

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 12/02/2020 (2:36pm)

Location: Virtual – Microsoft Teams

Attendees: Jeanette Frank, Judy McKinney-Cherry, Bill Caudill, Jamie Johnson, Bruce Boughton, Margaret Lawrence & JoAnn Fratarcangelo

CSS, Operator Staff & Other Guests: Dan Porter, Phyllis Balliett, Rae Ann Widmer-Mason, Keith Guthrie, Melissa Johnson, Shelly Madden, Sally Ressue

2:35 PM Meeting Called to Order

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

- **Minutes:**
 - Motion to approve 11/04/2020 minutes by
First: Jamie Johnson Second: Jeanette Frank Unanimous approval

- **Youth Program:**
 - Keith gave Youth summary – The Emerging Workforce Team will enroll a minimum of 75 new individuals in the PY20 year; to date 38 individuals have been enrolled.
 - The Emerging Workforce Team will target 19 work experiences, to date 12 have been engaged in new work experience trainings with 9 currently active. 1 new November.
 - The Emerging Workforce Team will target 12 Training opportunities, to date there have been 8 individuals approved or enrolled in training (1 withdrawn) and 1 individual has started alternative training. No new trainings in November.
 - For November there have been 5 referrals and 8 enrolments.
 - Youth referrals are down!
 - Referral sources - for November the 4 referrals that we had were 1 CSSWFNY, 1 self-referral, 1 Workplace & 1 from Steuben County Public Defender.
 - Work Experience – 1 new start for November at Williams Honda as Auto Tech, several in the works but none that came to fruition.
 - Pretty diverse work experience trainings – 1 auto tech (Williams Honda), 1 finance (Williams Honda), 1 human services/clerical (Chemung County DSS), 1 hardware store, 1 Dept. Public Works (Canisteo), 1 childcare.
 - Outreach – Approximate 295 reported outreach. 45% Chemung, Schuyler 15%, Steuben 40%.
 - Board has requested to identify the type of outreach made. Email, Phone, Zoom/Teams, face to face, etc. to help understand what outreach is best working.

- Board has requested to contact other areas across the state that had better numbers that us to see what they are doing to bring people in.

Motion to approve youth report as presented:

First: Jeanette Frank Second: Bruce Boughton Unanimous approval

➤ **Individuals with Disabilities:**

- Employment Network – TtW through NYESS
 - New York State Ticket to Work Program – Program to provide supports and help Individuals on SSI/SSDI able to work transition to work with incentives or supplement some income. Individuals get a ticket, and they can assign a ticket to a program to work with.
 - If we generate funds from this employment network, Dan’s thought would be to put the resources back in to this demographic slice and make continuous improvements or expansions of equipment and services. But a long way from his right now!
 - CSS will be joining NYESS Employment network in the coming weeks.

Dan request for the board to see the value in the program and recommend to the full board to approve that we participate in this and that any monies from this we put back into services for this population.

Motion to recommend to full board that CSS Workforce go through with the TtW program through NYESS as presented:

First: JoAnn Fratarcangelo Second: Jeanette Frank Unanimous approval

- ADA Accessibility Standards: Nothing to report out on.

➤ **Operations: Operator Report**

- During the first five months (July-November) of this program year, we served 237 fewer adult customers served.
- DOL is not seeing any customers, they are only doing UI. DOL is starting to come back and do some time in the centers. Limited walk in hours also plays a factor why we are still seeing low numbers.
- While serving 467 customers over the first five months, it is a sharp decline from the 1,302 in PY19 we were serving last program year. *Note that 963 customers were carried in under PY19.
- We are seeing fewer Dislocated workers even though their numbers are unprecedentedly high. 372 Fewer DW’s over the same *five*-month span.
- A total of 89 activities were delivered during the month of November by WIOA staff. This includes 26 assessment interviews and 10 Individual Employment Plans (IEP’s). The WIOA staff provided 15 Workforce Information sessions in the month of November alone!

- Will continue to monitor and report on efforts to engage and serve those seeking workforce development services.
- Outreach will be imperative as we will seek to engage adult customers via system partners and community providers. We will monitor this to increase our adult enrollments.
- 24 Self-Services, 7 face to face interviews scheduled, 22 walk-ins, 7 scheduled, 26 Phone meetings and approximately 40 calling in for information about the centers (Are you open? What are the hours? How do I sign up for a workshop or Meet the Employer event?)
- Question was asked do we have money in the budget for advertising? We have about \$10K in outreach budget to use between now and June 30th. Team has been working on getting some outreach out (materials, slogans, approaches).
- December 2020 Workshop Calendar presented. Continue to work on editing workshops.

➤ **Quality Assurance/Performance Report:**

- Youth Monitoring – Review was started in June and July. Issued a letter to the program on September 14, 2020. Program has returned a response on November 20, 2020. The files that were selected were services and enrollments from January to June 2020. Several findings, many of the findings were high risk for disallowed cost. Many of the findings were repeat and pretty systemic. One person's eligibility was in question as was not documented properly. Several unattended exits, services provided after exits. Supporting documents and signatures missing, general data entry issues of things not matching or up to par. All findings have been addressed and corrected. Program and QA working together since then. The program is reviewing processes, procedures, and systems. Rae Ann is confident that this can be turned around with the improvement strategies in place. Will show improvements in future monitorings. Rae Ann is working this week to pull a sample and the program will have a letter by the end of December. Monitoring is done quarterly.

Motion to accept the youth monitoring and responses as presented:

First: JoAnn Fratarcangelo Second: Bill Caudill Unanimous approval

- Adult Dislocated Worker Monitoring – Letter issued on September 30th; response received November 13th. Time period for files reviewed were for those who had training services between March through December of 2019. In general, no findings that would have been disallowed costs. Two heavy areas that have been consistent throughout have been provision of follow-up services and performance outcomes reporting. Although still showing up on this report, Rae Ann is seeing some improvements. Rae Ann has provided additional trainings for the staff that still need the extra support. Another area was trainings not properly closed out. If the training had been closed out properly the number of findings would have been greatly reduced. Rae Ann has worked with Shelly so that she can view some reports to catch some potential findings. Quite a few files that had no findings per file which is a plus! Operator response all findings have

been resolved. Next step could be internal programmatic in real time review might be where they could go.

Motion to accept the adult dislocated worker monitoring and responses as presented:

First: Jamie Johnson Second: JoAnn Fratarcangelo Unanimous approval

➤ **Operator RFP:**

- Meeting scheduled for Monday December 07, 2020 at 2:00 pm via Teams platform.
 - RFP to be presented to full board in April 2021 meeting.

➤ **Meeting Adjourned: 3:40 pm**

Motion to adjourn meeting –

First: Bill Caudill

Second: Jamie Johnson

Unanimous approval

Next Meeting: TBD at 2:30