

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 08/05/2020 (2:30pm)

Location: Remote – Microsoft Teams

Attendees: Judy McKinney-Cherry, 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, Nester Leon

2:30 PM Meeting Called to Order

- **Conflict of Interest Disclosure:**
 - No Conflicts Disclosed.

- **Minutes:**
 - Motion to approve 06/03/2020 minutes by
First: JoAnn Fratarcangelo Second: Bill Caudill Unanimous approval

- **Career Center Opening:**
 - Beginning this week Montour Falls career center can schedule and meet with individuals by appointment only. Will be meeting probably Friday to talk about what we have learned and modify protocols moving forward
 - Hornell Center – We have no idea when the State will re-open the building in Hornell. The Hornell IDA and City of Hornell were able to help us find a location that we could use. We have entered into an agreement with the City of Hornell's Public Library to use a small space in the library. We will be in there four hours a day 10am -2pm Monday-Friday. We can begin scheduling appointments in the Hornell library starting Monday August 10.
 - Beginning next Monday (August 10th) – The Bath career center will be able to schedule appointments.
 - Corning Community College has approved our protocols and process for the Elmira center so starting Monday August 10 can begin to schedule and meet with individuals by appointment only.
 - At the end of each week we will have conversations to see what we learned from the week for each center and modify protocols as needed.

- **Youth Program:**
 - Keith gave Youth summary – The Emerging Workforce Team will enroll a minimum of 75 new individuals in the PY20 year; to date 7 individuals have been enrolled.
 - The Emerging Workforce Team will target 19 work experiences, to date 2 have been engaged in work experiences with 4 on pause due to COVID-19 and 6 currently active.

- The Emerging Workforce Team will target 12 Training opportunities, to date there have been 0 individuals approved or enrolled in training.
- For the month of July there have been 23 referrals and 7 enrollments.
- Applied for and received a waiver from the Dept of Labor who got approvals, so we did not have significant underspending monies therefore we were able to carryover and not lose any unspent money from last year.
- Bill commented on the format of the report and stated it was a more helpful format than seen before!

Motion to approve youth report as presented:

First: Jeanette Frank Second: Bill Caudill 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 with the exception of the Hornell temporary facility.
- CSS Website Update: New website up and running and is now ADA compliant. Continue to design and revise it.

➤ **Operations:**

- The number of incoming calls, including those requesting UI assistance, have decreased significantly during the last couple of months. The number of incoming calls are for career center services.
- The Workplace staff continues to work with the Emerging Workforce & PTE/ESPRI to offer virtual workshops.
- August Virtual Workshop calendar presented with 18 different workshops scheduled for a total of 27 workshops as a couple of them will be offered a few times.
- Average attendance for the workshops is three.
- Looking for ways to improve attendance at the workshops.
- Presented Career Center Staff Training calendar from August-December 2020. These trainings are for anyone who has staff working in the career centers. Staff will be required to attend some mandatory staff trainings which is part of the center operational plans. Not all trainings are mandatory, some are optional. Will be mandatory for the Workplace staff.
- Centers all around are struggling to engage individuals. Need to start encouraging individuals to engage in services.

➤ **Quality Assurance/Performance Report:**

- **PY19 3rd & 4th Quarter Adult & DW Monitoring –**
 - Adult and Dislocated Worker programs: Monitoring completed back in March. Letter sent and response findings have been taken care of.
 - Were there disallowed cost & repeat findings? There was an item that could have been a potential disallowed cost but was corrected.

Motion to accept monitoring letters and responses as presented:

First: JoAnn Fratarcangelo Second: Jeanette Frank Unanimous approval

- **Update on Career Center Monitoring:**
 - Was not able to complete career center monitoring June monitoring due to not being able to get into centers.

- **Operator RFP:**
 - In September we will be entering our third year and final year for the RFP for the Title 1 Adult/DW Career Center Operator. We need to begin planning for our next RFP. Dan recommends that the Operations & Oversight committee form a sub taskforce to take ownership of the RFP creation process as long as the review process. Dan recommends that this board takes leadership and ownership.
 - Recommended that Judy goes to the full board with the recommendation that Dan recommends that the Operations & Oversight committee oversee the Operator RFP process.
 - Can form a mini taskforce and open to the full board for other people who may want to be a part of the process.

- **Meeting Adjourned: 3:28 pm** Motion to adjourn meeting –
First: JoAnn Fratarcangelo Second: Bill Caudill Unanimous approval

Next Meeting: September 2, 2020 at 2:30