

One Stop Operations and Oversight Committee

March 17, 2021

8:30 A.M.

ZOOM platform

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

EXCUSED: L. Dillon, B. Forrest

STAFF: N. Branosky, D. Achilles

GUEST: J. Mouillesseaux, K. Cerasaro

CALL TO ORDER

Chairman Bishop called the meeting to order at 10:04 a.m.

APPROVAL OF MINUTES – March 9, 2021

It was moved by Ms. Franzese, seconded by Mr. Kersey and unanimously adopted by voice vote of members present to approve the minutes of March 9, 2021 as written.

WORKPLAN

Career Center Recertification Focus

Ms. Branosky reported that herself, Ms. Mouillesseaux, and Mr. Cerasaro have met and reviewed the recertification documents and have made modifications to comments to support or actions needed to improve.

The One Stop Operations and Oversight Committee members reviewed the recertification documents for the Career Center. The Committee reviewed all responses and made modifications to comments to make sure the language is clear to support all answers. The Committee will approve and move to the Board meeting on Tuesday, March 23rd @ 8:30 a.m. When recertification is approved by the board, Ms. Branosky will submit to the State.

It was moved by Mr. Levesque, seconded by Mr. Kersey and unanimously adopted by voice vote of members present to approve the Recertification of the Career Center with modifications.

ADJOURNMENT

The meeting adjourned at 10:57 a.m.

The next scheduled meeting is Tuesday, May 11, 2021.

Required ✓

Enhancement 1

9 /11

Enhancement 2

13 /14

Total

22 /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	N

Enhancement 2	
Question #	Y/N
12	Y
13	Y
14	Y
15	Y
16	Y
17	Y
18	Y
19	Y
20	Y
21	Y
22	Y
23	Y
24	Y
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 customers seamlessly between entry and service delivery with as few hand-offs as possible.	Y	✓

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		
A process is in place, and utilized, for collecting feedback from businesses regarding the delivery of business services.	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>

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	
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. Pending: Work is being done along with economic development
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, PPT display for the TV has been updated to include all partners and other community based
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	Conference room space for large events and Meet the Employer sessions is scheduled, when necessary (and allowable), at the Tompkins County Public Library. The latter are currently being delivered via Zoom and may continue to be in the future.
5. Resource Room The Resource Room has an adequate number of workstations to meet customer demand, and equipment is in working order.	Y	A review of DOL owned resource room equipment has occurred and resource room computers have been updated.
6. Adaptive Technology Adaptive technology is available in the Resource Room for customers with disabilities.	Y	Adaptive technology has been updated to equitably serve customers with disabilities. This includes a photo scanner, privacy screen, ergo keypad and mouse, large print keyboard, trackball mouse, headphones and mic, YX HD Desk set CCTV, Zoom text magnifier, JAWS, Zoom text
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 an 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; Veteran Priority of Service; "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		Staff participate in on-going training to inform interactions with marginalized populations including individuals with disabilities

<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>Y</p>	<p>marginalized populations including: individuals with disabilities, individuals who identify as LGBTQ+, individuals with experience in the justice system and those going through re-entry, individuals from a variety of cultures and socioeconomic backgrounds.</p>
<p>10. Assistive Resources</p> <p>Center-based and virtual services and resources are available for individuals with disabilities.</p>	<p>Y</p>	<p>During a staff meeting, at least 1x per year, center management will remind and review with staff assistive resources available to customers. In addition, a review of assistive resources will be a component of the center new employee onboarding checklist.</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>N</p>	<p>The State EEO staff were expected to conduct additional WIOA complaint training by Dec 2018. This training has not yet been delivered.</p>
<p>3 out of 4</p>		
<p>Total</p>	<p>9 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	All staff go through customer service training, including virtual customer service, as part of their orientation to services and on-going staff development.
		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.	Y	Staff have created and agreed a process with partners to track and follow all referrals and will continue to enhance this as needed. Progress on referrals can be tracked and has been updated as a result of the on-boarding of new staff. This training will continue as adjustments
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 are continually reviewed during biweekly staff meetings. This process is expected to evolve and change as decisions are made at the State level about maintaining an on-site presence and bringing on any new virtual services / training platforms.
16. Connection to the Community The Center connects to the community through community partnerships and community access points.	Y	The Center will continue to measure community access points, both on-site and for virtual services, as ways of delivering services continue to change.
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	Both bi-weekly meetings among Career Center staff, and weekly meetings between the Career Center Director and the Supervising Labor Services Representative are standard practice and will continue into the future to ensure services are current and of high quality.
18. Primary Indicators of Performance Primary Indicators of Performance are discussed with all Career Center staff on a regular basis, in accordance with most current Performance TA.	Y	Staff training will continue to occur around the most recent WIOA performance measures.

<p>19. Capacity-Building Plan</p> <p>A capacity-building plan is in place to provide continuous staff training on serving customers effectively, including customers with barriers to employment.</p>	<p>Y</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>6 out of 6</p>	

Workforce Effectiveness

Attribute: The Career Center actively supports Business Service strategy		
	Y/N	Improvement Action
20. In-Demand Occupations 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.
21. Business Services Business services are available (such as referral of qualified candidates, on-site recruitment, and skill verification), and hiring incentives are marketed.	Y	Career Center resources have been re-directed to enhance business services since the previous certification process and throughout the pandemic months of 2020. A noticeable difference has been expressed by business-focused organizations locally. Future-planning includes an even fuller range of services to connect job-seekers and employers
		2 out of 2

Attribute: The Career Center facilitates skill development and attainment of industry-recognized credentials		
	Y/N	Improvement Action
22. Supportive Services 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.
23. Skill Development 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.
24. Employment Outcomes Staff recognize the value of employment outcomes and tailor services as a result.	Y	Staff are trained with emphasis on employment plans that focus on skill development with the end goal of an employment outcome.
25. Industry-Recognized Credentials Center promotes easy access to education and training that leads to industry-recognized credentials.	N	Though progress has been made, access to training that leads to industry-recognized credentials remains a challenge among many workforce development partners, and is more so as a result of the pandemic. Work is being done to create opportunities for virtual training, and to re-design programs throughout the community to
		3 out of 4

13 out of 14