

Tompkins County Workforce Development Board

One Stop Operations and Oversight Committee

MINUTES

Tuesday, September 12, 2023 | Tompkins Workforce New York Conference Rm.

Present: K. Franzese, D. Harrington, S. Cerquone

Excused: K. Kersey, P. Levesque

Staff: C. Sponn, D. Achilles

Guests: K. Cerasaro, M. Caci

Call to Order

Ms. Franzese called the meeting to order at 8:31 a.m.

Approval of Minutes - July 11, 2023

It was moved by Ms. Harrington and seconded by Ms. Cerquone and unanimously adopted by voice vote of members present to approve the minutes of July 11, 2023 as written.

Certification of Career Center Update

Mr. Sponn reported he submitted the re-certification of the Career Center to NYSDOL. Mr. Sponn had to update a few sections related to action steps and resubmitted the report. NYSDOL approved the certification, and the Tompkins County Career Center is in compliance with WIOA. Ms. Franzese inquired about how often this process needs to be completed and Mr. Sponn reported that recertification is every 3 years.

Workplan - OET Update

Ms. Caci reported on the Career Center quarterly report that is attached.

Ms. Caci reported that the Youth staff at the Career Center is fully staffed now, and the Adult Workforce Development Specialist is still vacant.

Ms. Caci inquired with the Committee if keeping track of the number of walk-ins is something that the Committee needed to see. Ms. Franzese replied that walk-in information is very helpful when only 27 customers have completed the survey.

Ms. Caci report that there are several events taking place:

- Re-Entry Fair - Tompkins County Public Library, Thursday, September 14, 2023 @ 11:00
- Direct to Work - Hybrid model
- Volunteer Event - Wednesday, September 20, 2023
- CMC Meeting the Employer (Virtual) Wednesday, September 27, 2023

Financial Report - Adult & Dislocated Worker

Ms. Achilles reported that she is looking at new ways to report to the Committee on financials to capture the information that would be beneficial to report. Ms. Achilles reported that for July 2023 Financial reports for PY22 for Adults is expended at 87%, Dislocated Worker at 84%, and DW transfer to adult at 60%. For July 2022 to compare expenditure Adult was expended at 81% and Dislocated Worker at 70%. Ms. Achilles reported that funds that are available in PY22 have a 2nd year to spend.

Ms. Achilles reported that she is working on reports that will be shared with Ms. Caci, so that the service provider knows what their budget is and how much is expended each month. This is all taking time having to update spreadsheets and reports due to the merger into one department.

Ms. Achilles reported that during the annual NYSDOL Fiscal Audit there are 4 potential findings, and all have been resolved. One of the findings had to do with a fiscal policy that was approved by the Executive Committee on Tuesday, September 5, 2023, and will be ratified by the full Board on Tuesday, September 26, 2023.

Career Center Update

Mr. Cerasaro reported that NYSDOL is down a Labor Services Representative and the position will be reposted. There is also still a vacancy for the Veterans position. Moving forward there is a new civil service list available, so hopefully there is a new pool of candidates to interview.

Mr. Cerasaro reported that staff at the Career Center will be touring BorgWarner on Friday, September 15, 2023.

Mr. Cerasaro reported that the VR headsets will need an update to be usable and is working to get this completed. The staff at the Career Center will be involved in a training session - Train the Trainer.

Mr. Cerasaro reported that NYSDOL has 15 to 20 appointments a week.

Interim Director Update

Mr. Sponn reported that the Director position was offered to him, and he has accepted. It will be official after the Workforce Development Board meeting Tuesday, September 26, 2023, and when the Tompkins County Legislature approves his appointment on Tuesday, October 3, 2023.

NYDOL Fiscal Audit

Mr. Sponn thanked the committee and Ms. Achilles for all their work related to the budget and audit. Mr. Sponn said the committee's questions and discussions related to fiscal reporting are always helpful. Mr. Sponn reported Tompkins County Workforce Development Board was a low-risk entity going into the audit and believes there is no reason that will change after the audit.

