

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

Date: 04/03/2024 (1:30 pm)

Location: 323 Owego Street Montour Falls

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

Absent: Judy McKinney-Cherry

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

1:04 PM Meeting Called to Order –

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

➤ **Minutes:** 03/06/2024 Minutes

Motion to accept the 03/06/2024 as presented.

First: Jamie Johnson

Second: AJ Kircher

Unanimous approval

➤ **Youth Program:** (Kelly McGowan)

The following was reported for March 2024:

For as quiet as February was for the Emerging Workforce team, March has been busy! On March 7th, the team attended the Waverly Regional job fair at the Innovation Center in Chemung NY, followed by outreach events on the 21st with the Bradford Central Schools Senior class and a presentation on March 28th to approximately 50 case managers at Chemung County DSS.

- March 11th -15th, Ray Naylor, Community Liaison, attended the NYTEP conference in Saratoga Springs.
 - We also met, this month, with Margaret LaFevre Bobbin and Juie Deo from NYS DOL youth team and was asked to discuss some of the youth program's programming highlights at the Synergy Forum in June.
 - Mark, Rae Ann, Phyllis, and Kelly also continue to meet and discuss developing a formal youth mentoring forum. We have decided upon a group forum model for youth with like-minded career (professional) goals.
 - On March 21st, Tina Watson from Elmira Psychiatric Center brought in 8 individuals participating in some of their Programs to tour the Elmira Career Center. As part of that tour, Kelly was invited to talk to Tina about the youth program for some of their younger program participants.
 - **Program Update:** At 75% through PY23 numbers are reported below.
 - **Enrollments**
 - Started March with 85 carried in from February, added 3 new enrollments.
 - Number exited to follow up – 3.
 - Total carried into the next month (April) – 85.
 - O&O Enrollment target 60, 42 running total of enrollments this PY 23 (from July 1 – March). Enrollments remaining to meet the target 18. 70% of the target has been met.
 - **Work Experience Stats**
 - No new work experience placements were added and there is currently no active work experience at this time.
 - % of target met – 100%
- Total number of Work Experience hours completed March 2024 – 0 hours completed.

Cumulative hours of Work Experience completed YTD - 3,134.0 hours.

- **ITA's – 75% though PY23**
 - Total ITA's approved in PY23: (15)
 - 0 ITA's remain to reach target.
 - 1.66% of the target has been met.
 - 0 ITA's were presented/approved in March 2024.

- **Referrals** – There were 14 referrals in March from 8 different sources.
As Reported:
 - 2 Self (Website)
 - 1 Catholic Charities
 - 4 Career Centers – Elmira (4)
 - 1 Chemung County Probation
 - 2 DOL (Hornell)
 - 1 High School Learning Center (HSLC)
 - 2 PTE
 - 1 Word of Mouth

WIOA Generated Targets

Work Experience:

- Total Budgeted Dollars (represents 20% of overall youth budget): \$91,207.00 for PY23. More money was allocated to this budget line item.
- Total Expended in February: \$0.00
- Total Expended YTD: \$54,458.37
- Total Percentage spent YTD: 59.7%
- Balance Remaining for PY23: \$36,351.17

ITA's:

- Total Amount Allocated to ITA's: \$99,366.00 for PY23.
- Total Amount Approved in March: \$0.00
- The total number of ITA's approved in PY23 – 15, O&O target is 9.
- Total Approved YTD: \$55,908.00
- Total Percentage spent: 56.26% (YTD approved/committed)
- Balance Remaining for PY23: \$43,458.00

Looking Forward:

As we head into next month we are continuing a trend of increased outreach activities, mostly due to upcoming graduation from area high schools and efforts to ensure that graduating youth are prepared to move into further education or employment.

We are currently working with setting up an April date to present our program to HS seniors at Haverling High School but have not yet found an exact date. Specifically, though, there are currently three events already planned for April:

- Schuyler Hires – 04/16/2024
- Try Trades Event – 04/18/2024
- CCC Regional Job Fair - 04/24/2024

Additionally, there are already three events on the schedule for the Emerging Workforce Youth Program in May as well:

- Addison Career Fair 05/15/2024
- Horseheads HS undecided seniors' presentation 05/22/2024
- Wildwood BOCES Career Fair 05/29/2024

Motion to accept the youth report as presented.

