

Workers' Compensation Full Board Meeting Minutes

Date: Tuesday, September 15, 2026

Location: 328 State St., Schenectady, NY
Room 324
Webcast Live

Time: 10:00 a.m.

MEMBERS OF THE BOARD

Freida Foster, Chair
Renee Delgado, Esq., Vice Chair
Mark Higgins
Steven A. Crain, Esq.
Clarissa Rodriguez, Esq.
Pamela Caggianelli
Martin M. Dilan
Gloribelle Perez, Esq.
Peter DeJesus, Jr.
Maria Matos, Esq.
Gina Sillitti

APPEARING REMOTELY PER PUBLIC OFFICERS LAW § 103-a[2][c]

Samuel Williams
Bob Bergin, Esq.

SECRETARY TO THE BOARD

Laura Inglis

DEPUTY GENERAL COUNSEL

Keith Longden, Esq.

ASSOCIATE ATTORNEY

Heather Justice, Esq.

1 FREIDA FOSTER: Good morning, and welcome,
2 everyone. Thank you for joining us. I'm Freida
3 Foster, Chair for the New York State Workers'
4 Compensation Board. And today's Full Board meeting is
5 being webcast live for members of the public. It's
6 also facilitated by an American Sign Language
7 Interpreter. Thank you all for joining us.

8 I now have the honor of calling the 1,057th
9 meeting of the Full Board to order. Madam Secretary,
10 roll call, please.

11 LAURA INGLIS: Vice Chair Delgado.

12 RENEE DELGADO: Here.

13 LAURA INGLIS: Board Member Higgins.

14 MARK HIGGINS: Here.

15 LAURA INGLIS: Board Member Williams.

16 SAMUEL WILLIAMS: Here.

17 LAURA INGLIS: Board Member Crain.

18 STEVEN CRAIN: Here.

19 LAURA INGLIS: Board Member Rodriguez.

20 CLARISSA RODRIGUEZ: Here.

21 LAURA INGLIS: Board Member Caggianelli.

22 PAMELA CAGGIANELLI: Here.

23 LAURA INGLIS: Board Member Dilan.

24 MARTIN DILAN: Here.

1 LAURA INGLIS: Board Member Perez.
2 GLORIBELLE PEREZ: Here.
3 LAURA INGLIS: Board Member Bergin.
4 BOB BERGIN: Here.
5 LAURA INGLIS: Board Member De Jesus.
6 PETER DEJESUS: Here.
7 LAURA INGLIS: Board Member Matos.
8 MARIA MATOS: Here.
9 LAURA INGLIS: And Board Member Sillitti.
10 GINA SILLITTI: Here.
11 LAURA INGLIS: Madam Chair, Board Members
12 Bergin and Williams are joining us remotely today.
13 FREIDA FOSTER: Thank you. Agenda Item 1,
14 you all have received a copy of the July 21, 2026
15 meeting minutes to review. Are there any questions or
16 need -- (audio recording replaying in background) is
17 there a motion to approve?
18 MARTIN DILAN: Board Member Dilan, and I
19 move to accept the minutes as presented.
20 FREIDA FOSTER: Thank you. May I have a
21 second?
22 MARIA MATOS: Board Member Matos, second.
23 FREIDA FOSTER: Thank you very much. Any
24 opposition? All those in favor?

1 ALL: Aye.

2 FREIDA FOSTER: Any opposed? I am also a
3 yes, that motion is passed. Agenda Item 2, Deputy
4 General Counsel Keith Longden will present the Office
5 of General Counsel's Departmental Report for July and
6 August. Good morning.

7 KEITH LONGDEN: Thank you very much, Chair
8 Foster, Vice Chair Delgado, Members of the Full Board.
9 Following is a statistical analysis for the months of
10 July and August of 2026 of the three divisions within
11 the Office of General Counsel responsible for deciding
12 claims. For the month of July, 2026, the Adjudication
13 Division held 18,489 hearings, resolved 12,022 cases
14 at hearing, and issued 315 Reserve Decisions. During
15 that month they also (audio shifted) 1,576 Pre-Hearing
16 Conferences, and finalized 2,057 §32 Waiver
17 Agreements. And of those, 1,435 were resolved at
18 hearing, and 622, 622 were resolved by desk decisions.

