

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

Date: 10/02/2024 (1:30 pm)

Location: 323 Owego Street, Room 120 Montour Falls

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

Absent: Judy McKinney-Cherry

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

1:31 PM Meeting Called to Order –

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

- **Minutes:** 08/07/2024 Minutes – Approved at 08/22/2024 Board of Directors Meeting, no action required.

- **Youth Program:** (Kelly McGowan)
The following was reported for September 2024:
 - We continue to look to fill a vacancy in the youth dept for a navigator
 - The Emerging Workforce team has begun to have a navigator staff an office ½ day per week at the Steuben County Youth Bureau on Liberty St.
 - Jen Hutches, the Work Based Transition Coordinator with the Bath Haverling School District has contacted the team for information regarding our programs and has begun referring youth to the TTAP and EW programs.

- **Program Update:** 25 % through PY24 numbers are reported below.
 - Enrollments:**
 - During September there were 3 new enrollments.
 - The running total enrolled in the current PY is 13.

 - **Work Experience Stats:**
 - There were no new Work Experiences in September.
 - The total number of Work Experience hours completed is \$591.50.

 - **ITA's**
 - In September, there were 3 ITA's approved. 2 ITAs were approved in June for CNA training with GST BOCES, however, the class scheduled for June was canceled and the start date has been pushed back with no starting date determined yet.
 - Total ITA dollars approved/committed YTD – \$42,692. with \$3,600. pending for GST BOCES due to the class being canceled. Targets have been established as of July 31, 2024

 - **Referrals** – 21 referrals in September from 8 different sources as reported:
 - 5 Self (walk-ins, e-mail, or phone calls)
 - 1 Arnot School of Nursing
 - 4 Elmira Career Center
 - 5 Montour Falls Career Center
 - 2 Hornell Career Center
 - 1 Chemung County Probation
 - 2 GST BOCES
 - 1 Chemung County Cornell Cooperative Extension (was a Steuben County resident)

WIOA Generated Targets -

Work Experience:

Total Budgeted Dollars (represents 16.66% of overall youth budget): \$99,058.00 for PY24. Total Expended in September: \$9,122.92
Total Expended (P) YTD: \$14,255.00
Total Percentage spent YTD for work experience: 14.39%
Balance Remaining for PY24: \$ 75,690.08

Heading into October:

- Continue to conduct interviews to fill the vacancy in the youth program.
- Outreach requests for school presentations, job fairs, and events have started to pick up.
- During October OSOS will have 5-6 trainings to train staff in the newly overhauled OSOS system. The navigators are required to attend all the sessions except for one.

Jamie Johnson inquired about the number of referrals and how many are engaged, where are the non-engaged going? For future meetings the committee would like to see the outcomes of these referrals.

Motion to accept the youth report as presented.

First: Bruce Boughton Second: JoAnn Fratarcangelo Unanimous approval

There were 3 referrals to TTAP in September. Bill Caudill inquired about seeing numbers for the TTAP program. The committee would like to see a TTAP report on activity.

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

The information represents an overview of July and August for PY24.

- In August 528 services were provided (324 to dislocated workers, 89 adults, and 115 were self-service. In July, 498 services were provided (324 to dislocated workers, 65 adults, and 109 were self-service. The total number of services increased between July and August primarily to adults.
- The graph below reflects a breakdown by center and services provided.

	Bath	Elmira	Hornell	Montour Falls	Total
New Registrations	1	10	4	3	18
Modified Records	18	7	4	4	33
Walk-Ins	34	279	41	40	394
Appointments	10	1	0	9	20
Phone Calls	35	161	94	4	294

- Another graph showed the number of unique individuals served by the county in which the customer resides. The greatest number of customers reside in Chemung County. Career Center staff continue to serve customers outside of the CSS workforce development area, including 1 individual in Queens (this was not shown in the graph).

Workshops:

- A variety of in-person and virtual workshops continue to be offered by the PTE program, DOL, and the Workplace Career Counselors. Attendance continues to be monitored.
- The Steuben County Jail workshops continue with a new cohort beginning September 24th.
- The October 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 and operating with no limitations. All the centers are closed from noon to 1:00 pm for lunch.
- All centers and offices of CSS Workforce NY will be closed on Monday, October 14th, 2024, in observance of Indigenous Peoples' 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. In September, the team discussed upcoming events, training opportunities, and workshops, as well as agency-specific updates.
- CSS WFNY and the System Manager met with staff from Finger Lakes Performing Provider System (FLPPS) on September 13th to discuss a potential partnership. The program operates under a grant designed to improve Medicaid healthcare delivery in the Finger Lakes region by investing in the healthcare workforce.
- CSS WFNY and the System Manager also met with an admissions recruiter from CCC on September 16th to discuss services offered and ways to create a stronger partnership.
- A partner staff training on The Clean Slate Act was held on September 17th presented by Marcia Gates from NYSDOL in Elmira. The training provided valuable information as we assist justice-involved jobseekers system-wide.
- NYSDOL has launched an updated version of the OSOS database. Phased Technical Refresh (PTR) OSOS training is being offered to partner staff in a series of 5 sessions in October. Staff can attend live sessions or view session recordings. All partner staff have been assigned relevant sessions to attend and the System Manager will be available to offer additional assistance with training.

Staffing News: The WorkPlace staff attended the Hornell Career Fair on September 12th and will be attending Manufacturing Day on October 4th as well as the Arnot Mall Job Fair on October 10th. The System Manager will be attending a National Disability Employment Awareness Month Awards Ceremony on October 9th and the NYATEP Conference in Rochester on October 21st – 23rd. The System Manager also attended OSOS database training focused on data entry for the WIOA Youth program on September 17th & 18th.

➤ **Meeting Adjourned: 2:12 pm Motion to adjourn the meeting.**

First: Bruce Boughton

Second: AJ Kircher

Unanimous approval

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

Location: 323 Owego Street, Montour Falls

Respectfully Submitted, Mel Johnson