First: Bruce Boughton Second: JoAnn Fratarcangelo Unanimous approval

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

- In February there were 572 services provided system-wide, 336 dislocated workers, 118 adults and 118 reportable individuals.
- There were 212 services provided, (14 dislocated workers, 80 adults and 118 reportable individuals) to customers across all four career centers.
- Compared to the January data, there was no significant change in self-service customers or services provided to dislocated workers; however, the career center staff served 43 more adults in February. The increase is partly due to the reinstatement of CT's and OJT's.
- The Employment status of customers serviced during February were 77 customers employed, 221 were not employed and 1 customer was not in the labor force.
- During February the Career Counselors and partner staff provided 61 training related services (OJT, CT, initial assessment, occupational skills training, and individual employment plans). 125 job search-related services (utilizing the resource room, job referrals, resume assistance, and labor market information) were provided.
- Staff received 526 walk-ins, 311 phone calls, and held 30 appointments. Additionally, 22 customers registered for career center services and 61 customer records were modified.

Workshops: The April event calendar was included in the meeting packets.

A variety of in-person and virtual workshops continued offered by the Workplace Counselors and the PTE program. Attendance continues to be monitored.

Steuben County Jail workshops are continuing as planned. Participant surveys are collected weekly. Since December of 2022 Workplace staff have presented 48 workshops and 49 participants have attended.

The Elmira Psychiatric Center brought a group of 8 clients for a tour of the Elmira Center on March 31st. 4 of those clients registered for career center services during the tour and small group resume workshops are being planned for those who are interested.

The Pathways recruitment held at the Elmira Center on March 6th yielded several applicants and they would like to schedule an event in the Bath or Hornell Centers in the future.

Career Center Operations:

There have been no changes to the Career Center hours of operation. All centers are closed from noon to 1:00 pm for lunch.

Site Management Operations:

The site management teams from Elmira, Bath, Hornell, and Montour Falls continue to meet on the first Wednesday of each month. DOL reported that there has been a significant increase in UI fraud, but a process has been put in place to help filter through those cases. Additionally, DOL in Elmira has hired a new DVOP who is currently being trained so that veterans can be seen in-person in Elmira again. The National Farmworker Jobs Program (NFJP) was happy to report that they have received a \$295,000. grant to serve migrant youth. They are seeking to collaborate with partners across the state as this funding is available immediately.

Staffing News:

The WorkPlace has entered into a host site agreement with SCSEP of ProAction. The SCSEP participant began training in the Elmira Career Center for the Greeter and Resource Technician roles on March 8th. The WorkPlace staff attended a DEWS training on March 28th pertaining to Credential Attainment and Measurable Skill Gains in OSOS.

The System Manager collaborated with a DOL Workforce Synergy Forum work group on creating a toolkit of resources intended for training staff on WIOA. The WorkPlace staff will be attending Schuyler Hires on April 16th and the CCC Regional Job Fair on April 24th.

➤ **PY23 Qtr2 - Performance Report & Performance Outcomes** (Mark Evans)

PY23 (October2023 – December 2023) performance outcomes were released. 80% of the target is required.

Priority of Service for the Adult population started being measured in the PY23 Q2 Performance Measures. The Adult Priority of Service goal for NYS is 75%.

The three (3) priority populations are:

1. Recipients of public assistance
2. Other low-income involved individuals, and
3. Individuals who are basic skills deficient, which also included English Language Learners.

CSS WFNY Actual PY23 Qtr2 - 15.70%

CSS WFNY Adult % of goal PY23 Qtr2 – 20.90%

Statewide Adult Actual PY23 Qtr2 – 39.60%

Statewide Adult % of goal PY23 Qtr2 - 52.80%

All goals met, except for the adult priority of service. Percentages have gone up, but still have a little way to go.

Motion to accept the PY23 Qtr2 Performance Outcomes report as presented and discussed.

First: Jamie Johnson

Second: Bruce Boughton

Unanimous approval

- **System Operator RFP** – The current contract for the System Operator ends June 30th. The committee met prior to the Operations & Oversight meeting to discuss and make any recommended changes to the RFP.

Motion to recommend the release the RFP with the recommended changes as discussed at the next Board of Directors meeting.

First: JoAnn Fratarcangelo

Second: AJ Kircher

Unanimous approval

➤ **Meeting Adjourned: 1:36 pm**

Motion to adjourn the meeting -

First: Bruce Boughton

Second: JoAnn Fratarcangelo

Unanimous approval

Next O&O Meeting: May 1st, 2024, at 1:30

Location: 323 Owego Street, Montour Falls

Respectfully Submitted, Melissa Johnson