CSS Workforce New York Operations & Oversight Committee Meeting Minutes

Date: 01/17/2024 (1:30 pm)

Location: 203 12th Street, Watkins Glen

Attendees: AJ Kircher, Bruce Boughton, Stacey Carollo, Judy McKinney-Cherry, and Bill Caudill

Absent: JoAnn Fratarcangelo, and Jamie Johnson

CSS, Operator Staff & Other Guests: Phyllis Balliett, Mel Johnson, Mark Evans, and Kelly McGowan

1:30 PM Meeting Called to Order -

> Conflict of Interest Disclosure: No Conflicts Disclosed

Minutes: 11/01/2023 Minutes – Approved at 12/14/2023 Board of Directors Meeting, no action required.

Youth Program: (Kelly McGowan)

The following was reported for December 2023:

- On 12/1, the Community Liaison and Program Manager went to Elmira Heights School District to
 present to two groups of seniors the services offered through the Emerging Workforce Youth Program.
 This presentation includes a brief overview of adult services for those who don't qualify as well as a
 short tutorial of our web page and where to find things. The Community Lisian and Program Manager
 will be invited back in the spring to present again.
- On December 11th & 12th, the Program manager and Community Liaison also presented at Elmira High School, Health & Wellness classes. These classes were a mixed group of 10th-12 graders with many seniors in attendance.
- The Emerging Workforce Navigator Jaime Talada completed a 6-session training regarding serving the justice involved population and their rights and responsibilities regarding reentry.
- Program Update: At 50% through PY23 numbers are reported below.

Enrollments

- Started December with 91 carried in from November, adding 4 in December.
- Number exited to follow up 0.
- Total carried into the next month (January) 95.
- O&O Enrollment target 60, 30 running total of enrollments this PY 23 (from July 1 December).
 Enrollments remaining to target 30. 50% of the target has been met.

• Work Experience Stats

- In December there were 3 work experience carried over from November with 1 total active case at the end of December.
- No new work experience placements were added and there is currently no active work experience at this time.
- 2 Work Experiences successfully ended in December.
 - o Locations of those having ended: Southern Tier Custom Fab (1), Corning Dental (1) *.
- Offers of employment extended because of WE: 1
- *Note The individual that was working as a receptionist now wants to become a dental assistant.
- % of target met 100%

Total number of Work Experience hours completed December 2023 – 185.5 hours completed. Cumulative hours of Work Experience completed YTD - 3,122.0 hours.

ITA's - 50% though PY23

- Total ITA's approved in PY23: (12)
- 0 ITA's remain to reach target.
- 133% of the target has been met.
- 3 new ITA's (Welding) approved during December.
 - Total ITA dollars approved/committed YTD: \$49,685* Does not include the prorated amount that will be returned due to 2 students exiting the program early.
 - The top training professions are Phlebotomist (5) and CDL (3)
- **Referrals** 19 referrals in December from 11 different sources

As Reported:

- 2 Self (Website)
- 1 Self (walk-ins, e-mail, or phone call)
- 3 Career Centers Elmira (1), Bath (1) and Montour Falls (1)
- 1 Chemung County CPS
- 3 Chemung County Probation
- 3 DOL (Elmira)
- 2 DOL (Hornell)
- 1 High School Learning Center (HSLC)
- 3 PTE

WIOA Generated Targets -

Work Experience:

- Total Budgeted Dollars (represents 20% of overall youth budget): \$74,995.00 for PY23.
- Total Expended in November: \$0.00
- Total Expended YTD: \$0.00
- Balance Remaining for PY23: \$0.00

ITA's:

- Total Amount Allocated to ITA's: \$55,000.00
- Total Amount Approved in December: \$10,200.00
- Total number of ITA's approved in PY23 12
- Total Approved YTD: \$49,685.00
- Total Percentage spent: 72.4% (YTD approved/committed)
- Total Percentage of ITA target met 133%
- Balance Remaining for PY23: \$5,315.00* Does not include the prorated amount from BOCES for LPN's. exiting the program early.

