

## ONE STOP OPERATIONS COMMITTEE

August 11, 2016

8:30 A.M.

Conference Room B – One Stop Center

PRESENT: S. Pronti, P. Levesque, L. Dillon, C. Reckdenwald, L. Holmes, K. Kersey, D. Bradac, K. Cerasaro  
EXCUSED: A. Bishop  
GUESTS: J. Mouillesseaux-Grube, Tompkins County Office of Employment and Training  
STAFF: J. Mattick, J. Luu

### Call to Order

The meeting was called to order by Mr. Pronti at 8:35 a.m.

### Approval of Minutes

It was Moved by Ms. Holmes, seconded by Mr. Levesque and unanimously adopted by voice vote of members present to approve the minutes of May 19, 2016.

### Q2, Q3 and Year End Training Outcomes Reports

Ms. Mouillesseaux-Grube reviewed with the Committee the training outcomes for Q2, Q3 and year-end. She stated that training outcomes are difficult to obtain in some cases because individuals do not respond to follow-up requests. She reported that many of the incompletes are a result of individuals not completing online training. As a result, a more rigorous assessment is now conducted to see if an individual is a good candidate for online training. Individuals are most successful with classroom and hands-on training and employers view this more favorably when there is field experience involved. Staff also works with individuals to identify barriers they might face that would prevent success in a training program and help them get connected to resources that will help them succeed. Most of the individuals receiving training are either unemployed or underemployed.

Ms. Dillon asked if funding is available to provide supports. Ms. Mattick stated that there is funding that can assist with needs based payments such as mileage, clothing etc., but there isn't a lot of money available. We commonly provide mileage and referrals are made to other agencies to provide additional assistance.

Ms. Bradac noted that On-the-Job Training contracts are also written for individuals. These are guaranteed positions for the individual once they complete the training program. She noted the Chamber of Commerce also has an OJT program and this has helped to stretch the funding available in the community.

Ms. Dillon asked if it is known how long an individual remained unemployed upon completion if they are not self reporting. Ms. Mattick stated this is data that can be requested from NYSDOL or obtained through the OSOS systems management reports. She stated staff has been discussing strategies on how to stay current with individuals and where they are at. She noted she can also reach out to other WFDBs for their strategies as well. Mr. Cerasaro stated that it is possible to mandate individuals to report to the Career Center if they are currently receiving unemployment insurance.

Ms. Dillon asked if there is data available that reports if an individual is receiving services through DSS. Ms. Mouillesseaux-Grube indicated these questions are asked at intake. Ms. Mattick stated this is also discussed when looking at the priority of service policy and may need to be given even greater consideration this year as there is less funding available.

### ITA/OJT Policies and Compliance with WIOA

Ms. Mattick reported review of the ITA/OJT policies has begun now that the final WIOA regulations have been released. The policies will be brought to the next meeting for consideration.

Mr. Kersey asked if funding limits can be modified under the priority of service policy. Ms. Mattick reported the Board has purview over training amounts and this is possible. She noted that only Adult funding is subject to the Priority of Service Policy as mandated by the legislation, the Dislocated Worker funding is not subject to those same rules.

### **Review Current Job Seeker Satisfaction Procedures/Forms**

Ms. Bradac provided an overview of the how customer satisfaction data is gathered. Individuals visiting the Center are randomly selected and asked to complete a survey on a regular basis. The information is confidential. Once the feedback is compiled it is shared with staff, if there are concerns about a staff member, private conversations are held with that individual. Evaluations are conducted for workshops and community events as well.

The same level of feedback is not received from businesses because the information is gathered on a regional level by NYSDOL.

Ms. Mattick stated the New York State Department of Labor under the new legislation has the role of certifying one-stops. Previously we had a tool to gather information and it was used for 4-5 years and then discontinued. The new legislation has a business customer satisfaction requirement as well and DOL is gathering that information on our behalf. Under the new legislation it may be mandated that the information be gathered and under what circumstances.

The group decided that the information being gathered is sufficient, but would like Ms. Mattick to reach out to her colleagues to see what information they request from individuals visiting their centers and at what intervals. She was asked to bring information back to the committee in the next couple of months. The group indicated they would like Ms. Bradac to provide a semi-annual report on the survey data that is being currently being gathered.

### **Adjournment**

It was Moved by Mr. Levesque, seconded by Ms. Reckdenwald and unanimously adopted by voice vote of members present to adjourn the meeting adjourned at 9:50 a.m. The next meeting is scheduled for Thursday, September 8, at 8:30 a.m., at the Cornell Recruitment and Employment Center.