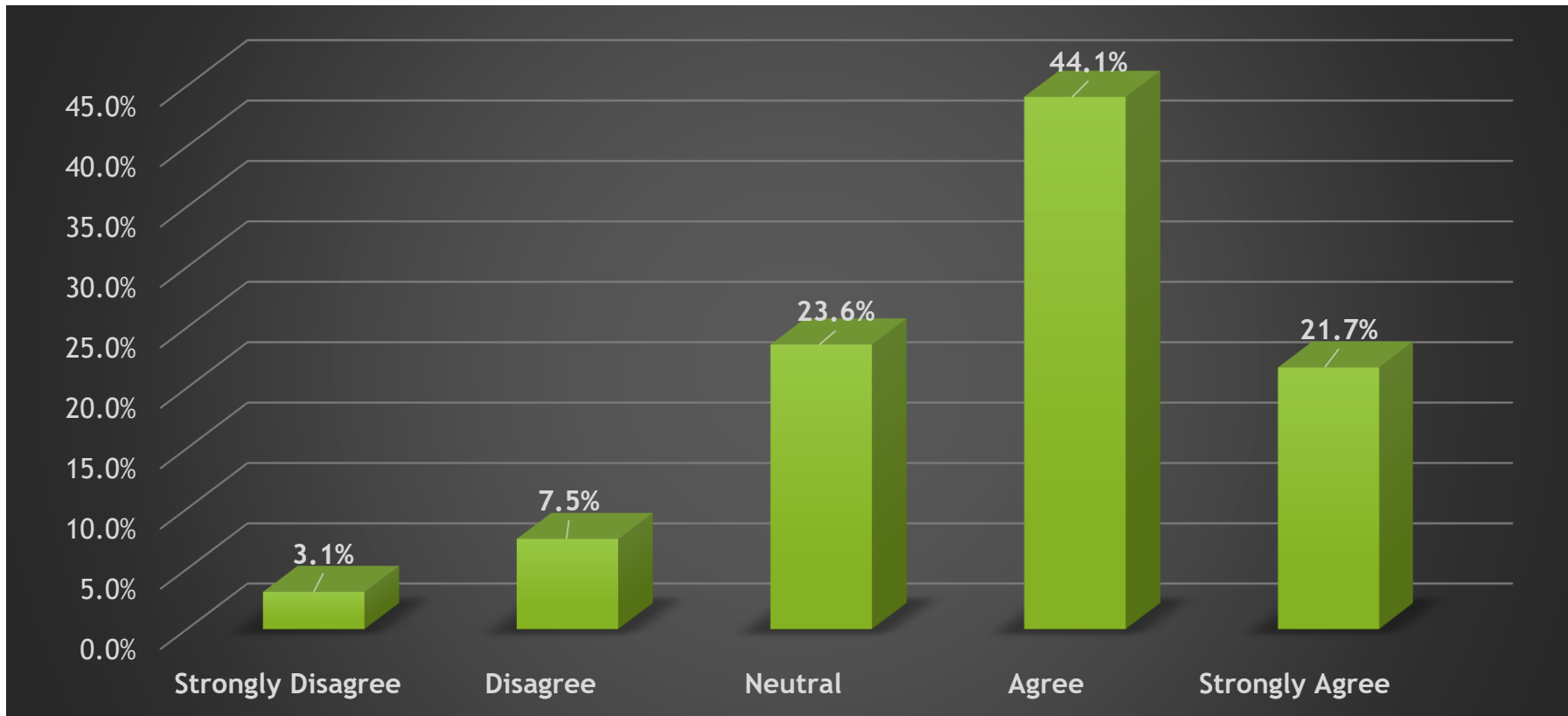


# How long have you been working at this facility for?

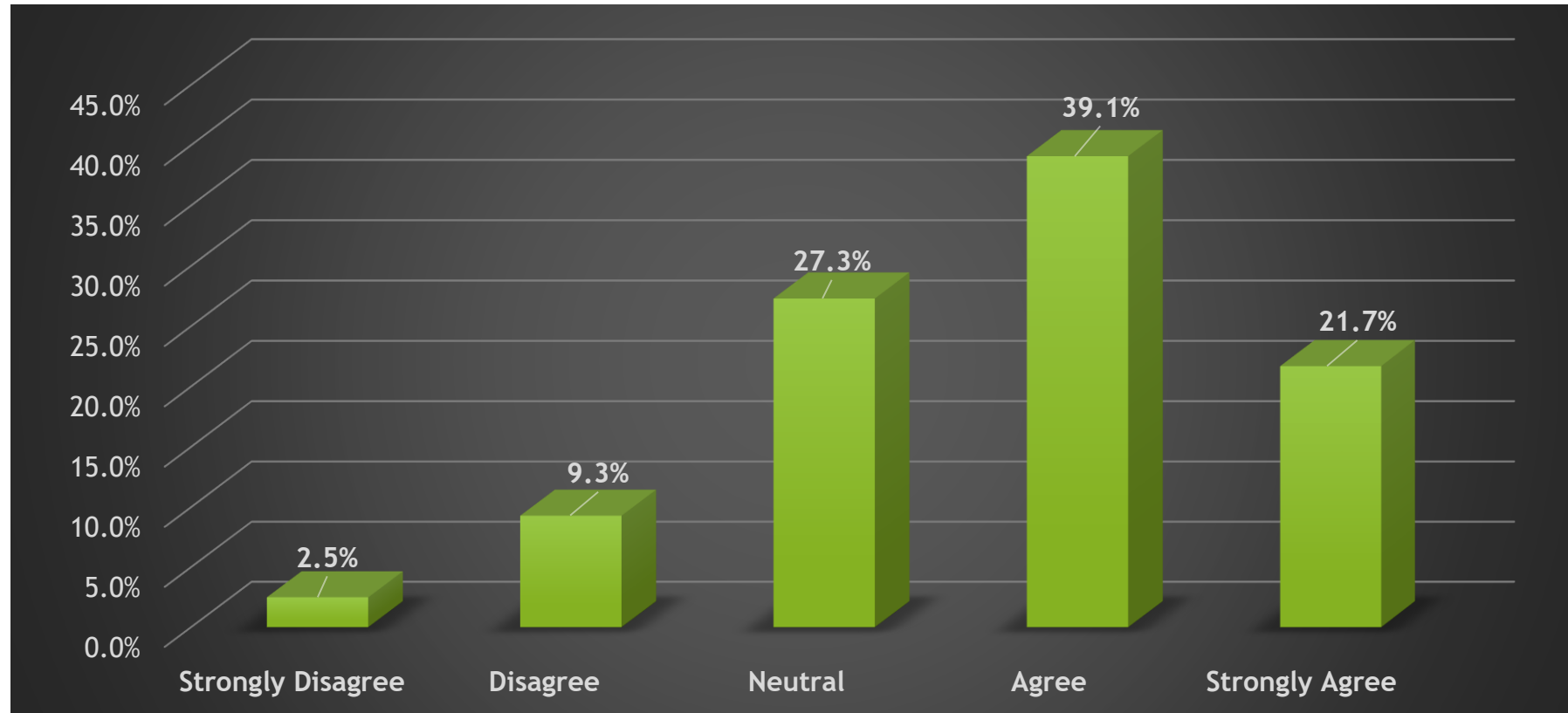
Length at facility



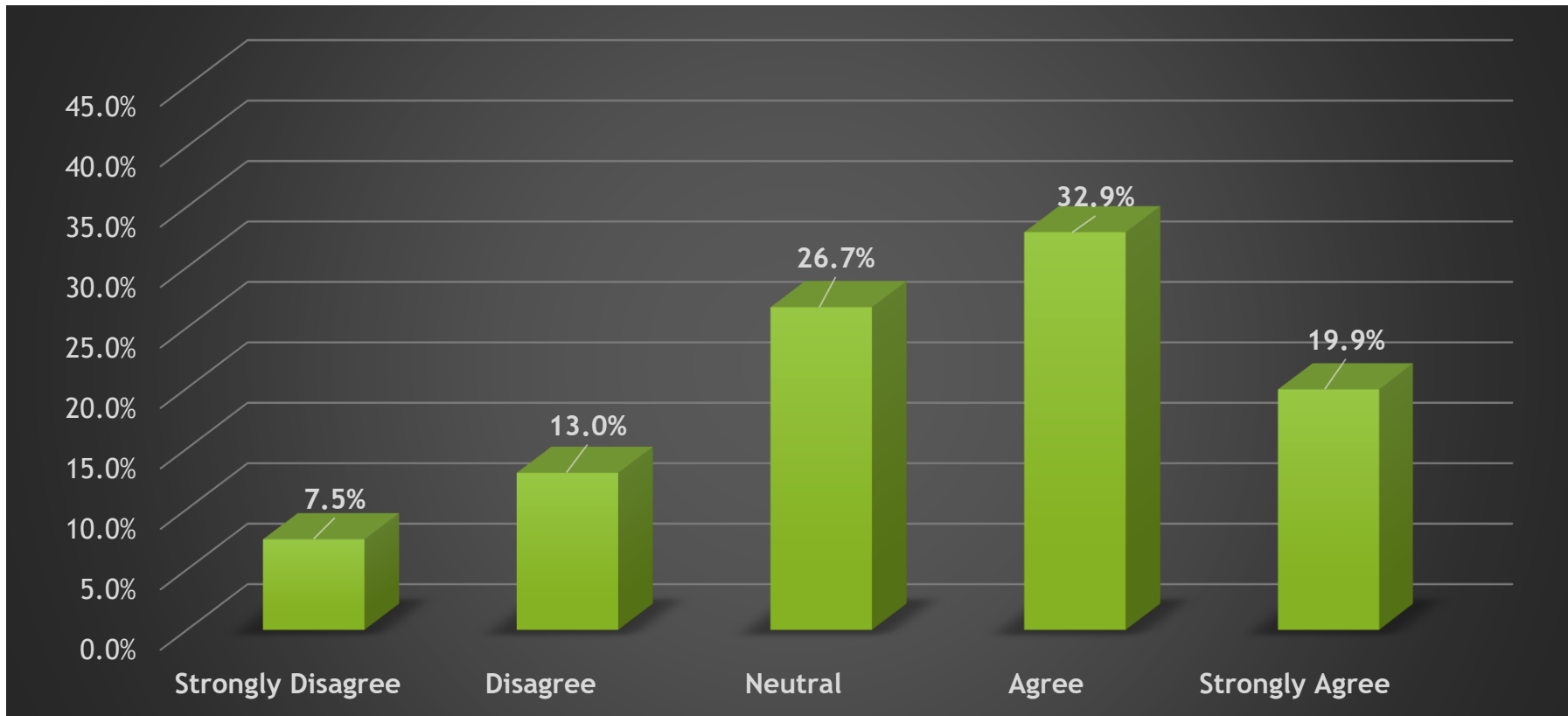
# Training provides me with education that is needed to do my job



