

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 06/03/2020 (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 05/06/2020 minutes by
First: JoAnn Fratarcangelo Second: Jamie Johnson Unanimous approval

➤ **Career Center Opening:**

- Dan spent most of morning measuring space and moving equipment in the Bath & Montour Falls centers.
- Friday Dan will be going to the Elmira center and doing the same.
- Hornell is in the State office building and no indication of when that location will be allowed to re-open.
- Next week we will potentially have the Bath, Montour Falls and administrative offices open for staff to use on rotational basis. Elmira will be ready for most staff. Most staff being PTE program. Then will move to more generalized career center spaces.
- Staff only phase. Would like to spend at least a couple of weeks with staff only getting into offices to get desks and offices reacclimated to spaces.
- In a couple weeks we will move to appointment only. Then we will run that for a couple of weeks while we establish traffic patterns & cleaning procedures, etc.
- At least four weeks out before offering walk-in basis for centers. When open for walk-in, will still be on very limited basis.

➤ **Youth Program:**

- Keith gave Youth summary – Program year to date 52 individuals have been enrolled and Keith expects to have 56 individuals enrolled by the end of the month.
- Emerging Workforce Team will target 25 work experiences, to date 17 have been engaged in work experiences with 5 on pause due to COVID-19 and 3 currently active.
- Two participants are scheduled to take LPN Entrance exam (TEAS) and if they are successful will be requesting ITAs. Work Experience Host Sites have started to reach out to discuss taking participants off pause.
- In the months of April and May the Emerging Workforce Team has continued to push hard on outreach efforts and will continue to do so. Community Liaison has contacted all area schools to set up virtual meetings with Guidance Counselors and other key staff to capture graduating seniors, we are currently waiting on response. Three school districts have responded (CPP, Elmira & Horseheads).
- Navigators have been meeting with participants via Teams, phone, and text message to deliver services.

Motion to approve youth report as presented:

First: Bill Caudill Second: AJ Kircher Unanimous approval

- Due to the COVID 19 pandemic The Emerging Workforce Team will not be meeting the goals set forth by the committee for PY19. Recommendation for board to bring goals in alignment or hold harmless due to COVID.

Motion to hold harmless targets this year due to COVID.

First: Jeanette Frank Second: Bill Caudill Unanimous approval

- Board discussed moving forward for PY20 goal 75% and make adjustment if needed.
 - 75 New Enrollments
 - 19 Work Experience
 - 12 Trainings

Motion to bring the goal to 75% of previous year's numbers target, any necessary modifications will be made as needed in the next year.

First: Jeanette Frank Second: JoAnn Fratarcangelo Unanimous approval

➤ **Individuals with Disabilities:**

- ADA Updates: All ADA Computers are up and running. When centers reopen the accessible computers will be one of the computers available.
- CSS Website Update: June 30th we will have a new website that will be ADA compliant.

➤ **Operations:**

- The number of incoming calls, including those requesting UI assistance, decreased significantly during the month of May. The number of outgoing calls to existing customers (to assess their interest in career counseling services) also decreased during the month of May. June virtual workshop.
- June Training and Workshop calendar presented.
- Not getting the normal flow of referrals from DOL as all DOL staff are fully working on UI claims at this time.
- Recommendation for an email chain to other agency service providers to get more workshop referrals.

➤ **Quality Assurance/Performance Report:**

- **2020 2nd Quarter Monitoring** – The CSS Workforce New York Audits and Resolutions Policy requires that Quality Assurance conducts the following monitoring activities once per quarter:
 - Career Center: On site visit
 - Adult and Dislocated Worker programs: On site visit and file review
 - Youth Program: On site visit and file review

The COVID-19 Pandemic has resulted in limited to no access to the Career Centers and hard copy files.

Motion to waive Local Monitoring if unable to complete due to COVID-19:

First: JoAnn Fratarcangelo Second: AJ Kircher Unanimous approval

➤ **Meeting Adjourned: 3:26 pm** Motion to adjourn meeting –

First: Jamie Johnson Second: Jeanette Frank Unanimous approval

Next Meeting: July 1, 2020 at 2:30