County Budget Update

Mr. Sponn reported that due to financial constraints with the County budget, the Communications position had to be removed from the current budget and will become an Over Target Request (OTR). The County had to do this for several departments and it only affected vacant positions. Mr. Sponn said he is working with Ms. Holmes on the OTR and will keep the committee updated on next steps.

Summer Youth Employment Program (SYEP)

Mr. Sponn reported the SYEP program is wrapping up at the end of September. He visited several host sites and interviewed supervisors and participants to see how the summer went. All were enthusiastic about their experience and Mr. Sponn felt the goal of the SYEP has been met at these sites, which is to give youth a positive first job experience and development of soft skills and interpersonal skills.

Direct to Work Summer Cohort

Mr. Sponn reported the IAED Direct to Work Summer Cohort wrapped up. A couple participants were offered jobs and a couple others are interviewing. Mr. Sponn said the Board is a strategic partner and is excited to see the program grow.

Manufacturing and Healthcare Expos Fundraising

Mr. Sponn reported the MADE expo is on September 27 at TC3 and fundraising is at about \$3,500, which is \$500 short of the target goal. Mr. Sponn is confident the goal will be met and are in a good spot either way with that dollar amount raised.

Mr. Sponn said that the Healthcare Expo fundraising will ramp up this week. There are some concerns considering the amount of money donated from larger organizations so far. Ms. Franzese asked for more information about fundraising and what the money goes toward. Mr. Sponn said it covers lunches and drawstring bags for the youth. Mr. Sponn said he would share more information with Ms. Franzese about donating.

Micron Consortium

Mr. Sponn reported he is on the outreach committee, and they have had a few virtual meetings. Currently they are putting together goals for the committee, and these include improving marketing, career pathway awareness, and outreach in schools.

Adjournment

Ms. Franzese adjourned the meeting at 09:41 a.m.

July 2023 Financial Report - Adult, Dislocated Worker, and Dislocated Worker

Program	Description	Allocation	Monthly Cash Expenditures	Total Cash Expenditures	Current Accruals	Total Accrued Expenditures
110	WIOA Adult					
	Adult-ITA	45,920.88	0.00	37,708.50	7,307.50	45,016.00
	Transitional Jobs (Adult Part w&f)	6,000.00	0.00	5,436.52	0.00	5,436.52
	Adult-OJT	300.00	0.00	0.00	0.00	0.00
	Adult Supportive Services	3,000.00	0.00	1,808.99	1,021.06	2,830.05
	Adult General (includes WIB)	100,863.60	0.00	91,281.50	0.00	91,281.50
	Allocation	156,084.48	0.00	136,235.51	8,328.56	144,564.07
120	WIOA DW					
	DW - ITA	15,000.00	0.00	10,969.00	0.00	10,969.00
	DW-OJT	0.00	0.00	0.00	0.00	0.00
	DW Supportive Services	0.00	0.00	0.00	0.00	0.00
	DW General	87,321.63	2,989.20	75,264.25	1,502.02	76,766.27
	Allocation	102,321.63	2,989.20	86,233.25	1,502.02	87,735.27
160	WIOA DW to Adult					
	ITA	0.00	0.00	0.00	0.00	0.00
	OJT	0.00	0.00	0.00	0.00	0.00
	Supportive Services	0.00	0.00	0.00	0.00	0.00
	General (includes WIB)	25,000.00	2,982.88	15,022.19	1,256.48	16,278.67
	Allocation	25,000.00	2,982.88	15,022.19	1,256.48	16,278.67

- Adult Allocation is 87% expended – Balance \$19,848.97
- Dislocated Worker Allocation is 84% expended – Balance \$16,098.38
- Dislocated Worker Transfer to Adult is 60% expended - Balance \$9,977.81

Instructions

This tool is intended to be used during or after the on-site evaluation for Career Center Certification. It is comprised of four tabs (not including the Instructions tab) labeled as follows: Required, Enhancement 1, Enhancement 2, and Summary. Each tab can be accessed by clicking on the tab at the bottom of the window. The first three tabs must be completed by the evaluator as follows:

Required Tab

The Required tab contains 16 questions that assess whether the Career Center is meeting minimal standards for attributes deemed essential for certification. Each question will accept only a YES or NO value. Input an answer for each question by selecting either Y (YES) or N (NO) from the dropdown menu provided, or by manually typing Y or N into the field labeled "Y/N." Answers of Y will receive a green check mark ✓ and answers of N will receive a red ✗. In order to be certified, the Career Center Assessment must result in answers of Y to each of the 16 questions in this section. Use the "RESET ENTRIES" button to clear the entire tab of all answers that have been input.

