

One Stop Operations and Oversight Committee

January 12, 2021

8:30 A.M.

ZOOM platform

PRESENT: A. Bishop, K. Kersey, L. Dillon, P. Levesque,

EXCUSED: K. Franzese

STAFF: N. Branosky, D. Achilles

GUEST: J. Mouillesseaux

CALL TO ORDER

Chairman Bishop called the meeting to order at 8:37 a.m.

APPROVAL OF MINUTES – November 10, 2020

It was moved by Mr. Levesque, seconded by Mr. Bishop and unanimously adopted by voice vote of members present to approve the minutes of November 10, 2020 as written.

WORKPLAN

A. Center Update

Ms. Mouillesseaux updated the Committee that the Career Center is currently closed to customers physically. NYSDOL staff have returned with one supervisor and a rotation of one staff at a time. Career Center youth staff are in and out of the office and working in the field with customers and employers, but all other staff are still working remotely. Ms. Mouillesseaux has hired Ms. Callahan as the Workforce Development Coordinator, and Ms. Torres as the Transition Workforce Specialist. Ms. Mouillesseaux is in the process of hiring a Workforce Development Specialist and Communication Specialist at this time.

B. Career Center Recertification Focus

Ms. Branosky informed the Committee that the Federal Law requires the Career Center to be recertificated every 3 years and this will need to be submitted to the State by March 31, 2021. Ms. Branosky has reached out to the State to get guidance on how to move forward and other Workforce Boards to see how they are moving forward without guidance. Areas that are included in recertification are: accessibility, effectiveness of network and continuous improvement of One Stop Center delivery system. The Committee has decided to move forward with the recertification process and will meet in February to stay on track to have recertification submitted on time.

DIRECTOR'S REPORT

Ms. Branosky reported that the unemployment rate in Tompkins County is holding steady at 4.5%. The Cornell ILR school completing research on lost jobs/job growth in 2021, working remotely, and identifying changes in the skills needed by employers vs. the skills available in the Tompkins County workforce.

ADJOURNMENT

The meeting adjourned at 9:12 a.m.

There will be an extra meeting scheduled in February.

Career Center	Certified
Required	✓
Enhancement 1	10 /11
Enhancement 2	9 /14
Total	19 /25

Required		
Question #	Y/N	✓
1	Y	✓
2	Y	✓
3	Y	✓
4	Y	✓
5	Y	✓
6	Y	✓
7	Y	✓
8	Y	✓
9	Y	✓
10	Y	✓
11	Y	✓
12	Y	✓
13	Y	✓
14	Y	✓
15	Y	✓
16	Y	✓

Enhancement 1	
Question #	Y/N
1	N
2	Y
3	Y
4	Y
5	Y
6	Y
7	Y
8	Y
9	Y
10	Y
11	Y

Enhancement 2	
Question #	Y/N
12	Y
13	Y
14	N
15	Y
16	Y
17	Y
18	Y
19	N
20	Y
21	N
22	Y
23	Y
24	N
25	N

Required – Attributes and Standards

Attribute: The physical location and facility provides a safe customer experience		Y/N	✓
1. ADA Compliance			
The Career Center is ADA compliant.*	Y		✓
2. Emergency Preparedness			
Emergency evacuation procedures are in place and address the needs of individuals with disabilities.	Y		✓

Attribute: The Career Center ensures meaningful access to services for all customers		Y/N	✓
3. Interpretive Services			
Interpretive services are available in sign language and other languages for Limited English Proficiency (LEP) customers to receive staff assisted services within Career Center.	Y		✓
4. Reasonable Accommodations			
Staff are able to provide reasonable accommodations and can do so upon request.	Y		✓
5. Registration Forms			
Career Center Registration forms are available in the seven identified languages per NYS Executive Order.	Y		✓

Attribute: The Career Center is welcoming and customer-centered		Y/N	✓
6. Customer Orientation			
Customers who are new to the Career Center are provided an orientation/overview of available services, including partner services.	Y		✓
7. Customer Flow			
Customer flow procedures are in place that respond to customer need and move			✓

Attribute: The Career Center provides integrated, customer-centered services via effective partnerships		Y/N	✓
9. Staff Meetings			
Partners meet at least once per year to discuss system and Center contribution to the system and make recommendations for improvements (Note: if a single partner site, check "Yes").	Y		✓
10. Cost Sharing			
Partners share in Center operating costs (Note: if a single partner site, check "Yes").	Y		✓

