

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

Date: 06/05/2023 (1:30 pm)

Location: 203 12th Street, Watkins Glen

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

Absent: JoAnn Fratarcangelo,

CSS, Operator Staff & Other Guests: Phyllis Balliett, Rae Ann Widmer-Mason, Mel Johnson, Kelly McGowan, and Kelly Mukisa

1:29 PM Meeting Called to Order –

- **Conflict of Interest Disclosure:** No Conflicts Disclosed
- **Minutes:** 04/03/2024 Minutes – Approved at 05/02/2024 Board of Directors Meeting, no action required.

➤ **Youth Program:** (Kelly McGowan)

The following was reported for May 2024:

- May was a bustling month for outreach activities. Numerous schools extended invitations for the Emerging Workforce team to participate in their career fairs and deliver classroom presentations to their graduating students. Our team made appearances at Wildwood BOCES, Bath High School, the Addison Career Fair, the Horseheads fair for undecided seniors, and Prattsburgh School.
- Hillside Snell Farm has initiated contact, and Kelly is scheduled to meet with them in early June to discuss potential partnerships in offering career services to their residents. The preliminary plan includes providing onsite group sessions following a cohort model.
- **Program Update:** 91.66 % through PY23 numbers are reported below.
 - **Enrollments**
 - Started May with 86 carried in from April, adding 6 in.
 - Number exited to follow up – Unavailable at report time.
 - Total carried into the next month (June) – 92. *This is a tentative number as unable to get into management reports.
 - O&O Enrollment target 60, tunning total of enrollments this PY 23, Enrollments remaining to target 6. 90% of target met.
 - **Work Experience Stats:** 91.66 % through PY23 numbers are reported below.
 - 4 Carried over from April with 5 total active cases at the end of May.
 - 2 new work experience placements were added.
 - Locations of new placements – Eldridge Park and BC Plumbing, Heating & Air Conditioning
 - 1 Work Experience unsuccessfully ended in May. The participant left the work experience site (STCF) in the middle of the day and did not return. Participant has since been placed into another work experience.
 - **Locations of those having ended:** STCF (1) – Unsuccessful
 - Offers of employment extended because of WE: 0
 - Work experience remaining to target – 0

Total number of Work Experience hours completed in May – 572.25 hours completed.

Cumulative hours of Work Experience completed YTD: 3,729.75 hours.

- **ITA's - 96.66% though PY23**
 - No new ITA's approved during May.
 - The top training professions are Phlebotomist and CDL
 - Total ITA dollars approved/committed YTD: \$55,908.00
 - 0 ITA's remaining to reach target

- **Referrals** – 17 referrals in May from 5 different sources
As Reported:
 - 8 Self (walk-ins, e-mail, or phone call)
 - 2 Arnot School of Nursing
 - 1 Career Centers – Elmira
 - 2 DOL – Elmira
 - 1 Attorney Serrott

WIOA Generated Targets -

Work Experience:

Total Budgeted Dollars (represents 20% of overall youth budget): \$91,207.00 for PY23.
 Total Expended in May: \$4199.25
 Total Expended YTD: \$58,657.62
 Total Percentage spent YTD for work experience: 59%
 Balance Remaining for PY23: \$32,549.38

ITA's:

Total Amount Allocated to ITA's: \$99,366.00
 Total Amount Approved in May: \$0.00
 No ITA's Approved in May
 Total Approved YTD: \$55,908.00
 Total Percentage spent: 56.26% (YTD approved/committed)
 Balance Remaining for PY23: \$43,458.00

To head into June:

The youth program is eagerly anticipating involvement in two specific activities.

- As June approaches, the youth program has received an invitation to present their best practices at the Synergy Forum on June 25th.
- The team will commence collaboration with Hillside Children's Center Snell Farms facility in Bath to create and implement a cohort-based approach for providing career services to youth at their residential treatment facility.

Motion to accept the youth report as presented.

First: Jamie Johnson Second: Bruce Boughton Unanimous approval

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

- The information represents data for April of PY2023. There were 456 services provided (299 dislocated workers, 41 adults and 116 reportable individuals).
- Across all four Career Centers there were 148 services provided (4 to dislocated workers, 33 adults and 111 to reportable individuals).
- Compared to April of PY 23, system-wide services remained about the same. Career Centers saw a slight decrease in services due to fewer Customized Trainings.

- During April of PY23. Career Center Counselors and partner staff provided 34 individualized career services (On the Job Training, Customized Training, Initial Assessment, Occupational Skills Training, and Individual Employment Plans). 113 job search-related services (utilizing the resource room, job referrals, resume assistance, and labor market information) were provided.
- During April, staff received 446 walk-ins, 268 phone calls, and held 15 appointments. 9 customers registered for Career Center services and another 9 customer records were modified.

Workshops:

- A variety of in-person and virtual workshops continued offered by the PTE program, DOL and the Workplace Career Counselors. Attendance continues to be monitored.
- The Steuben County Jail workshops are continuing as planned; the current series ends on June 4th.
- The June Workshop and events calendar was included in the meeting packet.

Recruitments/Community Engagement: A Care Manager and client from Catholic Charities toured the Elmira Center and met with the System Manager for an orientation of career center services on May 15th. In addition to assisting the customer, the appointment proved to be a great opportunity to strengthen the connection between Catholic Charities and CSSWFNY.

Career Center Operations:

- There have been no changes to the Career Center hours of operation. All Career Centers are open with not limitations. All centers are closed from noon to 1:00 pm for lunch. All centers are operating normally.
- All centers will be closed June 19th in observance of Juneteenth.

Site Management Operations:

- The site management teams from Elmira, Bath, Hornell, and Montour Falls continue to meet on the first Wednesday of each month.

Staffing News: The WorkPlace has hired Cindy Fabian as the Career Counselor in the Elmira Career Center. Cindy is relocating to the area and will begin June 21st. We are very excited about the skills and value Cindy will bring to customers and the CSS System. The System Manager attended an OSOS “Train the Trainer” workshop May 14-16th.

The committee inquired whether the year-to-year services comparisons could be reviewed at the next Operations & Oversight meeting.

- **Summer Youth Employment Program:** Funds are being allocated to three counties—Chemung, Schuyler, and Steuben—for the summer youth program. The Emerging Workforce team and TTAP have contacted providers to link local youth with the summer youth program. The service providers include the Chemung County Youth Bureau, Schuyler County's JoAnn Frataracangelo, and Steuben County's ProAction. Teams will refer and monitor the youth throughout the program.
- **Next Meeting:** The committee discussed the schedule for the July meeting. Given that it falls on a holiday week and coincides with the full board meeting the preceding week, the committee agreed to cancel the meeting set for July 3rd.
- **Meeting Adjourned: 2:16 pm**

Motion to adjourn meeting.

First: Bill Caudill

Second: Jamie Johnson

Unanimous approval

Next Meeting: August 7th, 2024, at 1:30
Location: 323 Owego Street, Montour Falls

Respectfully Submitted, Melissa Johnson