

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 03/03/2021 (2:30pm)

Location: Virtual – Microsoft Teams

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

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

2:34 PM Meeting Called to Order

➤ **Conflict of Interest Disclosure:**

- No Conflicts Disclosed.

➤ **Minutes:**

- 12/02/2020 – Approved 12/10/2020 at Board of Directors meeting.

Motion to approve minutes as presented:

First: Jeanette Frank Second: AJ Kircher Unanimous approval

➤ **Youth Program:**

- Keith gave Youth summary – Experienced a lull in work experiences therefore a lull of enrollments in November & December.
- The Emerging Workforce Team will enroll a minimum of 75 new individuals in the PY20 year; to date 49 individuals have new enrollments. Discrepancy on graph from 50 to 49 due to 1 being re-enrolled, did not want to count that one and double dip.
- The Emerging Workforce Team will target 19 work experiences, to date 18 have been engaged in new work experiences. 2 individuals have been provided with 2 work experience-based training (tiered learning experience), 3 currently active. 1 new for the month of January, 0 new for the month of February. (Current projection – 4 for March), December 2020 there were 3 new work experiences.
- Completed work experiences – 2 have been hired on by the host site, 9 hired by different agencies or businesses using transferable skills, 4 active job seekers.
- The Emerging Workforce Team will target 12 Training opportunities, to date there have been 10 individuals approved or enrolled in training ITA trainings (1 withdrawn (due to personal reasons), 6 active, 3 complete) and 2 individuals engaged in alternative training (CDA -Childcare certifications). 3 individuals who have completed training have all transitioned to employment in their chosen field. 2 of the 3 have received awards from the training provider, one for outstanding performance and the other for perfect attendance.

- For the month of January, there were 13 referrals and 4 enrollments. For the month of February, there were 9 referrals and 4 enrollments.
- Pie graphs reflect where the referrals are coming from. In
 - December 2020 – 2/3 CSSWFNY (internal programs) & 1/3 GST BOCES
 - January 2021 - 3 referrals from CSSWFNY (internal programs), 2 Workplace, 2 Self, 5 Local Businesses, 1 Family Members
 - February 2021 - 2 referrals from CSSWFNY (internal programs), 3 Workplace, 2 GST BOCES, 1 EOP & 1 Self-referral. Looking for more diverse referrals.
- PY20 Q3 YTD 22 total and 1 month left in the quarter 3 program year. We have already tied with PY20 Q2.
- Emerging Workforce is making a big push on social media for more referrals.
- Board inquired about numbers on the charts, for example: Corning PY20 Q1 at 10 then PY 20 Q2 at 1. Why? Keith's response was we are dealing with small numbers make for large swings in percentages. This is the same throughout the system.
- Board inquired why the downturn in November & December? Per Keith response, we had a downturn last year as well but partially a seasonal dip.
- Board also inquired about the diversity of the pie charts. There is a big push on social media, there is also a big push to re-engage the individuals who have reached out in the past from different agencies. Work experiences are a biggie – when we have individuals referring themselves to the program because they have a friend that has had a paid work experience training at a local business. We also have local businesses who have expressed interest in engaging with the young people and local businesses reaching out to us asking if they can refer young people in their social circles to our program.
- Will we continue to see the diversification in referrals? Hope is to have more diverse referral sources.
- Referrals made by staff – Simplest answer, whoever sends the email is who Keith puts on the report as a referral. Or whoever calls. Don't always ask for the chain of connections that brought the individual to the program.

Motion to approve youth report as presented:

First: Jeannette Frank Second: Bruce Boughton Unanimous approval

➤ **Individuals with Disabilities:**

- Nothing to report on.

➤ **Operations: Operator Report**

- In PY20, there have been 1,093 (74%) of the 1,485 Adult and DW services provided by the WorkPlace Staff. Although the pandemic has limited traffic in the centers, staff has been able to continue offering remote services to include training (Customized 171), On the Job training (38) and Occupational Skills Training (13). Workforce information services and utilization of the resource room is being provided via appointment, walk ins or virtually and to date a combined 198 services have been offered. The next 3 charts will illustrate that the services appear to be dispersed somewhat evenly over the 3 counties.

