

One Stop Operations and Oversight Committee

January 16, 2020

8:30 A.M.

Cornell University Human Resources

PRESENT: A. Bishop, K. Kersey, P. Levesque, L. Dillon
EXCUSED: S. Pronti, K. Franzese
STAFF: J. Mattick, D. Achilles
GUEST: K. Cerasaro, J. Mouillesseaux

CALL TO ORDER

Chairman Bishop called the meeting to order at 8:40 a.m.

APPROVAL OF MINUTES – September 12, 2019

It was Moved by Mr. Kersey, seconded by Ms. Dillon and unanimously adopted by voice vote of members present to approve the minutes of November 21, 2019 as written.

2017-2019 WORKPLAN

A. Demographics Report and Center Update

Mr. Cerasaro reviewed the demographics report July 1, 2019 – December 31, 2019 and explained that the Career Center customers numbers are on track and there is an increase of customers being served. Ms. Mouillesseaux informed the committee that the Career Center is working on advertising through social media (Twitter, Instagram and Facebook) to appeal to youth participants. Ms. Mattick reported the number of new registrations is consistent for the last two years for the Career Center and will have a line added to the demographics report to include numbers on a quarterly basis.

Center Update

Mr. Cerasaro reported that Legal Assistance of Western New York and Engage Cornell is a project designed to assist people on unemployment and people with legal barriers to employment.

Ms. Mouillesseaux updated the committee on events the Career Center has been working on. The staff has been working on a marketing campaign to reach customers through social media. Business service staff is working with the Census Bureau to recruit customers interested in working for the census. Disability Employment Initiative staff are working to plan the second Hands on Tompkins. The Career Center is now using Ipad's to have customers participate in the customer satisfaction survey.

B. Career Center Recertification Focus

Ms. Mattick informed the committee that the re-certification process is still moving forward. Ms. Mattick has taken pictures of where signage needs to be improved and conversations will begin with the landlord. Ms. Mouillesseaux reviewed that the Employment and Training outcomes are now documented by the staff working in pairs.

Mr. Bishop would like reports from Mr. Cerasaro and Ms. Mouillesseaux if the Career Center is declining in any category. This will alert the committee to areas that the Career Center will need support from the committee.

C. Customer Satisfaction Survey Report

Ms. Mattick reviewed the October 1, 2019 – December 31, 2019 Customer Satisfaction Survey report and numbers are on track. The committee would like to see data from past quarters on a spreadsheet for members to compare data.

DIRECTOR'S REPORT

Ms. Mattick reported that one of the areas that needs to be focused on is SkillUp Tompkins. There needs to be a push on outreach to get partners to work with Metrix. Ms. Mouillesseaux informed the committee that Career Center staff is using SkillUp Tompkins to introduce customers to online learning to know that customers will be successful in college courses.

ADJOURNMENT

The meeting adjourned at 9:34 a.m.

The next meeting is scheduled for Thursday, March 17, 2020 at 8:30 a.m., Cornell Recruitment and Employment Center conference room.

Tompkins Workforce New York Career Center

New Enrollees

July 1, 2017-June 30, 2018	1,089
July 1, 2018 – June 30, 2019	1, 148
July 1, 2019 – December 31, 2019	533

2017 PROGRAM YEAR Participants - July 1, 2017 - June 30, 2018		
Demographic	Career Center Customers	% of Total
Total Participants	1,616	100.0%
Gender		
Female	727	45.0%
Male	871	53.9%
Not Disclosed	18	1.1%
Age at Registration		
Under 18	19	1.2%
18 to 29	383	23.7%
30 to 39	395	24.4%
40 to 49	303	18.8%
50 to 59	344	21.3%
60 and Over	179	11.1%
Education @ Reg		
Less Than HS	112	6.9%
HS Diploma or Equiv	497	30.8%
Some College	312	19.3%
2 Year Degree	199	12.3%
Bachelor's Degree	303	18.8%
Post Graduate Degree	203	12.6%
Veteran Status		
Yes	86	5.3%
No	729	45.1%
Disability Status		
Yes	261	16.2%
No	1,156	71.5%
Not Disclosed	199	12.3%
Employed Status @ Reg		
Yes	334	20.7%
No	1,287	79.6%
Hispanic Ethnicity		
Yes	90	5.6%
No	1,080	66.8%
Not Disclosed	446	27.6%
Race		
White	1,143	70.7%
Black or African American	225	13.9%
Asian	42	2.6%
Alaskan or American Indian	16	1.0%
Hawaiian or Pacific Islander	5	0.3%
Not Disclosed	212	13.1%

