

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 04/06/2022 (2:30pm)

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

Attendees: Judy McKinney-Cherry, Jamie Johnson, JoAnn Fratarcangelo, Bill Caudill, Stacey Carollo, Bruce Boughton, AJ Kircher

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

2:31PM Meeting Called to Order – Quorum confirmed

➤ **Conflict of Interest Disclosure:**

- No Conflicts Disclosed

➤ **Minutes:** 03/02/2022 Minutes

Motion to approve 03/02/2022 Meeting Minutes as presented:

First: Bruce Boughton

Second: AK Kircher

Unanimous approval

➤ **Youth Program: (Kelly McGowan)**

- Kelly reported that the program has been participating in several outreach (job fairs, recruitments) events.
- Outreach at GST BOCES 2 times
- The Community Liaison and Program Lead are planning to attend a few job fair events in the coming month.
- The team attended a two-day NYATEP virtual training.
- The team has also started implementing “Job Blasts” each week.
- Outcome is to enroll 85 new participants. Currently we are 75% through the year and 46 participants (54.18% YTD) have been enrolled. Work Experiences 9 (25.00% YTD) and ITA’s, 9 (45% YTD).
- Work Experience Stats – (8)
 - 3 Applications approved during the month of March
 - 3 Contingent upon receipt of missing documentation.
 - 2 new work experience (1) Southern Tier Honda and (1) EOP Headstart Office
- Referrals – March (32)
 - 1 from Career Center Elmira & 5 Bath
 - 2 from DOL
 - 2 Self-referrals from the website
 - 2 Self-referrals
 - 2 Catholic Charities
 - 18 Recruitments/Job Fairs

- Work Experience Titles: 2- Office Assistant & 2- Kitchen Assistant
- No changes in ITA's
- Currently there are 46 active participants enrolled and 29 are in follow-up status.

Motion to approve youth report as presented:

First: Bill Caudill

Second: Jamie Johnson

Unanimous approval

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

- In the month of February there were 586 customers served. There continues to be an increase in services to Dislocated Workers 228 customers or (39%) due to our DOL partner performing remote and hybrid reemployment services. We continue to see a climb in services to Adults (196 customers or 33%) and Self-Service/Reportable customers (162 or 218).
- In February, 95 customers (27 Adult, 7 DW, and 61 Self-Service/Reportable), received on site career center services.

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. WorkPlace counselors are following 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. March's feature was Corning Community College's Welding Program. April will feature GST BOCES Industrial Maintenance Program. April workshop calendar provided.

Career Center Operations:

- February 14th the Elmira Career Center was opened to increased capacity from 4 to 10 customers), M-F 9AM-12PM, to accommodate the return of PTE programming. For Hornell, customers continue to be seen in the Hornell Library with walk-in hours T/W/Th 10AM-2PM or any day by appointment. There is no date to re-open the Hornell center.

Site Management Operations:

- The site management teams from Elmira, Steuben and Montour Falls met on March 2nd. A One System Management team continues to be well received.
- The WorkPlace staff held their first customer Focus Group March 24th, facilitated by WorkPlace, VP, Nestor Leon. A morning and afternoon session were offered and there were roughly 13 individuals who participated. Nester will be providing a write up with the outcome of these sessions.

Diversity & Inclusion:

- The second session of the series took place on March 22nd with the topic "Tips for Overcoming Biases in the Workplace". The next training "Generational Diversity" in the series is scheduled for April 26th.

➤ **Quality Assurance/Performance Report:**

- **Youth Monitoring** – Monitoring letter was sent March 25, 2022. Kelly McGowan has 30 days to respond to the letter.

➤ **Meeting Adjourned: 3:25 pm**

Motion to adjourn meeting

First: Bruce Boughton

Second: AJ Kircher

Unanimous approval

Next Meeting: May 4th, 2022, at 2:30

Respectfully submitted,

Melissa Johnson