

CSS Workforce NY Board of Directors Meeting

Date: 04/28/2021 (8:00 am)

Location: 23 West Market Street, Suite 201 Corning, NY and Remote (Microsoft Teams)

Attendees: Jack Wheeler, Colleen Hurd, Jeanne Eschbach, Jamie Johnson, Mike Mishook, Joe Roman, Nancy Kirby Kurjakovic, AJ Kircher, Josh Michal, Kip Cerasaro, Lindsay Mills, Judy McKinney Cherry, Liz Stamp, Bruce Boughton

CSS Staff: Phyllis Balliett, Rae Ann Widmer-Mason, Melissa Johnson, Camden Ripley

Other Guests: Leslie Spurgin, Colleen Stannard

8:03 AM Meeting Called to Order

Conflict of Interest Disclosure: No Conflicts Disclosed.

Welcome New Members: Kip Cerasaro from DOL, Mike Nisbet from the Hornell Area IDA and Drew Farren from Siemens (Steuben County) to US Salt, LLC (Schuyler County)

Approval of Board Meeting Minutes: 12/09/2021 Minutes

Motion to accept meeting minutes as presented:

First: Judy McKinney Cherry Second: Jamie Johnson Unanimous approval

Board Chair Report:

- **Audit: June 2021** - Audit came in with a clean report.

Financial Report –

- (Page 3) - Net assets have increased from 2020 (\$38,621.00) to 2021 (\$93,874.00) which is primarily from the PPP (Paycheck Protection Program).
- (Page 4) – Grant Income \$1,650,21. (2020) and \$1.668.302. (2021) no real significant changes. Other Income is up with Pathways to Employment \$0.00 (2020), \$178,389.00 (2021) and the Paycheck Protection Program \$32,029.00 (2020) and \$116,935.00 (2021). That increased our Net Assets, June 30 \$38,621. (2020) to \$93,874. (2021).
- (Page 5) – This shows the expenses by program and admin. No surprises there.
- (Page 6) – No big variances. Biggest change is the PPP
- (Page 7) – Cash Flows demonstrates what we were talking about in the Statement of Activities and the Paycheck Protection. The reason it shows a negative is in the prior year (2020) the amount \$111,428 is shown as a loan payable later received a loan forgiveness so it's taken out of debt and put into income. Beginning of the year 2021 Cash and Cash Equivalent \$150,713.00 and end of the year June 2021 \$173,773.00. No findings this year. Prior DOL finding that we have been carrying over for multiple years have been resolved.

Single Audit - Independent Auditors' Report on Each Major Program and on Internal Control Over Compliance Required by Uniform Guidance.

- **Opinion on Each Major Federal Program** – Unmodified opinion, which has been unmodified.
- **Report Internal Control Over Compliance** – Findings in Differences in the way the organization reported to DOL. CSSWFNY was on accrual basis and DOL wanted cash basis. Some complexities reconciling the two but finally reached a point where an agreement was reached therefore the finding can go away this year after carrying for a couple of years.

Clean opinion on the financial statements and the single audit as well.

Management Comment Letter –

- **Inadequate Information Technology Controls** – Insufficiencies: no safeguards for unauthorized access, including who has access to make changes; inconsistent backups; lack of periodic review of user access; and no monitoring of the firewall to ensure adequate protection.

Recommendation – CSS Workforce include requirements that address the issues in the Request for Proposal and consider the potential vendors' ability to provide the needed controls on the selection process. Additionally, it is recommended that an antivirus software be in place and monitored throughout the year to ensure adequate protection.

Discussion Item:

Impact of Accounting Standard Updates (ASUs) of the Financial Accounting Standards Board (FASB) –

- **ASU No. 2016-02, "Leases"** – This update changes the recording and reporting requirements for operating leases, requiring assets and liabilities to be recognized if the lease meets certain requirements and is effective for the year ending June 30, 2023.