# I feel training has given me confidence to effectively do my job



# I feel training has helped me to deal with difficult situations (including residents, family members)



# Comments regarding training:

- ❖ **Bonus/incentives should be offered for trainers (3.2%)**

  - ❖ **Trainers are rude (6.3%)**

  - ❖ **Staff have improved training (11.2%)**

    - listens to new ideas, staff is helpful, good with new staff, trained well

# Additional comments regarding training:

## ❖ Training weaknesses (23.8%)

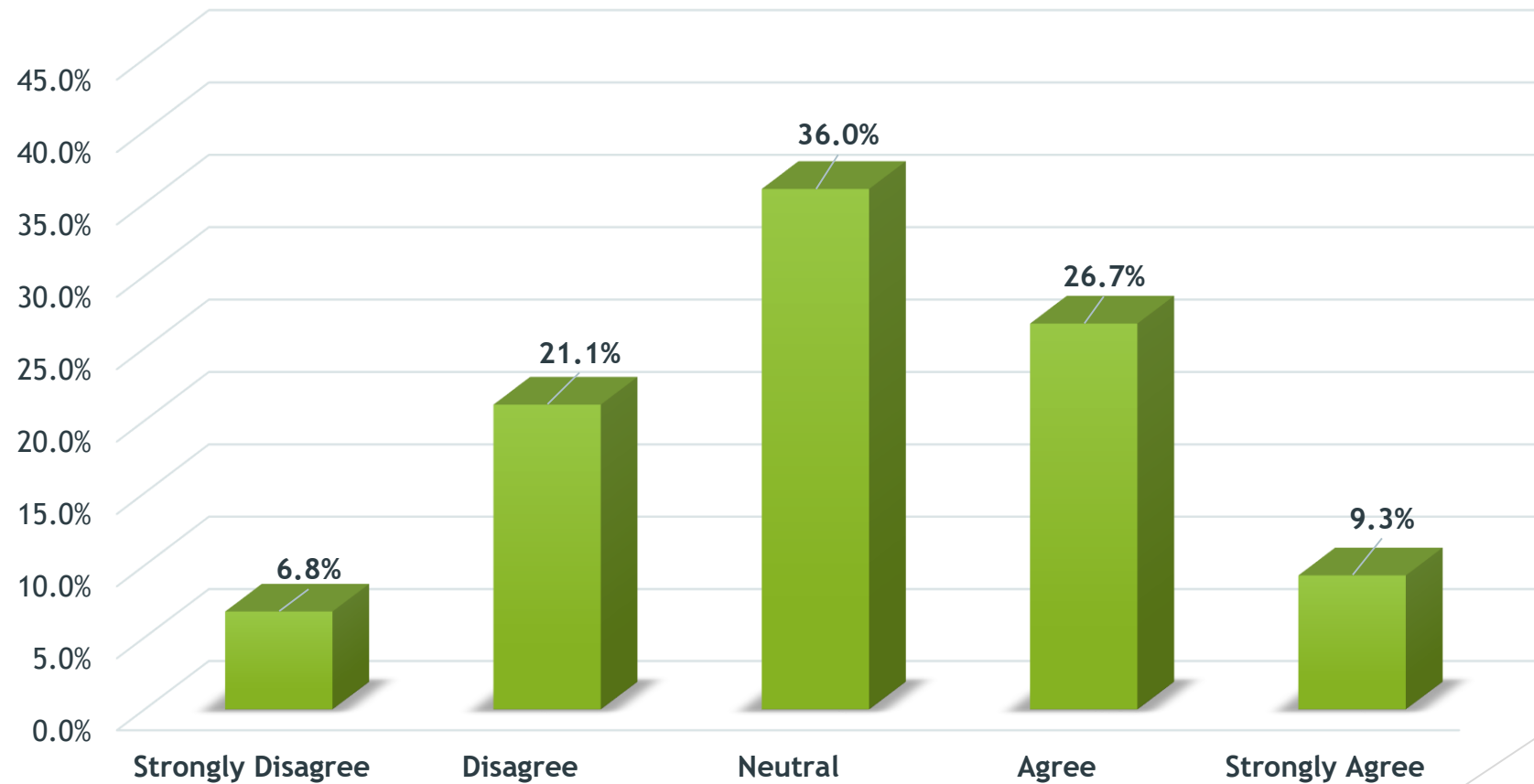
-mentors can be difficult to reach if have questions, mentors not knowledgeable, training needs to stay up to date, need to listen to employees, having staff on different units may diminish floating fear, more housekeepers should be trained in laundry, bigger med carts, should be required to undergo training for specific area not just in-services-(mandatory training on rolling/positioning/changing leg bags/lifts), staff get too comfortable and performance lacks, employees on cell phones, take test first and if fail then attend in-service, some in-services not necessarily needed)

## ❖ Need better training (55.5%)

- more training/re-training, longer trainings, training could significantly improve, training with one mentor instead of multiple people, better assist with families, more dementia training, additional training on floating, computer training, properly disposing linen, more flexible to work with schedules/shorter orientation, should provide checklist for certain units, on the job training more effective than PP, more management training for all supervisors, should be held on more than 1 floor)

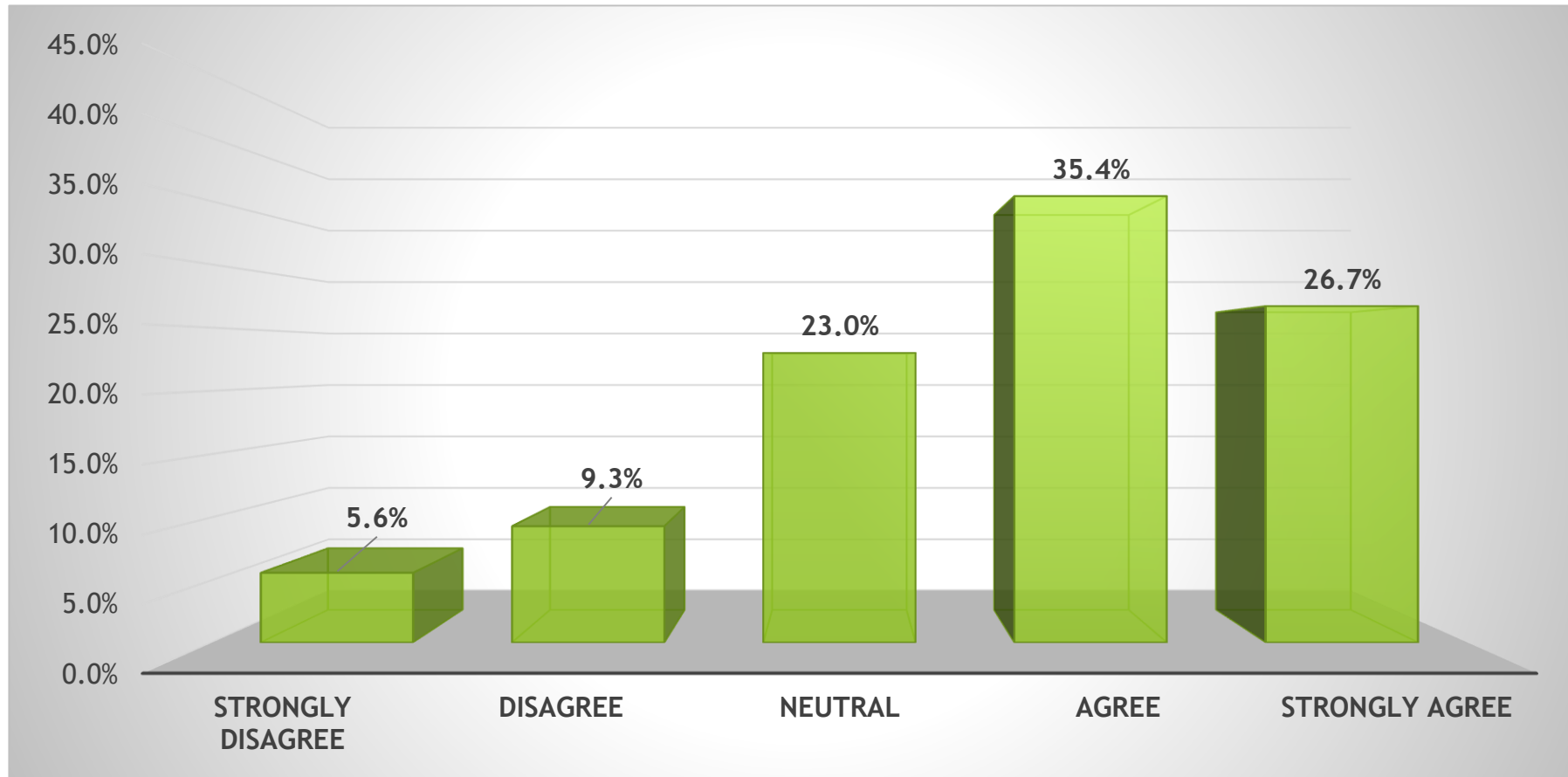
\*60.9% of participants did not answer this question

# Staff respect each other

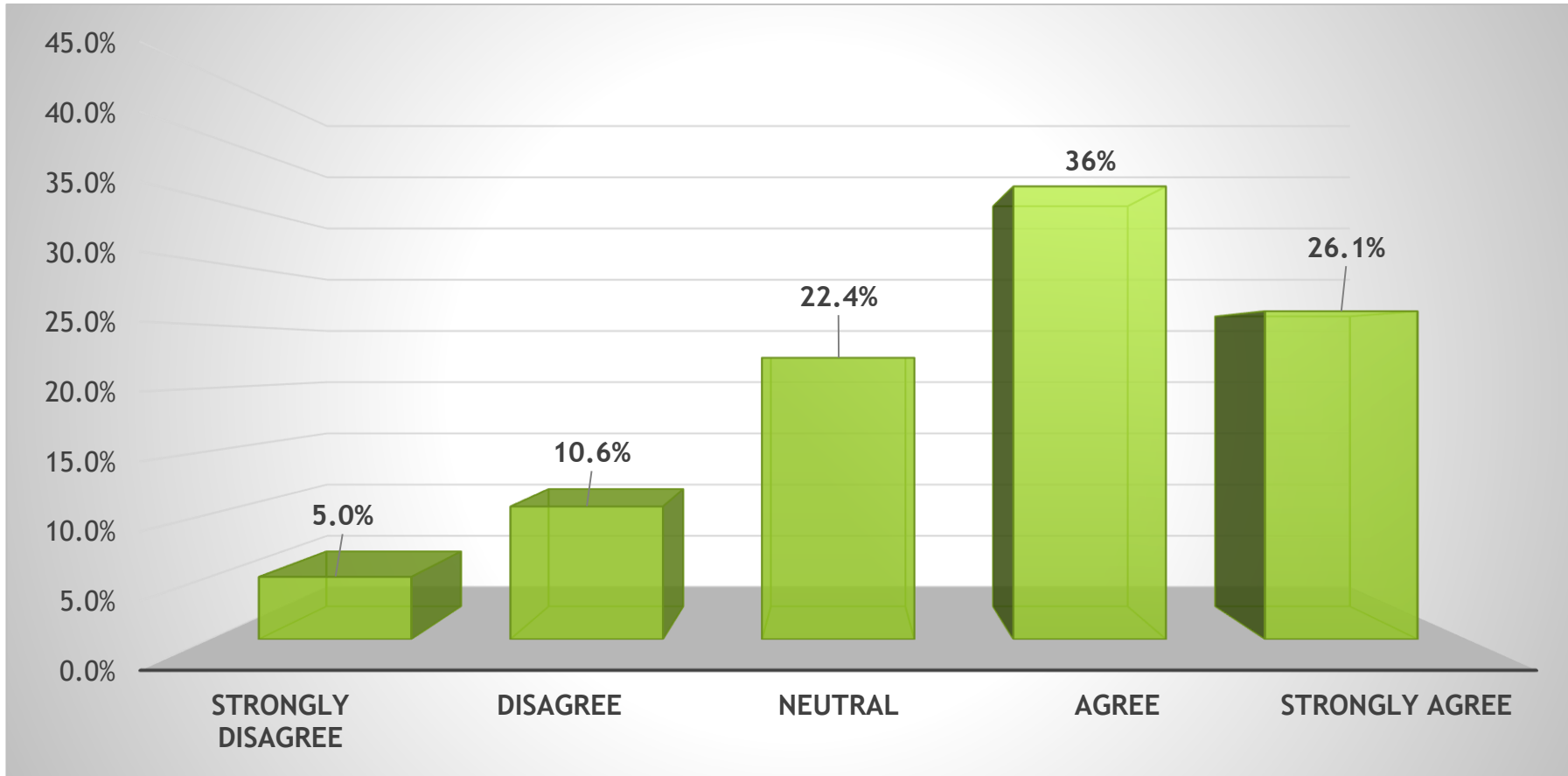




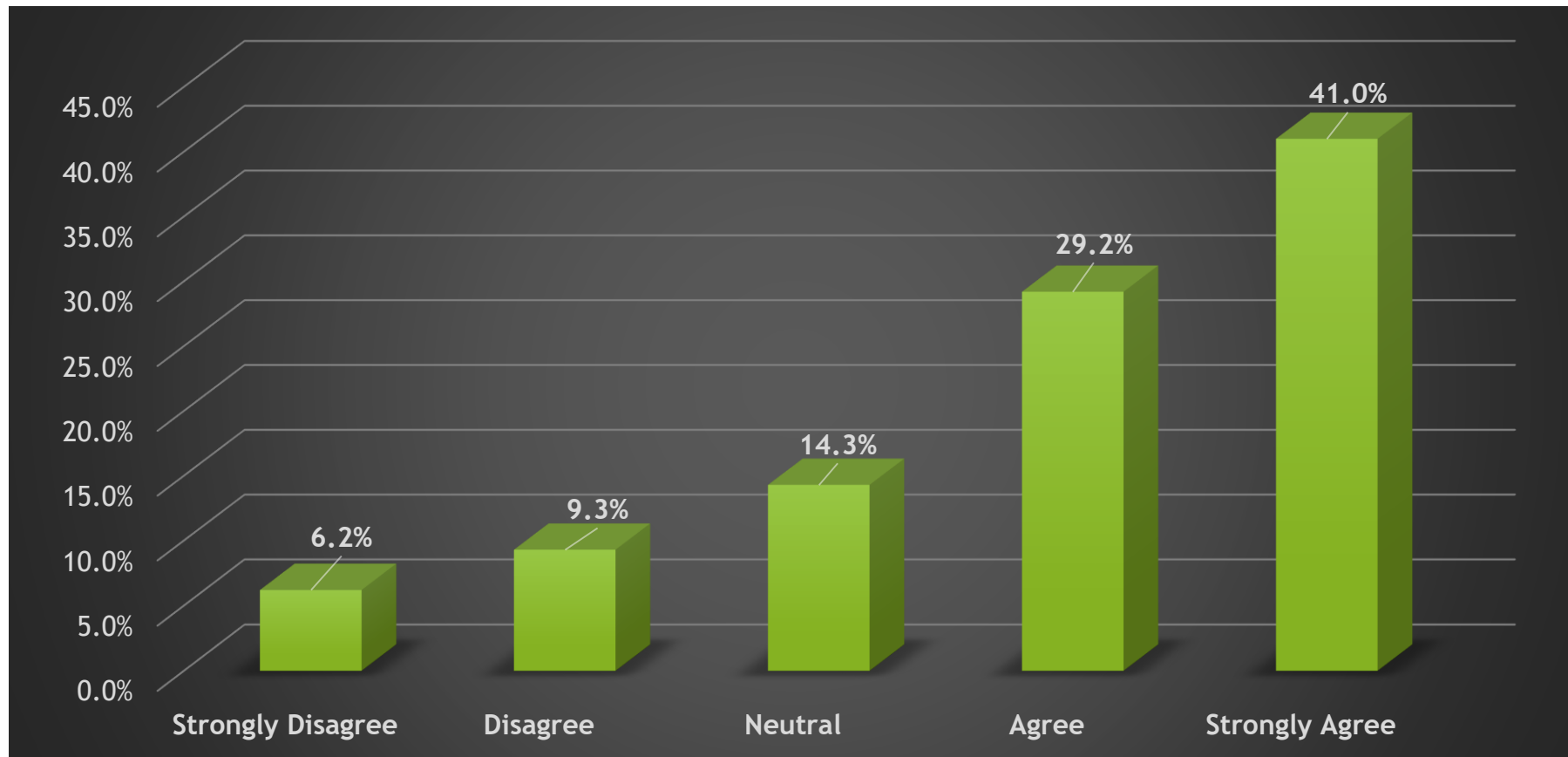
# I feel connected to and supported by my co-workers



