

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

Date: 09/06/2023 (1:30 pm)

Location: 323 Owego Street, Room 120 Montour Falls

Attendees: JoAnn Fratarcangelo, AJ Kircher, Bruce Boughton, Stacey Carollo, Bill Caudill and Jamie Johnson

Excused: Judy McKinney-Cherry

CSS, Operator Staff & Other Guests: Phyllis Balliett, Kelly McGowan, Mel Johnson, and Kelly Mukisa

1:34 PM Meeting Called to Order –

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

➤ **Minutes:** 08/02/2023 Minutes

Motion to approve the 08/02/2023 Meeting Minutes as presented.

First: AJ Kircher

Second: Bruce Boughton

Unanimous approval

➤ **Youth Program:** (Kelly McGowan)

The following was reported for August 2023:

- Jill Brusso continues to adjust to her new position.
- Navigator, Kristy Wilber has given her resignation. Her last day will be September 8th.
- The team is continuing to look at internal processes and tweak them as necessary to increase efficiency and get the most value for our participants from the offerings.
- Targets have not yet been set for the youth program for PY 23; therefore, baselines and current numbers will be reported without comparison against any targets.
- **Program Update:** At 16.66% through PY23 numbers are reported below.
 - **Enrollments**
 - Started August with 79 carried in from July.
 - Number exited to follow up – Unavailable at report time.
 - Total carried into the next month – 85** (+4 enrollments in process in review, will be reflected next month).
 - Running total of enrollments for this PY 7.
 - Enrollments remaining to target & % of target met – *Are not available yet as the targets have not been set yet.
 - **Work Experience Stats**
 - 9 Carried over from July.
 - 3 New work experience placements were added.
 - **Locations of new placements:** Corning Family Dental (1), Home & Health Care (1) Finger Lakes SPCA (1).
 - 3 Work Experience ended in August.
 - **Locations of those having ended:** Scope Design (1), Northside Florist (1), & Home Healthcare Services (1).
 - Offers of employment extended because of WE: 0
 - 1 employer is very small and doesn't generate enough work to justify hiring.
 - 1 employer had a position open as a delivery driver, but the participant didn't have a license.
 - 1 participant ended her work experience early due to finding more long-term employment.
 - 9 Active cases at the end of August
 - Work experience remaining to target – N/A

- % of target met – N/A

Total number of Work Experience hours completed in August – 843.5 hours completed.
Cumulative hours of Work Experience completed YTD: 1,718.5 hours.

- **ITA's -**

- ITA Target – Targets have not been set yet.

ITA's carried in from PY22 include:

- 2 - Medical Billing and Coding
- 1 – LPN
- 3 – Dental Assistants

- 4 ITA's approved during July.

ITA's approved in July include:

- 2 – LPN's
- 2 – CDL's

- 4 ITA's approved in August.

- 3 – Phlebotomy *Also sent one of the enrolled youths to the adult program for an ITA.
- 1 - CDL

- Total ITA's approved in August: 8

- Total ITA dollars approved YTD: \$55,000. Or 67% obligated.

- **Referrals** – 21 referrals in July from 8 different sources

As Reported:

- 6 Self (Website)
- 3 Self (walk-ins, e-mail, or phone call)
- 9 from Career Centers – Elmira (3), Montour Falls (3) & (3) Bath
- 1 DOL (Elmira)
- 1 Steuben County DSS
- 1 Hornell Area Concern 4 Youth

WIOA Generated Targets -

Work Experience:

Total Budgeted Dollars (represents 20% of overall youth budget): \$197,457.00 for PY23.

Total Expended in August: \$25,833.69

Total Expended YTD: \$51,173.38

Total Percentage spent YTD for work experience: 25.92%

Balance Remaining for PY23: \$146,283.62

ITA's:

Total Amount Allocated to ITA's: \$55,000.00

Total Amount Approved in August: \$10,345.00

Total Approved YTD: \$32,834.00

Total Percentage spent: 67.5% (YTD approved)

Balance Remaining for PY23: \$22,166.00

Motion to accept the youth report as presented.

First: Jamie Johnson

Second: Stacey Carollo

Unanimous approval

- Jamie asked Kelly if we were placing participants in In-Demand Occupations or just placing them in work experiences? Kelly responded that the team usually places the individuals in work experiences where they have interest not necessarily in the In-Demand Occupations.
- There was discussion of other opportunities like the following:
 - Unpaid opportunities
 - Internships
 - Job shadowing
 - Virtual Reality for training
 - Continuing to funnel ITA's through adult funding where possible.
- PY23 – Goals and Outcomes – There was a lot of discussion on setting goals and outcomes for PY23 regarding quantity vs quality to allow staff to concentrate on intense services. The committee would like to see the cost per work experience participant. Rae Ann will get this information out to the committee by Friday. The committee also asked the team to come back to the board with what the team thought the goals should be for further discussion in the October meeting.

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

- The information represents data for July, the 1st quarter of PY23. There were 519 services provided (308 dislocated workers, 127 adults and 84 reportable individuals).
- Across all four Career Centers there were 277 services provided (23 to dislocated workers, 116 adults and 88 to reportable individuals). Compared to July of PY22 there has been a 106% increase in the services provided.
- During the month of July, Staff received 514 walk-ins, 221 phone calls, and held 41 appointments. In addition, WorkPlace Counselors have enrolled participants in 44 OJT's, 50 CTs, and 23 ITA's since the beginning of PY 23
- In August, 49% of new registrants obtained a high school diploma or high school equivalency; 11% received an associate degree or vocational certificate; 15% obtained a bachelor's degree or higher, and 11% did not complete high school.

Workshops:

- A variety of in-person and virtual workshops continued offered by the PTE program, DOL and the Workplace Career Counselors. Attendance continues to be monitored.
- The 5th cohort of participants completed workforce re-entry workshops at the Steuben County Jail on August 29th. The next series is scheduled to begin next week.
- The September Workshop and events calendar was included in the meeting packet.

Career Center Operations:

- There have been no changes to the Career Center hours of operation. 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 were closed on Monday September 4th in observance of Labor Day.
- New desks were placed in the Bath Career Center on August 16th. The upgrade provides more workspace for customers while using the computers and has refreshed the look of the center.
- The firewall system was replaced in all career centers on August 9th. This upgrade should provide better protection and security for the new computers.

Site Management Operations:

- The site management teams from Elmira, Bath, Hornell, and Montour Falls continue to meet on the first Wednesday of each month.
- Securitas is continuing to conduct interviews in Bath and Elmira; Employment Solutions is continuing to interview in Montour Falls and Hornell Career Centers.
- Pathways to Employment has begun worksite experience with two participants in the Elmira Career Center. The participants are working as Resource Technicians under the supervision of the PTE Program.
- DOL is updating web cameras and software for the ADA computers in all four career centers. Montour Falls and Hornell have received new cameras thus far. The software update is to be determined.

Staffing News:

The Montour Falls Career Counselor promoted the career center services at the Watkins Glen Mobile Food Bank on August 15th. Staff will attend future Mobile Food Bank events in Watkins Glen, Burdett in September and October, weather permitting.

➤ **Meeting Adjourned: 2:45 pm**

Motion to adjourn meeting.

First: Bruce Boughton

Second: Stacey Carollo

Unanimous approval

Next Meeting: October 4, 2023, at 1:30

Location: The Arc of Schuyler 203 12th Street, Watkins Glen

Respectfully Submitted, Melissa Johnson