

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

Date: 08/07/2024 (1:30 pm)

Location: 323 Owego Street, Room 120 Montour Falls

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

Absent: Jamie Johnson

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

1:30 PM Meeting Called to Order –

- **Conflict of Interest Disclosure:** No Conflicts Disclosed
- **Minutes:** 6/5/2024 Minutes – Approved at 6/27/2024 Board of Directors Meeting, no action required.
- **Youth Program:** (Kelly McGowan)
- The following was reported for July 2024:
 - **Program Update:** 8.33 % through PY24 numbers are reported below.
 - **Enrollments**
 - There were 81 active participants carried in from the prior program year.
 - In the month of July there were 5 new enrollments.
 - There was discussion among the group as to how to increase the number of enrollments. Kelly McGowan mentioned that her team has visited the high schools and has had referrals from Guidance Counselors. There was discussion on how best to capture the high school students after school is out and they are not going on to higher education.
 - **Work Experience Stats:**
 - There were 2 new Work Experience in the month of July. The Work Experience sites were Gustin’s Gallery and Southern Tier Custom Fabricators. The participant at Gustin’s Gallery will complete his Work Experience on August 16, 2024, and he will be returning to school at Alfred University.
 - There were 3 work experience participants from the prior program year who completed their Work Experience in July. The locations were Eldridge Park, BC Plumbing and Heating and Gustin’s Gallery.
 - 1 Work Experience who unsuccessfully ended in May and was placed in a new site, also was not successful in that new site.
 - Total number of Work Experience hours completed in July – 291 hours completed.
 - Cumulative hours of Work Experience completed (P)YTD -291
 - **ITA’s – 8.33% though PY24**
 - There were 3 ITS’s approved for the month of July
 - 2 of the 3 were approved in June, however the class scheduled for June was cancelled.
 - The trainings were 2 CNA and 1 Welding
 - Total ITA dollars approved/committed (P)YTD – 10,600.00
 - Targets have been established as of July 31, 2024

- **Referrals** – 15 referrals in July from 9 different sources

As Reported:

- 2 Self (walk-ins, e-mail, or phone calls)
- 1 MF Career Center
- 1 Bath Career Center
- 2 Chemung County Children and Family Services
- 2 Chemung County Probation
- 1 DOL (Elmira)
- 1 DOL (Hornell)
- 1 Pathways to Employment
- 1 Family Services

WIOA Generated Targets -

Work Experience:

Total Budgeted Dollars (represents 20% of overall youth budget): \$99,058.00 for PY24.

Total Expended in July: \$9,122.92

Total Expended (P)YTD: \$9,122.92

Total Percentage spent YTD for work experience: 9.2%

Balance Remaining for PY23: \$ 89,945.08

ITA's:

Total Amount Allocated to ITA's: \$82,136.00

Total Amount Approved in July: \$10,600.00

Total Approved YTD: \$10,600.00

Total Percentage spent: 13.00% (YTD approved/committed)

Balance Remaining for PY24: \$71,356.00

To head into August:

The youth program is eagerly anticipating involvement in two specific activities.

- The Youth team will be scheduling training related to case noting expectations for all Emerging Workforce program staff.
- The team will be gearing up for the new program year and all that that entails. Anticipating another good year for participants engaging in Work Experience or training through an ITA.

Motion to accept the youth report as presented.

First: Bill Caudill

Second: Stacy Carollo

Unanimous approval

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

- The information represents an overview of PY 23 with a comparison to PY 22.
- In PY 23, 6,039 services were provided, 3,788 were dislocated workers and 938 were adults and 1,313 were self-service. The comparison to PY22 5,789 services were provided and 3,258 were dislocated workers and 1,376 were adult and 1,155 were self-service.
- Across all four Career Centers there were (comparison between PY 23 and PY 22) In PY 23 there were 2,109 services provided. There were 119 dislocated workers, 729 adults and 1,261 were self-service. In PY 22, 2,230 services were provided. There were 113 dislocated workers, 962 adults and 1,155 were self-service.