Enhancement 1

The first Enhancement tab contains the attributes and standards for the Accessibility category. It consists of 11 questions, each of which will accept only a YES (Y) or NO (N) value. Input answers for each question by selecting either Y or N from the dropdown menu provided, or by manually typing Y or N into the field labeled "Y/N". The tab will automatically calculate the amount of questions answered Y at the bottom of each section. In addition, each question has a corresponding text box for an Improvement Action. Type in an Improvement Action into the text box for each question. For the Career Center to obtain certification, there must be an Improvement Action that corresponds to each question. Refer to the Technical Advisory for more information about Improvement Actions. Use the "RESET ENTRIES" button to clear the entire tab of any Y/N answers that have been input.

Enhancement 2

The second Enhancement tab contains the attributes and standards for the Effectiveness Category. It consists of 14 questions, each of which will accept only a YES or NO value. Input answers for each question by selecting either Y or N from the dropdown menu provided, or by manually typing Y or N into the field labeled "Y/N". The tab will automatically calculate the amount of questions answered Y at the bottom of each section. In addition, each question has a corresponding text box for an Improvement Action. Type in an Improvement Action into the text box for each question. For the Career Center to obtain certification, there must be an Improvement Action that corresponds to each question. Refer to the Technical Advisory for more information about Improvement Actions. Use the "RESET ENTRIES" button to clear the entire tab of any Y/N answers that have been input.

Summary

Type in the name of the Career Center being evaluated next to the box labeled "Career Center". The Summary tab does not require any additional data entry. It will automatically tabulate all of the answers input into the Required and Enhancement tabs, and display a total outcome for each of the two parts of the assessment. It will also display whether or not the Career Center is certified, based on the answers input into the three previous tabs. In addition, the tab will display an overview of how each question was answered.

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 16 identified languages per the NYS Office of Language Access.	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		
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 provide customers with referrals and a warm handoff to other appropriate agencies and/or services.	Y	✓

*For information on ADA compliance visit:

<https://dol.ny.gov/access-individuals-disabilities>

<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 the 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.	Y	Begin discussions on improving signage and work with Center Ithaca on placement of the new signs. Explore electronic signage. Explore additional signage in outside areas on the Ithaca Commons. Explore having information on kiosk at the Commons.
2. Internal Signage Internal signage helps customers easily navigate the Career Center and is inviting and welcoming.	Y	Assess information hanging on walls. There is signage clutter and explore how different things can be organized. Explore potential adapters/computers to use to see if PPT can be shown on TV.
3. Appearance The Career Center is clean and has a professional appearance.	Y	Continue decluttering the space and assess what materials are not being used and get rid of them. Explore having a TV display the different information.
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	Evaluate external spaces for larger events and to provide additional services.
5. Resource Room The Resource Room has an adequate number of workstations to meet customer demand, and equipment is in working order.	Y	Continue to ensure workstations meet customer demands and technology is updated. Currently Tompkins County ITS is updating computers and NYS DOL has computers available. Staff will continue to communicate with ITS.
6. Adaptive Technology Adaptive technology is available in the Resource Room for customers with disabilities.	Y	Adaptive technology will be reviewed by December 2023 and updated by July 2024.
7. Safety and Security The Career Center has adequate safety and security precautions in place.	Y	Continue to review safety and security procedures and update as needed. Staff will seek additional fire drill trainings. Consider inviting IPD or Dan Cornell of Tompkins County for training about active shooters. Invite Ithaca fire department to Career Center for discussion about workplace and consult with OSOO and Board member Paul Levesque on space.
	7	

