

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

*Montour Falls Career Center
323 Owego Street, Montour Falls NY
April 3, 2019 2:30 p.m.*

- **2:30 p.m. Call Meeting to Order**
 - *Attendance/Roll Call*
- **2:31 p.m. Conflict of Interest Disclosure**
- **2:31 p.m. Youth Program**
 - *Youth Program Update*
 - *Report Summary**
- **3:01 p.m. Individuals with Disabilities**
 - *New Equipment Update*
- **3:06 p.m. Operations**
 - *Center staff changes*
- **3:29 p.m. Performance Report**
- **3:30 p.m. Adjournment**

** Board Action required.*

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 4/3/19

Location: Montour Falls

Attendees:

Jeannette Frank – Arc of Schuyler, Executive Director
JoAnn Fratarcangelo – Schuyler County DSS, Commissioner of Social Services
Judy McKinney Cherry – Schuyler County IDA, Executive Director
A.J. Kircher – Capabilities, Executive Director
Bill Caudill – Steuben County Youth Bureau, Youth Programs Coordinator
Staff
Phyllis Balliett – CSS Workforce NY, Deputy Director
Rae Ann Widmer-Mason – Quality Assurance Manager
Amanda Magee – CSS Workforce NY, Emerging Workforce Program Lead
Dave Dray – The Workplace, Systems Director

Agenda

- **2:38 pm – Meeting Called to Order**
 - Attendance/Roll Call

- **Conflict of interest Disclosure**
 - No conflicts disclosed.

- ✓ **Motion made by A.J. to accept March 5, 2019 minutes and seconded by JoAnn**

- **Youth Program**
Youth Program Update

Summary report was reviewed. Seven individuals enrolled in March and currently, for PY18 there are 30 new individuals enrolled in the program. As of date, there are nine individuals enrolled in work experience; 4 in Chemung, 4 in Steuben and 1 in Schuyler County. Individuals are placed at auto, nursing, chiropractic, and SPCA work experience sites.

Two individuals are placed in training. Referrals have decreased a bit. This may be due to change of staffing in the Career Center. Career Center staff are scheduled to receive referral training.

Discussion regarding the idea of offering Customer Service training in Schuyler County.

It was reported that staff attended NYAPTEP training in Saratoga Springs in March and was able to gather a lot of information from successful programs throughout the state. It was a great opportunity to generate new ideas for programming.

➤ ***Individuals with Disabilities***

▪ New Equipment Update

Teri was not able to attend the meeting today, therefore no updates on the equipment.

➤ ***Operations***

▪ Career Center

Mini job fairs haven't been as successful as in the past, so there was a need to come up with something different. Elmira is piloting a Meet the Business series. A couple times a month a business is given an hour time slot in the Career Center. The business will talk about what it is like to work for their company and expectations; the session is videotaped by staff and will be used to educate job seekers and staff in the future. The second half of the hour is an opportunity for the business to meet with potential job seekers. The first session was a success. If this continues to be successful, then it will be offered in the other Career Centers.

Dave reported that there are some staff changes in the Career Centers. WorkPlace has hired new staff for the Hornell office and has moved the current Hornell staff person to Bath.

The question was raised what are the strategies to connect with more potential job seekers. It was discussed that staff have implemented some additional activity to meet this need. Activities such as, Meet the Business series, implementation of the OWDS (Offender Workforce Development Specialists) educational program, and extended Career Center hours through the ESPRI program.

➤ ***Performance Report***

- Rae Ann has reviewed the performance report and coming up with strategies to improve the areas where we are under, such as follow up services.

Adjournment – 3:36

Bill made the motion to adjourn and was seconded by A.J. . Approved unanimously.