- A graph was provided that showed the services by ethnicity/race, non-unique. A majority of services were provided to non-Hispanic customers who were white race followed by black or African American and customers who did not disclose.
 - The committee was very interested in knowing by Career Center what the ethnicity percentage of those served were.
- A graph was supplied that highlighted the walk-in traffic per month for comparing PY 21, PY 22 and PY 23. The traffic was very low in PY 21 (probably COVID related) as opposed the PY 23. The total walk-ins in the Career Center in PY 21 was 2,723 for the year as opposed to 6,561 in PY 23.
- New registrations by gender in PY 23- 57% were male, 42% were female and 1% did not disclose.
- Of the new registrants in PY 23, 52% obtained a high school diploma or equivalency, 9% received an associated 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 Steuben County Jail workshops are continuing as planned; the current series ends on August 6th.
- The August 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.
- Montour Falls did have three unplanned closures. The center was closed the afternoon of June 24th due to a regional power outage- July 8th due to a water main break and July 10th due to a severe weather alert.
- All centers will be closed Monday, September 2, 2024, in observance of Labor 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. The team did decide not to meet on July 3, 2024, due to the 4th of July holiday and lack of attendance.
- The Deputy Director and the System Manager toured the career centers on July 29th and July 30th to speak with staff and create a list of ideas for improvements in PY 24. The Site Management Team was also asked to come to the August meeting prepared to share ideas for improvements.

Staffing News: The Hornell Career Counselor transitioned from part-time to full-time return on July 15, 2024. The Elmira Career Center has begun processing Customized Training and is developing a caseload. She will begin training for OJTs in early August. The Workplace staff attended a TTAP presentation offered by CSS on August 5th.

➤ **Quality Assurance:**

- PY 23 Q 3 Performance Outcomes – A spreadsheet was provided detailing the goals and outcomes for the adult, DW and Youth Programs. A goal is set by the state as to what the desired outcomes should be and of those outcomes CSS Workforce is required to make 80% of those goals. The categories are Employment Rate Q2, Employment Rate Q4, Median Earnings, Credential Attainment, and Measurable Skills Gain. Adult and Dislocated surpassed the goal in all categories. Youth surpassed their goals in all categories, but the Median Earnings category. The goal was \$3,500.00 and the youth actual was \$961.00. The total percentage was 27.46%.

- The reason for the youth under achieving was a Department of Labor error that did not add all the people to accumulate past people in the total. The earnings only included one quarter and not the totals of all quarters. The correction will be made and will be rectified in the 4th Quarter report. The goal was achieved.
- There was some confusion regarding the percentage goal set as opposed to the required percentage of the goal that needs to be achieved. It was disclosed that the spreadsheet that was provided was a summary of an actual very lengthy report that was provided in the past. After much discussion, the committee decided that the very lengthy report was easier to understand and would like to return to that method of reporting.

Motion to accept the performance report as presented.

First: Bruce Boughton

Second: JoAnn Fratarcangelo

Unanimous Approval

- **Monitoring Letters and Responses:**

- Youth- There are two different monitoring completed.

- July 1, 2023-September 30, 2023. PY 23 Quarter 3 Monitoring Review. There were 37 records reviewed. No disallowed costs. There were five findings. The majority was lack of comments in OSOS. All corrections have been completed.
- October 1, 2023 – December 31, 2023. PY 23 Quarter 4 Monitoring Review. 32 records reviewed. No disallowed costs. There were five findings. All corrections have been completed. What was discovered is that there has been no contact with the participants in a months’ time. The recommendations were that processes be put in place to ensure that that navigator is reaching out and documenting in OSOS. There were some improvements in the comments.

Motion to accept the youth monitoring report as presented.

First: Bruce Boughton

Second: JoAnn Fratarcangelo

Unanimous Approval

- Adult/DW Training Files- October 1, 2023 – December 30, 2023.

- There were 77 records reviewed. Of those records, no disallowed costs, only three findings. Lack of documentation in OSOS was most of the findings. All errors have been corrected.

➤ **Meeting Adjourned: 2:45 pm**

Motion to adjourn meeting.

First: Bruce Boughton

Second: JoAnn Fratarcangelo

Unanimous approval

Next Meeting: September 4th, 2024, at 1:30

Location: 323 Owego Street, Montour Falls

Respectfully Submitted, Patti Redder