Communication Letter –

- **Allocation of functional expenses between program and admin.** This is based on salaries, etc. how the functional expenses are divided out.
- No difficulties in performing the audit. The audit went very well. Patti has been great in being ready and responding to inquiries. Thank you Patti!
- No Misstatements to correct.
- No disagreements with Management.
- Management Consultations with Other Independent Accountants - None

Nancy thanked the Insero staff for helping to acquire the full amount of the PPP.

Motion to accept the audit as presented:

First: Lindsay Mills Second: Bruce Boughton Unanimous approval

- **Audit Quotes** – Request for audit quotes was sent out. We received two quotes one from Insero & Co. CPAs, LLP and the other from EFPR Group, CPAs, PLLC. For three years Insero starts at \$17,000. for 2022, \$18,700. (2023) and \$20,500. (2024). EFPR came in at \$13,500. for 2022, \$14,000. (2023) and \$14,500. (2024).

The Audit committee recommends staying with Insero for the following reasons: EFPR doesn't have any WIOA programs, they do employment programs within community action agencies however, they do not do any direct WIOA programs. Insero has worked with us over the past six years to clean up all the financial challenges so that there are no audit findings with FOTA. They also did the PPP application for us at no charge. The quotes we have had for the past three years has had a 3.6 increase each year. Insero held to that quote even though our programs were increasing and the complexity of our accounting increasing.

Motion to contract with Insero for the next three years as presented:

First: Nancy Kirby Kurjakovic Second: Judy McKinney Cherry Unanimous approval

Thank you to Bruce and Nancy for reviewing the quotes!

- **2022 Slate of Officers:**

- Chair – Jack Wheeler
- 1st Vice Chair – Michael Mishook
- 2nd Vice Chair – Joe Roman
- Secretary – Judy McKinney Cherry
- Treasurer – Bruce Boughton
- Workforce Representative – Ernie Hartman
- Workforce Representative - Jeannie Eschbach

Thank you to Bruce for stepping up to fill the role of treasurer and those who continue to serve.

Motion to accept the Slate of Officers as presented:

First: Jamie Johnson Second: Lindsay Mills Unanimous approval

- **PY21 March Budget:** 75% through the year (July-March), 59% spent.

- **Personnel Line -**

- Salary (50000) - 55% spent. We have added some dollars to the line. This is the Disability Resource Coordinator or the SCION program and we have hired someone in April. The Department of Labor has awarded us \$77,000 for 2022 calendar year. We have added the salary and fringe amount of about \$64,000.00 into personnel. We have also had some transition and staff vacancies over the year, which also keeps this item underspent.

- **Operating Expenses –**
 - We included a laptop, cell phone and other supplies for this SCION program. In the yellow highlighted areas of the Operating Expenses section are added additional dollars for the SCION program. The DRC will be required to attend some trainings during the year which may require more staff travel depending on if the trainings are in person or virtual. This person will also be going to all the career centers. Home base will be out of Elmira, but the expectation is that the individual will be connecting with all the career centers in the three counties.
 - Did see a jump in Outreach (54200) as we did some outreach for the regional job fair.

Overall Operating Expenses – 77% obligated
- **One Stop Expenses –**
 - **Elmira (703/704)** - 67%
 - **Hornell (705/706)** – 15%, This is a state site and is closed to the public at this time. Expenses at the Hornell Library are very minimal at this time.
 - **Bath (707/708)** – 64%
 - **Montour Falls (709/710)** – 66%,
 - **Corning Youth Support (71200)** – 45%

Overall, One Stop Expenses – 58%
- **Program Expenditures –**
 - **Training (OJT/Cust) (601/606)** – 66%
 - **TOT Training (501)** – Scheduled to take place. This is for the IMP (Industrial Maintenance Program, working with GST BOCES on this training and partnership with some businesses. Doing a big push through the career centers for the TOT program and also ITA's.
 - **Tuition and Incidentals (ITA) (585)** – 38% still pushing & being proactive. Reaching out to other training providers to make sure that their training that would be approved for WIOA funding is on our ETPL list.

Total Program Expenditures - 60% spent

Total Budget Expenditures – 59% spent for the year.

