

**CSS Workforce New York**

**Operations & Oversight Committee Meeting Minutes**

**Date:** 02/02/2022 (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, AJ Kircher

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

**2:30 PM Meeting Called to Order – Quorum confirmed**

➤ **Conflict of Interest Disclosure:**

- No Conflicts Disclosed

➤ **Minutes:** 01/05/2022 Minutes

**Motion to approve 01/05/2022 Meeting Minutes as presented:**

First: AJ Kircher

Second: Jamie Johnson

Unanimous approval

➤ **Youth Program: (Kelly McGowan)**

- Kelly reported that there have been new hires to replace vacancies. Jason Stanbro and Jaime Talada are doing well.
- Kelly also reported that she had solidified our relationship with the High School Learning Center in Corning and will be starting to provide them regular information on a triennial basis as they graduate seniors 3x annually. She has also provided information to their first students last week.
- Mr. Rosetti has reached out to Kelly to include CSS WFNY as a component of his endeavors to develop a program like the HSLC in Prattsburg. As a result, Kelly has been invited to speak to the graduating seniors from Prattsburg School District about our Emerging Workforce Youth Program. This is in the initial stages and a date has yet to be set.
- Emerging Workforce attended the Hood Recruitment in Hornell on January 18, 2022, and received 12 youth referrals for the 16-24 year old age group.
- The Emerging Workforce team attended Excel training.
- 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).
- Work Experience Stats -
  - No new work experience.
  - 3 have verbalized not interested at this time.
  - 1 Approval for Work Experience
  - 2 Individuals in the process of applying for work experience.

- 4 Enrollments in the process with a desire for work experience.  
Total 10

- Referrals – January
  - 4 have verbalized not interested at this time
  - 2 were not eligible for services at this time
  - 2 had enrollments started but for some circumstance that prevents completion at this time
  - 18 are in some part of being contacted to determine eligibility and/or scheduled enrollments
- No changes in Work Experience Titles
- No changes in ITA's

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

First: Joann Fratarcangelo Second: Bruce Boughton Unanimous approval

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

- Analysis of Q2 for PY20 and PY21. In PY20, Q2 there were 525 total customers served and in PY21 1,889 total customers were served. Increased service counts can be attributed the expansion of career center walk in hours, our Department of Labor partner resuming re-employment services (virtually) and an overall increase in individuals looking for job search assistance. Served in PY 20 were 272 Adults, 193 Dislocated Workers and 60 self-services. In turn, served for Q2 PY 21 were 573 Adults, 909 Dislocated Workers and there were 407 self-services.
- For Q2 PY 20, 356 customers (220 Adult, 85 DW, and 51 Self-Service), received on site career center services. However, service counts for PY 21 provided by WorkPlace Counselors and partner staff dropped slightly with 272 total services provided (178 Adults, 24 Dislocated Workers, 163 Self-Service). As you can see, the most significant decline from PY 20 to PY 21 is with Dislocated Workers (from 85 to 24), which again, is due to DOL providing remote re-employment services.
- WIOA service types provided by the WorkPlace staff for Q2 PY 20 and PY 21. In Q2 of PY 20, just over a quarter of the services provided were self-service/utilization of resource room while in PY 21, almost half of the services provided were for self-services/utilization of resource room, again aligning with the increased hours and capacity available for customers in PY 21. Career Center system activities provided by WorkPlace staff in the second quarter of PY 21. In the last quarter, there were 506 walk-in customers, 39 new customers registered, 140 modified records, and 69 customers assisted by appointment. Unemployment related calls fielded by WorkPlace continue to be steady with 310 in in the second quarter of PY 21.

**Workshops:**

- WorkPlace staff continue to collect data and look to provide data next month. The event calendar for February reflects and in person workshop in the Elmira Center to accommodate the restart of programming for PTE. This workshop is open to the public with limited slots. Also in February, GST BOCES will be focused in the Educational Spotlight featuring their CNA and PCA training programs.

- February Events Calendar – GST BOCES will be the Educational Spotlight on February 10<sup>th</sup>. They will discuss Healthcare Careers – CAN/PCA’s. In March Corning Community College is planning to discuss the welding program.

**Career Center Operations:**

- Beginning January 1, the Elmira Center added additional walk-in hours, 1:00-4:30 PM, Thursday afternoon. With this addition, the Elmira Center is now open for walk-in’s M/T/R/F 9-4:30 and Wednesday 9AM-7PM. Beginning the week of February 14<sup>th</sup>, the Elmira Career Center will be open to increased capacity (10 customers), M-F 9AM-Noon, to accommodate the return of PTE programming. Coverage assistance during that time will be from a SCSEP worker who is very familiar with the Elmira Center. The afternoon as well as Wednesday extended hours will remain at a capacity of 4.

**Site Management Operations:**

- The site management teams from Elmira, Steuben and Montour Falls met on January 5<sup>th</sup> and a review of the System Operational Plan was conducted. At this time, site partners agreed there were no changes that needed to be made to the plan

**Diversity & Inclusion:**

- Topics discussed for future training in the Diversity and Inclusion series include staff comfortability with divers and inclusive populations, unconscious bias, ageism, micro aggressions and allyship.

➤ **Quality Assurance/Performance Report:**

- Welcome Camden Ripley as the new Quality Assurance Manager. He will be replacing Rae Ann.
- **Youth Monitoring** - Kelly has requested an extension. Phyllis has approved the extension and there will be a report next month.
- **Adult/DW Monitoring** – Rae Ann presented the monitoring letter and response from the Workplace. There were no disallowed costs and all findings have been corrected.

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

First: AJ Kircher Second: Bill Caudill Unanimous approval

➤ **Meeting Adjourned: 3:25 pm**

Motion to adjourn meeting

First: Joann Fratarcangelo Second: Bruce Boughton amie Johnson Unanimous approval

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