19 The Administrative Review Division during the
20 month of July received 920 applications, processed 941
21 applications, for an end-of-month inventory of
22 7,359 cases pending. Finally, the Legal Affairs
23 Division received 98 applications for Full Board
24 Review, processed 99 applications, for an end-of-month

1 inventory of 248 cases.

2 For the month of August, 2026, the Adjudication
3 Division held 16,197 hearings, resolved 10,398 cases
4 at hearing, issued 315 Reserve Decisions, held 1,465
5 Pre-Hearing Conferences, and finalized 2,091 §32
6 Waiver Agreements. Of those, 1,302 were resolved at
7 hearing, or finalized at a hearing, and 789 were
8 approved via a desk decision.

9 The Administrative Review Division during the
10 month of August received 929 applications, processed
11 930 applications, and, for an end-of-month inventory
12 of 7,358 applications pending. And finally, Legal
13 Affairs Division received 89 applications for Full
14 Board Review, processed 111 applications for an
15 end-of-month inventory of 225 cases pending. And that
16 concludes my report for the month of August.

17 FREIDA FOSTER: Thank you very much. Are
18 there any questions or need for discussion? Hearing
19 none, may I have a motion to accept the Office of
20 General Counsel's Departmental Report?

21 MARK HIGGINS: Yes, Madam Chair, Board
22 Member Mark Higgins, I move to accept the report of
23 General Counsel.

24 FREIDA FOSTER: Thank you. May I have a

1 second?

2 PAMELA CAGGIANELLI: I second.

3 FREIDA FOSTER: Thank you very much. Is
4 there any opposition? All those in favor?

5 ALL: Aye.

6 FREIDA FOSTER: Thank you. I am also a
7 yes, that motion is passed. Agenda Item 3, Associate
8 Attorney Heather Justice will now present Licensing
9 Applications. Good morning.

10 HEATHER JUSTICE: Good morning, Madam Chair,
11 good morning, Madam Vice Chair, Board Members, and
12 Colleagues. You have before you the recommendations
13 from the Assigned Board Panel regarding the
14 applications listed in Part 3 of today's agenda. All
15 the following applications are for three-year
16 renewals.

17 Under Section 24-a, Marjorie Fruscione. Under
18 Section 50(3-b), Larkin Benefit Administrators of New
19 York, Inc., QO, Matthew Mead; First Reliance Standard
20 Life Insurance Company, QO, William Jones.

21 And under Section 50(3-d), Cannon Cochran
22 Management Services, Inc., also QO William Jones; and
23 Creative Risk Solutions LLC, also QO William Jones. I
24 present these recommendations to the Board for your

1 approval.

2 FREIDA FOSTER: Thank you very much. Are
3 there any questions or any need for discussion?
4 Hearing none, may I have a motion to approve?

5 GLORIBELLE PEREZ: So moved, Board Member
6 Perez.

7 FREIDA FOSTER: Thank you. May I have a
8 second?

9 PAMELA CAGGIANELLI: Madam Chair, Board
10 Member Caggianelli, seconds that motion.

11 FREIDA FOSTER: Thank you very much. Is
12 there any opposition? All those in favor?

13 ALL: Aye.

14 FREIDA FOSTER: Any opposed? Thank you. I
15 am also a yes, that motion is passed. Agenda Item 4,
16 Deputy General Counsel Keith Longden will now present
17 the recommendations concerning the decisions by the
18 Appellate Division.

19 KEITH LONGDEN: Thank you, Chair Foster. On
20 this month's agenda there are three decisions of the
21 Appellate Division Third Department, which are in
22 items 4A, 4B and 4C on your agenda. It is the
23 recommendation of the Office of General Counsel that
24 the Board adopt those decisions as the decisions of

1 the Board.

