

**CSS Workforce New York
Operations & Oversight Committee Meeting Minutes**

Date: 08/03/2022 (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, Bruce Boughton, Stacey Carollo

Absent: AJ Kircher, Bill Caudill

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:** 07/06/2022 Minutes

Motion to approve 07/06/2022 Minutes as presented:

First: Jamie Johnson Second: Bruce Boughton Unanimous Approval

Judy inquired with the committee about virtual vs in person meeting. Majority agreed that virtual was easier. If the meeting is not going to be a deep meeting with a lot of discussion, we will continue to meet virtually. If there is something that will require a lot of discussion, then we may call an in-person meeting.

➤ **Youth Program:**

• **Program Update:**

- Our Community Liaison/Work Developer resigned effective 7/29/2022. Jason left to pursue his passion of auto mechanics instruction. Interviews have been taking place to fill vacant positions within the program.
- .083% of the year in PY22.
 - Carried in 61 active participants from the last program year (PY21), in the month of July there have been 4 more added, bringing enrollment numbers to 65.
 - Carried in 30 follow-up participants from the last program year (PY21).
 - In July there were no participants exiting the program.

○ **Work Experience Stats –**

Work Experiences currently in Progress – 8 or 731.25 work experience hours.

Total Number of Work Experience hours completed in July - 2022 or 731.25 hours for those 8 participants. No new work experience started in July.

Jamie inquired, are there any work experiences hanging out there waiting for placements? Kelly's response was that we still have one and she approved a couple more this week that she will need to find placements for. Jamie mentioned that he never received the resume for the IT to send to Jack Wheeler at the county and wanted to make sure there was follow-up. Phyllis has responded that the resume was sent on to Jack.

○ **ITA's -**

- Currently have 3 in process, 2 of which were in progress in the last program year and added a new one this year.
- Started this month – 1 Clinical Medical Assistant & Electronic Health Records Specialist

- 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.
- **Referrals** – In July there were 16 referrals from 11 different sources
 - 4 Self (Website)
 - 1 Self (participant called)
 - 6 from Career Centers – Elmira (2), Bath (1), Hornell (2), Montour Falls (1)
 - 1 DOL (Hornell)
 - 1 CPS
 - 1 OCFS
 - 1 DSS Community Navigator
 - 1 Hornell Chamber of Commerce

WIOA Generated Targets

Work Experience:

Total Budgeted Dollars (represents 20% of overall youth budget): \$168,311.00
 Total Expended this month (July): \$13,942.74
 Total Expended YTD: \$13,942.74
 Total Percentage: 8.28%
 Balance Remaining: \$154,368.26

ITA's:

Total Amount Allocated to ITA's: \$40,000
 Total Expended this PY (July): \$3,995.00
 Total Expended YTD: \$3,995.00
 Balance Remaining: \$36,005.00

Motion to Approve Youth Report as Presented:

First: Stacey Carollo Second: JoAnn Fratarcangelo Unanimous approval

- **PY22 Program Outcomes:** July 1st starts PY2022
 We are still waiting for July 1st, 2021 through June 30th, 2022, performance outcomes. Possibly coming in September. Phyllis believes we will hit the same or above goal.

Phyllis presented the NYS DOL Youth Performance Outcomes. For the year July 1st, 2020, through June 30th, 2021, we did meet all the goals set by NYS DOL for the youth program.

NYS DOL Youth Performance Outcomes	LWDA Goal Actual %	% of LWDA Goals Met Percent of Goal July 1,2020-June 30, 2021) *
Employment Rate 2nd Qtr. After Exit	60.0%	100%
Employment Rate 4th Qtr. After Exit	42.30%	83%
Median Earnings 2nd Qtr. After Exit	\$4,321.	144%
Credential Attainment 4th Qtr. After Exit	71.40%	142.90%
Measurable Skills Gain	61.10%	122.20%

Required to meet 80% of LWDA goal

*Exceeded NYS DOL goal requirements
(Performance Outcomes not available for 7/1/21-6/30/22)

The committee discussed the outcomes and set the following -

- Participants Enrolled - 75
- Work Experience Enrolled - 25
- Occupational Training - 12

Motion to Approve the PY22 Program Outcomes as set above:

First: Bruce Boughton Second: JoAnn Fratarcangelo Unanimous approval

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

- For the 4th Quarter of PY 21 (April, May, June 2022), there were 1,178 customers served. As illustrated the Q4 service count shows over half (59%) of the customers served were Adults and Reportable (Self-Service) customers and the remaining 41% of the customers were Dislocated Workers.
- In Q4 PY 21, WorkPlace counselors experienced a large increase in training activity processing 173 Customized and 10 On the Job trainings. Training activities made up 96% of the services provided (including Initial Assessments and Individualized Employment Plans). The remaining 4% of WIOA services were an accumulation of Career Guidance, Labor Market Information, Resume Assistance and Job Search referral activities.
- In Q4 there were 47 new customers registered, 153 modified OSOS records, 81 customers assisted by appointment (39-F2F, 30-Phone, 2 video), and 797 walk-ins. Unemployment related calls fielded by WorkPlace continue to decline with 392 total for Q4.
- The Customer demographic information for the 4th Quarter of PY 21 shows the greatest number of customers residing in Chemung County with 254
- In the start of the new program year (PY22), WorkPlace staff will begin tracking training activity, outcomes, and reported employment. In July there were 6 individuals who started training, 10 successful training completions, 9 who received a credential/skill gain, 14 individuals who participated in workshops, 7 ITA, 7 CT, and 3 OJT customers served and 1 reported employment. Over the next couple of months additional data will be added with the tracking of outcomes (CT, OJT, ITA) in this program year.

Workshops:

- WorkPlace and System staff continue to offer virtual workshops. Additionally, in person workshops have been added at the Elmira location for PTE programming with limited openings for career center customers and a Basic Computer Skills workshop has been added to Elmira and Montour Falls Centers. In September, our DOL partner will begin offering in-person workshop in the Elmira and Hornell Centers. A comprehensive event calendar is being worked on and will be made available by mid-August for distribution with September offerings. Attendance will continue to be monitored and career center staff will continue to send out attendance reminders to those who have registered. WorkPlace staff will also follow up with customers who registered but did not attend, to determine reason for no show and offer additional services.
- August 2022 Events calendar presented.

Career Center Operations:

- Effective July 11th, our Elmira DOL partner resumed seeing customers in person and all career centers resumed normal operations. Career Center hours by location are Elmira and Hornell: Monday-Friday, 9AM-4:30PM; Bath: Monday - Thursday – 9AM-4PM, Friday – 9AM-12PM and by appointment Friday 1-4PM; Montour Falls – Monday, Wednesday, Friday – 9AM-4PM and by appointment Tuesday and Thursday, 9AM-4PM. All Centers are closed from 12PM-1PM for lunch.

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 discussed the re-opening of all the center to “normal” operations and training that may be needed as staff reacclimate themselves to providing customer service in the center.

Diversity & Inclusion:

- The final session of the Diversity and Inclusion series took place on July 19th with the topic being “Mentoring Returning Citizens”, facilitated by Ashley Holtcamp, WorkPlace Manager of Diversity, Inclusion and Professional Development. As mentioned, this was the last training in the Diversity and Inclusion series. Ashley Holtcamp generated a brief survey on the series and based on information gathered will give consideration if other topics are being requested.

➤ **Quality Assurance/Performance Report:**

- **Adult/DW Monitoring Letter/Response** – Files were reviewed, and a letter was sent on June 29, 2022. Workplace has submitted their response to the letter July 26, 2022. There were six findings (PII in file, lack of documentation in OSOS). No disallowed costs and findings have been resolved.

Motion to accept the Adult/DW monitoring letters and responses

First: Stacey Carollo Second: JoAnn Fratarcangelo Unanimous approval

- **Youth Monitoring Response** – Files were reviewed, and a letter was sent on June 13, 2022. Response was sent on July 27, 2022. There were multiple findings however no disallowed costs and findings have been resolved.

Motion to accept the Youth monitoring letters and responses

First: Stacey Carollo Second: JoAnn Fratarcangelo Unanimous approval

➤ **Meeting Adjourned: 3:11 pm**

Motion to adjourn meeting

First: Stacey Carollo Second: JoAnn Fratarcangelo Unanimous approval

Next Meeting: September 7th, 2022, at 2:00

Respectfully Submitted, Melissa Johnson