2018 PROGRAM YEAR Participants - July 1, 2018 - June 30, 2019		
Demographic	Career Center Customers	% of Total
Total Participants	1,613	100.0%
Gender		
Female	684	42.4%
Male	920	57.0%
Not Disclosed	9	0.6%
Age at Registration		
Under 18	10	0.6%
18 to 29	333	20.6%
30 to 39	383	23.7%
40 to 49	316	19.6%
50 to 59	370	22.9%
60 and Over	205	12.7%
Education @ Reg		
Less Than HS	126	7.8%
HS Diploma or Equiv	492	30.5%
Some College	304	18.8%
2 Year Degree	196	12.2%
Bachelor's Degree	305	18.9%
Post Graduate Degree	161	10.0%
Veteran Status		
Yes	138	8.6%
No	1,475	91.4%
Disability Status		
Yes	252	15.6%
No	1,125	69.7%
Not Disclosed	236	14.6%
Employed Status @ Reg		
Yes	319	19.8%
No	1,299	80.5%
Hispanic Ethnicity		
Yes	90	5.6%
No	1,051	65.2%
Not Disclosed	472	29.3%
Race		
White	1,156	71.7%
Black or African American	230	14.3%
Asian	42	2.6%
Alaskan or American Indian	22	1.4%
Hawaiian or Pacific Islander	9	0.6%
Not Disclosed	200	12.4%

**2019 PROGRAM YEAR PTD
Participants - July 1, 2019 - December 31, 2019**

Demographic	Center Customers	% of Total
Total Participants	1,039	100.0%
Gender		
Female	441	42.4%
Male	593	57.1%
Not Disclosed	5	0.5%
Age at Registration		
Under 18	11	1.1%
18 to 29	203	19.5%
30 to 39	239	23.0%
40 to 49	220	21.2%
50 to 59	242	23.3%
60 and Over	126	12.1%
Education @ Reg		
Less Than HS	85	8.2%
HS Diploma or Equiv	320	30.8%
Some College	177	17.0%
2 Year Degree	120	11.5%
Bachelor's Degree	198	19.1%
Post Graduate Degree	140	13.5%
Veteran Status		
Yes	90	8.7%
No	949	91.3%
Disability Status		
Yes	187	18.0%
No	696	67.0%
Not Disclosed	156	15.0%
Employed Status @ Reg		
Yes	206	19.8%
No	833	80.2%
Hispanic Ethnicity		
Yes	57	5.5%
No	681	65.5%
Not Disclosed	301	29.0%
Race		
White	720	69.3%
Black or African American	147	14.1%
Asian	36	3.5%
Alaskan or American Indian	13	1.3%
Hawaiian or Pacific Islander	7	0.7%
Not Disclosed	125	12.0%

Tompkins LWDA Participants - October 1, 2019 - December 31, 2019

*Data pulled from OSOS on 1/15/2020

Demographic	Career Center Customers	% of Total
Total Participants	756	100.0%
Gender		
Female	327	43.3%
Male	425	56.2%
Not Disclosed	4	0.5%
Age at Registration		
Under 18	10	1.3%
18 to 29	153	20.2%
30 to 39	150	19.8%
40 to 49	155	20.5%
50 to 59	188	24.9%
60 and Over	100	13.2%
Education @ Reg		
Less Than HS	60	7.9%
HS Diploma or Equiv	241	31.9%
Some College	115	15.2%
2 Year Degree	92	12.2%
Bachelor's Degree	147	19.4%
Post Graduate Degree	101	13.4%
Veteran Status		
Yes	76	10.1%
No	680	89.9%
Disability Status		
Yes	137	18.1%
No	503	66.5%
Not Disclosed	116	15.3%
Employed Status @ Reg		
Yes	153	20.2%
No	603	79.8%
Hispanic Ethnicity		
Yes	33	4.4%
No	513	67.9%
Not Disclosed	210	27.8%
Race		
White	531	70.2%
Black or African American	106	14.0%
Asian	26	3.4%
Alaskan or American Indian	8	1.1%
Hawaiian or Pacific Islander	4	0.5%
Not Disclosed	82	10.8%

Tompkins LWDA Participants - July 1, 2019 - September 30, 2019

*Data pulled from OSOS on 1/15/2020

Demographic	Career Center Customers	% of Total
Total Participants	782	100.0%
Gender		
Female	351	44.9%
Male	427	54.6%
Not Disclosed	4	0.5%
Age at Registration		
Under 18	5	0.6%
18 to 29	154	19.7%
30 to 39	180	23.0%
40 to 49	166	21.2%
50 to 59	183	23.4%
60 and Over	94	12.0%
Education @ Reg		
Less Than HS	56	7.2%
HS Diploma or Equiv	224	28.6%
Some College	144	18.4%
2 Year Degree	96	12.3%
Bachelor's Degree	157	20.1%
Post Graduate Degree	105	13.4%
Veteran Status		
Yes	72	9.2%
No	710	90.8%
Disability Status		
Yes	144	18.4%
No	526	67.3%
Not Disclosed	112	14.3%
Employed Status @ Reg		
Yes	165	21.1%
No	617	78.9%
Hispanic Ethnicity		
Yes	49	6.3%
No	518	66.2%
Not Disclosed	215	27.5%
Race		
White	541	69.2%
Black or African American	110	14.1%
Asian	30	3.8%
Alaskan or American Indian	12	1.5%
Hawaiian or Pacific Islander	6	0.8%
Not Disclosed	98	12.5%