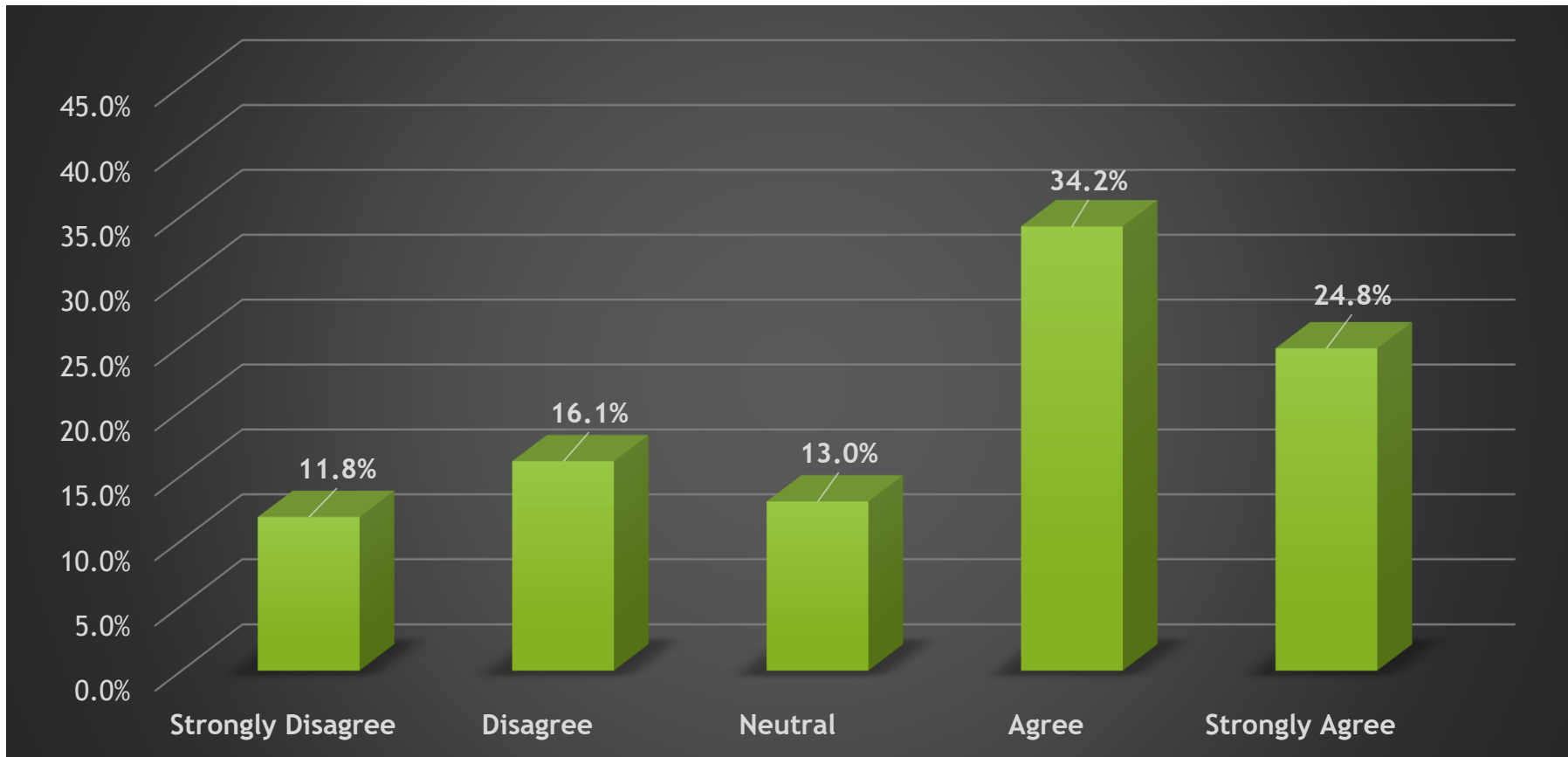
# I enjoy coming to work



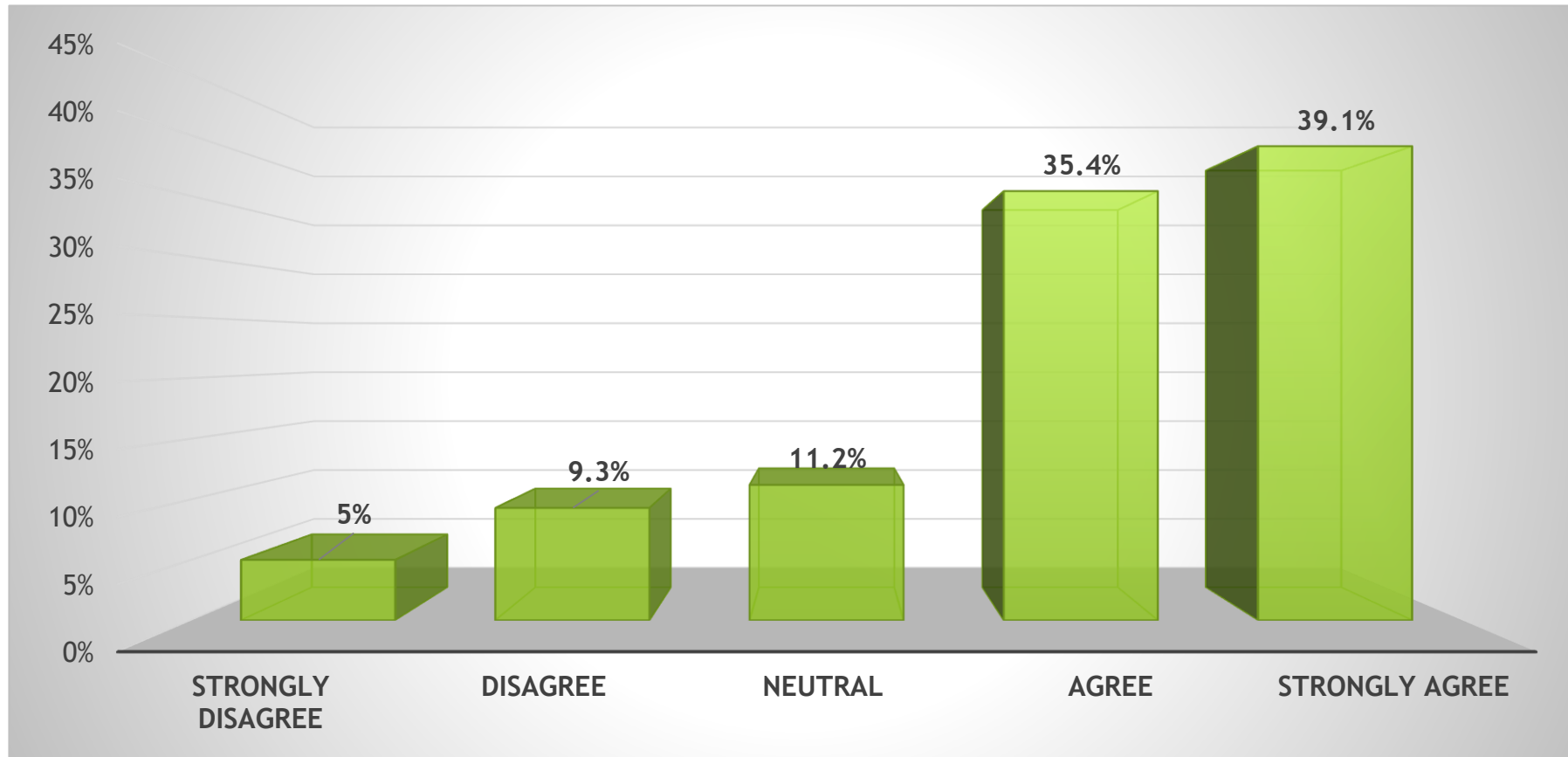
# I feel supported by my supervisor(s)