ITA's approved in December – 3

- 1 Dental Assisting Starting 01/08/2024
- 2 Phlebotomy Starting 01/09/2024

Other items of interest from the Emerging Workforce Team: The Emerging Workforce team worked with the PTE program for the Job Expo at the Elmira Career Center on January 17th. The team also assisted with the pre-day event that was held on January 10th. Members of the Emerging Workforce team will be working closely with the Deputy Director on the TTAP/ARISE program.

Motion to accept the youth report as presented.

First: Bill Caudill Second: AJ Kircher Unanimous approval

MOAs (2) –

- 1. Empower Federal Credit Union The MOA will fulfill Financial Literacy Education element.
- 2. Community Foundation of Elmira-Corning and the Finger Lakes, Inc. The MOA will fulfill the supportive Services element.

Motion to accept the MOAs above as presented.

First: Bruce Boughton Second: Stacey Carollo Unanimous approval

Operations: Operator Report:

The System Manager was unable to attend the meeting as she was at the Job Expo event in the Elmira Career Center. The operator report along with the January event calendar was included in the meeting packets. The information represents data for November of PY2023. There were no concerns from the board about the report submitted.

Quality Assurance/Performance Report & Performance Outcomes (Mark Evans)

• Youth Monitoring – On September 29^{th,} 2023, the Quality Assurance Manager sent a monitoring letter to the Emerging Workforce Program Manager for the monitoring that was completed. There were 25 records reviewed for the period of January 1, 2023, through March 31, 2023. It was mentioned that most errors were record keeping and OSOS comments. There were no disallowed costs involved.

On November 7th, 2023, the Emerging Workforce Program Manager replied to the monitoring letter stating that all errors have been corrected.

Motion to accept the Youth Monitoring letter and response as discussed.

First: AJ Kircher Second: Bill Caudill Unanimous approval

• Adult/DW Monitoring – On September 29^{th,} 2023, the Quality Assurance Manager sent a monitoring letter to the System Manager for the Adult/DW monitoring that was completed. There were 25 records from April 2023 through June 2023. It was mentioned that most of the errors were also record keeping and OSOS comments. There were no disallowed costs involved.

On October 29^{th,} 2023, the System Manager replied to the monitoring letter stating that all errors have been corrected.

Motion to accept the Adult/DW monitoring letter and response as discussed.

First: Bruce Boughton Second: Jamie Johnson Unanimous approval

PY23 Qtr1 Performance Outcomes Report –

PY23 (July 2023 – September 2023) performance outcomes were released. 80% of the target is required.

Areas where we did not meet the goal were:

- Youth Credential Attainment (page 12 of the report) The credential rate was 33.3% with numerator 1 and the denominator 3. LWDA goal 55.0%, % of LWDA Goal 60.5%
- Youth Measurable Skills Gain (page 15 of the report) the measurable skills gain was 30.8% with numerator 4 and the denominator 13. LWDA goal 56.0%, % of LWDA Goal 55.0%
- Credential Attainment DW (page 11 of the report) 0 This is due to having no individuals in the denominator.
- The Quality Assurance Manager has not received the back up data from NYS DOL as to who are being counted in these outcomes.

Priority of Service for the Adult population started being measured in the PY22 Q2 Performance Measures. The Adult Priority of Service goal for NYS is 75%.

The three (3) priority populations are:

- 1. Recipients of public assistance
- 2. Other low-income involved individuals, and
- 3. Individuals who are basic skills deficient, which also included English Language Learners.

CSS WFNY Actual PY23 Qtr1 - 15.60% CSS WFNY Adult % of goal PY23 Qtr1 - 20.80% Statewide Adult Actual PY23 Qtr1 - 37.10% Statewide Adult % of goal PY23 Qtr1 - 49.50%

Motion to accept the PY23 Qtr1 Performance Outcomes report as presented and discussed.

First: AJ Kircher Second: Bruce Boughton Unanimous approval

- ➤ Other There will be no Operations and Oversight meeting held in February, however the reports will still be sent to the committee. The next Operations and Oversight will be held March 6th back at 323 Owego Street Montour Falls.
- ➤ Meeting Adjourned: 2:32 pm

Motion to adjourn the meeting.

First: Bruce Boughton Second: Bill Caudill Unanimous approval

Next Meeting: March 6^{th,} 2024, at 1:30 **Location:** 323 Owego Street, Montour Falls

Respectfully Submitted, Melissa Johnson