Attribute: The Career Center actively supports Business Service strategy		Y/N	✓
11. Labor Market Information			
Staff are knowledgeable and focused on providing labor market information such as the state of the local and regional economy, labor market trends, and in-demand occupations.	Y		✓
12. Job Referrals			
Job Search Ready customers receive job referrals, both during staff-assisted services and virtually.	Y		✓
13. Skill Development/Training Opportunities			
The Career Center has skill development and training opportunities for customers at all skill and experience levels, including but not limited to: English as a Second Language (ESL); High School equivalency; integrated education and training; workforce preparation; work-based learning; and apprenticeship opportunities.	Y		✓

Attribute: The Career Center promotes and environment of Continuous Improvement		Y/N	✓
14. Business Feedback			
		Y/N	✓

customers seamlessly between entry and service delivery with as few hand-offs as possible.	Y	✓
8. Partner Programs		
Staff understand partner program services well enough to provide customers with, or provide referrals to, appropriate services.	Y	✓

*For information on ADA compliance visit:

<https://labor.ny.gov/equal-opportunity/americans-with-disabilities-act.shtm>

<https://www.access-board.gov/guidelines-and-standards>

A process is in place, and utilized, for collecting feedback from businesses regarding the delivery of business services.	Y	✓
15. Customer Feedback		
A process is in place, and utilized, for capturing and responding to customer feedback.	Y	✓
16. Performance		
Staff are trained on how to record data representing the services they have provided to individuals to support WIOA Primary Indicators of Performance.	Y	✓

Enhancement 1: Accessibility - Attributes and Standards

Physical Accessibility

Attribute: The physical location and facility provide a safe and functional customer experience		
	Y/N	Improvement Action
1. External Signage External signage clearly identifies the location as a NYS Career Center and American Job Center.	N	The Career Center currently has stickers for windows that identify the NYS Career Center location and American Job Center but we do not have external signs for the key entry points throughout the building. The NYSDOL has identified that they will be providing them
2. Internal Signage Internal signage helps customers easily navigate the Career Center and is inviting and welcoming.	Y	The Career Center will add a question to customer satisfaction survey for 2 weeks, 2x per year to reassess internal signage. Feedback will be used to make modifications. In addition, the ppt for the TV display will be updated to portray a welcoming environment.
3. Appearance The Career Center is clean and has a professional appearance.	Y	The Career Center will add a question to customer satisfaction survey for 2 weeks, 2x per year to reassess clean and professional appearance. Feedback will be used to make modifications.
4. Physical Access to Services The Career Center is designed for customers' easy access to services, resources, and staff assistance, including adequate space for workshops, recruitments, partners, center staff and reception.	Y	Additional, no-cost, community space will be identified and documented along with instructions on how to reserve for scheduling conflicts.
5. Resource Room The Resource Room has an adequate number of workstations to meet customer demand, and equipment is in working order.	Y	As budgets allow we will update training lab equipment throughout the next three years. A review of DOL owned resource room equipment will occur as well with a recommendation to DOL to upgrade outdated equipment.
6. Adaptive Technology Adaptive technology is available in the Resource Room for customers with disabilities.	Y	Adaptive technology will be updated by end of July 2018.
7. Safety and Security The Career Center has adequate safety and security precautions in place.	Y	Center management will review safety procedures including evacuation plans, disruptive customers, active shooter skills, and when to call 911 with all existing staff every six months and will be part of a onboarding checklist for all new staff.
		6 out of 7

Programmatic Accessibility

Attribute: The Career Center ensures meaningful access to services for all customers		
	Y/N	
8. Assistive Posters and Materials "Auxiliary Aids and Service Available" language is placed on all appropriate materials, and the Center prominently displays the following posters: "I Speak" for Limited English Proficient customers; "WIOA Equal Opportunity is the Law"	Y	A review of all materials and posters will be conducted every 6 months to ensure that nothing has changed.
9. Staff Training for a Diverse Customer Base Attachment B - Career Center Certification Tool		Additional diversity training will be conducted with all staff by

<p>Training is available for staff regarding working with diverse populations of customers, including customers with disabilities and/or cultural differences, and all individuals with barriers to employment.</p> <p>10. Assistive Resources</p> <p>Center-based and virtual services and resources are available for individuals with disabilities.</p> <p>11. Complaint Procedure</p> <p>Employment Services and WIOA Complaint system is in place and utilized. Appropriate staff are identified and trained on how to receive and process complaints.</p>	<p>December 2018.</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>4 out of 4</p>
<p>Total</p>	<p>10 out of 11</p>