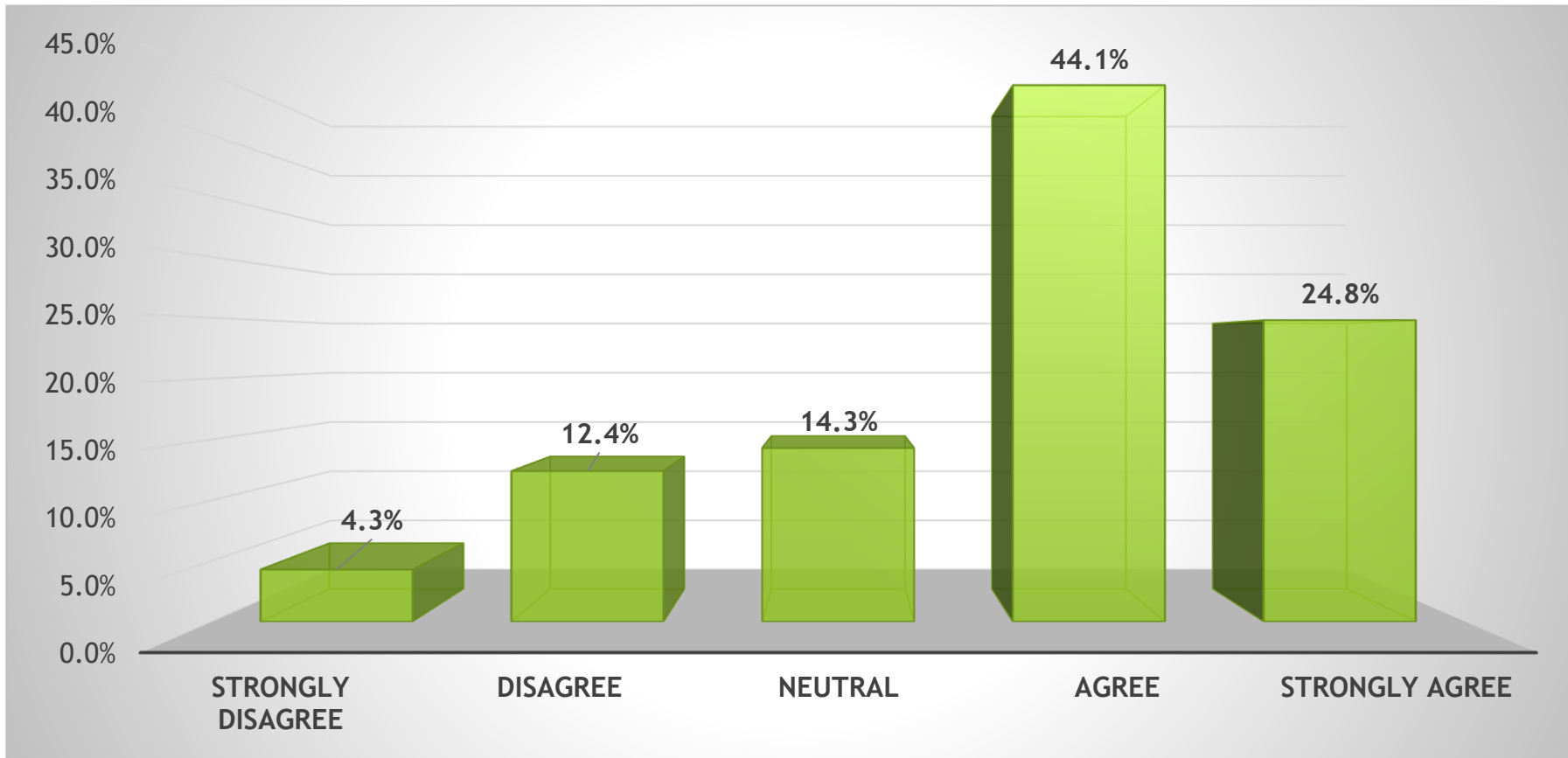
# I feel valued here



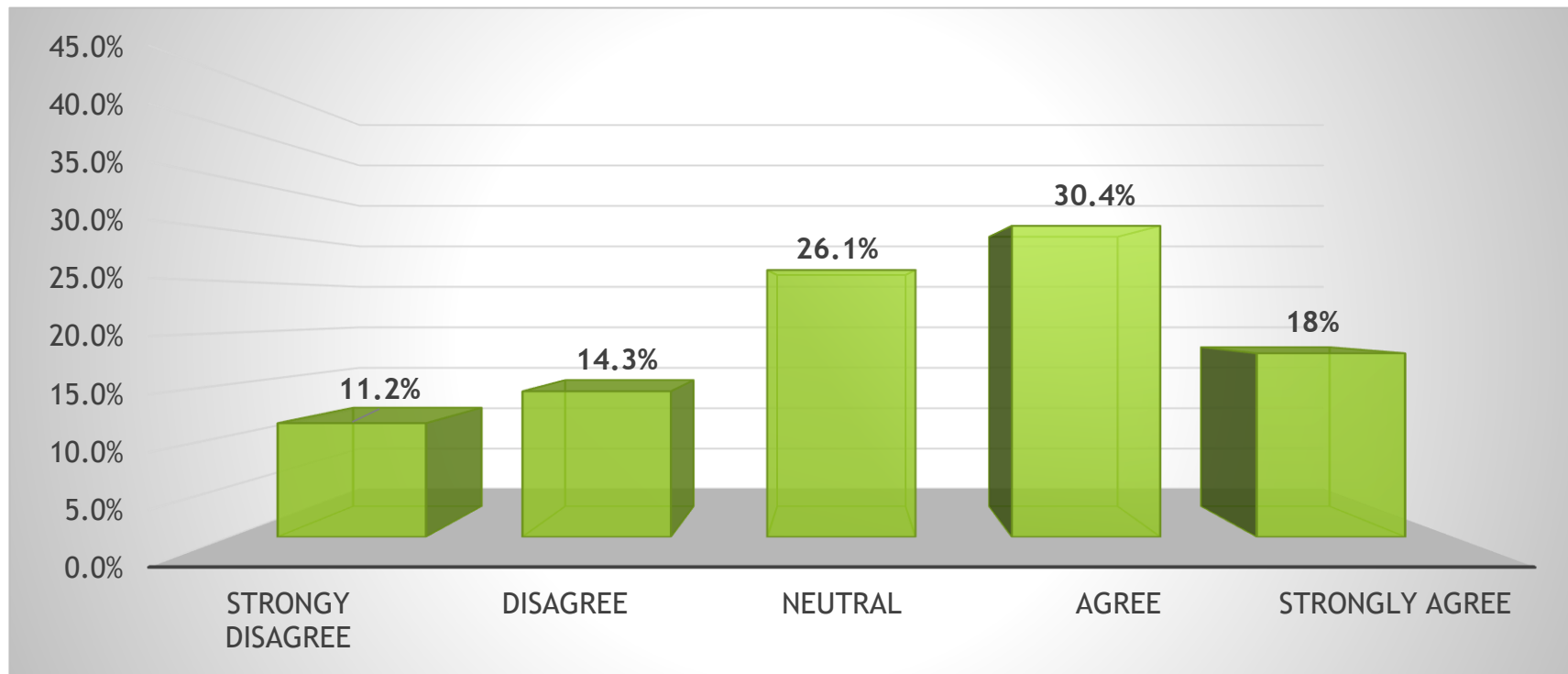
# I feel I can ask for help when needed



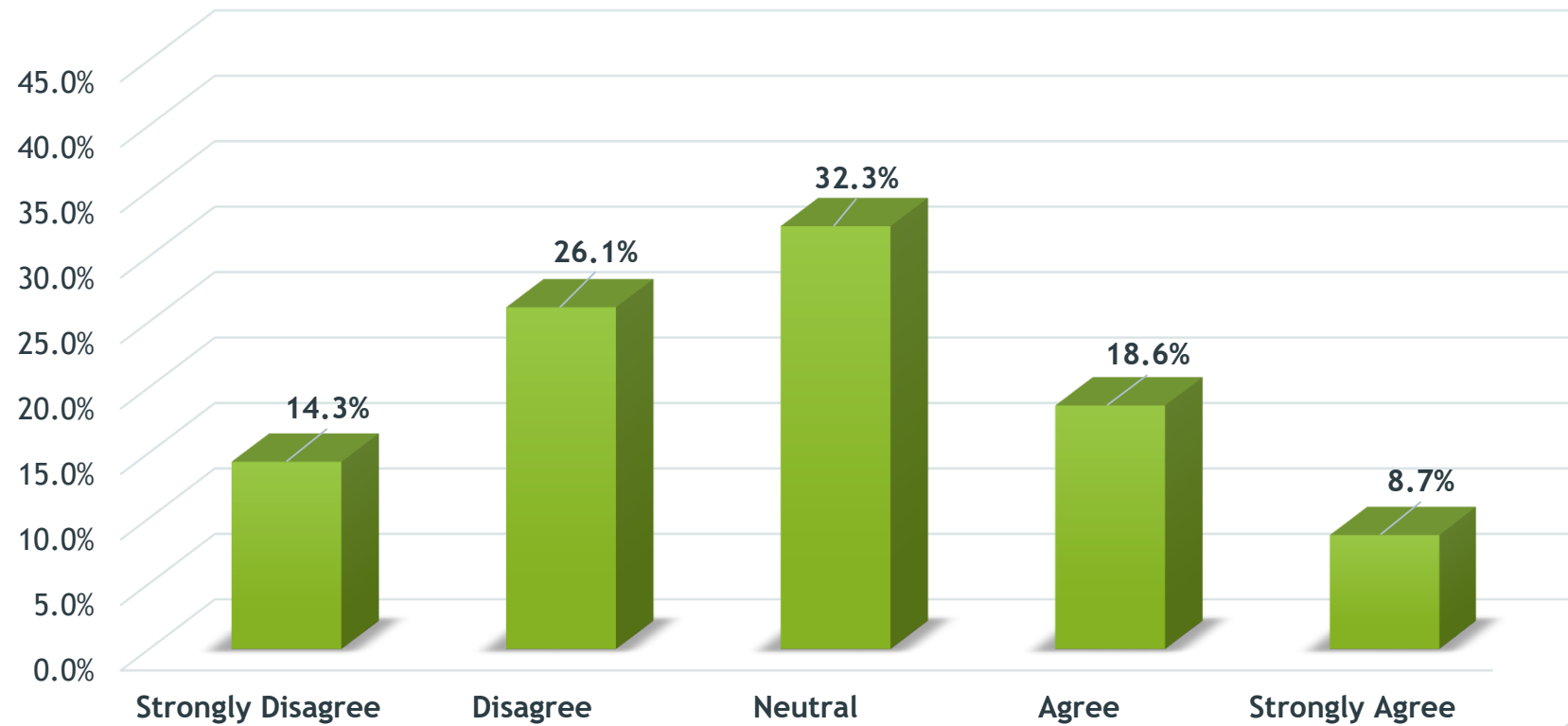
# I feel I have the necessary tools and resources to effectively do my job



I feel my co-workers & supervisor(s) effectively communicate important info. to me and I feel that I am up-to-date on changes, updates, etc in the facility

