

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

Date: 04/05/2023 (1:30 pm)

Location: 323 Owego Street, Room 120 Montour Falls

Attendees: Judy McKinney-Cherry, JoAnn Fratarcangelo, Bill Caudill, AJ Kircher, Bruce Boughton and Stacey Carollo

Excused: Jamie Johnson

CSS, Operator Staff & Other Guests: Phyllis Balliett, Rae Ann Widmer-Mason, Kelly McGowan, Patti Redder, Mark Evans and Kelly Switala

1:32 PM Meeting Called to Order –

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

➤ **Minutes:** 02/1/2023 Minutes – Minutes were approved at the full Board Meeting on 2/23/2023

➤ **Youth Program:** (Kelly McGowan)

The following was reported:

- The outreach for referrals and enrollments is going well. In February, an electronic billboard began featuring information about the program. It is displayed in two locations in Chemung County. The Program Manager and the Community Liaison met with staff of the Elmira City School district night school program. They currently have 130 students with approximately 30 students that are potential enrollments.
- The Youth Team had the opportunity to try the Transfer VR (Virtual Reality). The Program Manager and the staff are unsure if it is something that would be beneficial to the Emerging Workforce participants. Kelly mentioned that although they could learn the language that is often used in some of the settings available, she is unsure if the actual scenarios would be helpful because they would not be specific to the work sites.

• **Program Update:** 75% through PY22.

○ **Enrollments**

- Carried in 56 from previous month.
- Number exited to follow up - 2.
- Total carried into the next month – 58.
- 77.33% of the target was met, 17 enrollments remaining to the target.

○ **Work Experience Stats –**

- 10 Carried over from previous month.
- 1 Work Experience added.
- 60% of target met. Target 25, 10 Work Experiences remaining to reach target.

Total number of Work Experience hours completed in February/March– 1,272.25.

Cumulative hours of Work Experience completed YTD: 5,672.80.

Locations of new placements – Northside Floral

- **ITA's –75% through PY22 – 114.42% of target met** - *Have seen an increased interest in ITA's.
 - Carried in from previous month – 3
 - 3 ITA's approved during the months February/March
 - ITA Target 12 – YTD approved ITA's - 15

ITA's approved in February/March include:

- 2- CNA
- 1 – CDL

- **Referrals** – 36 referrals reported in February and 67 referrals in March.

As Reported:

- 7 Self (Walk-in, email, or phone)
- 9 Website
- 25 from Career Centers – Elmira (11), Career Center (DOL) (2), Bath (3), Hornell (3), Montour Falls (6)
- 1 AIM
- 9 PTE
- 4 Family Services
- 1 His Haven
- 4 HSLC
- 1 CC Probation
- 1 CCC
- 4 CPS- Elmira
- 21 ECSD
- 4 Family Services
- 3 GST BOCES- Wildwood (1), Coopers (2)
- 1 Steuben County Community Services
- 3 Hood (Job Fair) Event
- 1 ARC Allegany Steuben
- 4 Word of Mouth

WIOA Generated Targets -

Work Experience: (through March 2023)

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

Total Expended in February/March: \$50,334.70

Total Expended YTD: \$143,634.96

Total Percentage spent YTD: 60.77%

Balance Remaining: \$92,705.04

ITA's:

Total Amount Allocated to ITA's: \$50,000.00

Total Approved YTD: \$57,210.00

Total Percentage spent: 114.42% (YTD approved)

Balance Remaining: (\$7,210.00) over target

The team will continue to develop the Summer Youth Program. The contacts for the Youth Bureaus are Dave Ellis for Chemung County, Wendy Harrison for Steuben County and Adam for Schuyler County.

Motion to accept the youth report as presented.

First: Bruce Boughton Second: Stacey Carollo Unanimous approval

MOA's - Youth

- Chemung County Department of Motor Vehicles- the MOA will fulfil the Supportive Service element that is required. The DMV will aid (permits, and identification cards). The DMV helps individuals on public assistance to enable them to obtain a license.

Motion to accept the MOA for the CC DMV.

First: Bruce Boughton Second: Bill Caudill Unanimous approval

- Economic Opportunity Program (EOP) – the MOA will fulfil the Leadership Development Opportunities Adult Mentoring, Follow Up Services and Financial Literacy education element.

Motion to accept the MOA for Economic Opportunity Program

First: Bill Caudill Second: AJ Kircher Unanimous approval

➤ **Youth Programs**

- **Youth Event RFQ**

The Emerging Workforce program would like to have a yearly event that would capture the EW population from all three counties that will aid In School youth, and/or soon to be Out of School youth that are still not sure of their future plans. The request is for quotes for a professional to organize the event.

