

CSS Workforce New York

Operations & Oversight Committee Meeting Minutes

Date: 07/06/2022 (2:00 pm)

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

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

Absent: Stacey Carollo, Bruce Boughton

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

2:04 PM Meeting Called to Order – Quorum confirmed

➤ **Conflict of Interest Disclosure:**

- No Conflicts Disclosed

➤ **Minutes:** 06/01/2022 Minutes - Minutes approved at the June 23, 2022, Board of Directors meeting. No action needed.

➤ **Youth Program:** 100% through the year

- **Program Update:**

- Staff has attended trainings in the past month
- There has been 1 LPN graduate and 2 dental assistant graduates from GST BOCES. All three are already employed in their field.
- Outcomes –
 - New Participants - Minimum of 85 participants enrolled – Currently 71 enrolled
 - Work Experience – Minimum of 35 enrolled – Currently 19 enrolled
 - ITA's – Minimum of 20 enrolled – Currently 10 enrolled
- Work Experience Stats –
WIOA Target \$153,939.00, 72.67% spent YTD, Remaining 27.33%
- Program Stats – New Referrals/applicants
 - 3 Approved and waiting from previous month
 - 4 Participants on hold – 2 for transportation issues, and 2 on hold for personal issues
 - 3 Currently scheduled for interviews
- Status following interview:
 - 3 Accepted by business
 - 1 Declined by business
 - 1 Declined by participant

Total currently in Work Experience: 8

Work Experience placement – His Haven - Activities Assistant

Work Experiences ended in the month of June – 2 (1) EOP Head Start Office & (1) Southern Tier Honda (this participant gained full-time employment)

Activities Assistant was added to the Work Experience Titles for PY21. Activities Assistant has a different description than the Rec. Assistant.

Kelly also told the committee about a successful youth who came into the program as homeless in Steuben County. He was living in a shelter then transferred to Schuyler County. With the supportive services and work experience he was able to obtain his own transportation. The youth was able to obtain full-time employment in Chemung County (Horseheads). Through this employer he was able to receive his forklift truck certification.

- Referrals – June (15), 6 different sources
 - 1 HCFY
 - 2 from Career Centers – Elmira (2)
 - 6 Self-referrals from the website
 - 1 Special events/activities/local businesses
 - 4 Chemung County CPS
 - 1 Catholic Charities
- ITA – 1 Approved - Medical Office Assistant and Electronic Health Records Certification Program.

The team continues to work with participants to pursue ITA funding. Currently working with three individuals who are in the process of meeting the requirements to obtain their CDL licensing.

- Seeking opportunities for Work Experience sites for the following:
 - IT/Computers – Bath/Hornell
 - Electrical – Elmira/Horseheads
 - Mortuary Services – Elmira/Horseheads

Jamie commented he is working with the county to get the Work Experience in the IT department. Jamie asked Kelly to send him any specifics regarding the individual's interest, experience and/or resume to send to the county. Kelly will get some information and get it to Jamie Thursday or Friday at the latest.

Motion to approve youth report as presented:

First: Jamie Johnson Second: AJ Kircher Unanimous approval

- **PY22 Program Outcomes:** July 1st starts PY2022
A spreadsheet reflecting the PY2018-2021 Outcomes was sent out to the committee a few weeks ago. The committee began setting outcomes in 2018. The report shows what we hit for each of the years and the targets. Phyllis is hoping this information will help the committee to set outcomes for PY2022.
The report also included the DOL Youth Outcomes which are required. *Must meet 80% of DOL targets.

Bill inquired about the numbers for 2021. Phyllis explained that there was staff transition in the youth program during 2021. There was that transition for 3 or 4 months that year which has an impact on the numbers.

Bill also asked about what a measurable skills gain was. Rea Ann explained that it was anyone in a training that was one step better than they were or have learned something during their training. Could be a mid-semester report card, report from the training provider that the individual is progressing along. Could also be a certificate used for a skills gain. Credential attainment would be a license.

The top part of the sheet in blue are outcomes set by the committee and the bottom is what is set by the state. The 80% requirement is what is set by the state not what is set by the committee.

Employment Rate = The denominator is everyone enrolled

Median Earnings = The denominator is the number of people employed

Credential Attainment & Measurable Skills Gain – The denominator is the number of people in training plus 100% of in school youth enrolled.

Everyone in ITA, are in the Credential Attainment & Measurable Skills Gains measure. The DOL target is negotiated with the Department of Labor. Each local area negotiates with the state for performance. Negotiations will be coming up for 2023.

Jamie is asking in the future to see where we stacked up against the NYS DOL goals to be shown on the Outcomes sheet. Phyllis said we would provide the additional information and bring it back to the committee in August and then determine what the outcomes are. This discussion will be tabled for the August meeting. No actions taken at this time.