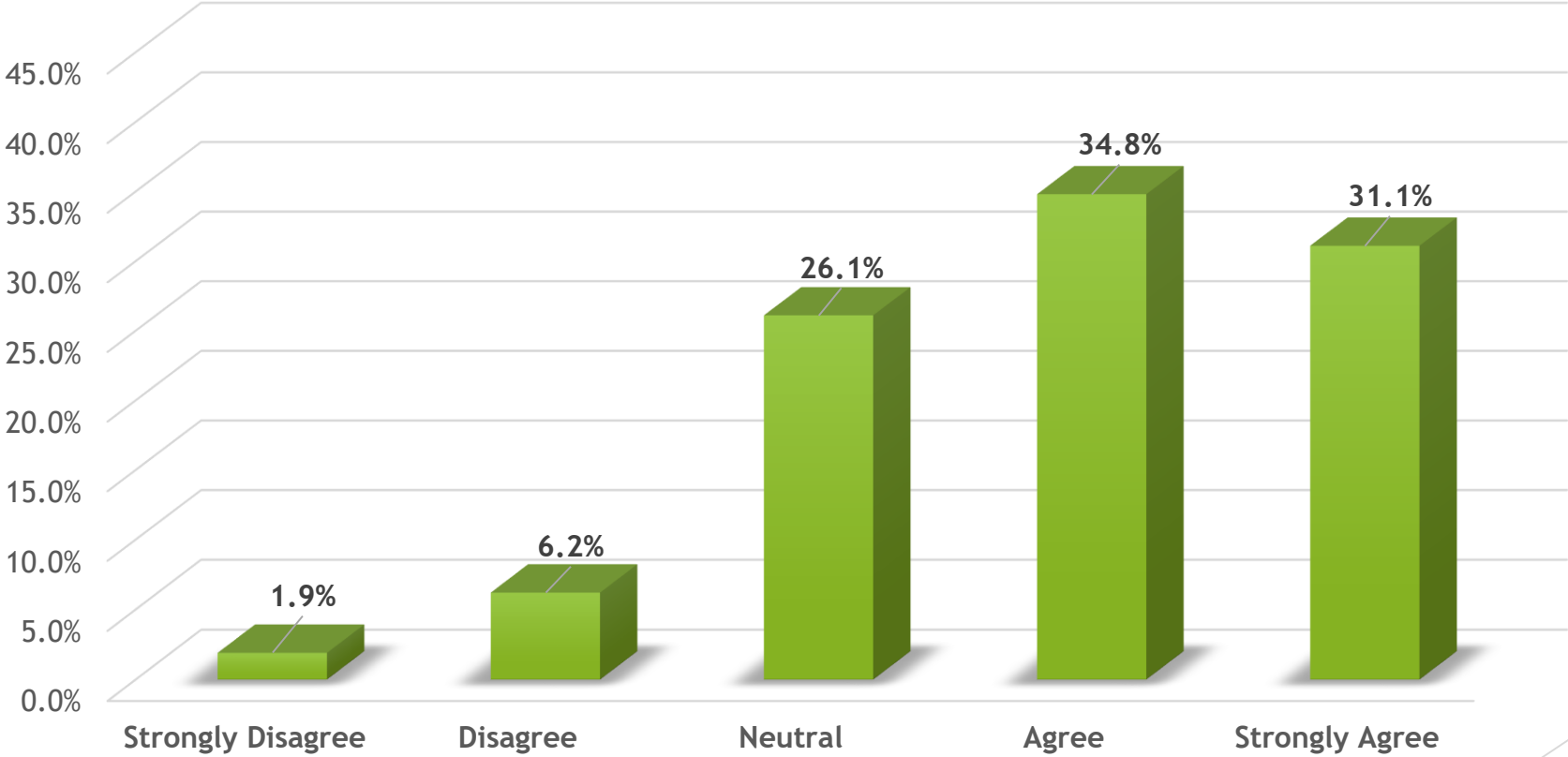


# I feel that staff from different departments communicate well with each other

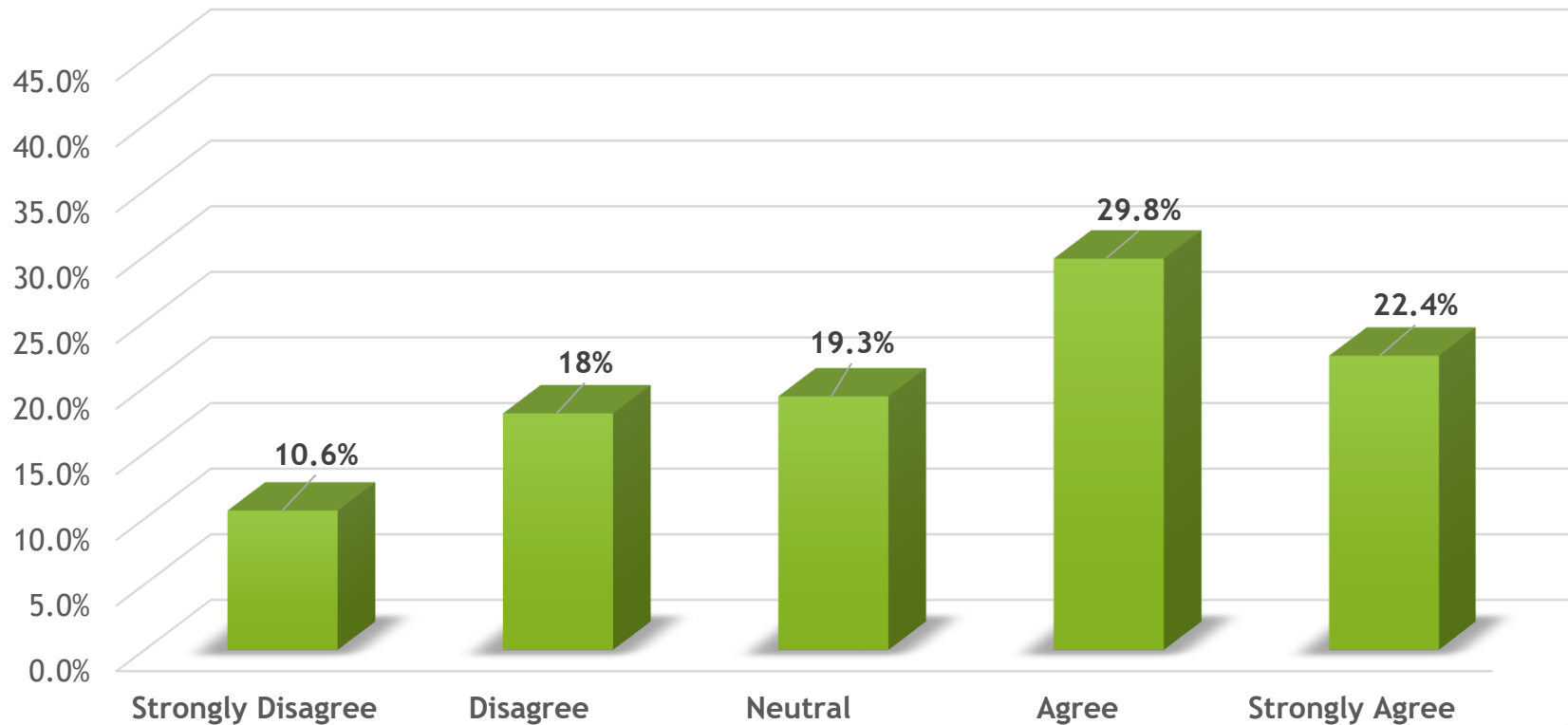




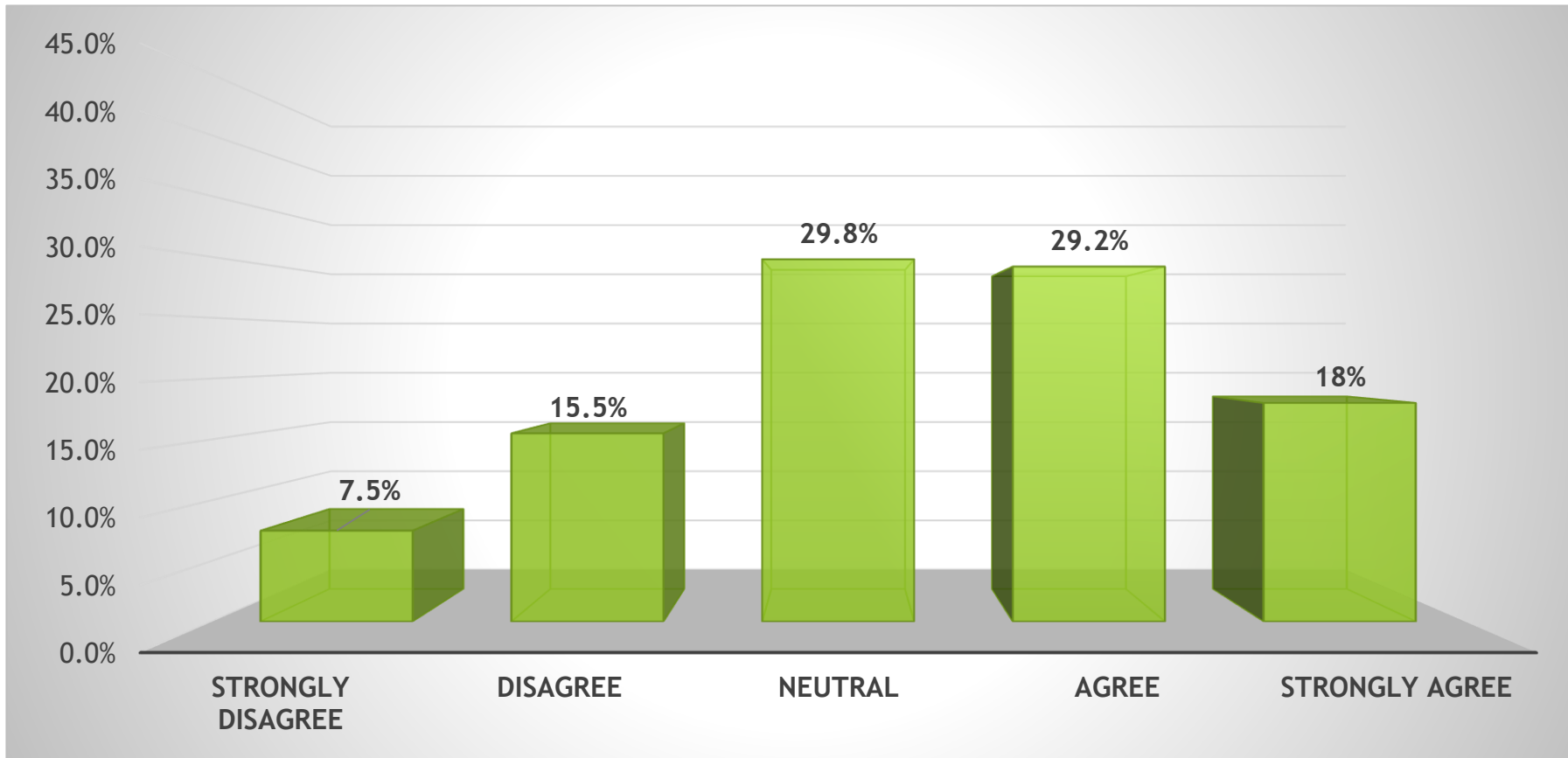
# I am proud to work at this facility



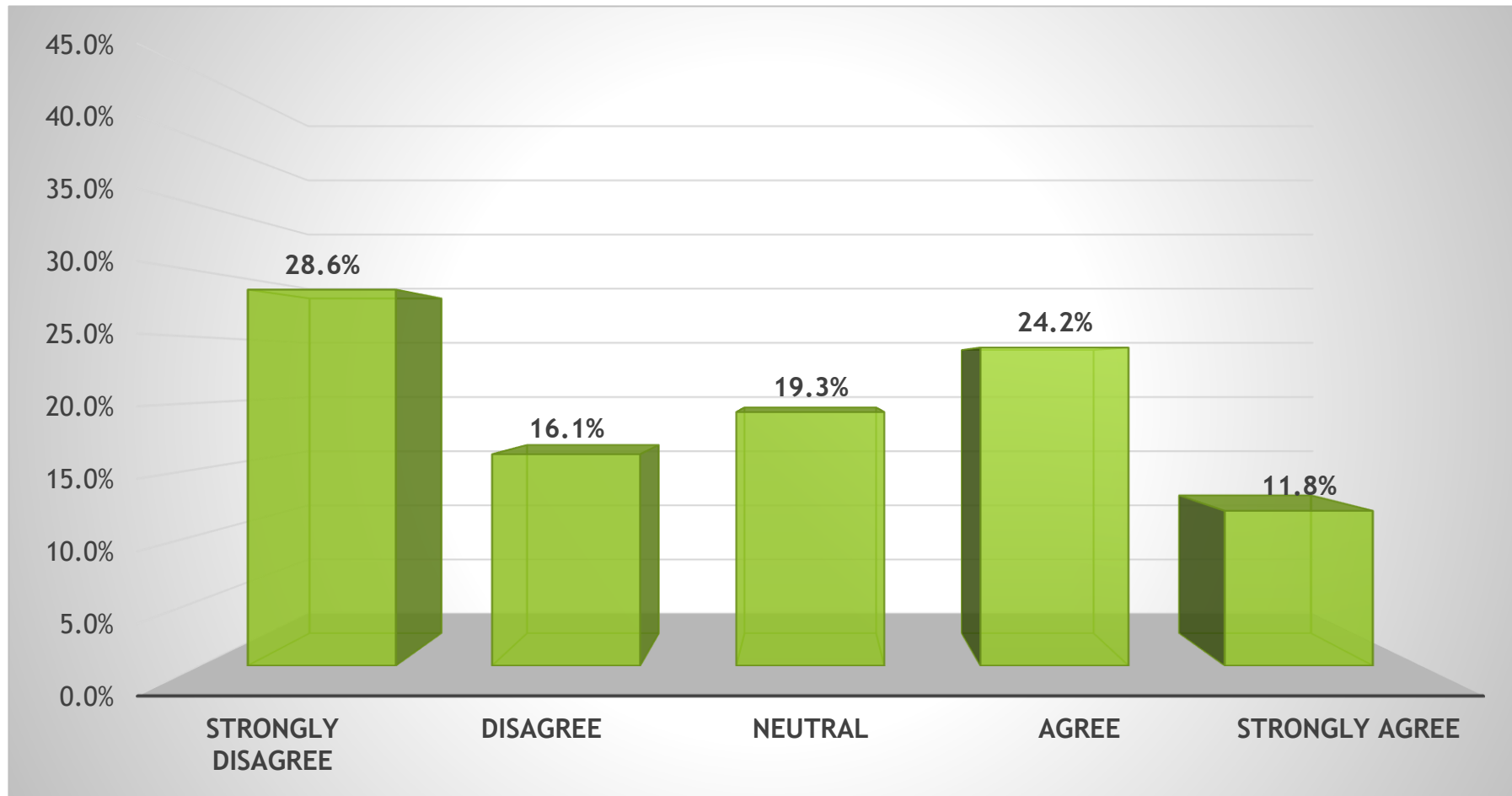
# I feel that I receive enough recognition from co-workers and management



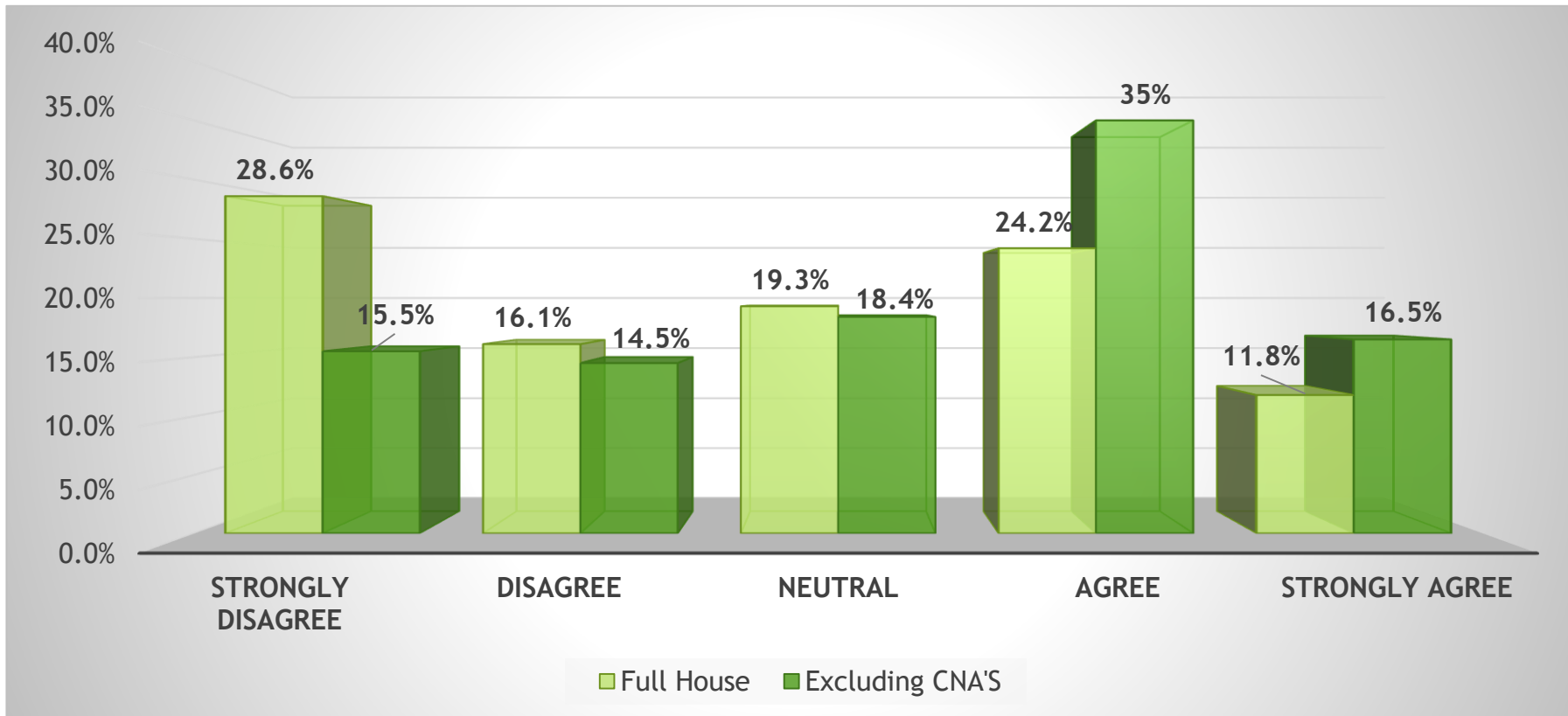
# I believe there are good career opportunities for me at this facility



