

CSS Workforce NY Board of Directors Meeting

Date: 06/22/2023 (8:00 am)

Location: STLS 9424 Scott Road, Painted Post, NY

Attendees: Jack Wheeler, Colleen Hurd, Jeanne Eschbach, Mike Mishook, Joe Roman, Andrew Tunison, Ernie Hartman, Brian McCarthy, Kip Cerasaro, Jeremy Ackerman, Judy McKinney Cherry, Bruce Boughton, Jamie Johnson, Mike Nisbet, Angela Russo, Bill Caudill, Josh Michal,

CSS Staff: Phyllis Balliett, Patti Redder, Melissa Johnson

Other Guests: Kelly Switala (Workplace Operator)

Absent: John Rees, Chris Sharkey, Drew Farren, Kelly Long, Nancy Kirby Kurjakovic, Angela Hawken, Liz Stamp

8:01 AM Meeting Called to Order

Conflict of Interest Disclosure: No Conflicts Disclosed.

Approval of Board Meeting Minutes: 04/27/2023 Minutes

Motion to accept meeting minutes as presented:

First: Mike Nesbit

Second: Jeremy Ackerman

Unanimous approval

- **PY22 May Budget:** 92% through the year (June 2022 –May2023), 74% spent and 82% obligated overall.
 - **Personnel Line -**
 - Salary (50000) - 73% spent and obligated
 - **Operating Expenses –**
 - **Overall Operating Expenses –** 68% spent and 68% obligated
 - **One Stop Expenses –**
 - **Elmira (703/704) –** 105% spent and 105% obligated. Elmira received new computers and a server. They have been installed and all are properly working.
 - **Hornell (705/706) –** 91% spent and 91% obligated. 8 new computers have been installed and are working properly.
 - **Bath (705/708) –** 80% spent and 80% obligated. A new copier was installed in May and new computers will be installed in Bath on June 29th.
 - **Montour Falls (709/710) -** 67% spent and 67% obligated. Montour Falls were installed on June 1st.
 - **Overall, One Stop Expenses –** 91% and 91% obligated
 - **Program Expenditures –**
 - **Work Experience (184) -** 97% spent.
 - **Training (OJT/Cust) (601/606) –** 72% spent, 91% obligated.
 - **Tuition and Incidentals (ITA) (585) –** 77% spent, 79% obligated.
 - **Total Program Expenditures -** 74% spent, 89% obligated. Phyllis anticipates we will be close to 100%
 - **Total Budget Expenditures –** 74% spent for the year, 82% obligated for the year.

Jack credited the staff for their great work!

Motion to approve the May 2023 Budget as presented:

First: Jeanne Eschbach

Second: Bill Caudill

Unanimous approval

- **PY23 Agency Draft Budget** – Looks like we will see a 5.45% increase in Adult and Dislocated Workers with a slight decrease in Youth funding for PY23.

(184) Work Experience - Will increase with carry in.

(601/606) Training (Contracted Services) (OJT/Customized) - Looking to increase trainings.

Total Budget Expenditures - \$2,253,310.

The draft budget does not include any carry in.

Motion to approve the PY23 Budget as presented:

First: Ernie Hartman

Second: Jeremy Ackerman

Unanimous approval

- **Waiver** – DOL is allowing areas to submit a waiver for the 80% obligation requirement for PY22 year. Phyllis is requesting permission from the board to submit a waiver to the Department of Labor for the carry in funds from each of our programs (Dislocated Worker, Adult & Youth). The waiver needs to be submitted by July 31st.

Motion to approve to submit the waiver as presented:

First: Bill Caudill

Second: Bruce Boughton

Unanimous approval

- **Executive Committee Report** – 06/01/2023 Minutes

Motion made to accept the 06/01/2023 meeting minutes as presented.

First: Ernie Harman

Second: Mike Mishook

Unanimous approval

- **Operations & Oversight Committee Reports** – 05/03/2023 & 06/07/2023 Minutes

Highlights – the Youth team held their first event for non-college bound students. The participants are taking advantage of the ITA's. Leading ITA – CNA, CDL followed by Dental Assistants. The team is looking to expand their outreach at food banks.

Motion made to accept the Operations and Oversight meeting minutes as presented.

First: Bill Caudill

Second: Jamie Johnson

Unanimous approval

- **Payroll RFP** – An RFP was sent out for Payroll Services for Temporary Work Experience. This contract will run July 1, 2023 – June 30, 2024. We had one response to this RFP. This response was from TES Staffing. The current payroll service is Datrose Business Processing and will expire June 30, 2023. The provider will be responsible for onboarding/offboarding, sexual harassment training and payroll services for CSS's Work Experience up to \$80,000.00. with a 48% markup. The lower markup will allow the \$80,000.00 go farther. TES Staffing has experience in Monroe and Niagara Counties. This is for work experience only.

