

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 12.4.19

Location: Montour Falls

Attendees:

JoAnn Fratarcangelo, Jamie Johnson, Judy McKinney Cherry, Jeanette Frank

CSS and Operator Staff

Dan Porter, Phyllis Balliett, Rae Ann Widmer-Mason, Keith Guthrie, Dave Dray

2:45 pm – Meeting Called to Order

- Attendance/Roll Call
- **Conflict of interest Disclosure**
 - No conflicts disclosed.
- **Approval of Minutes:** Motion to approve 11.7.19 minutes by Jamie and seconded by Jeanette, Unanimous approval
- **Youth Program**

Summary report reviewed.

Motion to approve summary report by JoAnn and seconded by Jeanette, Unanimous approval

- **Individuals with Disabilities**
 - All of the new computer equipment has arrived, Dan has worked with IT consultant to put together, install and test prior to full implementation. Full implementation should be by the end of January 2020
- **Operations:**

Operator Report: workshop calendar reviewed
- **Quality Assurance/Performance Report**
 - Reviewed summary of Satisfaction Surveys
 - Reviewed Primary Indicators of Performance Q4 PY18. CSS WFNY has met satisfactory performance in all measures on the report for PY18

Other: Discussion of working to update customer registration process to include use of electronic applications.

➤ **Meeting Adjourned: 3:45 pm.** Motion to adjourn by JoAnn and seconded by Jeanette, Unanimous approval.