

# ***One Stop Operations and Oversight Committee***

**March 9, 2021**

**8:30 A.M.**

**ZOOM platform**

**PRESENT:** A. Bishop, L. Dillon, K. Kersey, P. Levesque, K. Franzese, B. Forrest

**EXCUSED:**

**STAFF:** N. Branosky, D. Achilles

**GUEST:** J. Mouillesseaux, K. Cerasaro, Jason Chase, Holt Architects

## **CALL TO ORDER**

Chairman Bishop called the meeting to order at 8:32 a.m.

## **APPROVAL OF MINUTES – January 12, 2021**

It was moved by Mr. Levesque, seconded by Mr. Forrest and unanimously adopted by voice vote of members present to approve the minutes of January 12, 2021 as written.

## **WORKPLAN**

### **Career Center Recertification Focus**

Ms. Branosky reported that the recertification process for the Career Center is moving forward. Ms. Branosky is keeping in contact with the State and there is no guidance yet on how to move forward with the recertification process. The future of services is likely to be a hybrid model of both on-site services and services delivered via a digital platform.

Mr. Cerasaro agreed and reported that New York State Department of Labor informed staff that moving forward it will probably be a hybrid model. When the Career Center will be a virtual call center and when it does reopen it will be on an appointment-only basis.

Ms. Mouillesseaux reported that when reviewing the documents for recertification many questions will need to be updated to the day and time we are working in because of the pandemic. The Career Center staff have established new ways of implementing services that are more effective than previous procedures.

The One Stop Operations and Oversight Committee members reviewed the recertification documents for the Career Center and will hold an additional meeting Wednesday, March 17<sup>th</sup> @ 10:00 a.m. The Committee will finish the review of the recertification documents and will approve to move to the Board meeting on Tuesday, March 23<sup>rd</sup> @ 8:30 a.m. When recertification is approved by the Board Ms. Branosky will forward it to the State.

## **ADJOURNMENT**

The meeting adjourned at 10:08 a.m.

The next scheduled meeting is Wednesday, March 17, 2021.

| 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 | ✓ |
|--|---|-----|---|
| <b>1. ADA Compliance</b>   |   |     |   |
| The Career Center is ADA compliant.*   | Y |     | ✓ |
| <b>2. Emergency Preparedness</b>   |   |     |   |
| 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 | ✓ |
|---|---|-----|---|
| <b>3. Interpretive Services</b>   |   |     |   |
| 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 |     | ✓ |
| <b>4. Reasonable Accommodations</b>   |   |     |   |
| Staff are able to provide reasonable accommodations and can do so upon request.   | Y |     | ✓ |
| <b>5. Registration Forms</b>  |   |     |   |
| 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 | ✓ |
|--|---|-----|---|
| <b>6. Customer Orientation</b>   |   |     |   |
| Customers who are new to the Career Center are provided an orientation/overview of available services, including partner services. | Y |     | ✓ |
| <b>7. Customer Flow</b>  |   |     |   |
| 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 | ✓ |
|---|---|-----|---|
| <b>9. Staff Meetings</b>  |   |     |   |
| 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 |     | ✓ |
| <b>10. Cost Sharing</b>   |   |     |   |
| 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 | ✓ |
|--|---|-----|---|
| <b>11. Labor Market Information</b>  |   |     |   |
| 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 |     | ✓ |
| <b>12. Job Referrals</b>   |   |     |   |
| Job Search Ready customers receive job referrals, both during staff-assisted services and virtually.   | Y |     | ✓ |
| <b>13. Skill Development/Training Opportunities</b>  |   |     |   |
| 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 | ✓ |
|---|--|-----|---|
| <b>14. Business Feedback</b>  |  |     |   |
|   |  | Y/N | ✓ |

|   |   |   |
|---|---|---|
| customers seamlessly between entry and service delivery with as few hand-offs as possible.                                      | Y | ✓ |
| <b>8. Partner Programs</b>  |   |   |
| 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 | ✓ |
| <b>15. Customer Feedback</b>   |   |   |
| A process is in place, and utilized, for capturing and responding to customer feedback.  | Y | ✓ |
| <b>16. Performance</b>   |   |   |
| 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   |
| <b>1. External Signage</b><br>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 |
| <b>2. Internal Signage</b><br>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.    |
| <b>3. Appearance</b><br>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.   |
| <b>4. Physical Access to Services</b><br>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.   |
| <b>5. Resource Room</b><br>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.   |
| <b>6. Adaptive Technology</b><br>Adaptive technology is available in the Resource Room for customers with disabilities.   | Y   | Adaptive technology will be updated by end of July 2018.   |
| <b>7. Safety and Security</b><br>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 |  |
| <b>8. Assistive Posters and Materials</b><br>"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. |
| <b>9. Staff Training for a Diverse Customer Base</b><br>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><b>10. Assistive Resources</b></p> <p>Center-based and virtual services and resources are available for individuals with disabilities.</p> <p><b>11. Complaint Procedure</b></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  |
|---|---|-----|---|
| <b>12. Greeting &amp; Intake</b>  | 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. |
| <b>13. Customer Service Training</b>  |   |     |   |
| 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  |
|--|---|-----|---|
| <b>14. Referrals</b>   | 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. |
| <b>15. Virtual Resources</b>   |   |     |   |
| 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.   |
| <b>16. Connection to the Community</b>   | 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.                           |
| <b>17. Staff Meetings</b>  |   |     |   |
| 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.   |
| <b>18. Primary Indicators of Performance</b>   |   |     | 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><b>19. Capacity-Building Plan</b><br/> 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   |
|--|--|------------|--|
| <b>20. In-Demand Occupations</b>   |  |            |  |
| Career Center staff focus on in-demand jobs by actively promoting targeted sector opportunities and in-demand occupations to all customers.                  |  | Y          | 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. |
| <b>21. Business Services</b>   |  |            |  |
| Business services are available (such as referral of qualified candidates, on-site recruitment, and skill verification), and hiring incentives are marketed. |  | N          | 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.   |
|  |  | 1 out of 2 |  |

| Attribute: The Career Center facilitates skill development and attainment of industry-recognized credentials        |  | Y/N        | Improvement Action   |
|---|--|------------|--|
| <b>22. Supportive Services</b>  |  |            |  |
| Supportive services are available to customers where appropriate, to facilitate participation in training services. |  | Y          | 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.   |
| <b>23. Skill Development</b>  |  |            |  |
| Staff recognize the value of skill development and tailor services accordingly.                                     |  | Y          | Staff meetings will be utilized to remind staff of the value of skill development and how to write an effective tailored employment plan   |
| <b>24. Employment Outcomes</b>  |  |            |  |
| Staff recognize the value of employment outcomes and tailor services as a result.                                   |  | N          | 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.   |
| <b>25. Industry-Recognized Credentials</b>  |  |            |  |
| Center promotes easy access to education and training that leads to 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