2 FREIDA FOSTER: Thank you very much. May I
3 have a motion to accept the recommendations of
4 Counsel?

5 PETER DEJESUS: Madam Chair, Board Member De
6 Jesus, I make that motion.

7 FREIDA FOSTER: Thank you. May I have a
8 second?

9 GINA SILLITTI: I'll second. Board Member
10 Sillitti.

11 FREIDA FOSTER: Thank you very much. Is
12 there any opposition? Hearing none, all in favor?

13 ALL: Aye.

14 FREIDA FOSTER: Any opposed? I'm also a
15 yes, that motion is passed. Agenda Item 5, there are
16 no items to consider this month. So Agenda Item 6, I
17 turn this portion over to Vice Chair Delgado.

18 RENEE DELGADO: Good morning. Thank you,
19 Madam Chair. For the cases listed in Item 6 on your
20 agenda, it has been recommended that Full Board Review
21 be granted. Those cases are 6A, G2195388, Matter of
22 Aurubis Buffalo Inc.; 6B, G3778660, Matter of Zarco
23 Contracting, Inc.; 6C, 50020284, Matter of Price
24 Chopper; 6D, G3771709, Matter of New York City

1 Department of Social Services; 6E, G3317680, Matter of
2 Atlantic Reinforcing Concrete. I move to refer the
3 cases back to the respective Panels for further
4 consideration.

5 FREIDA FOSTER: Thank you very much, Madam
6 Vice Chair. May I have a second?

7 STEVEN CRAIN: Second, Board Member Crain.

8 FREIDA FOSTER: Thank you very much. Any
9 opposition? Does anyone need to be recused on this?
10 Hearing none, all in favor?

11 ALL: Aye.

12 FREIDA FOSTER: Any opposed? I'm also a
13 yes, that motion is passed. Is there any other
14 business? Agenda Item 7, any other business? All
15 right. Agenda Item 8, we have a guest speaker. Guest
16 speaker Adedapo Orederu, our Workers' Compensation
17 Board's Chief Diversity Officer -- we call him Dapo --
18 will now come and give us a presentation on the
19 happenings in his unit. But before he starts, a
20 little bit about Dapo.

21 ADEDAPO OREDERU: Okay.

22 FREIDA FOSTER: Dapo serves as the Chief
23 Employee Engagement and Diversity Officer at the New
24 York State Workers' Compensation Board, where he leads

1 strategies focused on employee engagement,
2 organizational culture, workforce development,
3 diversity, equity, inclusion, and accessibility.

4 Since being appointed the Board's Inaugural Chief
5 Diversity Officer in 2023, Dapo has helped to shape
6 initiatives impacting each employee around the state
7 including the agency's first comprehensive DEI
8 strategy, employee engagement plans, mentorship, and
9 leadership development plans, statewide listening
10 sessions, and efforts to embed the Board's mission and
11 core values throughout the employee experience.

12 Prior to becoming CEO, Dapo held training and
13 workforce development roles at the Workers'
14 Compensation Board and the Office of the State
15 Comptroller. He holds a degree in Africana Studies
16 from the University at Albany, and is an MBA candidate
17 in organizational management at Eastern University.

18 At the heart of his work is a simple goal, to be
19 a change agent, and help create workplaces where
20 people can connect, develop, and thrive. Welcome,
21 Dapo.

22 ADEDAPO OREDERU: Thank you very much, Madam
23 Chair, Madam Vice Chair, and Board Members. Good
24 morning, everyone.

1 ALL: Good morning.

2 ADEDAPO OREDERU: See, I need a little bit
3 more energy than that. Madam Chair said I can have
4 fun, so I'm going to do just that. Good morning,
5 everyone.

6 ALL: Good morning.

7 ADEDAPO OREDERU: Yeah, that's a little bit
8 better. But thank you so very much for the
9 opportunity to share. I always appreciate to be able
10 to talk about the work we're doing and the impact it's
11 having across our agency.

