

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 05/06/2020 (2:30pm)

Location: Remote – Microsoft Teams

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

CSS, Operator Staff & Other Guests:

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

2:31 PM Meeting Called to Order

➤ **Conflict of Interest Disclosure:**

- No Conflicts Disclosed.

➤ **Minutes:**

- Motion to approve 03/27/2020 minutes by
First: JoAnn Fratarcangelo Second: Bill Caudill Unanimous approval

➤ **Youth Program:**

- Keith gave Youth summary – Program year to date 52 individuals have been enrolled and Keith expects to have 56 individuals enrolled by 05/07/2020.
- Emerging Workforce Team will target 25 work experiences, to date 13 have been engaged in work experiences with 4 on pause due to COVID-19 and 4 currently active.
 - Of the 4 participants currently active 2 of them have already been promised jobs with host site when their work experiences come to completion.
 - The other 2 have been offered jobs in related businesses, both with different construction firms. These are with contacts that were made during the work experiences.
- Emerging Workforce Team has continued to push hard on outreach across all Counties.
- The team is working with members of the PTE Program and WorkPlace Staff to develop various virtual trainings for participants.
- The Emerging Workforce Team has successfully moved to a virtual enrollment model and plan to continue to use the virtual model. They have streamlined the enrollment process, moved to an online academic assessment tool, and have

begun creating and maintaining participant files in a totally online format. Navigators have been meeting with participants via video conferencing.

Motion to approve youth report as presented:

First: AJ Kircher Second: JoAnn Fratarcangelo Unanimous approval

➤ **Operations:**

- Dave Prete gave Operator report
- Staff is directing callers to online trainings and promoting Skillup for free training opportunities to new and existing customers to help with professional development.
- Staff is also re-directing several calls regarding unemployment inquires to the DOL UI website.
- WorkPlace Staff are working with PTE, Youth and Emerging Workforce teams to continue to develop various virtual trainings for participants.
- The WorkPlace has also successfully moved to a virtual model using e-signatures on ITA Forms to complete registrations remotely. Will also continue to use e-signatures after centers open back up.

➤ **Quality Assurance/Performance Report:**

- **Youth Monitoring Report** – Rae Ann presented Youth monitoring report from March. Reviewed 2 youth enrollments. One issue is that the proper activities were not taken in OSOS therefore OSOS didn't recognize eligibility for youth services when participant was eligible.
- **Youth Monitoring Response** - Rae Ann presented action response. Team was able to go into OSOS to fix

Motion to approve monitoring review and action response as presented:

First: Jeanette Frank Second: AJ Kircher Unanimous approval

- **AD-DW Monitoring Update** – Rae Ann presented AD-DW monitoring report. Files are unavailable to staff therefore staff is unable to resolve the findings with the 30 days.
 - Workplace has requested an extension of thirty (30) days from when staff are allowed access back into the centers to complete the finding errors on those specific files.
 - Two areas that need to continue to improve
 1. Provision of follow up activities
 2. Correctly reporting performance indicators in OSOS.

- Rae Ann provided training to WorkPlace staff last week.
- **OSOS Registrations –**
 - Registrations continue to trend down but are still high with most recent week nearing 500.
- **Meeting Adjourned: 3:44 pm** Motion to adjourn meeting –
First: Jamie Johnson Second: Jeanette Frank Unanimous approval

Next Meeting: June 3, 2020 at 2:30