

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 09/02/2020 (2:00pm)

Location: Remote – Microsoft Teams

Attendees: Judy McKinney-Cherry, AJ Kircher, Bill Caudill, & Jamie Johnson

CSS, Operator Staff & Other Guests: Dan Porter, Phyllis Balliett, Rae Ann Widmer-Mason, Keith Guthrie, Melissa Johnson, Nester Leon, Bruce Boughton

2:14 PM Meeting Called to Order

2:29 PM Quorum Confirmed

➤ **Conflict of Interest Disclosure:**

- No Conflicts Disclosed.

➤ **Minutes:**

- Motion to approve 08/05/2020 minutes by
First: Bill Caudill Second: Jamie Johnson Unanimous approval

➤ **Committee Membership:**

- Judy presented at full board meeting to have some additional members from the private sector join the RFP initiative, two folks came forward and presented interest. Bruce Boughton (Branch Manager for Montour Falls and Watkins Glen branches) & Margaret Lawrence (Human Resources for Welliver Builders in Montour Falls) expressed interest in the RFP and also interested in the O&O committee.
- This will change the O&O committee from 7 to 9 members, which means everyone needs to be responsible to make sure we have quorum for meetings.

Motion to accept both members and expand the committee as presented:

First: Bill Caudill Second: AJ Kircher Unanimous approval

➤ **Career Center Opening:**

- Moving diligently working towards opening our career centers. About two weeks ago, we started seeing individuals by appointment only. Before opening Dan wants to make sure all staff have the opportunity to do one or two appointments, so they are familiar and comfortable with the cleaning and safety protocols, wearing the PPE, making sure the customer is wearing their PPE and everything to make sure operating safely. Beginning Monday August 14th will begin to look at having controlled flow into the career centers. Based on 6-foot mandates and room capacity the rooms have been redesigned all the career centers.

- Bath – Maximum 2 for customer walk ins (2 customers plus accessible machine)
- Elmira – Actual career center itself could do maximum 4 for customer walk ins (3 customers plus accessible machine). Does not include PTE staff that has their office spaces. Minimum capacity could be up to 8 as they would be spread out across multiple rooms and floors.
- Hornell – We can't even get into center there. Carrie from the Workplace is at the library but have not received a lot of takers that want to do in person appointments.
- Montour Falls – Maximum 3 for customer walk ins (2 customers plus accessible machine)
- Accessible machines will be available in all locations for people that need those accommodations.
- Face Masks are required! Staff will be required to wear masks when meeting with customers even when 6-feet away from customer. We have also provided face shields to all staff as well. Each person still needs to wear face mask even when wearing face shields. Face shields are optional at this time.
- The greeter may be required to wear the face shield in addition to the face mask to protect them at all times.
- Dan is unsure at this time for the demand of the centers.
- Right now, all work search requirements for unemployment insurance as well as public assistance have been rescinded. At this point customers coming into the career centers are going to be those that want to find a job, which Dan believes will be a pretty low volume.

➤ **Youth Program:**

- Keith gave Youth summary – The Emerging Workforce Team will enroll a minimum of 75 new individuals in the PY20 year; to date 17 individuals have been enrolled.
- The Emerging Workforce Team will target 19 work experiences, to date 5 have been engaged in new work experiences with 4 carried in for a total of 9 currently active.
- The Emerging Workforce Team will target 12 Training opportunities, to date there have been 4 individuals approved or enrolled in training.
- For the month of August there have been 16 referrals and 10 enrollments.
- Keith expects to meet or exceed the goals set by the committee.

Motion to approve youth report as presented:

First: Jamie Johnson Second: Bill Caudill Unanimous approval

- MOA for Parenting with Heart and FLIP It was presented to the board.
 - Parenting with Heart and FLIP It has agreed to partner alongside of CSS WFNY to provide four elements to the Youth Program. This is a no cost program. This is just a formal agreement to show we have connections in the community.

Motion to approve the MOA report as presented:

First: Bill Caudill Second: AJ Kircher Unanimous approval

➤ **Individuals with Disabilities:**

- ADA Updates: All ADA Computers are functioning in the centers when they reopen. From a 6-foot social distancing there is wide open travel lanes everywhere, so the 36-inch ADA requirements are more than that.
- CSS Website Update: New website up and running and has ADA features.
- AJ mentioned that recently they were awarded a grant through Care Compass Network that is called Driving Employment. Basically, allows them to do like an Uber style transportation for people with disabilities perusing employment type activities, employment itself until a more permanent transportation is put in place. Hopefully that program will be up and running soon. When the program is up and running AJ will let Dan know so they can work together to drive that connection.

➤ **Operations: Operator Report**

- We have 41 fewer Adult customers served in PY20 vs PY19 for July & August.
- In PY19 July and August centers served 386 customers. A total of 938 services provided to 386 customers or 2.23 services per customer.
- Of the 938 services; the WIOA Adult and Dislocated Worker staff created 105 or 1% of the 938.
- PY19 WIOA Staff Services for July & August
 - 33 Assessment Interview
 - 27 Customized Training
 - 29 Individual Employment Plan
- Distribution of Adult vs Dislocated worker services for the first two months of PY19 shows that more services were delivered to Dislocated Workers over Adults.
 - In PY2020 for July and August the centers served 192 customers. A total of 366 services were provide to 192 customers or 1.90 services per customer.
- Of the 366 services, The WIOA Adult and Dislocated Worker staff created 284 or 76% of the 366.
- The distribution of Adult vs versus Dislocated worker services for PY20 shows that more services were delivered to Adults over Dislocated Workers.
- Dave Prete's last day was Thursday August 27, 2020. The workplace has successfully interviewed and will onboard a new system director. She will start September 14th. She has a strong WIOA background and strong relationships with of the partners so she will come in with a strong skillset to help her move rather quickly through the initial steps.

➤ **Quality Assurance/Performance Report:**

- Nothing to Report

➤ **Other:** Hornell remains an issue. Hornell center is in a state office building and the Department of Labor is not letting us in there.

