

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 10/06/2021 (2:30pm)

Location: Microsoft Teams

Attendees: Jamie Johnson, JoAnn Fratarcangelo, Bill Caudill, Aj Kircher, Bruce Boughton, Staecy Carollo

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

2:30 PM Meeting Called to Order

➤ **Conflict of Interest Disclosure:**

- No Conflicts Disclosed.

➤ **Minutes:**

- 09/01/2021 Minutes

Motion to approve minutes as presented: First: AJ Kircher Second: Bill Caudill

Unanimous approval

➤ **Youth Program: (PY21)**

- Emerging Workforce will enroll 85 new participants. 17 participants have been enrolled. For the month of September, we have had 11 referrals and 6 new enrollments at the end of quarter 1. Last year (PY20) there were 24. We are down a bit there! Last September we had 38 referrals as opposed to the 11 this September.
- Emerging Workforce will provide 35 New Work Experience based trainings. 3 currently active. 2 new in the month of September. Work experience also down. Last year at this time we had 8 individuals active in work experiences. There are 2 that are scheduled to start next week.
- Emerging Workforce will provide 20 ITA's. To date there have been 7 individuals approved or enrolled in ITA Training.
- Referral breakdown – 14 Workplace, 9 Chemung County Summer Youth Employment Program, 8 Self Referrals, 8 CSS WFNY, 6 Steuben County Summer Youth Program, 5 Baseball game, 2 Community, Local Businesses, 1 Avoca School. 1 DOL & 1 Hornell Area Concerned for Youth.
- Last year number of individuals engaged 26, Total Work Experiences 28 Total currently employed 20, education 3, 1 individual is still engaged in the program. This individual is not ready for employment. Counselors are doing some remedial work on his workplace behaviors any some other things. 7 individuals engaged in work experiences that are not employed. 2 of those are on medical hold, 2 are in higher education. 10 individuals are employed by the host site. 7 individuals are employed at a similar site.

- ITA's – 14 individuals presented for ITA's. 10 Completed, 2 are still in process and 2 incomplete. 9 individuals were employed in the field in which they received a certification. 7 are captured in OSOS with 4 pending. 9 captured in measurable skills gain. (*) at the bottom of the report represent 5 new ITA's not appearing in the above table as they have yet to be entered into OSOS performance measures.
- **Questions** – Jamie inquired “What happens with the youth enrolled in but not placed in a work experience?” What happens to the rest of them? Keith's response – in Many cases the individuals are still engaged, working with the to prepare them for a work experience, working with the for an ITA. It is always the hope that you will see those individuals on next months' work experience or ITA report. Some exit directly to employment, some individuals that exit for unknown reasons and lose contact with them.
- Jamie is also requesting more information be included on the reports for what happens to the individuals on the back end not just the individuals enrolled. Keith will include information in next months' report.
- Bill inquired – “Why are enrollments down?” Many referrals were a result of GST BOCES Cosmetology program and referrals from NY Barber & Beauty School. They would refer the individuals to us, and we would fund the training. This would align with the board's decision to put a moratorium to stop funding this type of funding.
- Enrollment goal set at 85. Keith believes we will hit the goal. Keith says they have been working with eh schools in the area, the Career Development Council and meeting with some of the Chamber of Commerce's in the area to create a pipeline between the schools and local businesses. The conversations are ongoing.
- Stacey – As a member of the ITA Committee, it would be good to know why the 2 individuals were not able to complete the program. 1 had to withdraw due to childcare issues (provider passed away unprecedentedly), and the other was expelled for unsafe conduct. Stacy responded to Keith if the incompleteness was due to transportation issues that maybe they would investigate more resources.

Motion to approve September youth report as presented:

First: Bill Caudill Second: Bruce Boughton Unanimous approval

Motion to approve program outcomes as report as presented above:

First: AJ Kircher Second: Bruce Boughton Unanimous approval

➤ **Operations: Operator Report**

- For month of September there were 476 customers served. As noted last month, there continues to be an increase in service to dislocated workers (244), Additionally, 232 customers were assisted with career center services including 125 adults and 107 self-services. The Workplace has 8 ITA's to be presented in September.
- Self-service customers are those who come into the center and utilize the resource room independently to conduct a job search, apply for various positions or complete unemployment insurance tasks.

