

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 05/04/2022 (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, Kelly McGowan, Melissa Johnson, Shelly Madden, Camden Ripley

2:35PM Meeting Called to Order – Quorum confirmed

- **Conflict of Interest Disclosure:**
 - No Conflicts Disclosed

- **Minutes:** 04/06/2022 Minutes
Minutes approved on April 28, 2022, at the Board of Directors Meeting.

- **Youth Program: (Kelly McGowan)**
 - Interviewing has occurred this month for the final navigator position. An offer was made, however was declined.
 - Staff have attended several trainings during the month of April including active shooter, Offender workplace reentry.
 - Face to face interactions is steadily increasing.
 - Outcome is to enroll 85 new participants. Currently we are 83% through the year and 62 participants (54.18% YTD) have been enrolled. Work Experiences 12 (34.00% YTD) and ITA's, 9 (45% YTD).
 - Work Experience Stats – (8)
 - 4 Applications submitted to participate in work experience.
 - 5 Applications approved during the month of April, 1 application is a carryover from March.
 - 3 Contingent upon receipt of missing documentation
 - 13 Applications currently awaiting a placement
 - 4 currently have interviews scheduled
 - 3 new work experience (1) Armor Building Supply, (1) EOP Headstart Kitchen & (1) Hornell Concern for Youth.
 - 5 total participants currently working in work experience

 - Referrals – April (65)
 - 1 Chemung County Probation
 - 7 from Career Centers
 - 1 from DOL
 - 1 Self-referrals from the website
 - 1 Self-referrals

- 1 Catholic Charities
- 53 Recruitments/Job Fairs
- No changes in ITA's – Currently working with 4 individuals on completing ITA requests.

Jamie inquired about the 13 individuals waiting for work experience. At the April 6th O&O meeting, there was discussion that if a list of work experiences needed was sent out to the local Economic Developers that they could help make connections with the businesses to for a work experience placements. Kelly responded that several participants were waiting for interviews and a list was sent to Rae Ann but didn't know what happened from there. Judy and said that the Economic Organizations are willing to help with placements.

Motion to approve youth report as presented:

First: Jamie Johnson Second: AJ Kircher Unanimous approval

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

- In the 3rd quarter of PY21, there were 1,844 serves provided, with 37% (728) services provided to dislocated workers, 36% (691) services were provided to adults and the remaining 27% (237) were reportable customers/self-serve.
- In March, services to adults and reportable customers was also at 91% (53% adult, 38% self-services). The career centers are beginning to see an uptick in customers reaching out for job search assistance, navigating online applications, conducting virtual interviews, and training opportunities. All self-services are supported by staff working in the career center.
- In March 61% of the WIOA services provided were training related (CT, OJT, IEP and IA), and the remaining 39% were job seeker related services.
- 3rd quarter training related services – (1) ITA, 21 OJT's, and 59 CT's. In March 61% of the WIOA services were training related (CT, OJT, IWP & IA) and the remaining 39% were job seeker related.

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. Workplace staff and the Leadership group are exploring additional workshop offerings. Workplace Counselors are providing insight based on customer inquiry and providing suggestions on topics such as targeted job search (Civil Service, Industry...), navigating and utilizing career assessments (including Job Zone), job search and resume for the "mature" job seeker.

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.

The Elmira Center has and will continue to track “peak” times of customer traffic for future capacity adjustments. In 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. Seeing an increase in walk-in traffic.

Site Management Operations:

- The site management teams continue to meet as a whole system bringing together the management teams from Elmira, Steuben and Montour Falls.
- 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 has provided a report to CSS detailing the outcomes form this session.

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. Other trainings being developed for May and June are “Understanding the Psychology of Socioeconomic Statuses”, and “Mentoring Returning Citizens”.

➤ **Quality Assurance/Performance Report:**

- **Adult/DW Monitoring Letter/Response** – Letter was sent on March 30, 2022. Workplace has submitted their 30 days to respond to the letter. There were eight findings (PII in file, lack of documentation in OSOS. No disallowed costs and findings have been resolved.
- **Youth Monitoring Response** – Response was sent April 28, 2022. During the monitoring, there were nine findings (missing signatures, missing documentation). All information has been updated and cleaned up. There were no disallowed costs. Staff are encouraged to double check their work. There were less findings than in the past.

Motion to accept the Adult/DW and Youth monitoring letters and responses”

First: AJ Kircher

Second: Jamie Johnson

Unanimous approval

➤ **Meeting Adjourned: 3:11 pm**

Motion to adjourn meeting

First: AJ Kircher

Second: Jamie Johnson

Unanimous approval

Next Meeting: June 1st 2022, at 2:30

Respectfully submitted,

Melissa Johnson