It has been a challenge providing services when the Hornell center continues to be closed. Jack mentioned there has been some conversations with representatives from the state regarding this issue.

Motion to approve Budget as presented:

First: Jeanne Eschbach Second: Lindsay Mills Unanimous approval

➤ **Executive Committee Reports – 01/06/2022, 02/03/2022, 03/03/2022 & 04/07/2022 Minutes**

Motion made to accept the meeting minutes as presented.

First: Judy McKinney Cherry Second: Mike Mishook Unanimous approval

➤ **Operations & Oversight Committee Reports – 01/05/2022, 02/02/2022, 03/02/2022 & 04/06/2022 Minutes**

➤ Areas of highlight -

- The committee has asked for additional information and data. The programs have been very responsive to these requests.
- The system partners meet to ensure communication and consistency occurs.
- The center certifications have been completed and all elements have been met.
- Youth Monitoring Report – Nine findings, a lot of the findings are attention to detail, missing signature, etc. The team is very responsive, and they do address them. We will be getting a program response back.

Motion made to accept the meeting minutes as presented.

First: Bruce Boughton Second: Lindsay Mills Unanimous approval

➤ **Personnel Committee – Personnel Handbook**

- The Personnel handbook has been completed. Jeanne recommended to send it New York Council of Non-Profits legal team to review to make sure we had everything up to date. The committee came at the handbook wanting to support, retain and make sure the staff feel valued.
- Jeanne also recommended that the handbook be reviewed every other year for updates and changes.
- Phyllis mentioned that the staff will be getting together to review the handbook and sign off that they have reviewed and received the handbook.
- Thank you to Jeanne & Kelly for their hard work on the handbook.

Motion made to accept the CSS Workforce Personnel Handbook as presented.

First: Lindsay Mills Second: AJ Kircher Abstention: Jamie Johnson
Unanimous approval

Operator Report:

- Jack thanked Shelly for her work.
- For the 3rd Quarter of PY 21, there were 1,844 services provided. As illustrated, 37% (728) services were provided to dislocated workers, 36% (691) were provided to adults and the remaining 27% (237) were self-service/reportable customers (those customers being assisted in the career center for job search related services).
- For the 3rd Quarter of PY 21, 515 services were received by customers. A majority of the services (91%) were provided to adults and reportable customers (those documented as receiving self-service). Important to note that the career centers are beginning to see increase frequency of customers reaching out for job search assistance, navigating online applications, conducting virtual interviews, and inquiring about training opportunities etc.
- With the addition of a Workforce Navigator Assistant from the SCSEP program, the Elmira Center can serve up to 10 individuals during that time frame. From February

14, through the end of Q3 PY21, 155 customers were served in the morning hours in the Elmira Career Center.

- In Q3 just over half of the services provided by the WorkPlace Counselor were for job seeker related services at 52% (46% Self Service and 6% LMI, Resume assistance). The remaining services in Q3 were training related services supporting 1 ITA, 21 On-the-Job, and 59 Customized trainings.
- In the last quarter, there were 775 walk-in customers (up from 506 last quarter), 81 new customers registered (up from 39), 214 modified records (up from 14), and 89 customers assisted by appointment (up from 69). Additionally, Unemployment related calls fielded by WorkPlace have almost doubled from last quarter from 310 calls to 564 in Q3.
- **Workshops** – Work continues with the Leadership Group to collect and add data. A new “Registration/Attendance” sheet will be implemented in December so that the WP can follow up with customers who registered but did not attend. By providing follow up, WP Counselor may not only be able to determine why the customer did not attend, but they may also be able to offer additional services to the customer. May 2022 Workshop, Events calendar also included in meeting materials.
- **Career Center Operations:** Effective February 14th, the Elmira Center increased capacity from 4 individuals to 10 individuals, M-F, 9AM – 12PM to accommodate the return of Chemung County’s Pathways to Employment program. through the end of Q3 PY21, 155 customers were served in the morning hours in the Elmira Career Center. The Elmira Center has and will continue to track “peak” times of customer traffic for future capacity adjustments.
- **Site Management Operations:** The site management teams continue to meet as a whole system bringing together the management teams from Elmira, Steuben and Montour Falls. This one system team approach continues to be well received. The WorkPlace staff held their first customer Focus Group on March 24th, facilitated by WorkPlace, VP, Nestor Leon. A morning and afternoon session were offered and there were roughly 13 individuals who participated (8 AM and 5 PM). Nestor Leon has provided a report to CSS detailing outcomes from this session.
- **Diversity & Inclusion** – The second session of the Diversity and Inclusion series took place on March 22nd with the topic being “Tips for Overcoming Biases in the Workplace”, facilitated by Ashley Holtcamp, WorkPlace Manager of Diversity, Inclusion and Professional Development. The next training in the series will be “Generational Diversity” and is scheduled for April 26th.

