

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

**Date:** 06/01/2022 (2:30pm)

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

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

**Absent:** Bruce Boughton

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

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

➤ **Conflict of Interest Disclosure:**

- No Conflicts Disclosed

➤ **Minutes:** 05/04/2022 Minutes

**Motion to approve 05/04/2022 Minutes as presented:**

First: Jamie Johnson

Second: JoAnn Fratarcangelo

Unanimous approval

➤ **Youth Program: (Rae Ann Widmer Mason presented in Team Lead Absence)**

• **Program Update:**

- Staff has attended several trainings in the past month
- Face to face interactions are steadily increasing with more youth coming directly into the center to meet with counselors one on one.
- Supportive Service spending has increased with an increase in work experiences.
- Outcomes –
  - New Participants - Minimum of 85 participants enrolled – Currently 64 enrolled
  - Work Experience – Minimum of 35 enrolled – Currently 12 enrolled
  - ITA's – Minimum of 20 enrolled – Currently 9 enrolled
- Work Experience Stats –

WIOA Target \$92,692.68, 65.97% spent YTD

  - 1 Applications approved during the month of May
  - 7 Currently waiting for interviews
  - 1 Declined by business
  - 2 new work experience (1) Southern Tier Honda and (1) EOP Headstart Office
  - 2 Work Experiences ended in the month of May
- Referrals – May (13), 6 different sources
  - 5 from Career Centers – Elmira (3), Bath (1) & Hornell (1)
  - 1 from DOL
  - 5 Self-referrals from the website
  - 2 Self-referrals

The months with the number of referrals coincide with customized recruitments.

- Work Experience Participants:
  - T-Shirt Studio - Retail/Graphic Design
  - JHL Techtur – Office Work
  - Reynolds Manufacturing – Welding
  - Chemung County DSS – Receptionist
  - Eldridge Park – Office Assistant
  - Southern Tier Custom Fab – Welding/Fabricating

Rae Ann will confirm location for the IT/Computers work experience being sought. If anyone knows any businesses interested participating in work experience, please contact Kelly McGowan with business information

- No changes in ITA's, however there will be one presented next month for Medical Office work
- There are a few participants finishing up their Dental Assisting training during the first week of June. The team will be working with them to seek employment if they haven't already secured it as well as logging in their new credentials as soon as they receive it from the state.

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

First: Bill Caudill                      Second: Jamie Johnson                      Unanimous approval

- **PY2022 Funding:**  
 We have received our draft NOA for funding for our programs. For the youth program there is an additional \$60,000.00 for the coming year with means with the 80% we need to spend is \$413,000.00. In addition, we have the \$382,000.00 carryover for the past two years because the 80% expenditure spending has been waived. Looking at close to \$800,000.00 for the expenditure. Have reached out to Niagara County who has had a lot of money carried over for two and a half years, they were able to spend it down their 80%. They have some ideas that they are sharing with us.

Bill was approved a few years ago as the liaison between CSS and the O&O committee. Bill and Rae Ann will be working on some of the ideas, proposals that have been sent to us and come up with a plan that we can submit to the O&O at the July 6<sup>th</sup> meeting.

The in-school policy which allows CSS to go in and do orientations of our services was put in place a few years ago, taking a look at that and working with the Department of Labor to see if we have some wiggle room to offer some additional activities under the in-school youth. Majority of funding has to be spent on out of school youth. This will also be sent out to the committee ahead of time so the committee can have some time to review it. If any of the committee has any suggestions or ideas on how to spend some of the money, reach out to Bill. Judy encourages us to find ways to be creative.

- **PY2022 Program Outcomes:** July 1<sup>st</sup> starts PY2022  
 Phyllis will collect the outcomes put in place by the committee for the past three years and where the program fell in terms of meeting those outcomes. She will send those out to the committee in the next few weeks so it can be discussed at the July 6<sup>th</sup>

meeting. Phyllis would also like input on other outcomes that the committee would like to see.

Jamie inquired, what are our mandated outcomes? Yes, we have to have a certain percentage employed 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit. Anyone in training, percentage get a measurable skills gain, a percentage get a credential attainment, median wage target. Currently there is no data for PY21. Jamie recommended on focusing on mandated outcomes instead of coming up with new outcomes. Need to find out what is the root cause & set some goals to make gains from there. Bill is requesting what is absolutely mandated along with the past three years outcomes. Possibly looking at the number of businesses engaged.

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

- In the month of April there were 674 customers served. In April the service count shows there has been a slight shift with 45 % (303) of the customers served being Adults, 34% (232) Dislocated Workers and 21% (139) Self-Service/Reportable customers. The illustration shows that just under half of those services were provided by WorkPlace and System Partners. For April, system partners served 231 Adults, 71 Reportable Customers, and 23 Dislocated Workers. With our Department of Labor partners' return to re-employment hybrid (virtual and some in person in Hornell) service delivery, system partners are providing more services for Adults and Reportable customers than Dislocated Workers.
- In April 2022, 97% of the WIOA services provided were related to training activity (including assessment and IEP development) and resource room utilization. In April, WP counselors experienced a large increase in training activity (92% of the 97%), processing 148 Customized and 31 On the Job trainings. The remaining 3% of WIOA services were an accumulation of Career Guidance, Labor Market Information, Resume Assistance and Job Search referral activities.
- In April there were 19 new customers registered, 69 modified OSOS records, 25 customers assisted by appointment (12-F2F, 13-Phone), and 186 walk-ins. Unemployment related calls fielded by WorkPlace saw a slight decline with 112 for the month of April.
- Demographic information for the month of April illustrates unique individuals utilizing career center services by county, the city or village where they reside. In April about 70% of the customers reside in the Elmira, Corning and Horseheads area which represents Chemung and the eastern section of Steuben counties and 23% of the customers were from the western section of Steuben County with Bath seeing a slight increase in April. Not all services are represented by center walk-ins and include customers receiving WIOA training services (CT's, OJT's).

**Workshops:**

- WorkPlace and System staff continue to offer virtual workshops. Additionally, in person workshops have been added at the Elmira location for PTE programming and a few openings for career center customers. In June, a Basic Computer Skills workshop will be added to Elmira and Montour. June Events calendar presented.

**Career Center Operations:**

- No Changes in career center hours or capacity.

**Site Management Operations:**

- The management team will review the Operational Plan at the June meeting. Also, to be discussed: Direct links on the Career Center computers to customer surveys and Careers in Manufacturing videos created by Steuben IDA.

**Diversity & Inclusion:**

- The next training in the series will be “Understanding the Psychology of Socioeconomic Statuses” and is scheduled for June 7th. The Diversity and Inclusion series will round out with Mentoring Returning Citizens which focuses on justice involved individuals. Future training topics being explored are Mentoring and Crisis Intervention with the focus on Mental Health awareness and resources.

➤ **Quality Assurance/Performance Report:** No Reports

➤ **Other –**

- **Future Meetings –** Starting July 06, 2022, meetings will return to in person. There was discussion to change the start time of the meeting from 2:30 to 2:00. The committee agreed on the time change. The next O&O meeting will be held in person at Montour Falls at 323 Owego Street.

➤ **Meeting Adjourned: 3:44 pm**

Motion to adjourn meeting

First: JoAnn Fratarcangelo

Second: AJ Kircher

Unanimous approval

***Next Meeting: July 6<sup>th</sup>, 2022, at 2:00***

Respectfully Submitted, Melissa Johnson