

**CSS Workforce New York
Operations & Oversight Committee Meeting Minutes**

Date: 03/06/2024 (1:30 pm)

Location: 203 12th Street, Watkins Glen

Attendees: AJ Kircher, Bruce Boughton, Judy McKinney-Cherry, JoAnn Fratarcangelo, and Jamie Johnson

Absent: Stacey Carollo, and Bill Caudill

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:** 01/17/2024 Minutes – Approved at 02/22/2024 Board of Directors Meeting, no action required.
- **Youth Program:** (Kelly McGowan)
The following was reported for February 2024:
 - February has been a quiet month for the Emerging Workforce program. Referrals were down a little this month, there were no events or outreach activities that were attended; however, it did start to gear up with invites for future events and March/April will bring some events and outreach opportunities for the program.
 - The Emerging Workforce Team has begun to focus on plan fully exiting youth who have met their goals by gaining FT employment or completing or almost completing their education.
 - **Program Update:** At 66.66% through PY23 numbers are reported below.
 - **Enrollments**
 - Started February with 83 carried in from January, added 3.
 - Number exited to follow up – 5.
 - Total carried into the next month (January) – 81.
 - 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**
 - No new work experience placements were added and there is currently no active work experience at this time.
 - % of target met – 100%
 - The program manager states that there are a couple of work experiences to begin soon. One in maintenance and the other as a mechanic.

Total number of Work Experience hours completed February 2024 – 0 hours completed.
Cumulative hours of Work Experience completed YTD - 3,134.0 hours.

 - **ITA's – 66.6% though PY23**
 - Total ITA's approved in PY23: (15)
 - 0 ITA's remain to reach target.
 - 166% of the target has been met.
 - 3 new ITA's (1- CAN and 2- HVAC) approved during February 2024.
 - Total ITA dollars approved/committed YTD: \$55,908.
 - The top training professions are Phlebotomist (5) and CDL (3)

- **Referrals** – 14 referrals in February from 11 different sources.
As Reported:
 - 2 Self (Website)
 - 4 Career Centers – Elmira (2), Hornell (1), and Montour Falls (1)
 - 1 Chemung County Family Services
 - 1 DOL (Elmira)
 - 2 DOL (Hornell)
 - 1 High School Learning Center (HSLC)
 - 1 PTE
 - 1 Glove House
 - 1 Hornell Area Concern 4Youth

WIOA Generated Targets -

Work Experience:

- Total Budgeted Dollars (represents 20% of overall youth budget): \$91,207.00 for PY23. More money was allocated to this budget line item.
- Total Expended in February: \$0.00
- Total Expended YTD: \$54,313.24
- Total Percentage spent YTD: 60%
- Balance Remaining for PY23: \$36,351.17

ITA's:

- Total Amount Allocated to ITA's: \$99,366.00 for PY23. More money was also allocated budget line item.
- Total Amount Approved in February: \$13,400.00
- Total number of ITA's approved in PY23 – 15, O&O target is 9.
- Total Approved YTD: \$55,908.00
- Total Percentage spent: 56.26% (YTD approved/committed)
- Balance Remaining for PY23: \$43,458.00

ITA's approved in February – 3

- 1 – CNA and 2 HVAC

Other items of interest from the Emerging Workforce Team: The Emerging Workforce team will be attending the Waverly Job Fair at the Waverly Jr. Sr. High School on March 7th. The Community Liaison continues to engage in outreach to area businesses and recruitment for those enrolled youth. The Community Liaison will also be attending the NYATEP conference in March. The Program Manager is working with the QA and the Deputy Director to see what could be done to develop a quality adult mentoring service.

The TTAP program will look at the Demand Occupation list and work in cohorts by industry.

Motion to accept the youth report as presented.

First: AJ Kircher

Second: Jamie Johnson

Unanimous approval

➤ **Operations: Operator Report:** (Kelly Mukisa)

The information represents raw data compiled from OSOS in January of PY23 due to the unavailability of 2024 management report data.

- Workplace counselors and partner staff services 217 unique individuals for a total of 424 visits,

- 217 customers were serviced during January. 51 customers were employed, 35 were not employed and claiming unemployment insurance, 129 were unemployed and visiting the center for self-service, 1 customer was not employed receiving staff assisted service and 1 customer was employed but had received a notice of termination.
- The counties of residence for unique individuals served during the month of January. Of the 217 customers served, 3 were residents outside of Chemung, Steuben, and Schuyler counties. Not pictured are Bradford (2) and Onondaga (1).
- During the January of PY23, staff received 796 walk-ins, 474 phone calls, and held 34 appointments. 21 customers registered for Career Center services and another 242 customer records were modified.

Workshops: March and April event calendars were included in meeting packets.

A variety of in-person and virtual workshops continued offered by the Workplace Counselors and the PTE program. DOL will not be offering workshops until further notice. Attendance continues to be monitored.

Steuben County Jail workshops are continuing as planned. Participant surveys are collected weekly.

Elmira Psychiatric Center will be bringing a small group of clients for a tour of the Elmira Center on March 31st.

Other Upcoming recruitment events include:

- Pathways Inc. – Wednesday, March 6th from 9-12 in the Elmira Center
- Cayuga Health (Schuyler Hospital) – Friday, March 29th from 1:30 – 3:30 in the Montour Falls Center.

Career Center Operations:

There have been no changes to the Career Center hours of operation. All centers are closed from noon to 1:00 pm for lunch.

Site Management Operations:

The site management teams from Elmira, Bath, Hornell, and Montour Falls continue to meet on the first Wednesday of each month. A discussion was held on the implementation of the Disruptive Customer Policy at the Bath Career Center in January. Feedback indicated that the process went smoothly and quickly, especially since it was the first time the new policy had to be implemented.

Staffing News:

The WorkPlace staff attended a DEWS training on OSOS Comprehensive Assessments and Enrollments. Barbara Mari, the Career Counselor in Hornell, will be taking a medical leave of absence from March 1st through mid-late April. Coverage in the Hornell Career Center will be provided by the Bath Career Counselor and coverage for the Bath Career Center will be provided by Kelly Mukisa.

There was extensive discussion about the number of youths who do not have a permit or driver's license. Why do they not have them and how do we get to them?

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

- **NYS DOL Division of Equal Opportunity Development** - The Department of Labor conducted an Equal Opportunity Audit in the Elmira Career Center. QA Completed a self-attestation and audit of the other centers and submitted in November. On February 26th, 2024, we received notification that the audit was concluded and we are in compliance with the regulations of Section 188 of the Workforce Innovation and Opportunity Act (WIOA). This certification is valid for two years.