12 A few weeks ago we had the opportunity to discuss
13 diversity, equity, inclusion, and why it matters, but
14 today I would like to shift from concept to practical
15 implementation. More specifically, how our office
16 supports the agency and strengthens our workforce.

17 We are a small but mighty office. It's just the
18 two of us, okay, let me stop. It's myself and my
19 wonderful Equal Opportunity Specialist 2, Shatoya
20 Michel, who helps lead and support this work every
21 day. Actually can I just give a quick shout to
22 Shatoya, she is celebrating one year last week. So
23 thank you for doing this wonderful work. I appreciate
24 you immensely.

1 So everything we do is centered around one goal.
2 And that's creating a workplace where employees feel
3 valued, supported, and empowered to succeed. Because
4 when we invest in our people, we strengthen our
5 culture, our workforce, and ultimately, our ability to
6 serve the people of New York.

7 So today I would like to take you through our
8 journey as an office, share some of the work we've
9 accomplished, and highlight the impact behind the
10 numbers, and discuss where we are headed next.

11 So our journey began in 2019 -- okay, really?
12 Next slide, please. Okay. Our journey began in 2019
13 with Executive Order 187, which required every state
14 agency to develop a five-year strategic plan. I then
15 had the privilege to work on that plan alongside some
16 of our colleagues. And then in 2022, the Board
17 officially established the DEI Unit. I supported then
18 Assistant Director Lori Zwicker, a wonderful human
19 being.

20 And in 2022, we conducted the Board's first
21 Employee Engagement and DEI Survey. And that's quite
22 important, because more than 40% of the workforce
23 participated. And if you know anything about surveys,
24 40% is a huge number. And one message came through

1 loud and clear: Employees wanted a greater voice in
2 decisions that affected them. So we began turning
3 that feedback into action.

4 As part of our five-year strategic plan, we
5 launched initiatives that reflected what employees
6 told us they needed. So today, our office has evolved
7 into a strategic organizational partner. While DEI
8 remains foundational to our work, we've expanded our
9 focus to strengthening employee engagement.

10 So we've officially, as of last month, have been,
11 we have a new designation of the Office of Employee
12 Engagement and Diversity, Equity and Inclusion. So I
13 would like to talk to you today -- next slide -- about
14 our strategic focus. It's built around four pillars.
15 And at the center of those pillars is our workforce.
16 Because everything we do is designed to strengthen our
17 employees.

18 Well how exactly do we do that? Well we do it
19 through the four pillars that you see on your screen:
20 Employee Engagement; Workforce Development;
21 Accessibility and Accommodations; and Strategy and
22 Compliance. Now those are just words on a slide, but
23 what does this actually mean? Well I'm glad you
24 asked.

1 So I'm going to take a closer look at each of
2 these four pillars, the role they play in strengthening
3 our workforce, and how they enhance the employee
4 experience here at the Board. Is everybody okay with
5 that? Okay, next slide, please.

6 So the first one is employee engagement. So how
7 do we define employee engagement? Well to me,
8 employee engagement simply means engaged employees.
9 Which is too simple. Okay, let me go a little bit
10 deeper. It's when employees feel a deep sense of
11 connection, and a deep sense of purpose. And also
12 belonging. And because of that, when they do, they
13 bring their best selves to work every day. They are
14 more engaged, more innovative, more collaborative.
15 And ultimately, better positioned to help the
16 organization succeed.

17 So how exactly do we foster employee engagement?
18 No pun intended. We focus on three things:
19 Connection, culture, and community. I'm going to say
20 that again: Connection, culture, and community. I'm
21 a huge fan of alliteration. Sounds really good off
22 the top.

23 So let's start with connection. Connection is
24 about building relationships. And relationships

1 require communication. And that's why we've created
2 multiple opportunities for employees to share their
3 voice, whether through surveys or listening sessions,
4 or even the Chair's round tables.

5 So I'll talk a little bit about some of these
6 sessions. The core values listening sessions is a
7 great example of that. Pam Barnhart and myself, we
8 traveled up and down New York State visiting numerous
9 locations and engaging more than 320 employees, nearly
10 one-third of our workforce.

