

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 09/01/2021 (2:30pm)

Location: Microsoft Teams

Attendees: Judy McKinney-Cherry, Jamie Johnson, JoAnn Fratarcangelo, Bill Caudill, Aj Kircher, Bruce Boughton

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

2:34 PM Meeting Called to Order

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

- **Minutes:**
 - 07/07/2021 – Approved 08/26/2021 at Board of Directors meeting.

- **Youth Program:**
 - In the month of July and August 9 participants have been enrolled.
 - Work experience 5 currently active. One new work experience has started in the month of August.
 - To date there have been 3 individuals approved for or enrolled in ITA training (LPN, CNA & Dental Hygienist). Plan to present CDL, additional Dental Hygienist, Human Services Assistant.
 - Year to date for PY 2021, we had 41 referrals and 9 enrollments.
 - Staff turnover- 1 navigator transferred to PTE program. 1 new navigator starting 09/01/2021.
 - Youth Referrals PY21 total referrals 41. PY21 qtr. 1 Hornell 9, PY20 Hornell 12 from the Steuben County summer youth program. Elmira PY21 qtr. 1 29, PY20 Elmira 26.
 - Receiving referrals from all over. The biggest referral is from Chemung County Summer Youth Employment.
 - Having individuals self-refer through our CSS Workforce website. Individuals complete the form on the website and submit it to refer themselves to the program. 6 individuals have done the self-referral so far.
 - Work experience is down. 2 individuals had interviews in the past couple of days and both have been accepted and will be starting in the next couple of weeks. 1 will turn into long term employment.
 - Bill Caudill inquired about the number of referrals in Elmira. Keith responded, consistency, Same navigator for the past few years building relationships with our partner agencies. Strong connection with the summer youth program in Chemung County.

- Jamie Johnson inquired why we can't see bigger numbers especially in the summer months right after graduation? There are kids out there with no plans for their future after graduation. Seems like there could be more creative and better ways to get them in the program to direct them towards employment. Keith believes that getting into the schools and talking to the youth sooner. Students don't show up to take advantage of the services we offer. Keith says they are working closer with the schools across the CSS region so they can funnel their graduation seniors and individuals identified as separating from school. NYATEP is bringing in some focus groups to gather information from the WIBs to say what could we do with the law at the federal level to make it more useable. This has been something that has been brought up of how we can blend in the in school and out of school

Motion to approve youth report as presented:

First: Jamie Johnson Second: Bruce Boughton Unanimous approval

Youth Outcomes for PY21 – (PY21 started July 1st)

1. PY20 goal was 75, fell short with 70. For PY21 a minimum of 85 participants newly enrolled.
2. PY20 goal was 19, the program hit 29. For PY21 a minimum of 35 work experiences provided.
3. PY20 goal was 12, the program came in with 15. PY21 a minimum of 20 occupational training opportunities.

These were numbers for PY20 were 75% of the year prior because the pandemic was occurring. The year before (PY19) the numbers were a stretch.

Judy inquired if there were other internal performance pieces that they would like to have that would give what they need to know that the programs are meeting the needs of our communities?

Bill recommended follow-ups. This could have an impact on the systems performance measures going forward.

Next meeting, Keith will bring in data points to review and discuss baseline data.

Motion to approve youth PY21 targets as presented:

First: AJ Kircher Second: Bill Caudill Unanimous approval

➤ **Individuals with Disabilities:**

- Expand this agenda item to include individuals with disabilities and efforts towards inclusion and diversity in the workforce.
- What are we doing to engage these populations?
- How much are we interacting with other agencies into this system?
- Staff are trained to work with diverse population.

➤ **Operations: Operator Report**

- From the beginning of PY21 (July 1, 2021) through August 20th, there were 569 customers served. There is a significant increase in dislocated workers (315).
- Of the 569 customers served, 254 customers were assisted with career center services including 64 adults and 190 self-services.
- A little decrease in WIOA funding training services.
- The Workplace has 8 ITA's to be presented in September.
- Workplace continues to field a large volume of calls related unemployment, job seeker services and training totaling 270 calls from July 1 to August 20th. Additionally in those weeks, the counselors received 285 "walk-in" customers, modified/updated 99 customer records, conducted 23 face to face appointments.
- From August 23rd to 31st, we ended up with 99 walk-ins in the 3 centers. 76 of those walk-ins were in the Elmira center.
- Effective August 25, 2021, the career center introduced new operational hours. Continue to utilize the Hornell Library as we are still not able to get into the Hornell center to see customers.
- Bill inquired if there was another option for the Hornell area that would be ADA compliant? How can we better meet the needs of the community?
- Calendar & Descriptions were provided for September 2021 Workshops and events.
- Still struggling with attendance for workshops.
- Judy mentioned outreach to our different populations, at the same time we need to be reaching out to our businesses. Shelly mentioned the BIN team has been talking about featuring businesses, and different industries etc. This would be offered in all the centers.

➤ **Quality Assurance/Performance Report**

- **Adult/DW –**
 - Rae Ann issued a letter and received a response back with all corrections made.
 - Data entry error.
 - No potential disallowed cost findings found.
 - Rae Ann is confident that the next youth letter will have less errors.
- **Youth Monitoring** letter and response –
 - Rae Ann issued a letter and received a response back with all corrections made.
 - No potential disallowed cost findings found.
 - Rae Ann is confident that the next youth letter will be better.

Motion to accept the Adult, DW & Youth monitoring letters and responses as presented:

First: Bruce Boughton Second: JoAnn Fratarcangelo Unanimous approval

➤ **Membership**

- DOL vacancy – Discussion of Stacey Carollo from DOL replacing Terri who retired a couple of years ago.
- Replacing Janette Frank who has resigned – Committee to think about replacement. Consider where we don't have representation on the committee. Not so much geography as it is the population. Suggestions for preferably a business employer. Committee to think about individuals to consider that can represent from ADA, bipop or prison populations, preferably an employer. If you have someone you know, let Judy know.

Keep this on the agenda to discuss at the next meeting.

Motion to fill the DOL vacancy as presented:

First: AJ Kircher Second: JoAnn Fratarcangelo Unanimous approval

➤ **Meeting Adjourned: 4:01 pm**

Motion to adjourn meeting –

First: Bill Caudill Second: JoAnn Fratarcangelo Unanimous approval

Next Meeting: October 6th, 2021, at 2:30