

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

Date: 10/12/2022 (2:00 pm)

Location: 323 Owego Street, Room 120 Montour Falls

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

Absent: Bruce Boughton

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

2:05 PM Meeting Called to Order – No Quorum

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

- **Minutes:** 08/03/2022 Minutes Approved on August 25th, 2022, at the Board of Directors meeting. No action required.

- **Operations: Operator Report: (Kelly Switala)**
 - For August 2022, there were 505 services provided, with 246 services (49%) provided to dislocated workers, 170 services to adults (34%) and 89 services to reportable customers (17%). The increase in services to dislocated workers continues to remain steady and is attributed to Department of Labor providing full re-employment services in-person and remote.
 - For the month of August across all four Career Centers there were 198 services provided with 89 services (45%) provided to reportable customers, 99 services (50%) to adults and 10 services (5%) to dislocated workers. This graphic is representative of customers who have utilized any of the four Career Centers. Note: customers are now being served by multiple partners including WorkPlace, DOL, CSS Pathways to Employment, Chemung County DSS, Corning Community College and ProAction.
 - For the second month of PY 22 rebounding with the WorkPlace providing 88 training related services consisting of 26% being On the Job Training, 22% being Customized Training and 15% being Initial Assessment and Individualized Employment Plan. The remaining 37% were job search related services with well over half being self-service or utilizing the resource room and the remaining being for resume assistance, orientations, and labor market information
 - Additionally, for August 2022, unique individuals utilizing career center services by the county they reside, with the greatest number of customers residing in Chemung County (121), followed by Steuben (99) and Schuyler (18). In August, 23 unique customers residing outside of the CSS WDB received services (likely due to customized training).

Workshops:

- In person workshops have returned to the career centers. In September our Department of Labor partner in Hornell and Elmira offered 7 in person workshops. The PTE program continues to offer in person workshops weekly in Elmira and WorkPlace Counselors are offering in person Basic Computer Skills workshops in Elmira, Montour Falls and Bath. WorkPlace Counselors will also continue to offer virtual workshops. A comprehensive CSS Workforce System workshop calendar was sent out in August that captures both in person and virtual offerings. Attendance will continue to be monitored and the addition of various offerings will continue to be added. October 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.

DOL partner reported at last site management that in person meetings are going well and nearly 100% of appointments are now in person. Elmira is seeing about 12-16 appointments a week and working towards going to all in person.

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.

Staffing News:

- Kelly Switala and Joe Aini assume new roles as System Manager and full-time counselor in Bath October 1, 2022, replacing Shelly Madden.
- TWP System Manager and Counselors are beginning to engage with community outreach and targeted business recruitments. In September staff assisted with the Instant Brands recruitment and will be participating in the Montour Falls Fall Festival, Arnot Mall Job Fair, and the Elmira City School District Agency Fair.
- TWP Counselors Jon Smith and Carol English are currently working on the CPRW (Certified Professional Resume Credential).

➤ **Quorum confirmed 2:08 PM**

➤ **Youth Program:**

- **Program Update:**
 - Our Community Liaison/Work Developer resigned effective 7/29/2022. Jason left to pursue his passion of auto mechanics instruction. The position has been filled with Ray Naylor.
 - Enrollments at .025% of the year through the end of September (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.
 - In August, 5 more were added, bringing the enrollment numbers to 70.
 - In September, 3 more enrollments were added,
 - Starting to see an increase of 16/17-year-olds.
 - **Work Experience Stats –**
 - Starting to see an increase of 16/17-year-olds.
 - Total number of Work Experience hours completed in August - 1102.55 hours
 - Total number of Work Experience hours completed in September – 812.75hours
 - Cumulative hours of Work Experience completed YTD: 2651.55 hours

Locations of new placements – McInerney’s Funeral Home, Cookie’s Day Care, His Haven, and Corning Family Dental* (*) Corning Family dental start date was delayed to October due to Corona-19 virus. The participant has since withdrawn.

Locations that ended in August – (1) Armor Building Supply

Locations of work experiences ended in September – (1) Hornell Concern for Youth, (1) T-Shirt Studio & (1) His Haven.

The work experience participant at His Haven has been asked to come back and work on additional skills.

- **ITA’s – 25% through PY22 – 58.3% of target met - Current ITA’s in process (3)**
 - Carried in from PY21 (2) - Medical Office Assistant w/ Certified Billing and coding, LPN
 - Current ITA from July PY21 (1) – Clinical Office Assistant w/ Certified Billing and Coding
 - ITA’s in August: (3)
 - Dental Assisting (1) - start 9/26/22*
 - Medical Office Assistant w/certified Billing and Coding (1) - start 9/1/22
 - Welding (2) - start 9/12/22
 - ITA’s in September – (Unchanged)
 - 1 ITA Completed in August.
 - BOCES will be starting a Dental Assisting training in January 2023.

