

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

**Date:** 01/05/2022 (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, Bruce Boughton

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

**2:31 PM Meeting Called to Order – Quorum confirmed**

- **Conflict of Interest Disclosure:**
  - No Conflicts Disclosed
  
- **Minutes:**
  - 12/01/2021 Minutes - \*Minutes approved at 12/09/2021 Board of Directors meeting.
  
- **Youth Program: (Kelly McGowan)**
  - Kelly reported that there have been new hires to replace vacancies. Jason Stanbro started 12/21/2021 as Community Liaison and Work Experience Developer. Jaimie Talada started 01/03/2022 as a Navigator. Both new hires are doing well.
  - Kelly also reported that she had done a presentation to 4 graduating classes at HHS regarding CSS System services on 12/15/2021. She will be going back to speak to the second semester graduating classes in the spring (May 2022). Kelly will be incorporating navigating the CSS website in her presentations.
  - Kelly has met with Mr. Rosetti and a guidance counselor at High School Learning Center in Corning, to present to the graduating seniors, 3x per year to introduce them to Emerging Workforce youth program. Dates will be set later in January to schedule those presentations.
  - Participated in the first monitoring. POCA's are in process and expected to be completed mid-January. She reports that on target to get responses in on time.
  - Outcome is to enroll 85 new participants. Currently we are 50% through the year and 28 participants (32.94% YTD) have been enrolled. For the month of December, the program had 7 referrals (20.00% YTD) and 8 ITA's (40% YTD).
  - There were 15 referrals in November, 3 of which have been enrolled in December. 5 enrollments have been started but some circumstances have prevented. Have been unable to reach 7 referrals for one reason or another.
  - Work Experiences are as follows: 7 Work Experiences
    - Commercial Cleaning (1)
    - Retail Stock (1)
    - Animal Care Attendant (1)
    - Office Assistant (2)

Machinist Apprentice (1)

Cook/Chef Prep Assistance (1)

- ITA Graph was updated to remove the duplicated Dental Assistant.
  - Jamie Johnson inquired why are we now able to get into the schools? We are meeting with graduating in school individuals with a very narrow scope of activities. This process was started by the former liaison.

**Motion to approve youth report as presented:**

First: Jamie Johnson Second: Bruce Boughton Unanimous approval

➤ **Operations: Operator Report: (Shelly Madden)**

- In November there were 544 customers served. There continues to be an increase in service to dislocated workers 209 (38%) and 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:**
  - A new registration/attendance sheet was 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 may also be able to offer additional services to the customer. Basic Resume workshop is offered every month. Going to offer Preparing for Your Virtual Interview workshop more.
  - New in December Educational Spotlight – Sage Truck Driving School. 4 individuals attended, 2 are working with a counselor to pursue training. There has been talk BOCES may provide a nursing spotlight in February however, a date has not been set yet.
- **Career Center Operations:**
  - Fidelis has put a hold on providing in person assistance in Elmira and Montour Falls until mid to late January do to the recent COVID surge in the CSS region. The centers have referral forms if individuals are interested in Fidelis services. Express Employment Solutions and United Healthcare are continuing to go to the Elmira center.
  - In Elmira, effective this week, the center is opened on Thursday afternoons. The center is now officially opened Monday, Tuesday, Wednesday, and Fridays 9-4 and closed 12-1 for lunch. Wednesdays 9-7 with the capacity of 4 individuals. The center is not open to full capacity but open to walk ins every day. The goal is to safely increase the capacity to 10 individuals. Have had staffing issues, DSS would like some added capacity when they begin to lift waivers. They are working on a plan that would allow us to open up to 10 individuals Monday through Friday in the morning and in the afternoons 4 individuals. Shelly has been working with the CSEP

program to use one of the individuals in their program to assist us in the morning hours. He is very excited to join us!

- **Diversity & Inclusion:**

- The first of a 4/5-part training on diversity and inclusion in the WorkPlace, was held for site partner staff on Tuesday December 7<sup>th</sup> with 14 staff in attendance. At the conclusion of the training, attendees were provided with a survey to complete. 8 surveys were returned. A meeting is scheduled for mid-January to finalize Diversity and Inclusion training calendar.

➤ **Quality Assurance/Performance Report:**

- **Performance Outcomes –**

- WIOA Primary Indicators of Performance End of Year Report (July 2020 – June 2021) Results. - Must hit 80% of target.
- If we do not meet 80% performance outcomes:
  - 1<sup>st</sup> Year – Notice
  - 2<sup>nd</sup> Year – Improvement Plan
  - 3<sup>rd</sup> Year – Could result in dissolution of board.
- Page 3: Employment Rate Adult – 77.0%, 777 (numerator) were employed out of 1,009 (denominator), 69.0% Target, 111.6% of goal.
- Page 4: Employment Rate Dislocated Worker – 71.5%, 714 (numerator) positives outcomes out of 999 (denominator), 67.0% target, 106.7% 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. \*Program has improved!
- Page 13: Measurable Skill Gains Adult – 54.4% or 194.1% of goal.
- Page 14: Measurable Skill Gains DW – 81.8%, 72 (numerator) positives outcomes out of 88 (denominator), or 181.8% of goal.
- Page 15: Measurable Skill Gains Youth – 61.1%, 11 (numerator) positives outcomes out of 18 (denominator), or 122.2% of goal.

➤ **Meeting Adjourned: 3:31 pm**

Motion to adjourn meeting

First: Bruce Boughton Second: Jamie Johnson Unanimous approval

***Next Meeting: February 2<sup>nd</sup>, 2022, at 2:30***