Enhancement 2: Effectiveness - Attributes and Standards

Center Effectiveness

Attribute: The Career Center is welcoming and customer-centered		Y/N	Improvement Action
12. Greeting & Intake	Customers are promptly greeted, asked the reason for today's visit, and directed to the appropriate staff member, resource, or service.	Y	Identify a person that can be trained and assigned to front desk to ensure consistency and improve front desk operations.
13. Customer Service Training	Front line staff have been given the opportunity to, and have participated in, customer service training.	Y	Refresher customer service training will occur by June 2019.
			2 out of 2

Attribute: The Career Center provides integrated, customer-centered services via effective partnerships		Y/N	Improvement Action
14. Referrals	Referrals are recorded and a process/procedure is in place for partners to follow through and to report progress on referrals made.	N	Service MOU partners have committed to creating a process to track and follow all referrals and will be working on the process/procedure in 2018.
15. Virtual Resources	Staff provides information about JobZone and other virtual resources that are available both during and outside of regular business hours.	Y	Virtual resources will be reviewed and demonstrated during biweekly staff meetings.
16. Connection to the Community	The Center connects to the community through community partnerships and community access points.	Y	The Center will create a baseline to measure community access points and seek to increase the number through June 2019.
17. Staff Meetings	Career Center staff meetings are held with all staff (regardless of program) to build relationships, provide updates on center activities, and discuss strategies for improvement.	Y	Notes will begin to be taken and shared with staff absent from the biweekly staff meetings.
18. Primary Indicators of Performance			Further staff training will occur around WIOA performance measures

<p>Primary Indicators of Performance are discussed with all Career Center staff on a regular basis, in accordance with most current Performance TA.</p>	<p>Y</p>	<p>and then again once we have standards for WIOA performance.</p>
<p>19. Capacity-Building Plan A capacity-building plan is in place to provide continuous staff training on serving customers effectively, including customers with barriers to employment.</p>	<p>N</p>	<p>A capacity building plan will be developed and our biweekly staff meetings will be the platform for information updates and training from partner and non-partner agencies. Connection with partners and community service providers will be enhanced with this personal approach.</p>
		<p>4 out of 6</p>

Workforce Effectiveness

Attribute: The Career Center actively supports Business Service strategy		Y/N	Improvement Action
20. In-Demand Occupations		Y/N	Center is developing a plan to further incorporate sector and in-demand opportunities into each customer touch point. In addition, additional emphasis will be placed on educating staff and customers on top tier companies in Tompkins County w/great opportunities for advancement, pay increases, great benefits, etc.
Career Center staff focus on in-demand jobs by actively promoting targeted sector opportunities and in-demand occupations to all customers.			
21. Business Services		Y	The Career Center has relied on regional DOL staff to provide business services and this has not met businesses needs as regional staff do not have relationships necessary to work w/ area businesses. Effective June 1, 2018, a .50FTE Business Services Specialist is being created utilizing a variety of resources.
Business services are available (such as referral of qualified candidates, on-site recruitment, and skill verification), and hiring incentives are marketed.			
			1 out of 2

Attribute: The Career Center facilitates skill development and attainment of industry-recognized credentials		Y/N	Improvement Action
22. Supportive Services		Y/N	Training of all onsite and offsite partner staff will occur to ensure that community and formal partners are aware of resources available for supportive services.
Supportive services are available to customers where appropriate, to facilitate participation in training services.			
23. Skill Development		Y	Staff meetings will be utilized to remind staff of the value of skill development and how to write an effective tailored employment plan
Staff recognize the value of skill development and tailor services accordingly.			
24. Employment Outcomes		Y	Staff meetings will be utilized to remind staff of the value of employment outcomes and how to ensure that all employment plans that focus on skill development need to have the end goal an employment outcome.
Staff recognize the value of employment outcomes and tailor services as a result.			
25. Industry-Recognized Credentials		N	Access to education and training is streamlined. Access to training that leads to industry-recognized credentials is a challenge with a lack of training opportunities in the community. Further work is being done to identify opportunities for virtual training as well as educating local training providers regarding the training needs.
			2 out of 4
			9 out of 14