

## *CSS Workforce New York*

### **Operations & Oversight Committee Meeting Minutes**

**Date:** 8/7/19

**Location:** Montour Falls

**Attendees:**

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

Jamie Johnson – Steuben County IDA, Executive Director

Staff

Dan Porter – Executive Director

Phyllis Balliett – Deputy Director

Rae Ann Widmer-Mason – Quality Assurance Manager

Dave Dray – The Workplace, Systems Director

**2:35 pm – Meeting Called to Order**

- Attendance/Roll Call
  
- **Conflict of interest Disclosure**
  - No conflicts disclosed.
  
- Motion to approve 4.3.19 minutes by Bill Caudill, Seconded by JoAnn Fratarcangelo, Unanimous approval
  
- **Youth Program**
  - Summary report of PY18 was reviewed. During the program year, 331 individuals were referred to the program and of those, 45 were enrolled ending the year with a 13.6% enrollment per referral rate. 16 work experiences and 3 training opportunities were provided to program participants. PY18 targets were 23 enrollments, 20 work experiences and 8 training services.

**Motion** made by Jamie Johnson and seconded by Bill Caudill to set PY19 targets as follows;

1. A minimum of 100 participants newly enrolled
2. A minimum of 40 work experiences provided, with a minimum of 20% of those work experiences in an in-demand industry cluster as identified by the I-86 Corridor Plan
3. A minimum of 25 occupational training services provided to participants

**Motion received unanimous approval**

- MOA with Elmira Savings Bank to provide leadership development opportunities, follow up services and financial literacy education was reviewed.

**Motion** to accept the MOA by AJ Kircher and seconded by JoAnn Fratarcangelo. **Motion received unanimous approval.**

➤ Individuals with Disabilities: no new equipment update

➤ **Operations:**

- ITA/Training flow planning discussion

Phyllis Balliet is the CSS Workforce New York staff assigned to oversee the ITA review and approval process. There is an ITA Approval committee that is made up of a board member, system operator and Department of Labor staff. There is a need to ensure that staff in the Career Centers can provide outreach for ITA's and can manage the Career Services for customers to obtain ITA's as there is an increase in funding at this time. Dan asked if the Operations and Oversight committee would like to provide oversight for this or should this be taken to the ITA review/approval committee. The committee agreed that the ITA review/approval committee should complete the initial oversight and if need be, issues/concerns can be escalated to Operations and Oversight.

- Career Center Workshops discussion

Dan discussed that there have not been many workshops offered in the Career Centers other than those provided for reemployment services or Pathway to Employment. Customers are coming to the centers with identifiable skills gaps that workshops could remedy, i.e. basic computer skills for job searching. Dan has been requesting an improvement in this area with little to no results.

**Motion** made by Bill Caudill and seconded by JoAnn Fratarcangelo that the Operator staff provide the Operations and Oversight committee with a report for each meeting that includes a summary of workshop activities in the career centers. The report will need to minimally include; all 3 counties, outreach activities, number and type scheduled and number of attendees. **Motion received unanimous approval.**

- Computer labs in Career Centers discussion

Dan reported that the end of the lifecycle for Windows 7 is set for January 2020 and discussed the options to either upgrade or purchase new. Since many of the computers are several years old, the purchase new option would be better. Discussion surrounding new computers in the lab could be a benefit for customers to complete on-line census reporting and for computer skills workshops.

- Employer Recruitment/Meet the Employer Expansion discussion:  
Meet the Employer is occurring in the Elmira Career Center and recruitments are happening in several Career Centers but not in a consistent way. Discussed ways the operator staff could improve consistency and included the operator staff should ensure all activities and outreach materials are communicated and distributed to all career centers in a timely manner.

➤ **Quality Assurance/Performance Report**

- Adult/DW/TAA Program Monitoring Report and Youth Program Monitoring Report  
Rae Ann reviewed the Monitoring Letters from the Department of Labor received in July. All findings from the previous review were resolved. All findings in the current review were resolved at the time of the issuance of the letter. The observations noted in the current review did not require a response to the department of labor and carried recommendations. The recommendations were completed with verification given to Dan. Judy noted and complimented the quality improvements since the previous reviews.
- WIOA Primary Indicator Reports  
The full document from NYSDOL along with an abridged local version was provided by the committee for review. As of the 3<sup>rd</sup> quarter of PY18, we are hitting our targets in the areas included in the report.  
The areas not included are measurable skills gains and employer satisfaction. Regarding measurable skills gains, Rae Ann has been working with the DOL monitor on how to effectively report on this measure and the information provided by the state lacks clarity. The next step is a conference call that will include Dan.  
The committee preferred to review abridged local version of the indicator reports at future meetings.

**3:54 pm** - Motion to adjourn the meeting by Judy McKinney Cherry seconded by Jamie Johnson. **Motion received unanimous approval. Meeting adjourned.**