

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 12/01/2021 (2:30pm)

Location: Remote (Microsoft Teams) Locations: 23 West Market Street, Suite 201 Corning

Attendees: Judy McKinney-Cherry, JoAnn Fratarcangelo, Bill Caudill, Stacey Carollo, Jamie Johnson,

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

2:42 PM Meeting Called to Order – No quorum

➤ **Operations: Operator Report:**

- In November there were 544 customers served. There continues to be an increase in service to dislocated workers 209 (38%). There has also been an increase in services to Adults (207 customers = 38%). The remaining 24% (128 customers) were assisted with career center services.
- In November, Customers directly received services in the career center from the WorkPlace and other staff partner staff. 166 customers (102 Adult, 12 DW, and 52 Self-Service), received on site career center services.

● **Workshops:**

- Mastering Online Applications workshop in November went well, will be offering again in December.
- A new registration/attendance sheet will be implemented in December so that the WorkPlace can follow up with customers who registered but did not attend. The WorkPlace counselor may not only be able to determine why the customer did not attend, but they may also be able to offer additional services to the customer.
- December Workshop calendar was also presented. Shelly highlighted that new this month is an Educational Spotlight – Sage Truck Driving School. Sage will discuss the training opportunities and careers associated.
- Carol English is working with Corning Community College for January 2022 calendar Education Spotlight to discuss welding program. Hoping each month to add information on training providers that are on our ETPL and occupations that are in demand in our area.
- **Career Center Operations:** Fidelis has returned to the Elmira Center 1 day/week. Express Employment Solutions is onsite at the Elmira the 3rd

Wednesday of each month. United Healthcare is also available in Elmira every Friday morning.

- **Diversity & Inclusion:** The first of a 4/5-part training on diversity and inclusion in the WorkPlace, will be held for site partner staff on Tuesday December 7th. At the conclusion of the training, a survey will be provided to determine what topics they would like discussed.

➤ **Quorum Confirmed: 2:44 pm**

➤ **Conflict of Interest Disclosure:**

- No Conflicts Disclosed.

➤ **Minutes:**

- 11/03/2021 Minutes

Motion to approve 11/03/2021 minutes as presented:

First: JoAnn Fratarcangelo Second: Jamie Johnson Unanimous approval

➤ **Youth Program: (PY21)**

- Welcome former navigator Kelly McGowan as Emerging Workforce Program Leader.
- Emerging Workforce will enroll 85 new participants. We are 40% through the year. 24 participants (28.24% YTD) have been enrolled. For the month of November, we have had 6 referrals (17.14% YTD) and 8 ITA's (40% YTD).
- Referral breakdown will be updated for next meeting.
- Kelly is hoping to renew old efforts and create new connections.
- Seeing an up tic in referrals in Schuyler County and self-referrals
- Some of the enrollments are eligibility. Some of the youth are still enrolled in school so unable to move forward with them.
- Received 5 referrals from Chemung County Probation.
- JoAnn recommended Kelly reach out to new Schuyler County Youth Probation Officer Kate Horey (607) 535-8165, email: khorey@co.schuyler.ny.us
- ITA Graph will be updated for next meeting as Dental Assisting is shown twice. Should be shown with 2 participants.
- Bill inquired who the providers are for the trainings?
 - Medical and Coding - SUNY Online
 - Dental Assisting – BOCES
 - CDL – BOCES
 - CNA – BOCES
 - Peer Advocacy – Corning Community College
 - LPN - BOCES

Motion to approve November youth report as presented:

First: Bill Caudill Second: JoAnn Fratarcangelo Unanimous approval

➤ **Quality Assurance/Performance Report:**

- **Youth monitoring letter and response –**
 - Letter prior to role changes.
 - Letter was issued August 23, 2021, Response is due 30 days later. An extension was requested and granted for 2 weeks starting September 23, 2021. Response October 25, 2021
 - Program is improving in the quality of work from a quality assurance point of view.
 - 7 total areas that there were finding. Out of those 7, 2 repeat areas #3 (Work history tab in OSOS) & #4 (Supportive Service Documentation).
 - In future the response letter needs to respond to how the issue was resolved not a reason why there is an issue.

Motion to approve Youth monitoring letter and response report as presented:

First: Bill Caudill Second: JoAnn Fratarcangelo Unanimous approval

- **Adult/DW Monitoring and response -**
 - There were only 7 findings not 11 as appears, due to copy & paste.
 - No Disallowed Cost
 - A lot of the files were with new staff. Training was needed and given on what the expectations are.
 - Large contract staff made 1 error that impacted multiple files.
 - All issues have been corrected
 - Rae Ann confident that will not see the errors in the future.

Motion to approve Adult/DW Monitoring letter and response report as presented:

First: Bill Caudill Second: Stacey Carollo Unanimous approval

➤ **Other Business –**

- JoAnn inquired about the status of the MOU – DOL has the MOU and reviewing the numbers. Once an okay has been received, we can send out.

➤ **Meeting Adjourned: 3:23 pm**

Motion to adjourn meeting

First: JoAnn Fratarcangelo Second: Bill Caudill Unanimous approval

Next Meeting: January 5th, 2022, at 2:30