- In September, 142 customers (70 Adult, 17 DW, and 55 Self-Service), received on site career center services.
- For the month of September, the WP Counselors provided less WIOA funded training services as there were minimal Customized and On the Job training contracts written last month. There was, however, a significant increase in utilization of the career center resource room with nearly half of the customers utilizing the resource room for self-service and labor market information.
- **Workshops:** Since July 1, 2021, there have been 29 workshops offered, 32 customers registered and 17 attendees.
 - Workshop content continues to be reviewed and new workshops are being developed based on demand/need. Recent additions since July are Job Club, Career Center Orientation (2x/month) and ITA Information Sessions (6 offered/16 registered/11 attended).
 - Career Center Operations: beginning to see an increase in foot traffic and activity. Although there are still a few capacity restrictions, some activities have started to resume. In Elmira, there was an employer recruitment event on 9/23 for The Arc of Chemung-Schuyler, plans are being made for Fidelis to return to the center one day a week
 - Training providers have expressed interest in returning on a regular basis to provide training information to customers; in Montour Falls, GED/TASC classes have resumed one day a week and Fidelis has returned to the center one day a week; in Bath, ProAction E&T staff have resumed providing career center coverage and have been encouraging center utilization for their customers and in Hornell; a meeting is being scheduled with the new library director to discuss how they can assist us in driving customer traffic and marketing our services and a drop box to collect Alstom applications has been placed outside the Hornell Career Center in the State Building.
 - October 2021 Events Calendar attached to meeting agenda and materials.
- **Site Management Operations:** Site Management has seen growth this past year.
 - Rounding out the year will be: ADA Equipment Use in the Career Centers and Assisting Individuals With Various Barriers to Employment. Additionally, ACCES-VR provided an information session to staff on the services they provide and how to make an appropriate referral.
 - For the first time ever, the National Farmworkers Job Program, which is a mandated partner, is participating regularly in monthly meeting and has also made linkages with the Emerging Workforce Lead.
 - Job Corps and ACCES-VR have resumed being active participants, and there is now representation at site management from all three county DSS TANF programs with Schuyler County joining us in August.
 - In September, Kellie Christopher, CSS WFNY Senior Business Partner, was added to the site management team. Kellie will not only be reporting out on business engagement activities such as employer recruitments, job fairs, training etc.... but will also be able to gather information on workforce needs from other partners.
 - Progress continues with developing partnerships with local libraries. Monthly event calendars are emailed to 28 libraries in our 3-county service area.

- With the approval of the plan at the August Board of Directors meeting, the site management team is committed to reviewing the plan on a quarterly basis and updating as appropriate.
- Additionally, the site management team has also agreed to try meeting as a “one system” team by merging all 3 site management teams together for one monthly meeting. This also will be re-evaluated in 3 months.
- **Diversity & Inclusion:**
 - A link was made with Kelli Morris, Vision Services and Placement Coordinator from AVRE (Association for Vision Rehabilitation and Employment, Inc). AVRE is a private, non-profit organization who receives referrals from the Commission for the Blind, that assists people who are blind or visually impaired with learning, living, and working options in Chemung, Schuyler, and other neighboring counties.
 - A meeting is being scheduled with WP System Manager and The WorkPlace Diversity Officer to discuss outreach strategies and best practices currently being used in MA, RI, CT and Virginia.