- In Elmira there have been a total of 412 AD/DW services provided by the WorkPlace staff including 115 Assessment Interviews/Initial Assessments and 72 Individual Employment Plans. Training services processed through the Elmira Center consist of 46 Customized Trainings, 15 On the Job trainings, and 8 Occupational Skills trainings. Additionally, 54 job seekers have utilized the resource room and 81 have received labor market information.
- A total of 363 AD/DW services have been provided by WorkPlace staff in Bath and Hornell this program year including 128 Assessment Interviews/Initial Assessments and 77 Individual Employment Plans which can be attributed to training services: Customized trainings (58) and On the Job trainings (16).
- Now have a part-time person dedicated to Hornell, slowly opening business there. Barb is in the career center on Monday & Thursdays but not able to see customers there however she is able to see customers in the library on Tuesday, Wednesday & Friday's. Where we had no traffic in Hornell, we have had 4 customers in the last couple of weeks. Slowly seeing an up tic.
- Limited walk-in hours, continue to use virtually (phone, teams, etc.)
- December 2020 41 Walk-ins, January 2021 69 walk-ins, 53 appointments and February 2021 55 walk-ins, 54 appointments.
- March 2021 Workshop Calendar & Descriptions provided.
- **Quality Assurance/Performance Report:**
 - Career Center WIOA Certification Update – NY State mandated certification process. Locally it was decided rather than wait for the next 3 or 4 years or whenever the state decided to do the next round of certifications, we would do the certification process annually as part of a continuous improvement process. Dan has asked the board to consider holding off on the certification process and complete in December 2021 or January 2022. COVID has impacted our career centers, customer flow, what we do and how we do it to the wind. This is not DOL mandated process at the moment. Board completed in 2018, Rae Ann completed the process in 2019 & 2020. 2018 is the last official date the certification was submitted to the Department of Labor. Board has agreed to push back until the end of the year. We still have regular monitoring of the centers and ADA, still have process reports.
 - Adult/DW – Rae Ann issued a letter 12/31/2020, received a response back on 1/29/2021 so the response was with the 30-day window.
 - Documentation and recording of our performance outcomes have improved. Still some findings but that is an improvement since the past letters issued.
 - Did see a little bit of increase in gaps in with the various OSOS activities to be entered. So that is something that Rae Ann will watch as we go along.
 - Rae Ann has shared with the team and Shelly has worked with the team. Rae Ann has shared her monitoring list. There has been a thought that they could do an internal review as a group and Rae Ann could be on standby for any questions.
 - When the response that it has been verified and everything is right, does that mean Rae Ann has gone into every single record? No, that is not the case, Rae Ann relies on the program to say that they have fixed the error. However, if there are some that there

are really big-ticket items that might impact an eligibility issue or lead to a disallowed cost then she will go in and look at those specifically to be sure.

- NY State Department of labor requires we monitor 10% of the files. We monitor 100% of the files. We do 100% of the files on the follow-ups we do samples of the corrective actions. We do not do 100% real time; we go back a quarter or two.
- We send a letter to Shelly and list all of the findings. It ends with required actions. Once actions have been fixed Shelly will respond saying that the WorkPlace has completed those changes. Rae Ann then goes back in and looks at the findings by importance and will check. Once resolved the report is sent to the state.
- When the letter comes to Shelly, her and Rae Ann schedule a sit down to go over each of the findings, so she knows what to look at when the counselor has completed their corrections. Shelly gives the counselors a deadline, then Shelly goes in and does her own sampling to make sure that they are done. Is Shelly has any questions she calls Rae Ann and Rae Ann graciously answers any questions Shelly has.

Motion to accept the Adult and DW monitoring letter and response as presented:

First: Bruce Boughton Second: Aj Kircher Unanimous approval

- Youth Monitoring letter and response - Rae Ann issued a letter 12/31/2020, received a response back on 02/01/2021.
- Out of 12 different findings improved 6 out of 12.
- In response to these letters the program has looked at processes, forms and how they moved people through and take a look at things during the program.
- The program was asked to identify the real hot points, money items and these are the enrollment process, the approvals for the supportive services, work experiences and exits.
- Keith has worked with Rae Ann and Phyllis on this. Keith has developed checklists in areas where he can take a peek as to where people are.
- Part of this was a result of the change going electronic - for people we needed a hard copy evidence of date of birth, example birth certificate there was a thought that we didn't need to maintain the hard copy anymore because we are going electronic. Yes, we do need to produce a copy. There were able to obtain them, the ones that were missing they went back and got them. So that's not an issue or concern.
- They have updated their processes, but they haven't looked at them to make sure that they are going to catch everything that it can. That is the one item that is left off at this point, but the rest have all been taken care of.
- Same process is followed from the Adult/DW monitoring.

Motion to accept the Adult and DW monitoring letter and response as presented:

First: Aj Kircher Second: Jeanette Frank Unanimous approval

- **Operator RFP:**
 - Meeting to follow O&O Meeting

➤ **Meeting Adjourned: 3:25 pm**

Motion to adjourn meeting –

First: Aj Kircher Second: Bruce Boughton

Unanimous approval

Next Meeting: April 7th, 2021 at 2:30