

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

Date: 10/04/2023 (1:30 pm)

Location: 203 12th Street, Watkins Glen

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

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

1:33 PM Meeting Called to Order –

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

➤ **Minutes:** 09/06/2023 Minutes

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

First: Jamie Johnson

Second: JoAnn Fratarcangelo

Unanimous approval

➤ **Youth Program:** (Kelly McGowan)

The following was reported for August 2023:

- The Youth program recently participated in a team training provided internally at Steele Memorial to discuss other ways to serve the youth enrolled in our program. A lot of good information came from that.
- The Deputy Director and Kelly McGowan have been working on curriculum development and outlines that will allow us to provide a much-needed series of work readiness classes geared toward the youth population. We should be up and ready to start enrolling in our first class by mid-November.

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 25% through PY23 numbers are reported below.

- **Enrollments**

- Started September with 85 carried in from August.
- Number exited to follow up – Unavailable at report time.
- Total carried into the next month (October) – 96
- Enrollments remaining to target & % of target met – *Are not available yet as the targets have not been set yet.

- **Work Experience Stats**

- 8 Carried over from August with 6 work experience cases carried over to the month of October.
- No new work experience placements were added.
- 2 Work Experiences successfully ended in September.
 - **Locations of those having ended:** Cookie's Day Care (1), T-Shirt Studio (1).
- Offers of employment extended because of WE: 0
- Work experience remaining to target – N/A
- % of target met – N/A

Total number of Work Experience hours completed in September – 558.5 hours completed.

Cumulative hours of Work Experience completed YTD: 2,277.0 hours.

- **ITA's -**
 - ITA Target – Targets have not been set yet.
ITA's carried in from PY22 include: (6)
 - 2 - Medical Billing and Coding
 - 1 – LPN
 - 3 – Dental Assistants
 - No new ITA's approved during September.
 - Total ITA dollars approved YTD: \$32,835.
- **Referrals – 20 referrals in September from 10 different sources**
As Reported:
 - 5 Self (Website)
 - 4 Self (walk-ins, e-mail, or phone call)
 - 6 Career Centers – Elmira (2), Montour Falls (1) & Hornell (1), Career Center/DOL (2)
 - 1 Chemung County CPS
 - 2 DOL (Elmira)
 - 1 PTE
 - 1 Prattsburg HS

WIOA Generated Targets -

Work Experience:

Total Budgeted Dollars (represents 20% of overall youth budget): \$61,207.00 for PY23.
Total Expended in September: \$5,155.11
Total Expended YTD: \$36,461.32
Total Percentage spent YTD for work experience: 59.57%
Balance Remaining for PY23: \$24,745.68

ITA's:

Total Amount Allocated to ITA's: \$55,000.00
Total Amount Approved in September: \$0.00
Total Approved YTD: \$32,835.00
Total Percentage spent: 67.5% (YTD approved)
Balance Remaining for PY23: \$22,166.00

Motion to accept the youth report as presented.

First: Bruce Boughton Second: AJ Kircher Unanimous approval

- Jamie asked for demographics of the participants by county for next month. He stated they don't need to see them every month, but it would be nice to see them every so often.
- 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.

- **Youth PY23 – Goals and Outcomes** – There was a lot of discussion on setting internal goals and outcomes for PY23 regarding quantity vs quality to allow staff to concentrate on intense services.

At the September 6th meeting the committee had asked the team to come back to the board with what the team thought the goals should be for further discussion at this meeting.

Rae Ann presented the committee with the following for potential PY23 targets:

- New Enrollments – 60 (average of the last several years)
- ITA – Per budget, currently 7
- Paid Work Experience – per budget, currently 7
- Job Readiness – 4 sets of 4 session activities
- Use of Virtual Reality Headsets, Tours, and Job Shadowing – TBD
- Provide Follow up outreach to exited participants with a connection rate of 50%. (Connection is defined as two-way communication).

The committee agreed that there was no data to compare with for the use of the VR sets. The team will need to start keeping the data usage, satisfaction and the value they have before advancing to the next steps for the Virtual Reality Headsets.

Motion to accept the PY23 Youth Targets as presented.

First: JoAnn Fratarcangelo

Second: Stacey Carollo

Unanimous approval

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

- The information represents data for August. There were 813 services provided (388 dislocated workers, 336 adults and 89 reportable individuals). In August there was a 25% increase in services to dislocated workers. from 127 in July to 336 in August.
- Across all four Career Centers there were 449 services provided (50 to dislocated workers, 314 adults and 85 to reportable individuals). There has been a significant increase in activities provided to adults (116 to 314) and dislocated workers (23 to 50).
- Also, during the month of August, Steuben County increased by 46 individuals and Chemung County increased by 41 individuals since July; this increase was most likely due to a surge in training enrollments.
- During the month of August, Staff received 613 walk-ins, 332 phone calls, and held 54 appointments.

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.
- A 5th series of workshops at the Steuben County Jail began on September 12th. A participant survey and process for collecting responses is currently being developed.
- The October Workshop and events calendar was included in the meeting packet.
- Securitas held open interviews in the Elmira center on September 28th and OPWDD has scheduled open interviews in Bath on September 28th and October 12th from 1-4. OPWDD will also be holding open interviews from 1-4 in Hornell on October 17th and Montour Falls on October 25th.

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 will be closed Monday October 9th in observance of Columbus Day.

Site Management Operations:

- The site management teams from Elmira, Bath, Hornell, and Montour Falls continue to meet on the first Wednesday of each month.
- An in-person training on the ADA computers/assistive technology was provided by Jon Smith (Montour Falls Career Counselor) to all career center staff during the week of September 18th.
- The Department of Labor is conducting an Equal Opportunity Audit in the career centers on October 16th.
- Pathways To Employment and the career center in Elmira are collaborating to provide employability score appointments for PTE recipients. Recipients are referred to the career center where they can meet with the career counselor to take an assessment and discuss ways to improve their employability.

Staffing News:

The Montour Falls Career Counselor promoted career center services at the Watkins Glen Mobile Food Bank on September 19th and the Burdett Mobile Food Bank on September 22nd. WorkPlace staff attended the Arnot Mall Job Fair on September 21st and will be attending Manufacturing Day at GST BOCES on October 6th.

➤ **Meeting Adjourned: 2:43 pm**

Motion to adjourn meeting.

First: Bruce Boughton

Second: Jamie Johnson

Unanimous approval

After the O&O meeting a quick tour of the food manufacturing was offered to anyone who wanted to stay to see what they were doing in the facility.

Next Meeting: November 1st, 2023, at 1:30

Location: 323 Owego Street Montour Falls

Respectfully Submitted, Melissa Johnson