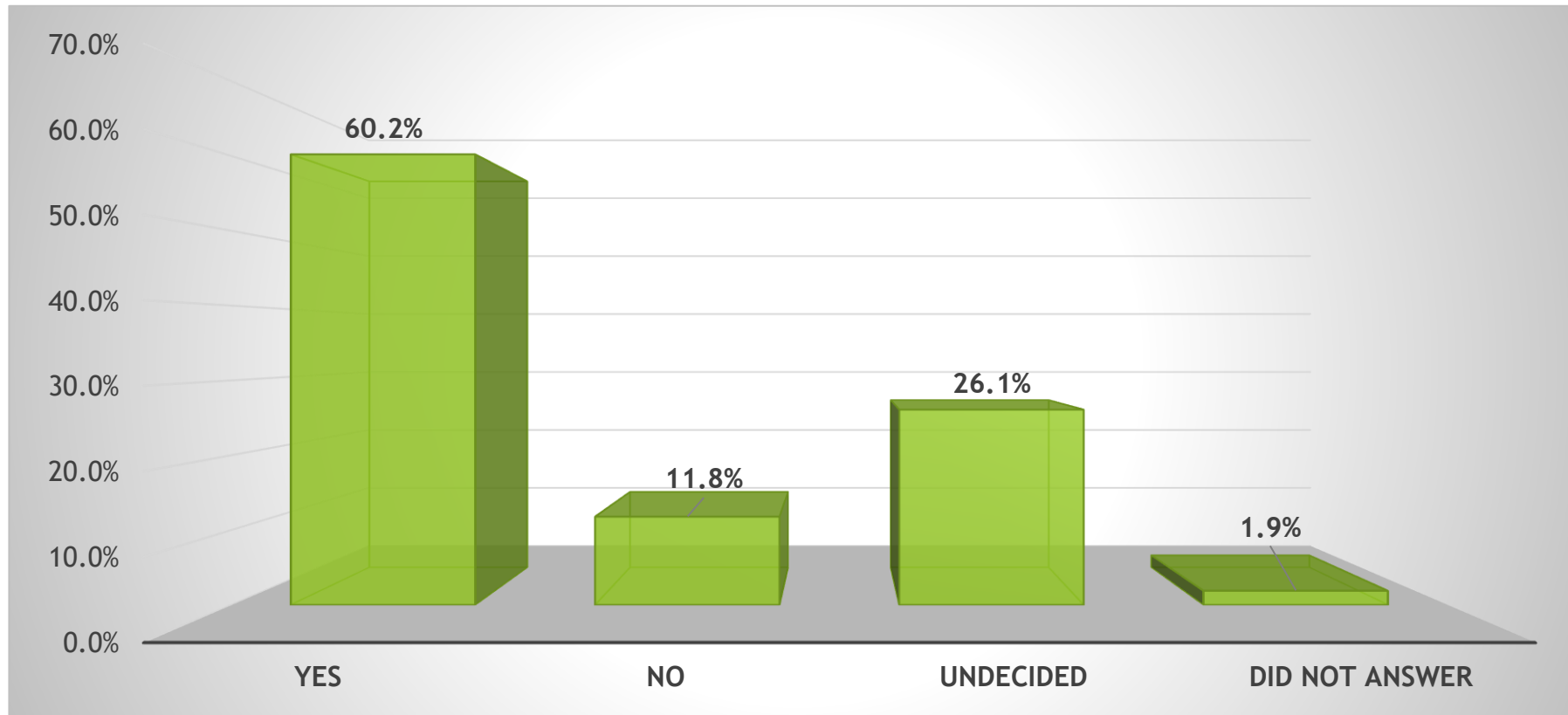
# I am satisfied with my current level of pay & benefits



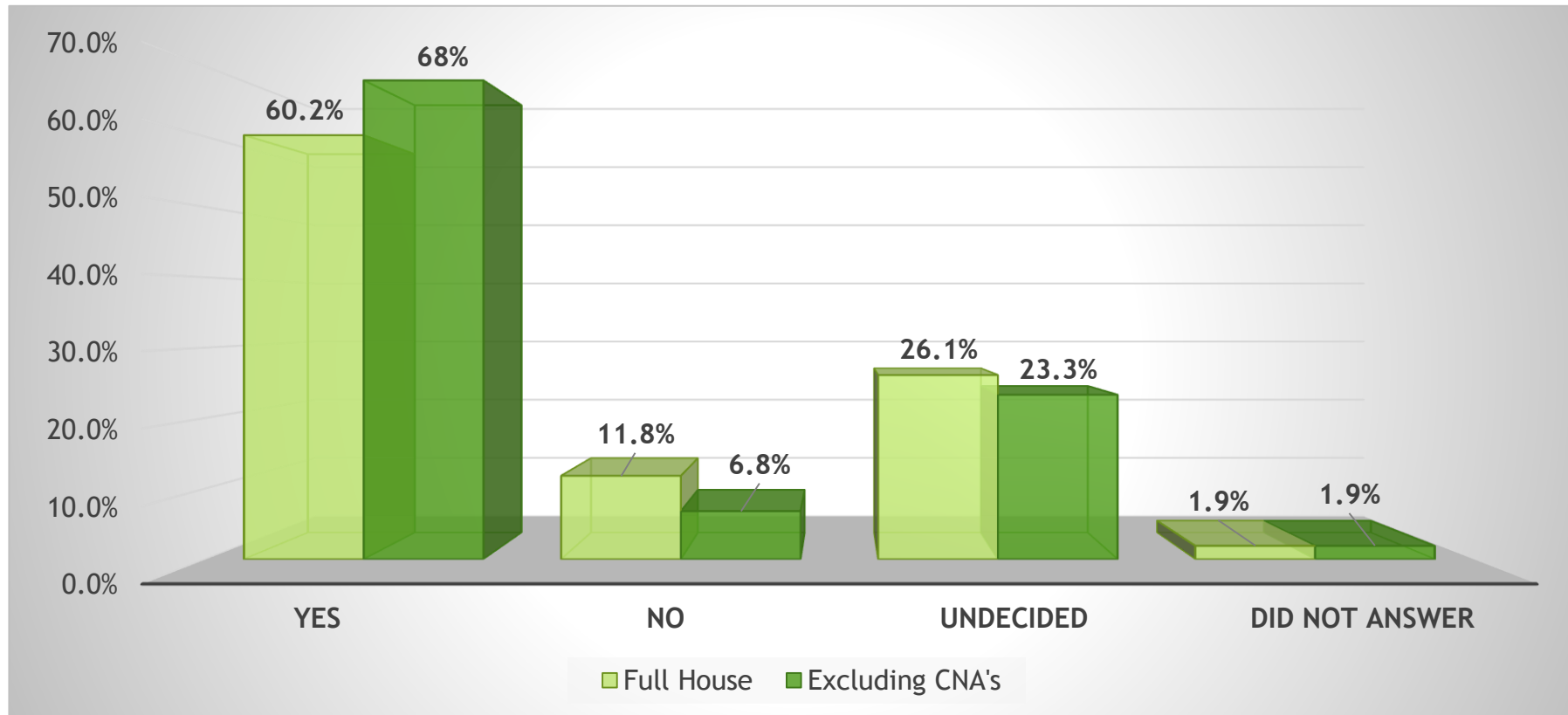
# I am satisfied with my current level of pay & benefits - comparison



# Do you see yourself working here two years from now?



# Do you see yourself working here two years from now? - comparison



# Reasons for not continuing to work at Willow Point

- ❖ No opportunities at facility (3%)
- ❖ Looking for a different job (3%)
- ❖ Job becoming more difficult and stressful (6.1%)
  - ❖ Favoritism (9.1%)
- ❖ Not respected, appreciated, or valued (12.1%)
  - ❖ Furthering education (12.1%)
  - ❖ Pay is too low (21.2%)
  - ❖ Retiring (24.2%)

\*9.1% of those who should have responded to this question did not

\*79.5% of participants did not have to answer this question



# Comments regarding the work environment

- ❖ **Need better pay (7.8%)**
- ❖ **Employee morale has improved (7.8%)**
  - energy level has improved, new staff feel welcomed/respected, more assistance provided, staff are supportive & work together, loves their job, like the staff
- ❖ **Need more staff (12.5%)**
  - night shifts
- ❖ **Employees feel unappreciated/unvalued (12.5%)**
- ❖ **Supervisors/staff are rude (14.2%)**

# Additional comments regarding the work environment:

## ❖ Need better teamwork & communication (15.6%)

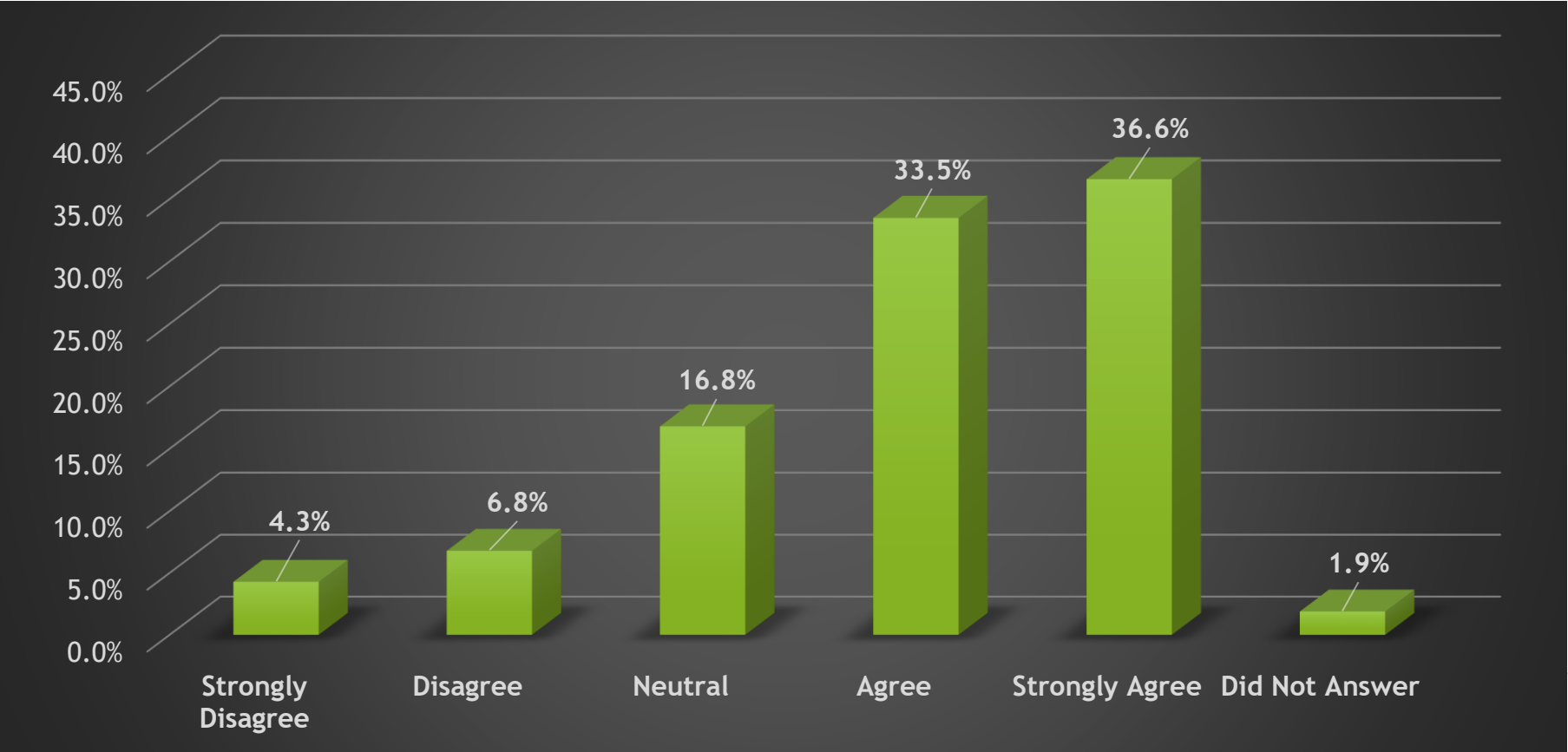
- departments blame each other and don't resolve conflicts, assignment sheets need to be filled out better, miscommunications, hire people that actually do their job, staff in other units don't want to help with floats