- **Referrals** – In August there were 21 referrals from 12 different sources
 - 3 Self (Website)
 - 1 Self
 - 1 Corning Office (walk-in)
 - 7 from Career Centers – Elmira (3), Career Center (DOL) (3), Bath (0), Hornell (0), Montour Falls (1)
 - 3 DOL (Hornell)
 - 1 Hornell Concerned for Youth – 3 Additional since August.
 - 1 CPS
 - 1 Catholic Charities (Elmira)
 - 2 DSS Community Navigator
 - 1 Pro Action

Kelly did not include the September referrals; she will have them at the next meeting.

WIOA Generated Targets

Work Experience:

Total Budgeted Dollars (represents 20% of overall youth budget): \$236,339.65

Total Expended in August/September: \$19,206.40

Total Expended YTD: \$34,641.85

Total Percentage spent YTD: 20.10% (through the end of September)

Balance Remaining: \$201,697.80

ITA’s:

Total Amount Allocated to ITA’s: \$40,000

Total Expended this PY (July): \$23,945.00

Total Expended YTD: \$27,940.00

Total Percentage spent: 69.85%

Balance Remaining: \$12,060.00

*Will need to recalculate the ITA’s since Dental program was rescheduled to January 2023.

- **Information Regarding:** Measurable Skills Gain, Credential Attainment and Q2/Q4 Education/Training or Employed while in follow-up are not available at this time. Will start tracking.
- **Other News:**
 - There is one open position in the program.
 - The team continues to work on improving program processes such as tracking, reporting, enrollment, and service delivery to manage more participants smoothly and setup to manage program growth more efficiently.
 - The team also continues to work hard to ensure that the new community liaison is well trained and slips as seamlessly as possible into his new role.

Motion to Approve Youth Report as Presented:

First: AJ Kircher Second: Jamie Johnson Unanimous approval

- **Payroll Activities Quote Request** – Phyllis presented a quote for temporary payroll services for the participants enrolled in our youth program and are working as paid interns at various locations in the three county areas that we serve. Work Experience participants. The provider will be responsible for onboarding/offboarding and payroll services for up to \$49,000. \$49,000. is the amount in the budget and allowed before we need to send out as an RFP. The auditors have gone over quote request and have approved. Phyllis will be taking this to the full board on October 27, 2022, for approval to send out for quotes. The temporary payroll services will run from December 19, 2022 – June 30, 2023.

➤ **Quality Assurance/Performance Report:**

- **Youth Monitoring Response** – 26 records were reviewed, and a letter was sent on August 12, 2022. Response was sent on September 23, 2022. There were multiple findings, no major concerns however no disallowed costs and all findings except one have been resolved. The finding that has not been resolved is due to navigator unable to reach participant to obtain missing document for file.

Motion to accept the Youth monitoring letters and responses

First: Stacey Carollo Second: JoAnn Fratarcangelo Unanimous approval

➤ **PY21 Program Outcomes: End of PY21 (Draft)**

We are still waiting for July 1st, 2021, through June 30th, 2022, performance outcomes. We did meet all the goals set by NYS DOL for all programs.

<u>Youth</u> Performance Outcomes	LWDA Goal Actual %	% of LWDA Goals Met Percent of Goal
Employment Rate 2nd Qtr. After Exit	61.00%	95.08%
Employment Rate 4th Qtr. After Exit	52.00%	112.12%
Median Earnings 2nd Qtr. After Exit	\$3,100.	134.94%
Credential Attainment 4th Qtr. After Exit	51.00%	196.08%
Measurable Skills Gain	50.50%	136.24%

<u>Adult</u> Performance Outcomes	LWDA Goal Actual %	% of LWDA Goals Met Percent of Goal
Employment Rate 2nd Qtr. After Exit	69.50%	110.07%
Employment Rate 4th Qtr. After Exit	58.80%	101.90%
Median Earnings 2nd Qtr. After Exit	\$4,400.	219.34%
Credential Attainment 4th Qtr. After Exit	34.40%	140.70%
Measurable Skills Gain	45.50%	197.36%

<u>DW</u> Performance Outcomes	LWDA Goal Actual %	% of LWDA Goals Met Percent of Goal
Employment Rate 2nd Qtr. After Exit	67.50%	94.81%
Employment Rate 4th Qtr. After Exit	67.50%	98.37%
Median Earnings 2nd Qtr. After Exit	\$6,600.	129.53%
Credential Attainment 4th Qtr. After Exit	46.40%	87.50%
Measurable Skills Gain	50.50%	130.10%

*There may still be some 599's in the DW Credential Attainment 4th Qtr. After Exit.

- **Future Meetings** – Since we are going back to in person meetings, do we like the meeting times, location? The committee agreed that meeting in Montour Falls (323 Owego Street) at 2:00 pm worked for all members.
- **Meeting Adjourned: 3:24 pm**
 - Motion to adjourn meeting
 - First: Jamie Johnson Second: AJ Kircher Unanimous approval

***Next Meeting: November 2nd, 2022, at 2:00
Location: 323 Owego Street, Montour Falls***

Respectfully Submitted, Melissa Johnson