Motion to approve the Payroll RFP as presented:

First: Judy McKinney Cherry

Second: Jeanne Eschbach

Unanimous approval

- **ITA Report (PY22)** – ITA report though June 16th. There has been \$177,245 total approved for PY22 YTD and 40 total ITA's approved in PY22 YTD. There has been a big influx with the CDL

training. There was a question as to why the influx. The training is available through Sage. Phyllis mentioned that last year (PY21) there was \$143,000 obligated with 27 training courses and this year we are at \$177,245 spent with 40 ITA's approved. There was a lot of discussion around the CDL requirements for the ITA. There will be more research and discussion on the CDL requirements.

➤ **Operator Report – Kelly Switala**

- There were 654 services provided (369 to dislocated workers, 168 to adults, and 108 to reportable individuals). Compared to the April data, there was no significant difference in the number of services provided.
- The number of services provided to customers across all four career centers were 218 services (24 to dislocated workers, 154 to adults, and 40 to reportable individuals). Compared to the April data, there was a 33% decrease in services provided. This trend is typical as seasonal employment is underway as summer approaches.
- During May over half of the services were provided to males.
- Career center counselors provided 121 training-related services (On the Job Training, Customized Training, Initial Assessment, and Individual Employment Plans). Job search-related activities (self-service or utilizing the resource room), job referrals, resume assistance, and labor market information comprise the remaining 112 of services provided.
- During May, the Career Center Counselors had 505 walk-ins, 232 phone calls and held 21 appointments.
- **Workshops:** A variety of workshops continue to be offered in person and virtual. Attendance for the workshops will continue to be monitored and various topics will continue to be offered based on the customer's needs. The fourth series of virtual workshops for individuals at the Steuben County Jail began on May 9th. The System Manager, CSS Workforce, GST BOCES, and Steuben County Public Safety staff will continue to assess the program and make necessary adjustments. Working on getting a fifth series started soon.
- **Career Center Hours of Operation:** All Career Centers are open with no limitations. All centers are closed daily from 12:00 pm -1:00 pm for lunch. All Centers will be closed on Tuesday, July 4th in observance of Independence Day.
- **Site Management and Operation:** The Site management teams from Elmira, Steuben and Montour Falls continue to meet on the first Wednesday of each month.

CSSWFNY collaborated with NYSDOL to update the Disruptive Customer Policy. The updated policy was distributed to staff and is in each of the Career Center Manuals.

A partner staff training course on Performance Indicators and the updated Disruptive Customer Policy was presented by Mark Evans on June 13th. De-escalation techniques were also presented.

New computers and a server were installed in the Montour Falls Career Center on June 1st. A new copier was installed in the Bath Center on May 4th. A new server and computers will be installed on June 29th in Bath. After the computers are installed in Bath all centers will have new computers and servers.

Several employers have held interviewing/recruiting events in the career centers recently. United Healthcare held interviews in Hornell, Bath, and Montour Falls at the end of May. Securitas is holding interviews in Bath and Elmira during the month of June. Employment Solutions has scheduled interviews in the Montour Falls and Hornell locations one day/week for the next 6 months. So far, the businesses have reported that their events have been considered successful.

Staffing News: WorkPlace staff attended the Nursing Focused College Day Event at Arnot Medical Center and the Schuyler Hires Job Fair on May 10th. In addition, Career Center services were promoted at the Watkins Glen Mobile Food Bank on May 16th and June 20th. WorkPlace staff also attended 2 training courses in May; one was focused on compassionate solutions for homeless clients and the other was titled “Kicked Out: How to Safely Ask Someone to Leave Without Calling the Police”. Career Center Counselors are also currently being trained to assist customers with the Northstar Digital Literacy Program.

➤ **Director Report:**

- **ETPL Updates:**

- **SUNY CCC (5 Courses)**

1. Certified Nurse Aide
2. Accounting Financial Management AS
3. Peer Recovery Advocacy and Coaching Training
4. CCA Certified Medical Administrative Assistant with Medical Billing and Coding
5. HVACR Certified Technician

The dates have been extended for the above courses. All the courses are WIOA funded except for the Accounting Financial Management AS course.