## ❖ Working environment improvements (29.7%)

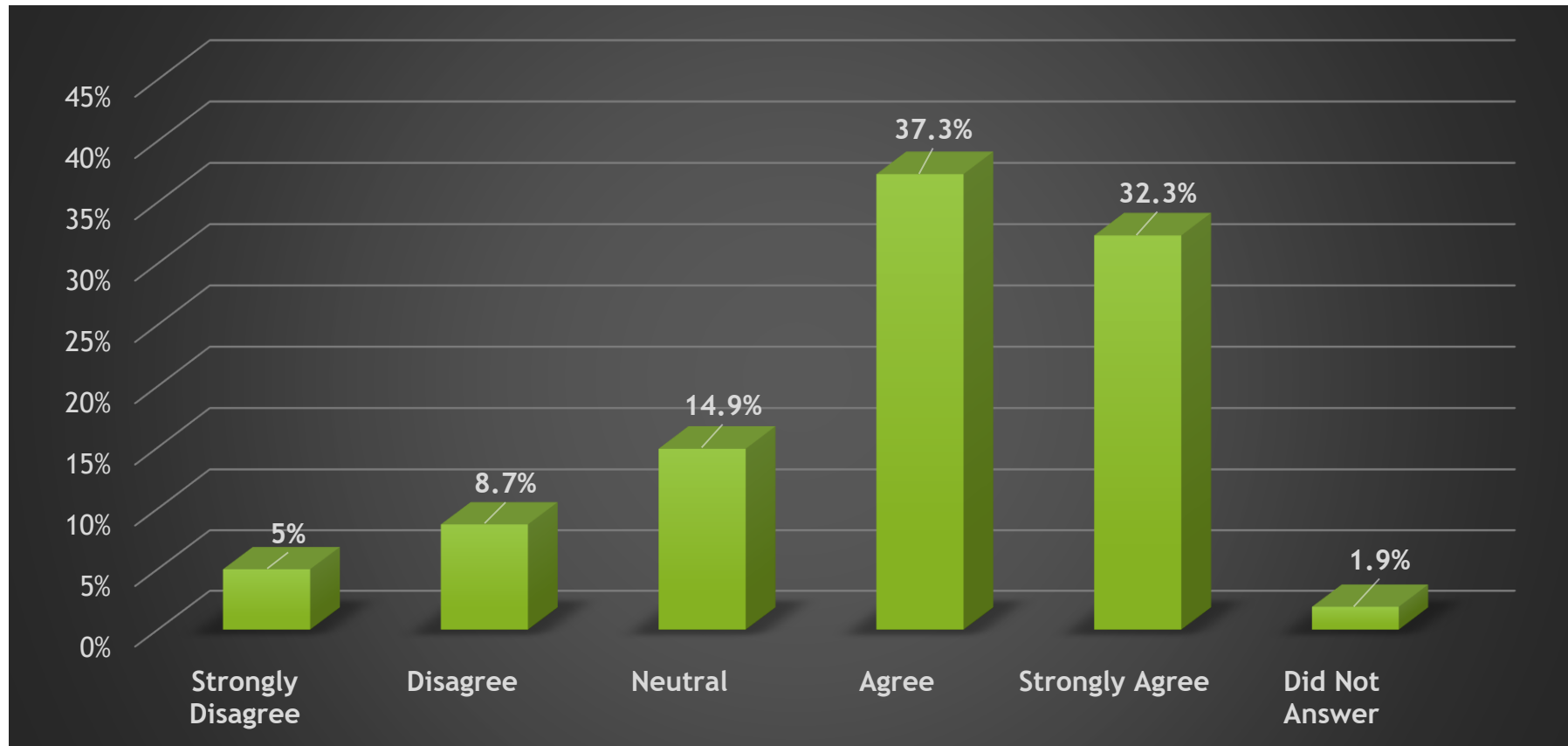
- day shifts seem more valued by CCC, don't like floating, need to prevent residents from disrupting cleaning in dining rooms, bad working environment on north lower level on nights, should offer counseling for staff-when resident dies, family micromanages, departments pull from S1 too much, staff overworked/tired, staff with poor work ethics, need more staff to lead by example, new staff shouldn't be making same as staff that have been here for years, positions should be filled by employees already here opposed to outside employees, enforce non-smoking facility, nurses got raise but aides didn't, equipment needs to be updated, no incentives for staff, paging systems need to be fixed (can only hear in some locations)

- \*60.2% of participants did not answer this question

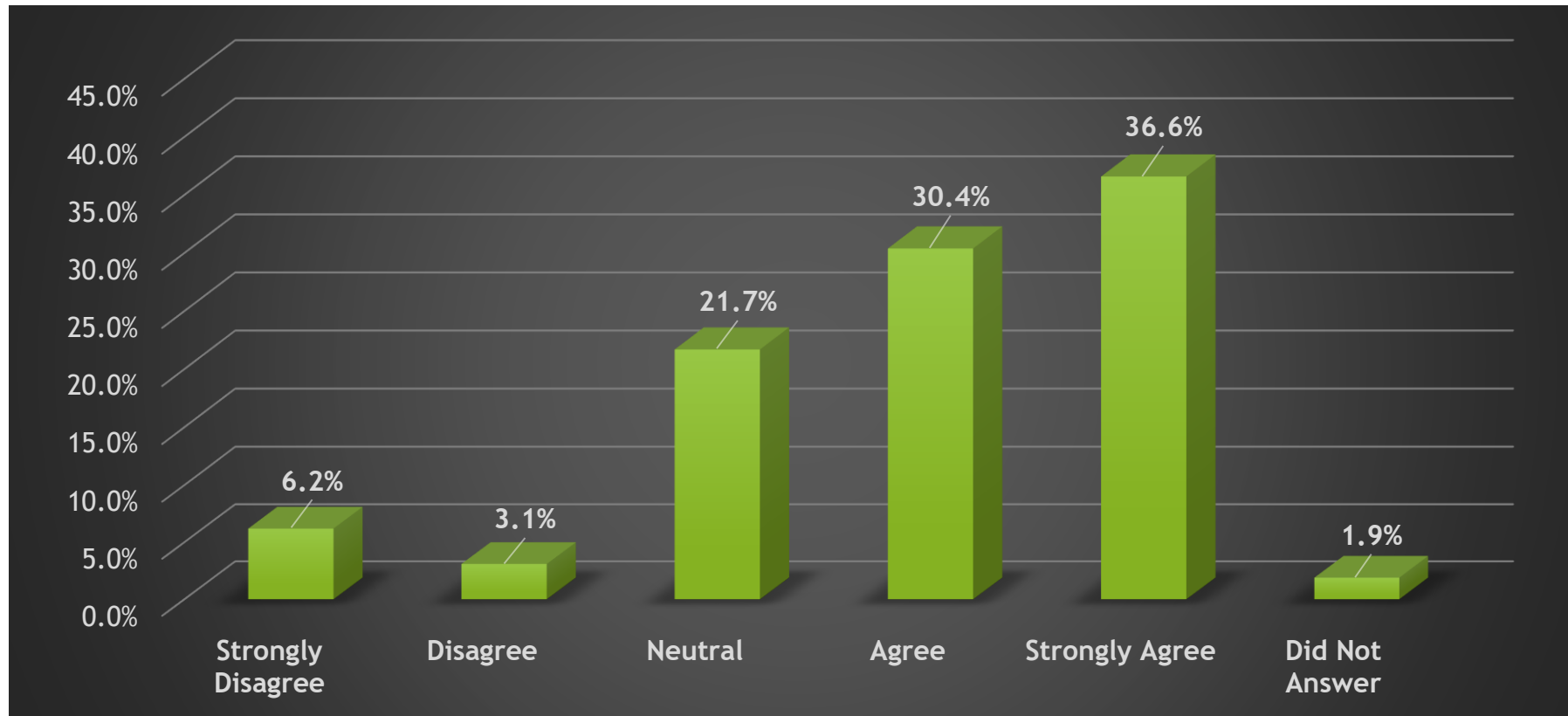
# My supervisor cares/appreciates me



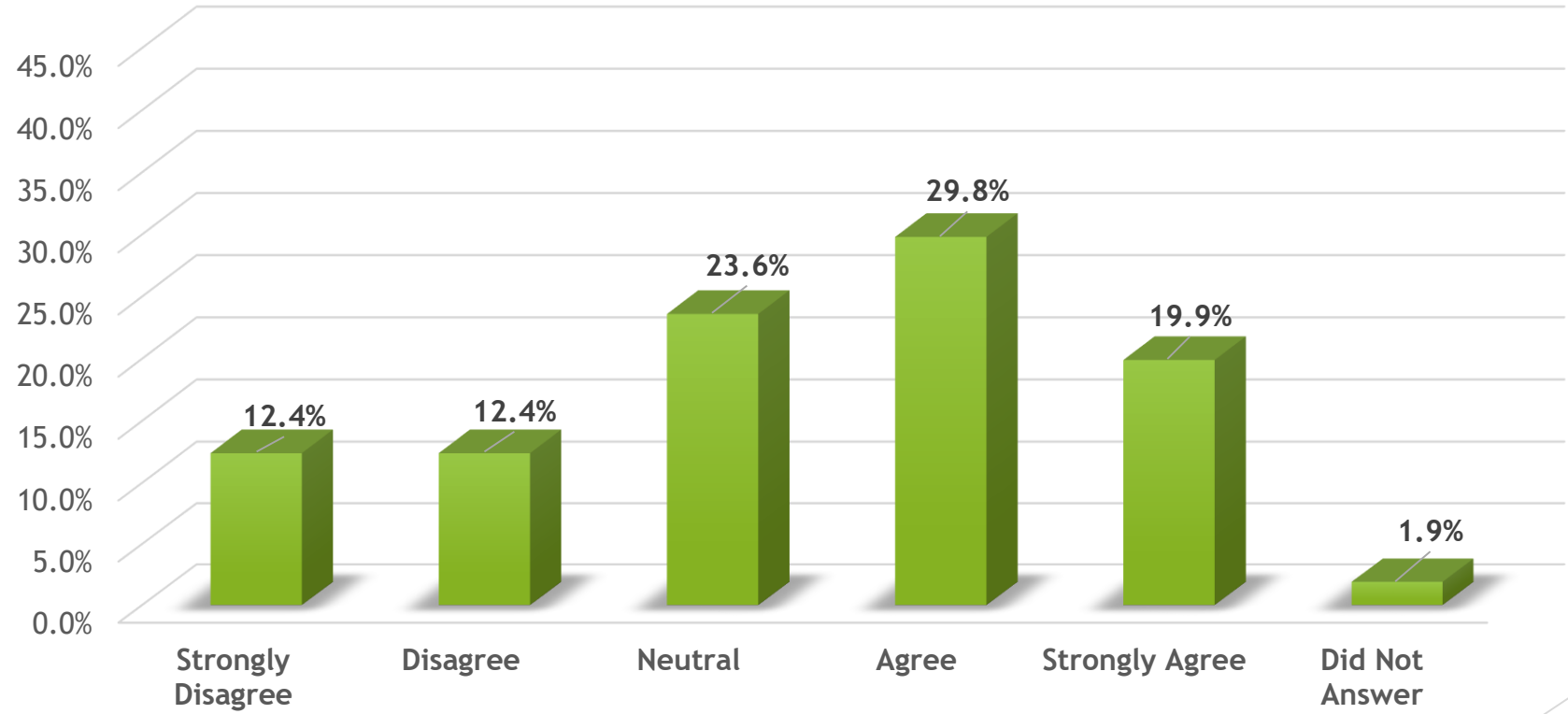
# My supervisor keeps me informed



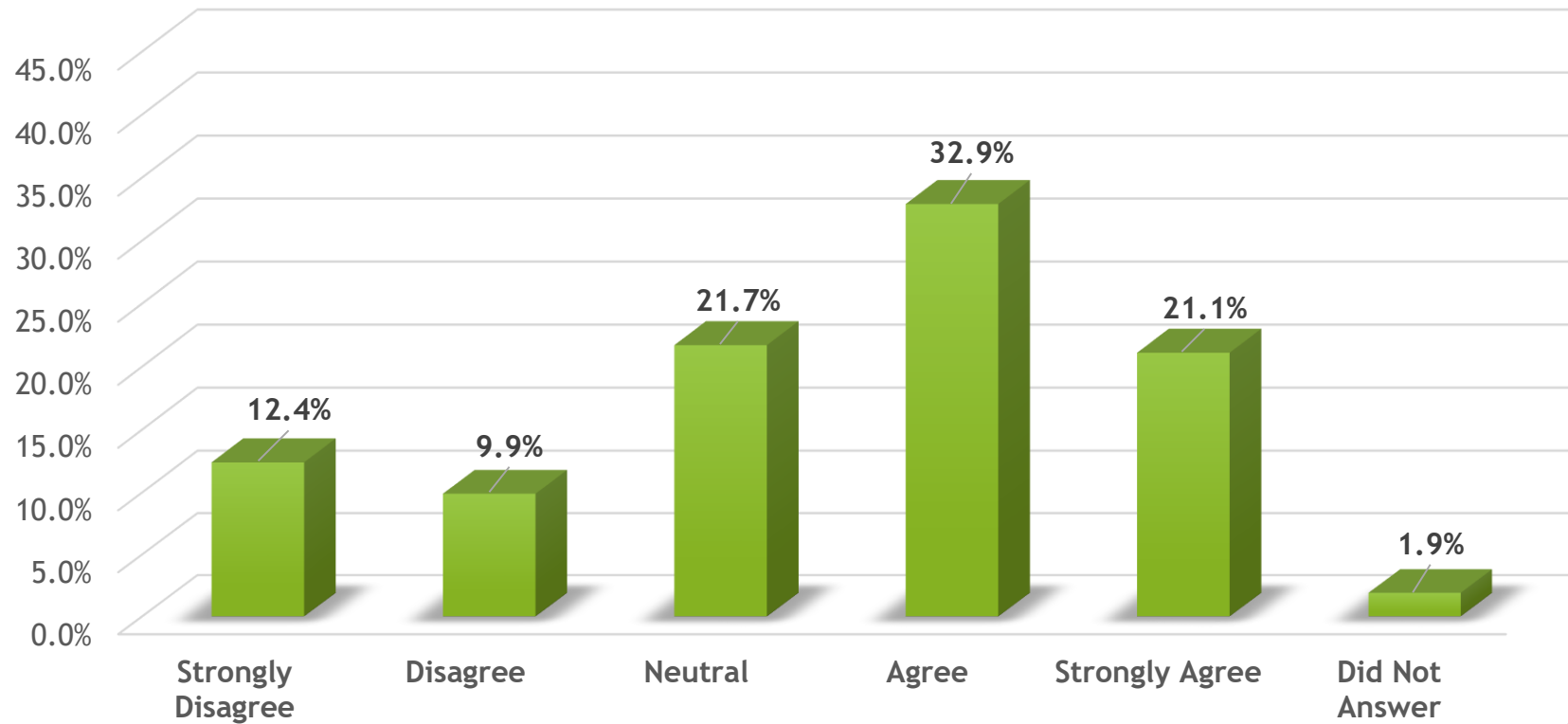
# My supervisor is a great role model for employees



