

## One Stop Operations and Oversight Committee

May 14, 2020

8:30 A.M.

ZOOM platform

**PRESENT:** A. Bishop, P. Levesque, Kirra Franzese  
**EXCUSED:** S. Pronti, K. Kersey, L. Dillon  
**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 – January 9, 2020

It was moved by Mr. Levesque, seconded by Ms. Franzese and unanimously adopted by voice vote of members present to approve the minutes of January 9, 2020 as written.

### WORKPLAN

#### A. Demographics Report and Career Center Update

Mr. Cerasaro was unavailable to report on the demographics of customers served at the Career Center. Ms. Mouillesseaux informed the committee that the Career Center staff is supporting DOL staff with unemployment questions as calls come into the office.

#### Center Update

Ms. Mouillesseaux updated the Committee on events the Career Center have been working on. The staff is working on a Re-direct website to help employers post job opportunities that are available or have been created due to COVID-19. The Career Center staff are holding 5 virtual workshops a week and a series of workshops that are helpful for youths in starting employment.

#### B. Career Center Recertification Focus

The Committee will review at the next meeting July 9, 2020.

#### C. Customer Satisfaction Survey Report

Customer Satisfaction Survey Report has been modified to show the last three quarters. The Committee will be able to compare data to see that the Career Center is improving.

### DIRECTOR'S REPORT

Ms. Branosky reported the next conversation with Ms. Mouillesseaux the Career Center staff will be working on phases of reopening for the county. Ms. Branosky reported SYEP planning is starting with challenges with the COVID-19 situation at this time.

### ADJOURNMENT

The meeting adjourned at 9:21 a.m.

The next meeting is scheduled for Thursday, July 9, 2020 at 8:30 a.m., location to be determined