Director Report:

➤ **ETPL Updates:**

Corning Community College (1) - Peer Recovery Advocacy and Coaching Training (2 courses) – Provider already approved, requesting approval for date changes.

Alfred State College (1) - Police Academy – Request to add as provider only, not eligible for WIOA funding.

Nebula Professional Development Academy (1) - Request to add as provider only, not eligible for WIOA funding. This is a higher-level degree.

Request to add courses & WIOA funding approved.

Genesee Community College (6)

1. Computerized Drafting and Design
2. Certified Clinical Medical Assistant (CCMA) + Certified Electronic Health Records Specialist (CEHRS)
3. Medical Billing and Coding with ICD-10
4. Dental Assistant
5. Certified Nursing Assistant
6. Computer Systems and Network Technology

Motion for request courses and WIOA funding approval for ETPL's as presented:

First: AJ Kircher **Second: Judy McKinney Cherry** Unanimous approval

- **Business Services Report:** This covers through the end of April 25, 2022.
 - **Total Dollar Value OJT Contacts Written** - \$109,968.75
 - **Total Dollar Value – CT Contracts Written** - \$67,249.04
 - **Total Dollar Value – All Contracts** \$177,217.79
 - **Break out by contract dollars:**
 - **Chemung County** - (72.80%) \$129,017.75
 - **Steuben County** - (25.90%) \$45,900.04
 - **Schuyler County** – (1.29%) \$2,300.00 the businesses.
 - **Total business interactions** – April 2022 – 69 (Different Businesses)
 - **Recruitment Activity** –
 - April 20, 2022, Regional Job Fair/CCC – 113 job seekers
 - April 24, 2022, Instant Brands Recruitment will be rescheduled to June
 - May 5, 2022, St. James Recruitment (Hornell VFW)
 - **Industrial Maintenance Partnership (IMP)** - Targeted Occupational Training begins: May 17, 2022 - Nov. 17, 2022, 250 hours classroom training with 80 hours of internships in local manufacturing. Internship Partners: F.M. Howell, Hardinge, GST BOCES, Emhart Glass, and Instant Brands.
Educational Spotlight on April 29, 2022, from 10:30 am- 11:30 am: email info@csswfn.com
 - **Contacts on the Horizon** –
 - CT – Schuyler County Sherriff – Basic Police Training
 - CT – Steuben County Office for the Aging - Administrative Assistant
 - OJT – (3x) Strobels Supply, Inc. – Painters

Motion to approve Business Services report as presented:

First: Mike Mishook Second: Judy McKinney Cherry Unanimous approval

- **RFP – IT Services – several**

RFP was sent out for IT, however only one bid received back. This is considered a failed bid. CSS will put out for three quotes for short term IT needs.

➤ **Other –**

Judy announced that CFA process opens on Monday May 2, 2022

Judy also talked about a DOL presentation that she watched 53% of businesses have no relationship with their workforce board.

Meeting Adjourned: 9:18 am

Motion to adjourn meeting –

First: AJ Kirscher

Second: Judy McKinney Cherry Unanimous approval

Respectively Submitted By: Melissa Johnson

Next Meeting: June 23rd, 2022, at 8:00 am