11 These conversations gave employees an opportunity
12 to be heard while providing us with meaningful
13 feedback that continues to shape many of the
14 initiatives we're implementing today. Chair Foster
15 has also dedicated her time to traveling throughout
16 the state and meeting directly with employees through
17 these round tables, creating another meaningful
18 opportunity for open dialog between employees and
19 agency leadership.

20 Next is culture. Every organization has a
21 culture. Every division, every bureau, every unit,
22 they have subcultures. But our role is to strengthen
23 the overall organizational culture, while recognizing
24 and celebrating the many experiences and perspectives

1 that make up our workforce.

2 So we do this through cultural heritage
3 programming, monthly observances, and external
4 representation and partnerships. Throughout the years
5 we've recognized Black History Month, Hispanic
6 Heritage Month, Pride, Veterans, and many other
7 observances. And we also often partner with the
8 Department of Civil Service and other organizations to
9 participate in statewide initiatives that reinforce
10 our commitment to employee engagement beyond our own
11 walls.

12 And finally, we have community. Community is
13 about creating opportunities for employees to build
14 meaningful relationships beyond their day-to-day
15 responsibilities. And one of the best examples is our
16 DEI Council. What started as a committee has grown
17 into true community where employees build
18 relationships across divisions, and collaborate on
19 agency initiatives, and develop leadership skills,
20 while strengthening the organization.

21 We also promote community through wellness
22 initiatives. Our Walk Around the World Challenge
23 resulted in employees collectively completing more
24 than 3.4 million steps. If I get 3000 that's a good

1 day, but. So we're encouraging healthy habits while
2 creating a shared goal that unites employees across
3 the agency.

4 Another example, and this is probably one of our
5 best events, is our Therapy Dog Wellness event. 97.2%
6 of participants reported being satisfied, or very
7 satisfied with the event. But even more importantly,
8 60% said they felt more productive afterward. And
9 86.1% reported feeling happier after attending.

10 There's a comment that actually really moved me
11 after I sent out a survey, and I want to share that
12 with you. An employee shared, and this is
13 word-for-word, "I suffer from intense anxiety in
14 social situations, so I don't attend events at work.
15 Until this one."

16 To me, that's the value of employee engagement.
17 Because sometimes the greatest impact isn't measured
18 by a survey or attendance, but it's measured by
19 creating an environment where employees feel
20 comfortable enough to participate, comfortable enough
21 to connect, and comfortable enough to know that they
22 absolutely belong.

23 We've also created community through
24 opportunities like pickle ball. Not good at that.

1 Golf. Not good at that either. And bowling.

2 We also have partnerships with organizations such
3 as Making Strides Against Breast Cancer and Capital
4 District Pride. Along with volunteer opportunities
5 with the regional food banks.

6 But when you look at all of these initiatives
7 together they share a common purpose. Here at the
8 Board, we recognize that our greatest asset is our
9 people. And when employees bring their best selves to
10 work, they're better positioned to do their best work.
11 And that's employee engagement in action.

12 So let's talk about our next pillar, which is
13 Workforce Development. Workforce development is about
14 ensuring employees have the skills, knowledge, and
15 support to be successful. And one of the ways we've
16 done that is through our DEIBA Training.

17 In 2025, more than 90% of our workforce completed
18 mandatory in-person training. And this year, I think
19 we're up to about 95% at this point. But what I'm
20 most proud of isn't just the participation rate, it's
21 the response. More than 90% of participants rated the
22 training as either neutral or positive. And I really
23 want that to sink in. In the climate that we're in,
24 90% thought it was either okay, or great.

1 And beyond the survey results there was something
2 that stood out to me. Over the course of more than
3 forty training sessions, and there's a particular
4 individual that had me attend almost all of them,
5 nearly every time someone would walk up to me and say
6 something along the lines of "I came into the training
7 thinking this was going to be a complete waste of
8 time." Or "I didn't think I was going to agree with
9 any of this." And they would pause and say, "I agree
10 with all of this." To me, that was success.