○ **Emerging Workforce PY22 Plan:**

Going into PY22, the Emerging Workforce (Youth) program is bringing in a carryover amount of \$247,878 from the last 2 years. This is in addition to the NOA of approximately \$500,000 for the PY22 year. Bill presented the plan for spending down the money.

The Emerging Workforce program staff have consulted with the following:

NYS DOL FOTA and Program Monitoring Staff

CSSWFNY Executive Director and Fiscal Director

Niagara WDB Executive Director

A big piece of this is the outreach to raise awareness of the program. Another piece would be for an RFP to contact someone to do 3 events (one in each county). Planning, managing, and executing the events that will encourage and engage young adults to take advantage of the program. Another RFP consideration would be to contract with an Employment service who would be able to take on the HR, Payroll function. This would free up staff time. Another would be to contract Driver's Education Training.

- Supplies - Updating staff laptops and getting equipment they could use.
- Work Experience and hopefully adding OJT to the program. State allows however we have not taken advantage of it.
- An addition of at least one staff is critical.
- Stipends – Language coming up that it is possible to give stipends. If the participant completes a segment, then we can offer a stipend.

Jamie inquired about the work experience - \$70,000. Carry in and an additional \$50,000.00. Is that additional \$50,000.00 from this year coming up or is there even more money coming that is dedicate towards work experience? Rae Ann's response was the PY22 budget will include a dollar amount. We have to add to that the additional \$70,000.00 which is carry over from last year, then add another \$50,000. Jamie is asking for further clarification of the amount. Phyllis responded the \$70,000. carry in is from back three years ago and keeps carrying in year after year. The \$50,000. carry in is from this past year. Phyllis also confirmed that we will have closer to \$300,000.00 in Work Experience to spend this year. Jamie inquired about engaging and educating businesses so we could have a pool of businesses available when we have work experiences to place.

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

- The May data tells us that we are again beginning to see an increase in customers. The opening up of the career centers and return of mandated programs has almost boosted to the pre-pandemic numbers in PY2019 for new, served, and active individuals. Additionally, we are still seeing a decline in the number of carry ins which should hopefully begin to increase with job seeker reengaging with work search.
- On the report Shelly presented, the graph demonstrated an increase in customers, exits of individuals not in WIOA activities in terms of performance are also appropriately increasing. Outreach and follow up will be important with new as well as “carry in” customers as we seek to increase engagement of adult customers.
- We are beginning to see an increase in Dislocated workers which is attributed the decline in unemployment, our DOL partners resuming Re-employment Services, and the return to full service in our career centers. The “soft” reopening of the DOL offices and the decline in eligibility for federal resources has increased new, served, and active customers close to pre-pandemic numbers.
- To close out the program year there were 26 new customers registered, 78 modified OSOS records, 53 customers assisted by appointment (35-F2F, 16-Phone, 2-Video), and 518 walk-ins. Unemployment related calls fielded by WorkPlace totaled 257 and saw a significant decline from May (164) to June (93).

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. The workshop for How to Get Funded for Training has been heavily attended.

Career Center Operations:

- The Hornell Career Center had a soft opening June 2, 2022, and the Elmira DOL staff will have a soft reopening on July 11th. In the Hornell Center, WorkPlace Counselors (and other partner staff) are now meeting with customers in the center and providing services to walk in traffic. Effective July 11th, all centers will return to pre pandemic operation. The extended hours for Wednesday evenings have been discontinued as from January through June there were only 13 customers utilizing the extended hours.

Site Management Operations:

- The site management teams from Elmira, Steuben and Montour Falls continue to meet the first Wednesday of each month. The management team was asked to review the Operational Plan at the June meeting and provide any updates to partner service delivery. In the next program year, the System Manager will be encouraging discussion about the operations of the career center and the value it brings to each partner, revisit site certification improvement suggestions and seek input on center training and workshops.

Diversity & Inclusion:

- The fourth session of the Diversity and Inclusion series took place on June 7th with the topic being “Understanding the Psychology of Socioeconomic Statuses”, facilitated by Ashley Holtcamp, WorkPlace Manager of Diversity, Inclusion and Professional Development. The next training in the series will be “Mentoring Returning Citizens” and is scheduled for July 19th. The System Manager will work with CSS Deputy Directory, Quality Assurance, and the WorkPlace to round out the 2022 training calendar. Future training topics being explored are Mentoring Job Seekers and Crisis Intervention with the focus on Mental Health awareness and resources.

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

➤ **Meeting Adjourned: 3:12 pm**

Motion to adjourn meeting

First: JoAnn Fratarcangelo

Second: AJ Kircher

Unanimous approval

Next Meeting: August 3rd, 2022, at 2:00

Respectfully Submitted, Melissa Johnson