

## ONE STOP OPERATIONS COMMITTEE

May 11, 2017

8:30 A.M.

Cornell University Human Resources

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

### Call to Order

Chairman Bishop called the meeting to order at 8:34 a.m.

### Approval of Minutes

It was Moved by Ms. Holmes, seconded by Mr. Pronti and unanimously adopted by voice vote of members present to approve the minutes of March 2, 2017.

### Policies That Impact ITA Policy

#### Needs Related Payment Policy

The Transportation and Needs Related Payment Policies were reviewed. Ms. Mattick suggested they be included in the Committee's workplan for the coming year. She noted that the Demand Occupation List also affects the ITA policy and should be included on the workplan as well. She stated the Needs Related Policy is a policy that has been used on an off but there has never been any funding included in the budget. During the economic downturn, it was a requirement of the ARRA Legislation and it was implemented at that time. Mr. Bishop asked how situations are handled if there is a customer need. Ms. Mattick stated that the policy is only used if there funding available and there hasn't been any for some time. She stated it would be worth having a further conversation about in the future. She noted that under WIA, funding was used to serve a more universal population; with WIOA there are four priority of service categories.

Mr. Dickens arrived at 8:40 a.m.

Ms. Holmes suggested that DSS be included in conversations to ensure that all funding sources are being maximized in the community.

#### Transportation Policy

Ms. Mattick reported mileage is part of the \$2000 program cost portion of the ITA policy.

### One Stop Center Training Outcomes and Demographic Report

The Committee reviewed the training outcomes for the year against the prior year. Numbers served were much lower due to funding constraints. Ms. Holmes noted the report indicates 8.9% of individuals visiting the Center are over age 65, but none are enrolled in training. Ms. Bradac stated most individuals over the age of 55 who come into the Center are looking for part-time employment, part-year employment, or for consulting opportunities.

Mr. Dickens asked if the report can be prepared using trend lines. Ms. Bradac stated the data can be captured going back two years and moving forward.

Ms. Mattick stated that the Committee should look at the providers that are being used and the success rates of the individuals placed with those providers. Mr. Pronti asked what occurs if the issue is with the individual and not the provider. Ms. Mattick stated providers are supposed to provide data for analysis, but noted the community colleges do not collect outcomes. In the past there has not been a practical way to collect the data. Training providers are supposed to be entering outcomes into the ETP System in order to produce a report card so that customers can make informed choices.

Ms. Holmes stated that this could be an opportunity with the new leadership at TC3 to discuss trends and opportunities for the college.

Ms. Mattick suggested at the next meeting the Committee brainstorm outcomes for the Center and training and create the trend line from that point forward. She stated the Committee decided last year to look back at data in January because the process of pulling the data is time consuming.

Mr. Pronti asked if the data and outcomes are being gathered if there is a leverage point with providers where a fee could be charged or lower training costs negotiated.

Ms. Bradac reported that of the 44 individuals placed in training between July 1, 2016-March 31, 2017, 27 have completed and 17 are continuing training. Of the 27 completions, 20 are employed with 13 in training related employment. Three of the 27 remain unemployed and 4 are unknown, due to some becoming self employed. She stated this group is hardest to measure success, is starting a business enough to consider success? Ms. Mattick stated there are federal reporting requirements that match wages against the wage data system, but this information isn't available with the self-employed. Mr. Pronti asked if those individuals starting their own business have to have their business on the demand occupation list. Ms. Mattick stated that entrepreneurship is on the demand occupation list and training providers are looked to help the individual determine if their business idea is a viable one.

Ms. Holmes asked if the individual who took the HHA training was connected to a facility. Ms. Bradac stated it is preferred that individuals have a connection to a facility and trained from within, but this was not the case in this instance.

### **2017-2018 Work plan**

Ms. Mattick will draft the work plan and bring her recommendations to the next Committee meeting. She anticipates it will include review of outcomes, review of the demand occupation list, and review of customer satisfaction data.

### **Adjournment**

The meeting adjourned at 9:44 a.m. The next meeting is scheduled for Thursday, July 6<sup>th</sup> at 8:30 a.m. at the Cornell Recruitment and Employment Center.

One Stop Operations Committee  
May 11, 2017