➤ **Quality Assurance/Performance Report**

- **Performance Outcomes:** Last time there were four areas that needed to be cleaned up.
 - This is a local operational plan.
 - WIOA Primary Indicators of Performance PY21 Qtr 2 (July 2020 – March 2021) Results. - Must hit 80% of target.
 - If we do not meet 80% performance outcomes:
 - 1st Year – Notice
 - 2nd Year – Improvement Plan
 - 3rd Year – Could result in dissolution of board.
 - Page 3: Employment Rate (Qtr 2) Adult - 76.4%, 756 (numerator) were employed out of 990 (denominator), 69.0% Target, 110.7% of goal.
 - Page 4: Employment Rate (Qtr 2) Dislocated Worker – 71.0%, 105.9% goal- Good shape!
 - Page 5: Youth - Employment, Education or Training Placement Rate (Q2) Youth – Placement rate 55.9%, 93.2%
 - Page 6: Median Earnings (Q2) Adult –\$7,647.00 per quarter or 144.3% of goal.
 - Page 6: Median Earnings (Q2) Dislocated Worker – \$6,708.00 per quarter or 103.2% of goal.
 - Page 6: Median Earnings (Q2) Youth – \$4,330.00 per quarter or 144.0% of goal.
 - Page 7: Employment Rate (Q4) Adult – 70.2%, 103.3% of goal
 - Page 8: Employment Rate (Q4) Dislocated Worker – 68.7%, 102.5% of goal
 - Page 9: Employment Rate (Q4) Youth – 40.4%, 79.2% of goal ***Have to hit 80%**. Prior Quarter we were at 72% so, we jumped from 72% to 79%. This is an area where follow-up is critical. The team has worked to improve the follow-up.
 - Page 10: Credential Attainment Adult – 52.2% Credit Rate, 156.2% goal.

- Page 11: Credential Attainment DW – 36.4% Credit Rate, 80.1% of goal. *For PY20 there are a lot of 599's entered into OSOS as trainings. 599's are UI activity and not a WIOA activity. In PY21 599's will not be entered into OSOS. Once the 599's are pulled out the percentage will increase.
- Page 12: Credential Attainment Youth – 71.4% or 142.9% of goal.
- Page 13: Measurable Skill Gains Adult – 54.4% or 120.9% of goal. *OJT's & Customized Trainings are not showing in this denominator.
- Page 14: Measurable Skill Gains DW – 56.7% or 125.9% of goal.
- Page 15: Measurable Skill Gains Youth – 50.0% or 100.0% of goal.
- Good shape as far as minimum requirements. Huge improvement from quarter prior.
- What is a Measurable Skills Gained? Credential attainment but also want to see skills gained each program year enrolled.
- Skills gained goals negotiated through the end of 2022.
- Last year an email was sent to the Executive Director with the proposed targets, an email is sent back with a counteroffer.
- The feds apply goals to the state then the state takes the goal and spreads across.

➤ **Membership**

- Operations & Oversight committee has had 9 members. Jeanette Frank has resigned from the committee; Margaret Lawrence has also left Welliver and has also submitted her resignation. With the 2 resignations the committee will be at 7 members. Do we want to fill these positions or leave the committee at 7? Phyllis has reached out to Judy to see if we wanted to keep at 7 or recruit for the 9 members. At this time Judy was okay with leaving at 7 members. What is the thought of the committee? Do we want to leave at 7 or recruit more members?
- The more members the more people we need to have to obtain quorum for meetings. Currently we need to have 5 members attend a scheduled meeting to obtain the quorum. To obtain quorum with 9 members on committee, need to have majority membership including vacancies to obtain quorum.
- The committee discussed possibly having a representative between 18 & 24 as Adhoc. The committee also discussed having a focus group for the youth in the future. Also discussed in the future adding inclusion/diversity. Phyllis is comfortable with 7 members at this time. The committee agreed to leave the committee at 7 members for now with the understanding that there may be special populations that will want to engage with a non-board capacity to garner feedback.
- With 7 members we will need to have 4 attend to obtain quorum for meetings.

➤ **Meeting Adjourned: 3:35 pm**

Motion to adjourn meeting

First: JoAnn Fratarcangelo

Second: Bruce Boughton

Unanimous approval

Next Meeting: November 3rd, 2021, at 2:30