11 Because we created a space for respectful
12 conversation, helping people understand one another,
13 and giving them practical tools they could use every
14 single day. So I have to thank Missy's team, our PIO,
15 specifically Darren Anderson, Director of Training,
16 with helping to assist that charge.

17 Another initiative I'm especially proud of is our
18 mentorship program. We currently have ten mentors and
19 mentee parents participating in our pilot. I thought
20 it was quintessential that we have a mentorship
21 program, because I don't know about you, but I have
22 mentors. And some of them are in this room. And
23 they've help to guide and shape my career. And so
24 that's why we have a formal, a formal mentorship

1 program. Intentionally investing in our people.
2 Because we know that when employees continue to learn
3 and grow and develop, the entire organization
4 benefits.

5 Next slide. And I think we, did we skip one? I
6 think we skipped one. Oh, there we go. Okay. Now we
7 have Accessibility and Accommodations. At its core,
8 this work is about ensuring every employee has
9 equitable access to the tools and resources they need
10 to be successful to perform the essential functions of
11 their job.

12 Our office oversees the reasonable accommodation
13 process from start to finish. And I would like to
14 emphasize that there is no such thing as a standard
15 accommodation. Every request is unique, because every
16 employee and their situation is unique. That's why
17 our process is individualized, interactive, and
18 collaborative.

19 We evaluate every request on a case-by-case basis
20 while balancing the needs of the employee with the
21 operational needs of the agency. And throughout the
22 entire process, there's confidentiality, because we
23 need employees to know that they can come forward,
24 share information in confidence, and trust that they

1 will be treated with dignity, respect, and
2 professionalism.

3 Now the numbers on the right help illustrate the
4 scope of this work. Last year alone, our office
5 managed 109 reasonable, religious, and ergonomic
6 accommodation requests. Those requests generated
7 nearly 8,000 e-mail communications. So that doesn't
8 include phone calls. So averaging 73 touch points per
9 request.

10 And I think that's important because those
11 numbers tell a huge story. Because when people think
12 about accommodations, they often think it's simply
13 about receiving a request, approving or denying it,
14 but in reality, it's an ongoing interactive process.

15 Every request requires conversations with
16 employees, supervisors, HR, counsel, medical providers
17 when appropriate, and agency leadership. It takes
18 collaboration, communication, and thoughtful
19 problem-solving to arrive at solutions that support
20 both the employee and the agency.

21 Ultimately this work is about ensuring every
22 employee has the opportunity to succeed by removing
23 barriers where we can, and creating an environment
24 where people feel supported.

1 Our final pillar builds on the same philosophy,
2 strategy and compliance. Next slide, please. For us,
3 compliance is about accountability, and strategy is
4 about turning those requirements into meaningful
5 action that strengthens the organization.

6 One example of this is Executive Order 187, which
7 requires, as I said before, a, our five-year strategic
8 plan, as well as an annual qualitative and
9 quantitative report documenting data, initiatives,
10 accomplishments, progress. And it's an opportunity
11 for us to share where we are, where we need to go, and
12 where we need to go next.

13 Likewise, Executive Order 31 challenges New York
14 State to become a model employer for people with
15 disabilities. And our office leads the agency
16 strategic plan and annual reporting under that
17 Executive Order.

18 But beyond reporting we monitor compliance with
19 statewide directives, equal opportunity requirements,
20 and applicable disability laws. But we don't do this
21 work in isolation. We work very closely with the
22 Governor's Office of Diversity and Inclusion, the
23 Office of the Chief Disability Officer, the Department
24 of Civil Service, HR, counsel, and agency leadership,

1 to translate statewide priorities into meaningful
2 action here at the Board.

3 Ultimately strategy and compliance provide the
4 framework that supports everything we do. From
5 employee engagement and workforce development to
6 accessibility and accommodations.

