

## CSS Workforce New York

### Operations & Oversight Committee Meeting Minutes

**Date:** 03/27/2020

**Location:** Remote – Microsoft Teams

**Attendees:** Judy McKinney-Cherry, AJ Kircher, JoAnn Fratarcangelo, Bill Caudill, Jeanette Frank, & Jamie Johnson

#### **CSS, Operator Staff & Other**

Dan Porter, Phyllis Balliett, Rae Ann Widmer-Mason, Keith Guthrie, Dave Prete, Melissa Johnson,

#### **2:33 PM Meeting Called to Order**

➤ **Conflict of Interest Disclosure:**

- No Conflicts Disclosed.

➤ **Minutes:**

- Motion to approve 02/05/2020 minutes by  
First: JoAnn Fratarcangelo      Second: Bill Caudill      Unanimous approval

➤ **Youth Program:**

- Keith gave youth summary – To date 36 have been enrolled.
- Continue to build participant base.
- Working through the hurdles & working on creating online & interactive workshops.
- Have moved to an online model to enroll applicants, deliver services to participants and effectively work with partner agencies.
- Currently all trainings have been suspended as we explore online options.
- Dominick will be reaching out to the rural areas of Chemung & Schuyler counties.
- Jamie questioned the liability for the work experience individuals. –
  - Youth team are in communication twice a week with the host site to ensure they are doing everything to keep the participant safe. 3-way out
    1. If participant is safe & comfortable
    2. Business is essential
    3. CSS as long as both (Participant & Business) are comfortable and allowed.
- Signatures are an issue – We are working on formal request to use electronic signatures. Waiting for direction from Albany.

**Motion to approve youth report:**

First: JoAnn Fratarcangelo      Second: Jeanette Frank      Unanimous approval

➤ **Individuals with Disabilities:**

- Three of the four Career centers have the disability machines operational and 1<sup>st</sup> round of staff training completed. Final set up is scheduled for 03/31/2020 for the Elmira Career Center.

- Staff will be trained on equipment once Career Center is back open.
- Keep ADA Accessibility Standards Next Steps on agenda for future discussions.

➤ **Operations:**

- Introduction to David Prete new System Operator.
- Rae Ann presented Customer Satisfaction Survey results. Very few surveys completed September, October & November. There was a push in December & January for surveys.
- Purpose for Visit - Most for Computer-Internet usage.
- Vast amount of surveys were satisfied or very satisfied, one dissatisfied in the Elmira Center.
- Judy inquired about the one dissatisfied customer – What is the process to document & address. Negatives will be pushed out to Dave Prete & Phyllis to look at identify & address. Need to build forward system.

➤ **Quality Assurance/Performance Report:**

**Recertification:**

- Rae Ann presented the 2020 Career Center Certification Summary. There were 25 items on the report. She gave all but #19 Yes. She gave #19 No because she said it was important to continue with annual training plan for Career Center Staff.

**Motion to approve and submit to state by:**

First: Bill Caudill                      Second: AJ Kircher                      Unanimous approval

- **Center Improvements:** Rae Ann Presented the 2019 Career Center Improvements Actions. There were 25 Improvements on the report with the Action taken at each center.

➤ **Other:**

- UI Numbers – Data set, UI Numbers, Albany has said federally speaking some of the numbers are embargoed until formally released. Data represented what is going on. What can tell is people who are registering is ASOS & Dept of Labor Service, 1<sup>st</sup> service registering them. This is NOT UI numbers but is reflecting the impact.

➤ **Meeting Adjourned: 3:41pm** Motion to adjourn –

First: JoAnn Fratarcangelo                      Second: AJ Kircher                      Unanimous

Next Meeting: May 6, 2020