Motion for request to the above CCC courses as presented:

First: Mike Nesbit Second: Jeremy Ackerman Abstain: Judy McKinney Cherry & Jeanne Eschbach

- **TST BOCES (1 Course)**

1. Cosmetology Course

Motion for request to add TST BOCES to the ETPL list as a provider only for the Cosmetology course as presented:

First: Jeanne Eschbach Second: Angela Russo Unanimous approval

- **Demand Occupation Training List – Add three occupations to the list.**

- Level One -**

1. 29-2042.00 – Emergency Medical Technicians
2. 31-9097.00 - Phlebotomists

- Level Three –**

1. 29-2043.00 - Paramedics

Motion for request to add the above courses to the Occupation Demand Training list as presented:

First: Ernie Hartman Second: Jeremy Ackerman Unanimous approval

○ **Business Services Report:**

- **Total Dollar Value OJT Contacts Written** - \$238,217.25
- **Total Dollar Value – CT Contracts Written** - \$51,925.85
- **Total Dollar Value – All Contracts** \$290,143.10

Chemung (63.94%) - \$185,519.31
Steuben (34.09%) - \$98,897.34
Schuyler (1.97%) - \$5,726.45

Last year total dollars was \$253,000 - There was discussion about company caps for the training dollars. The board agreed that if the funds are available, to get the training out. If funds are running low, then we may need to place a cap.

Motion to approve Business Services report as presented:

First: Joe Roman Second: Mike Mishook Unanimous approval

○ **Policies – (two policies)**

Youth Supportive Services Policy – Remove the wording the maximum for supportive services for those in Occupational Skills training will be the same as outlined in the Adult-DW Supportive Services Policy and the agency In Demand Occupation List. And remove the words all other from the following sentence The maximum supportive services amount for all other WIOA related activities is \$750 per program year enrolled or in follow up.

Motion to approve the revision of the Youth Supportive Services Policy as presented:

First: Judy McKinney Cherry Second: Jeanne Eschbach Unanimous approval

Fiscal/Program Subrecipient Monitoring Policy – We received a notice from the state that we needed to put a written policy in place.

Motion to approve the Fiscal/Program Subrecipient Monitoring Policy as presented:

First: Mike Nesbit Second: Judy McKinney Cherry Unanimous approval

○ **Quotes – (2 Quotes)**

1. **Single Audit** – The current auditor is Insero & Co. CPA's, LLP. DOL had come back and advised we should reissue a quote for the Single Audit. The quote will be sent out to five different vendors for up to \$49,000.00. beginning July 1, 2023, fiscal year and ending June 30, 2025. The proposals are due by July 21st at 4:00 pm.

Motion to approve releasing the Single Audit quote as presented:

First: Jamie Johnson Second: Bruce Boughton Unanimous approval

2. **IT** – this is for maintenance, training and monitoring of systems. The quote will be sent out to five different vendors for up to \$49,000.00.

Motion to approve releasing the IT RFQ as presented:

First: Ernie Hartman

Second: Bruce Boughton

Unanimous approval

○ **Workplace Contract –**

In PY23, we are entering into a 3rd year contract for The Workplace, Inc. at \$375,000. Next year we will have to put out a new RFP.

Motion to approve the 3rd year contract budget for The Workplace, Inc. as presented for PY23:

First: Jeanne Eschbach

Second: Joe Roman

Unanimous approval

- **Other –** Jeanne Eschbach will be retiring and leaving the CSS WFNY board. CSS appreciates Jeanne's hard work and dedication to the CSS WFNY system. This was her last CSS WFNY board meeting. Nancy Kirby Kurjakovic was unable to attend this meeting, however she is also retiring, and will no longer be on the CSS WFNY board. We thank her as well for her dedication to CSS WFNY.

- **Motion to go into Executive Session -** at 9:10 for a brief discussion for employee compensation.

First: Judy McKinney Cherry

Second: Jeanne Eschbach

Unanimous approval

Motion to return from Executive Session at 9:18

First: Jamie Johnson

Second: Mike Nesbit

Unanimous approval

Motion effective January 2024 for up to a 4% raise for staff.

First: Judy McKinney Cherry

Second: Bill Caudill

Abstain: Jamie Johnson & Mike Mishook

Judy mentioned some grants for not-for-profit organizations.

- Not-for-profit state graded by the state for non-profit capital.
- Kraft Beverage grant – this grant is for tasting rooms and production. This grant will be graded by ESD.
- DOT – Process of policies and procedures. The regional plan will be re-done.
- DOL listening tour – a group will be touring the tri-county area and discuss labor force issues in the areas. Phyllis will be included in the conversations.

Meeting Adjourned: 9:40 am

Motion to adjourn meeting –

First: Bill Caudill

Second: Mike Nesbit

Unanimous approval

Respectively Submitted By: Melissa Johnson

Next Meeting: August 24th, 2023, at 8:00 am at STLS 9424 Scott Road Painted Post, NY