7 Which brings me to my next slide. Why does all
8 of this matter? Because at the center of everything
9 that we've talked about today is the employee
10 experience. When employees have a positive experience
11 at work, every single person benefits. Employees who
12 feel connected, valued, and supported are more
13 engaged. They collaborate more effectively, and they
14 are more willing to be innovative, and they are more
15 willing to remain with the organization.

16 At the end of the day, everything we discussed
17 comes back to one simple idea. And I just want to
18 leave you with this: Investing in our people is
19 investing in organizational success. Investing in our
20 people is investing in organizational success. And
21 that's why this work truly matters.

22 And also, this is why I'm proud to announce that
23 we're rolling out Chair Foster's employee engagement
24 plan, called Fostering Connections. Next slide,

1 please. No pun intended.

2 It's a nine-point employee engagement plan, and
3 really it's our framework for how we continue
4 investing in our people. The goal is to be intent,
5 intention, words, intentional about the employee
6 experience from the moment someone considers joining
7 the Board. So not when they join the Board, when they
8 even think about joining the Board. And that's
9 through their development, advancement, recognition,
10 and continued growth within the agency.

11 It gives us a structure for creating a workforce
12 that feels connected, supported, developed, and
13 equipped to do their best work in service to New
14 Yorkers. Next slide, please.

15 So I won't cover all of the nine points, but I
16 want to give you an opportunity to look at each one.
17 And I will highlight a couple. First, we're
18 continuing to work around our mission in core values.
19 The goal is to make sure these are simply not just
20 words on a page, or a slide, or the wall, but we're
21 going to continue socializing them throughout the
22 entire employee lifecycle. From the interview and
23 onboarding, to development, recognition, and the way
24 we lead and evaluate our work.

1 We talked about workforce development before so
2 there's a couple of items here, initiatives, that fit
3 in there. We're launching a supervisory support and
4 development program. Because supervisors have an
5 enormous impact on the employee experience. And so a
6 lot of supervisors are often wonderful technicians,
7 but haven't been given the skills to be leaders. And
8 so we're going to teach them to do so through six
9 courses: Emotional intelligence, communication and
10 feedback, delegation, time management, reasonable
11 accommodations, and HR essentials. The idea is to
12 give our supervisors the tools to be successful and
13 not just manage the work.

14 Another major area is career mobility. We've
15 often heard that the Civil Service system can
16 sometimes be confusing to navigate. So we've
17 partnered with the Department of Civil Service, and
18 we're offering six classes during lunch. And they'll
19 be focussed on career mobility, laterals, transfers,
20 New York Helps, resumes, interviewing. Essentially
21 all we're doing is equipping our staff to succeed.

22 And there's obviously more aspects of this:
23 Wellness spaces, and community impact. And we're just
24 continuing to put our employees first. This is really

1 about being more deliberate about how we develop,
2 engage, and recognize, and ultimately retain our
3 workforce.

4 So as I close, our focus is simple: We're going
5 to continue building on what we've built, and we'll
6 continue strengthening the employee experience. We'll
7 continue to listen, we'll continue to develop and
8 engage our employees, we'll recognize them, and
9 ultimately we'll continue to improve. Because at the
10 center of everything is our employees. And we want to
11 create a culture where each and every individual feels
12 celebrated, valued, and appreciated for who they are,
13 and for who they aren't.

14 And with that, thank you so very much for the
15 opportunity to share today, and I hope everybody has a
16 great day. If you have questions, I'm here. Thank
17 you.

18 ALL: Thank you.

19 FREIDA FOSTER: Thank you. May I have a
20 motion to adjourn?

21 MARIA MATOS: Board Member Matos, Madam
22 Chair, I move to adjourn.

23 FREIDA FOSTER: Thank you. May I have a
24 second?

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PAMELA CAGGIANELLI: I second that motion,
Board Member Caggianelli.

FREIDA FOSTER: Thank you. All in favor?

ALL: Aye.

FREIDA FOSTER: Any opposed? I'm also a
yes, that motion is passed. Meeting adjourned. Thank
you.

ALL: Thank you.

(Whereupon, meeting was adjourned.)