

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

Date: 06/07/2023 (1:30 pm)

Location: 323 Owego Street, Room 120 Montour Falls

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

Excused: Jamie Johnson

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

1:30 PM Meeting Called to Order –

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

➤ **Minutes:** 05/03/2023 Minutes

Motion to accept the 05/03/2023 meeting minutes as presented.

First: JoAnn Fratarcangelo

Second: Bruce Boughton

Unanimous approval

➤ **Youth Program:** (Kelly McGowan)

The following was reported:

- During the month of May, the Emerging Workforce team participated in several outreach events in area schools such as Wildwood BOCES, Bath/Haverling High School, Corning Painted Post and Horseheads HS. Horseheads High School had 47 students participate.
- A new Navigator, Kristy Wilber started on May 1st. She is acclimating well to the new position and has already started processing referrals and managing a small caseload.
- A Program Assistant was hired and scheduled to start on Monday June 5th however, she notified Phyllis that she needed to decline the position. They will be starting to interview again for that position.
- The Emerging Workforce team participated in the “All things WIOA” that was provided by the NYSDOL Youth team and was very informative and beneficial to all staff.
- **Program Update:** 91.66% through PY22.
 - **Enrollments**
 - Carried in 8 from previous month.
 - Number exited to follow up – 1 deceased, not exiting into follow-up and others not available at the time of the report writing.
 - Total carried into the next month – 96.
 - 104% of the target was met, with 3 additional enrollments.
 - **Work Experience Stats –**
 - 10 Carried over from previous month.
 - 1 New work experience placement added.
 - Work Experience ended in May: None
 - 72% of target met. Target 25, 7 Work Experiences remaining to reach target.

Total number of Work Experience hours completed in May – 1,068.0 hours.

Cumulative hours of Work Experience completed YTD: 7,560.3 hours.

Locations of new placements – Stewart’s Services, LLC

- **ITA’s –91.66% through PY22 – 141.67% of target met** - *Have seen an increased interest in ITA’s.
 - 1 ITA approved during May.
 - ITA Target 12 – YTD approved ITA’s – 17. This is 5 over the goal set.ITA’s approved in May include:
 - 1- Medical Billing and Coding
- **Referrals – 15 referrals in May from 8 different sources**
As Reported:
 - 4 Self (Website)
 - 1 Self (Walk-in, email, or phone)
 - 2 from Career Centers – Bath (1), Montour Falls (1)
 - 2 DOL (Elmira)
 - 1 CC Probation
 - 4 PTE
 - 1 ECSD

WIOA Generated Targets -

Work Experience: (through May 2023)

Total Budgeted Dollars (represents 20% of overall youth budget): \$236,339.65. This is what the amount the team started the year with.

Total Expended in May: \$26,437.64

Total Expended YTD: \$190,285.53

Total Percentage spent YTD: 80.5%

Balance Remaining: \$46,054.47

Kelly believes they will end the year close to the target. There are 2 work experiences ending in June and 5 scheduled to start in June.

ITA’s:

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

Total Amount Approved in May: \$3,695.00

Total Approved YTD: \$67,905.00

Total Percentage spent: 135.81% (YTD approved)

Balance Remaining: (\$17,905.00) over target

Motion to accept the youth report as presented.

First: Bruce Boughton Second: AJ Kircher Unanimous approval

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

- For April 2023, there were 637 services provided. Of the 637 services, 308 were dislocated workers, 248 adults and 81 to reportable individuals.
- Across all four Career Centers there were 333 services provided with 24 to dislocated workers, 225 to adults and 31 to reportable individuals. Overall, there was not a significant difference in the number or category of services provided in April compared to March 2023. Career Center Counselors provided 175 training-related services (On the Job Training, Customized Training, Initial Assessment, and Individual Employment Plans). Job search-related activities (self-service or

utilizing the resource room), job referrals, resume assistance, and labor market information comprise the remaining 53 services provided (228 total).