Motion to accept the Youth Event RFQ

First: Bill Caudill Second: Bruce Boughton Unanimous approval

- **Payroll RFP**

We currently have a payroll service that will expire June 30, 2023. When that was approved it was only for a 6-month time period. We will be requesting proposals for the entire PY23 program year. \$80,000.00

Motion to accept the Payroll RFP

First: Bill Caudill Second: Bruce Boughton Unanimous approval

- **Marketing RFQ**

The Marketing RFQ is for someone to provide more extensive social media presence for CSS Workforce Emerging Workforce program by using more type of specific social media sites.

Motion to accept the Marketing RFQ

First: Bill Caudill Second: Bruce Boughton Unanimous approval

The above three, (1) RFP, and (2) RFQ's will need members of the Operations and Oversight committee to meet and review the proposals and quotes that are received. The decision was made to meet at 11 am on the day of the June meeting to review and approve the vendors.

- **Youth Program**

The current Youth program was brought in house in 2018. The five-year MOA expires on June 30, 2023. The committee was tasked to decide if it should stay in-house, and if so, how many years. AJ Kircher did remember the circumstances that lead CSS to bring the program in house. She asked if it had to be another five years or can that be adjusted. She recommended a three-year MOA.

Motion to accept the Emerging Workforce program remaining in-house.

First: AJ Kircher

Second: Bill Caudill

Unanimous approval

➤ **Operations: Operator Report:** (Kelly Switala)

- For the month of February, there were 595 WIOA services provided. The services breakdown is 302 to dislocated workers, 194 to adults and 99 to reportable individuals.
- Across all four Career Centers there were 233 services provided with 22 to dislocated workers, 164 to adults and 99 to reportable individuals.
- Career Center Counselors provided 128 training-related services (On the Job Training, Customized Training, Initial Assessment, and Individual Employment Plans).
- During the month of February, the Workplace staff completed 19 new registrations, updated 75 records, and completed 67 appointments. There were 291 phone calls received and 461 walk-in customers were assisted.

Workshops:

- In-person workshops continue to be offered by DOL, PTE and the Workplace Career Counselors. Workshops are being offered in conjunction with upcoming job fairs and events to prepare customers for the job fair. Attendance will continue to be monitored and the addition of other various offerings will continue to be added.
- The second series of virtual workshops for those individuals in Steuben County Jail was completed on March 14th. A new round of workshops will begin on March 28th. The System Manager, CSS Workforce, GST BOCES and Steuben County Public Safety will continue to meet and assess the program and adjust as needed.

Career Center Operations:

- All Career Centers are open with not limitations. All centers are closed from noon to 1:00 pm for lunch. The Elmira Center will be closed the afternoon of April 10th, 2023 for Active Shooter Training for all building staff. The training will be provided by the Elmira Police Department.

Site Management Operations:

- The site management teams from Elmira, Steuben and Montour Falls continue to meet on the first Wednesday of each month.
- New computers were installed in the Hornell Center on March 16th. Internet equipment was updated in the Bath Center on March 20th.
- A staff training with LawNY was held on March 21st to better assist justice-involved customers with career pathways and obtaining employment, licensure, certifications and/or credentials.

➤ **Quality Assurance/Performance Report:** (Mark Evans)

- **WIOA Performance Indicators** – Mark presented the NYS DOL performance outcomes for the 1st quarter of the PY 22 program year. The percentage required in each category to achieve the LWDA goal is 80%. All goals were met, except the Credential Attainment for the Adult program. The goal percentage is 38.10%. Since this is the first quarter, there is still an opportunity for the 80% goal to be met.

Motion to accept the WIOA Performance Indicators report.

First: AJ Kircher Second: JoAnn Fratarcangelo Unanimous approval

- **Center Certifications** – The Certification for the Centers was completed by March 30, 2023.

The following was noted by Mark:

- **Physical Access to Services** – The centers continue to explore the ability to use Zoom/MS Teams for training to improve better customer flow/ease of access and continue training on roles within the Career Centers.
- **Resource Room**- Computer upgrades in Elmira and copier upgrades in Hornell and Elmira. Career center Staff trained on new equipment with continuous training going forward.
- **Safety and Security**- Schedule Staff Training regarding the new weapons policies for buildings housing Career Centers. Currently, monthly safety meetings on site/provide staff with written protocols.
- **Customer Service Training**- Training needed on how to handle disruptive customers in the career centers.

Motion to accept Center Certifications report.

First: JoAnn Fratarcangelo Second: Stacey Carollo Unanimous approval

➤ **Meeting Adjourned: 2:32 pm**

Motion to adjourn meeting.

First: JoAnn Fratarcangelo Second: Bruce Boughton Unanimous approval

Next Meeting: May 3rd, 2023, at 1:30

Location: 323 Owego Street, Room 120, Montour Falls

Respectfully Submitted,
Patti Redder