

ONE STOP OPERATIONS COMMITTEE

April 14, 2016

8:30 A.M.

One Stop Center Conference Room

PRESENT: A. Bishop, K. Cerasaro, P. Levesque, S. Pronti, D. Bradac
EXCUSED: L. Holmes, L. Dillon, C. Reckdenwald, K. Kersey
STAFF: J. Mattick, J. Luu

Call to Order

The meeting was called to order by Chairman Bishop at 8:34 a.m.

Approval of Minutes

The March 10, 2016 minutes were deferred to the May Meeting.

Q2 Training Outcomes Report - Outstanding Items from Last Month

Ms. Bradac was unable to attend the March meeting when the course and completion information was reviewed and clarification was requested about the discrepancies for a couple of the providers where individuals are taking the same course, but charged different amounts (TC3.biz, AFCU). Ms. Bradac stated that the discrepancies can occur when there are certain add-ons to the courses. For example, one individual may take the course as well as a certification exam and this will increase the cost.

She also provided clarification about the completion rates and the status of "incomplete" that was noted for some individuals stating that incompletes apply primarily to individuals who are taking online training. Online training provides both individuals and staff working with them the opportunity to see if the individual is up to the challenge of taking online courses and in many cases the provider of services has a refund policy for courses.

Ms. Bradac also brought to the Committee's attention two online opportunities that exist for individuals; Metrix, which provides over 6000 courses to individuals for a 180 day period and helps people decide what they are really interested in, the second is Prove-It, which determine an individual's proficiency at any given time.

Ms. Bradac will provide the report at the next meeting and will include three quarters with narrative for those who are incompletes. For those individuals who are employed she will notate whether the person is employed in a training related position.

Ms. Mattick reported this information helps identify where the demands are in the community and where to prioritize training dollars. When identifying demand occupations, both growth and replacement demand are taken into consideration. Local, state, and anecdotal data is used to create the demand occupation list and conversations are held with providers if the courses they are offering are not meeting demand.

Ms. Mattick stated that training providers and courses are added to the training provider list almost daily. She stated that in the future greater emphasis is going to be placed on provider performance.

There was consensus of the Committee to review the report annually in September.

Goal # 2 – Conduct Oversight of Program Outcomes – Identify Timelines and Responsible Parties

The work plan was populated and is included at the end of the minutes.

Priority of Service Policy – Compliance (Goal #2)

Ms. Mattick stated she has reached out to NYATEP with a request to do a clearinghouse to all workforce development boards to get their priority of services policies. She will pull this information together and bring it to the next Committee meeting. The final regulations may contain clarification when they are release and/or the State may issue a technical advisory as well. Currently the Center serves a more universal population with the training programs and this could change depending on the final definition within the regulations.

Adjournment

The meeting adjourned at 9:30 a.m. The next meeting is scheduled for Thursday, May 19, 2016 at 8:30 a.m. The meeting will be held in the Office for the Aging Conference Room located at the Corner of State and Albany Streets (the old Carpet Bazaar bldg).

GOAL#1:	Ongoing Oversight of Training Outcomes				
	Short-term Performance Measures		Baseline	Target	Timeframe
ANNUAL ACTIVITIES:					
Activity Description	Lead Personnel Assigned	Key Contributing Partner Assigned	Key Contributing Contractor/ Consultant Assigned (if any)	Timeframe: Start Quarter – End Quarter	
<ol style="list-style-type: none"> 1. Review Training Outcomes Report 2. Modify Training Outcomes Report 3. Develop Training Outcomes Report 	<ol style="list-style-type: none"> 1, 1-Stop Committee 2. Diane Bradac/Kip Cerasaro 3. Diane Bradac/Kip Cerasaro 	Julia Mattick		<ol style="list-style-type: none"> 1. Quarterly/In-depth in September 2. Ongoing 3. Completed 	
Review new Eligible Training Provider Requirements	Julia Mattick	Julia Mattick		1 st Quarter PY16	

Program Year (PY) 2015-2016 – July 1, 2015-June 30, 2016

GOAL #2:	Conduct Oversight of Program Operations				
SHORT-TERM MEASURES:	Short-term Performance Measures	Data Source	Baseline	Target	Timeframe
ANNUAL ACTIVITIES:					
Activity Description	Lead Personnel Assigned	Key Contributing Partner Assigned	Key Contributing Contractor/ Consultant Assigned (if any)	Timeframe: Start Quarter – End Quarter	
Identify desired outcomes, outputs and reports to track	1-Stop Committee	Julia Mattick			
Review Priority of Service Policy for compliance with WIOA	Julia Mattick	Julia Mattick		4 th Quarter PY15 (May 2016)	
Review current ITA/OJT Policies for compliance with WIOA	Julia Mattick with recommendations from Diane Bradac/Kip Cerasaro			4 th Quarter PY15 (June 2016)	

GOAL #3:		Ensure that the One Stop System provides quality comprehensive services in a seamless, integrated, effective and efficient manner.			
SHORT-TERM MEASURES:	Short-term Performance Measures	Data Source	Baseline	Target	Timeframe
ANNUAL ACTIVITIES:					
Activity Description	Lead Personnel Assigned	Key Contributing Partner Assigned	Key Contributing Contractor/ Consultant Assigned (if any)	Timeframe: Start Quarter – End Quarter	
Review current job seeker customer satisfaction procedures/forms	Julia Mattick	Diane Bradac/Kip Cerasaro		1 st Quarter PY16	
Create business customer satisfaction procedures/forms	Julia Mattick	Diane Bradac/Kip Cerasaro		1 st Quarter PY16	