- During April, The Career Center Counselors provided 175 training-related services (On the Job Training, Customized Training, Initial Assessment, and Individual Employment Plans). Job search-related activities (self-service or utilizing the resource room), job referrals, resume assistance, and labor market information comprise the remaining 53 services provided (228 total).
- career center staff engagement with customers during April. Career Center counselors received 525 walk-ins, 274 phone calls, and held 39 appointments. Fifty-eight records were modified, and 22 new registrations were entered.

Workshops:

- A variety of in-person and virtual workshops continued offered by the PTE program, DOL and the Workplace Career Counselors.
- The fourth series of virtual workshops for those individuals in Steuben County Jail began on May 9th and the program continues to run smoothly.
- The June Workshop and events calendar was included in the meeting packet.

Career Center Operations:

- All Career Centers are open with not limitations. All centers are closed from noon to 1:00 pm for lunch. All centers are operating normally. All centers will be closed on Monday June 19th in observance of Juneteenth day and Tuesday July 4th in observance of Independence Day.

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 and a server were installed in the Montour Falls Career Center on June 1st. The Bath center received a new copier on May 4th and new computers along with a new server are scheduled to be installed on Thursday June 30th. After June 30th all Career Centers will have new up to date computers.
- CSSWFNY collaborated with the Department of Labor to update the Disruptive Customer Policy. The updated policy was distributed to staff and is in each of the Career Center Manuals. Training for partner staff is scheduled for June 13th.

Staffing News: The WorkPlace staff attended the Nursing Focused College Day Event at Arnot Medical Center and the Schuyler Hires Job Fair on May 10th. In addition, Career Center services were promoted at the Watkins Glen Mobile Food Bank on May 16th. WorkPlace staff also attended 2 training courses in May; one was focused on compassionate solutions for homeless clients and the other was titled “Kicked Out: How to Safely Ask Someone to Leave Without Calling the Police”. Career Center Counselors are also currently being trained to assist customers with the Northstar Digital Literacy Program.

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

- **Adult/DW Monitoring** – On April 27, 2023, Kelly Switala responded to the Adult/DW monitoring report from March 2023. Mark mentioned that most errors were typographically, or incorrect boxes were checked or not checked. There were no disallowed costs involved.

Motion to accept the Adult/DW Monitoring report as provided.

First: Stacey Carollo Second: AJ Kircher Unanimous approval

- **Youth Monitoring** – On May 5, 2023, Kelly McGowan responded to the PY22 Youth monitoring report from March 2023. Mark mentioned again that most errors were typographically, or incorrect boxes were checked or not checked. There were no disallowed costs involved.

Motion to accept the Youth Monitoring report as provided.

First: Bruce Boughton Second: JoAnn Fratarcangelo Unanimous approval

➤ **RFP Review –**

CSS sent out two RFQ's and an RFP. The RFQ's were sent out to five different providers for the following:

1. **Event Planner** – (Up to \$49,000.00), the contract will run July 1, 2023 – April 30, 2024. The provider will be responsible for planning & executing events to serve in all three counties (Chemung, Schuyler & Steuben) to encourage and engage young adults to take advantage of the WIOA Youth Emerging Workforce program.
2. **Marketing Advertising** – (Up to \$30,000.00), the contract will run July 1, 2023 – June 30, 2024. The provider will create a media campaign strategy to promote the Emerging Workforce program and will increase foot traffic and increase traffic to the LWDB webpage.

There were no responses for either of the above RFQ's.

An RFP was also sent out for **Payroll Services for Temporary Work Experience**. This contract will run July 1, 2023 – June 30, 2024. The provider will be responsible for onboarding/offboarding and payroll services for CSS's Work Experience up to \$80,000.00. We had one response to this RFP. This response was from TES Staffing. Current payroll services expired June 30, 2023, and is with Datrose Business Processing.

Motion to move the Payroll Services for Temporary Work Experience RFP to the board as discussed.

First: Bill Caudill Second: Bruce Boughton Unanimous approval

➤ **Meeting Adjourned: 2:20 pm**

Motion to adjourn meeting.

First: Bruce Boughton Second: JoAnn Fratarcangelo Unanimous approval

Next Meeting: July 6th, 2023, at 1:30

Location: 323 Owego Street, Room 120, Montour Falls

Respectfully Submitted, Melissa Johnson