

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

**Date:** 03/02/2022 (2:30pm)

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

**Attendees:** Jamie Johnson, JoAnn Fratarcangelo, Bill Caudill, Stacey Carollo, Bruce Boughton,

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

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

➤ **Conflict of Interest Disclosure:**

- No Conflicts Disclosed

➤ **Minutes:** 02/02/2022 Minutes

**Motion to approve 02/02/2022 Meeting Minutes as presented:**

First: Bruce Boughton    Second: Stacey Carollo    Unanimous approval

➤ **Youth Program: (Kelly McGowan)**

- Kelly reported that the team continues to develop their relationship with Corning Inc's Office of Racial Equality & Social Unity.
- Some staff participated in a training titled: Digital Inclusion: Targeted Strategies for Reaching Underserved Populations on March 2, 2022.
- The Community Liaison and Program Lead are planning to attend a few job fair events in the upcoming month.
- Outcome is to enroll 85 new participants. Currently we are 50% through the year and 30 participants (35.29% YTD) have been enrolled. No new Work Experiences 7 (20.00% YTD) and no new ITA's, 9 (45% YTD).
- Work Experience Stats – (16)
  - No new work experience.
  - 9 Applications approved during the month of February
  - 4 Waiting for placement
  - 3 Interviews conducted during the month.
  - 1 Not moving forwards as participant is moving out of area.
- Referrals – February (15)
  - 2 from Career Center (Montour Falls)
  - 4 from DOL
  - 2 from the High School Learning Center
  - 1 Self-referral from the website
  - 5 Self-referrals
  - 1 ProAction
- No changes in Work Experience Titles

- No changes in ITA's
- Currently there are 46 active participants enrolled and 31 are in follow-up status. Some of the follow ups will be exiting in the next month.

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

First: Bill Caudill

Second: Bruce Boughton

Unanimous approval

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

- In the month of January there were 846 customers served. there continues to be an increase in services to Dislocated Workers 340 customers (40%) due to our DOL partner performing remote and hybrid reemployment services, we continue to see a climb in services to Adults (330 customers = 39%) and Self-Service/Reportable customers (176 = 21%).
- For January, 238 customers (138 Adult, 35 DW, and 40 Self-Service/Reportable), received on site career center services. This is reflective of the increase in job seekers (85%) utilizing the services available in the career centers to re-attach to the workforce, with the remaining 15% (dislocated workers) receiving DOL re-employment services.
- In January 2022, WP customers saw a slight uptick in WIOA funded training services from 32% in December to 39% in January (22% CT, 9% OJT and 8% ITA). Other WIOA services required to process training were at 30% (17% Initial Assessment and 13% Individual Employment Plan). The remaining services (31%) were associated with utilization of the career center resource room for self-service, orientation, and labor market information.
- In January there were 14 new customers registered, 64 modified OSOS records, 20 customers assisted by appointment (14-F2F, 5-Pone, 1-Virtual), and 224 walk-ins. Unemployment related calls fielded by WorkPlace continue to be steady with 173 for the month of January.

**Workshops:**

- Work continues with the Leadership Group to collect and add data. Process for tracking and submitting attendance continues along with the new Registration/Attendance sheet that was implemented in December. This sheet allows WorkPlace customers the opportunity to follow up with customers who registered but did not attend, determine reason for no show and offer additional services. Newly introduced to the event calendar in December was an Educational Spotlight. February's feature was GST BOCES and their Health Care Careers. March will feature Corning Community College and their Career Welding Program. 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. Still not in the Hornell Career Center seeing participants. Continue seeing people in the Hornell Library. No date to re-open the center.

- WorkPlace Counselor, Carrie Kearse resigned her full-time position in the Bath Career Center effective February 11<sup>th</sup>. Kelly Switala joined the Workplace team as the Bath Counselor on February 10<sup>th</sup>.

**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, agreeing no changes were needed at this time. On the agenda for March meeting is Career Center improvements and center certification.
- The WorkPlace staff will be holding their first customer Focus Group in March, facilitated by WorkPlace, VP, Nestor Leon. Tentative date is March 24<sup>th</sup> with a morning and afternoon session. The Career Counselors are reaching out to past participants to see if they are willing to participate in one of the Focus Groups.

**Diversity & Inclusion:**

- The next training in the series, “Tips for Overcoming Biases in the Workplace” will be held on March 22<sup>nd</sup>. Other training being developed for April, May and June are “Generational Diversity”, “Understanding the Psychology of Socioeconomic Statuses”, and “Mentoring Returning Citizens”.

➤ **Quality Assurance/Performance Report:**

- **Youth Monitoring** - Phyllis presented the Youth Monitoring letter and Response. There were no potential disallowed costs. Most errors were lack of documentation or inadequate documentation in the files or OSOS. All areas have been corrected and there are no continued concerns with these issues or findings.
- Jamie inquired about 100% monitoring. For Adult/DW, any training provided we will review 100%. Youth is monitored 100% at enrollment and then whenever there is additional dollars spent for work experience or supportive services then the file is pulled and monitored at that time.

**Motion to approve Youth Monitoring and Response as presented:**

First: Bruce Boughton    Second: Joann Fratarcangelo    Unanimous approval

- **Career Center Certification** – Camden visited each center and completed the certification. There were three areas for improvement.

**#5 Resource Room** - Explore equipment upgrades as funds allow. Career Center System staff trained on equipment with continuous training going forward. Review center foot traffic on how it flows for future improvements and make improvements as they happen.

**#7 Safety and Security** – Finalize work with building owner to enhance as opportunities arise. Refine safety and security process based on building procedures and communicate to all staff in the Career Centers. Currently, monthly safety meetings on site/provide staff with written protocols.

**#12 Greeting & Intake** - Customer service training developed and will be provided (and enhanced) each year to reflect ongoing and evolving customer needs. Training needed on how to handle disruptive customers at the centers.

Jamie inquired how often this was done. The Certification is required by the state every three years. CSS has don't this annually except for last year due to COVID.

Jamie also mentioned engaging the board members do the certification to see the various Career Centers and the differences between them

Bill inquired if the internal form could use a numerical ranking instead of "Y" for yes as it looks like everything is perfect.

**Motion to approve Career Center Certification as presented:**

First: Bill Caudill    Second: Bruce Boughton    Unanimous approval

➤ **Meeting Adjourned: 3:32 pm**

Motion to adjourn meeting

First: Bruce Boughton    Second: Bill Caudill    Unanimous approval

***Next Meeting: April 6<sup>th</sup>, 2022, at 2:30***