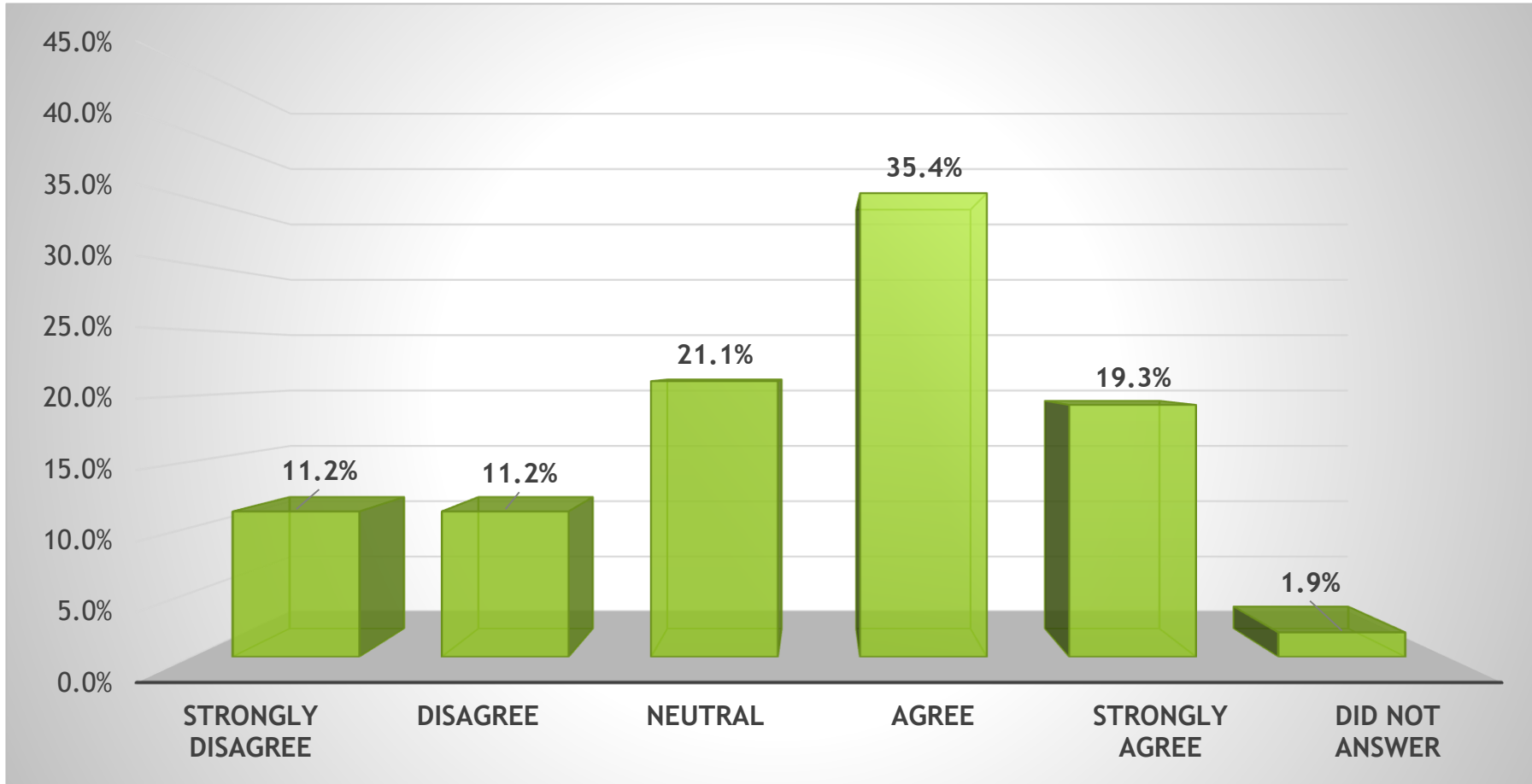
# I feel that management cares about me and my opinions



# I feel that management listens to concerns

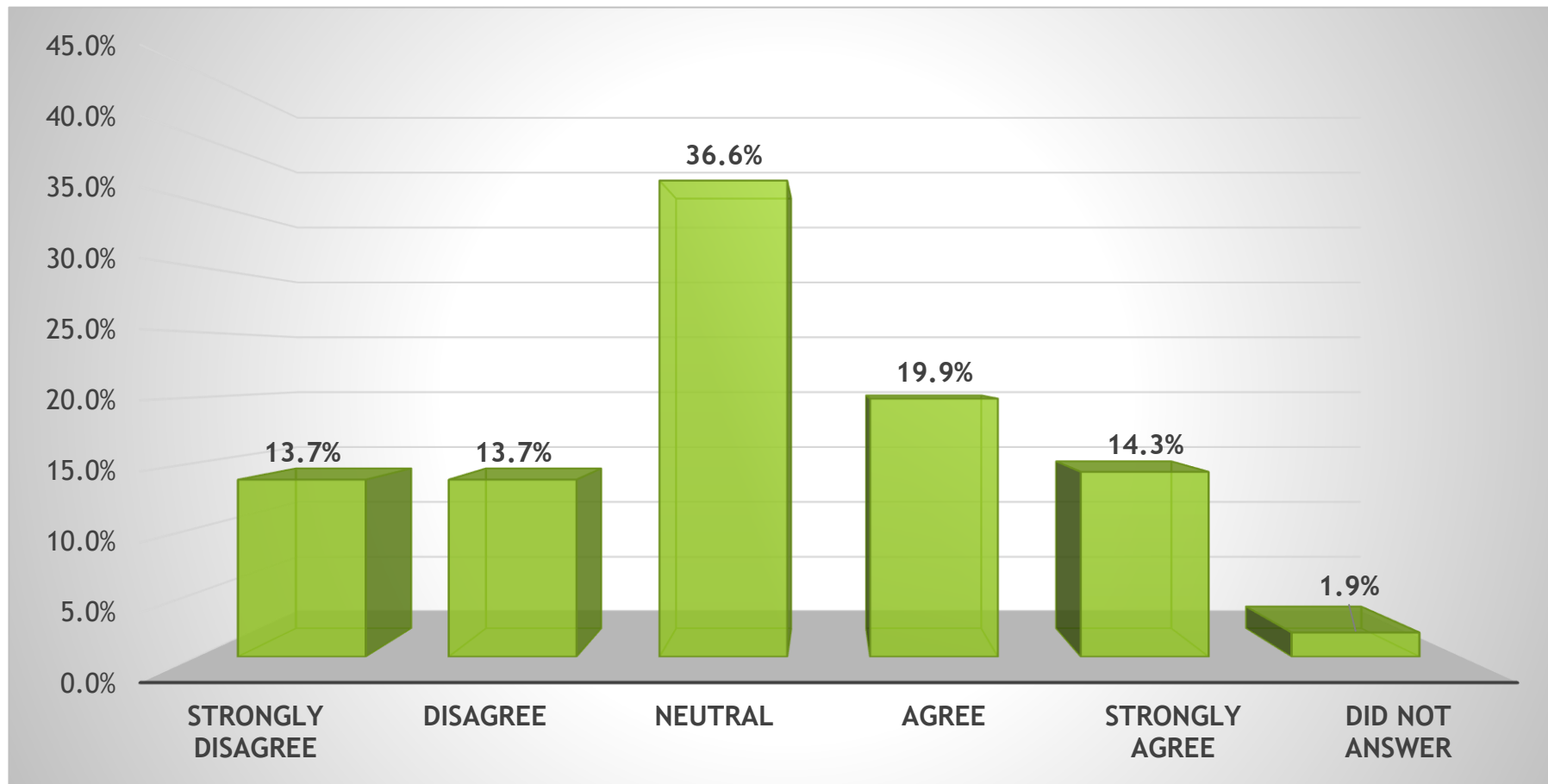


# I feel that management takes necessary action to resolve issues





# I feel that Broome County Government takes necessary action to resolve issues in the facility when needed



# Comments regarding supervision & management

- ❖ **Positions should be filled by in-house employees (6.3%)**
  - ❖ **Do not feel respected (9.4%)**
    - ❖ **Favoritism (9.4%)**
  - ❖ **Need better communication (12.5%)**
  - ❖ **Supervisors are great (31.3%)**
- ❖ **Management does not properly deal with issues (31.3%)**
  - do not make changes, do not listen, changes do not last, nurses received a raise & CNA's did not

\*80.1% of participants did not answer this question

# What do you feel are strengths of Willow Point/what do you love about Willow Point?

- ❖ **Clean facility (2.8%)**
- ❖ **Good environment (3.8%)**
- welcoming, good activities for residents, opportunities to advance, star days
- ❖ **Benefits (3.8%)**
- ❖ **Administration/Supervisors (3.8%)**
- ❖ **Teamwork (6.6%)**
- ❖ **Family-like environment (11.3%)**
- ❖ **The residents (30.2%)**
- ❖ **The staff (37.7%)**
- staff are nice, great, caring, dedicated, understanding, & help each other

\*34.2% of participants did not answer this question

# What do you feel are areas that need improvement or are weaknesses of Willow Point?

- ❖ **Everything- improvements in staff, facility, and care for residents(.88%)**

- ❖ **Resident improvements (2.6%)**

- more activities for residents, residents not being properly cared for-deserve better food/more home-like, tasks for residents to complete-feel like they have purpose, welcome package for new residents, new residents should get clothing labels, comfort plan for family when resident dies

- ❖ **Laziness (3.5%)**

- ❖ **Employee recognition (3.5%)**

- ❖ **Food service/employees (5.3%)**

- food needs improvement, dietary hall could be cleaner, employees not helpful, rude, slow, dirty

# Additional comments regarding weaknesses/improvements

- ❖ **Rude staff/feel unappreciated by staff (7.9%)**

  - ❖ **Better pay (9.6%)**

  - ❖ **Facility improvements (9.6%)**

    - need more support from county, better dental/eye coverage, better policy on floating, longevity check should be separate from regular pay, picking up time should be for filling holes, could offer time and a half for shifts on weekends, can't see if bell is on in the hall when in dining room, too many in-services, need ATM in building, 5 day work weeks for nurses, 3-12 hour weeks should be offered, improve staff morale, more incentives, have gift shop open on weekends, paging system isn't good, organizational issues- each floor is a mess/unorganized, enforce smoke-free campus/clean up butts, better equipment

  - ❖ **Need more teamwork/trust (11.4%)**

# Additional comments regarding weaknesses/improvements

## ❖ Staff improvements (11.4%)

-maintain professionalism (pettiness, drama, gossip needs to stop), units need to be more cohesive/consistent, staff need to be held accountable for actions (being late, mistakes, calling in), staff picking up time anytime bumps regulars, HR should be more proactive in recruiting/offer incentives for new staff, need help serving residents in dining room, staff don't understand type of residents-need more training on dementia, some units feels high workload (more than others), 1:1 for residents who are going to fall, admissions more detailed, supervisors should talk to everyone-not just their favorites, staff need to cover doors as they unlock them during fire drill, isolation bags improperly sent to laundry (untied and mixed with garbage), administration does what it wants, attendance, getting dinner done earlier, better management, more understanding towards staff and other people's jobs

## ❖ Better communication (13.2%)

## ❖ Need more staff (21.1%)

\*29.2% of participants did not answer this question

# Key take-away points



- ❖ 59% of employees feel valued here
- ❖ 70.1% of employees feel their supervisor cares & appreciates them
- ❖ 74.5% of employees feel they can ask for help when needed

# Key take-away points



- ❖ 26.1% of employees are unsure if they will be working here 2 years from now
- ❖ Only 27.3% agree that staff from different departments communicate well with each other
- ❖ Only 36% agree that they are satisfied with their current level of pay & benefits
  - ❖ Only 36% agree that staff respect each other
- ❖ Only 48.4% of staff agree their co-workers & supervisor(s) effectively communicate important information to them



# QUESTIONS?