Programmatic Accessibility

Attribute: The Career Center ensures meaningful access to services for all customers		
	Y/N	Improvement Action
8. Assistive Posters and Materials Relevant accessibility, language access, and complaint posters and materials are made available to Career Center staff on a regular basis, in accordance with most current Required Posters TA.	Y	A review of posters will be conducted on a quarterly basis to ensure compliance, no duplication of resources, and relevant material is
9. Staff Training for a Diverse Customer Base 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.	Y	Additional diversity training will be conducted with staff by July 2024.
10. Assistive Resources Career Certification Tool	3	During a staff meeting, at least twice per year, center management will

Center-based and virtual services and resources are available for individuals with disabilities.	Y	remind and review with staff assistive resources available to customers.
11. Complaint Procedure		
Employment Services and WIOA Complaint system is in place and utilized. Appropriate staff are identified and trained on how to receive and process complaints.	Y	Tompkins County local area just submitted the most recent EEO survey. Once feedback is received, Tompkins will act on corrections needed.
		4 out of 4
Total		11 out of 11

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 the day's visit; and directed to the appropriate staff member, resource, or service.	Y	Provide information with different languages at the front desk and move language plaque closer to the entrance.
13. Customer Service Training Front line staff have been given the opportunity to, and have participated in, customer service training.	Y	Training is part of onboarding and staff will pursue other trainings if available and provide updated training when necessary.
		2 out of 2

Attribute: The Career Center provides integrated, customer-centered services via effective partnerships		
	Y/N	Improvement Action
14. Referrals Customers are provided the opportunity to consent to their information being provided to another agency upon referral, and in accordance with applicable laws.	Y	By November 2023, all service MOU partners will be familiarized with the expectations of this standard (14. Referrals) and process and procedures will be in place to ensure progress is tracked.
15. Virtual Resources Staff provides information about the Virtual Career Center and other virtual resources that are available both during and outside of regular business hours.	Y	Virtual resources will be reviewed and demonstrated during monthly staff meetings.
16. Connection to the Community The Center connects to the community through community partnerships and community access points.	Y	Tompkins will create a baseline to measure community access points and seek to increase the number through June 2024.
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	Minutes will begin to be taken and shared with staff absent from monthly meetings.
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	By June 2024, planning and execution of the train the trainer for OSOS database will be complete.

<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>By January 2024, a capacity building plan be developed. Staff meetings will be a platform for updates on programs such as NY-SCION and WIOA programs to best serve customers and their needs. Utilizing the One Stop Operations and Oversight committee for advancement of Career Center will also contribute to the capacity building plan.</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	By January 2024, staff will have contributed through feedback to updating the in-demands jobs list. The list will be updated in February 2024.
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	With the coming restructure of WDB and OET departments into one, Tompkins will review business services operations to align resources. By June 2024, Tompkins will have a business services strategy in collaboration with NYS DOL.
		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 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 of an employment outcome.
25. Industry-Recognized Credentials Center promotes easy access to education and training that leads to industry-recognized credentials.	Y	By December 2023, a list of new programs for education and training that leads to industry-recognized credentials will be formed.
		4 out of 4

14 out of 14

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

Enhancement 1	
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

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

13	Y	✓
14	Y	✓
15	Y	✓
16	Y	✓

24	Y
25	Y

Purpose:

The purpose of this quarterly report is to identify data of customer/participant utilization of Tompkins Workforce NY Career Center’s One-Stop Operator programming specific to WIOA funding for training, on the job training (OJT), and transitional jobs, as well as the employment outcomes of customers/participants upon utilization of programming.

Data is represented in eligible training offerings/classes attended by TWFNY customers/participants, eligible training providers (ETP) of attended trainings, program funds allocated and spent on trainings, and employment status of customers/participants upon attending/completing trainings.

Terms:

Justice System	Criminal justice background, experience in the justice system, subject to any stage of the criminal justice process.
In-Prog	In-Progress. Customer is still in the process of receiving core WIOA services or still in the process of completing their training.
Lic/Cert Acquired	License and/or Certification Acquired following training. If there is not license or certification associated with a funded training, table cell will be “NA.”
Not Att.	Not Attending
Other Low Income	(A) IN GENERAL.-The term "low-income individual" means an individual who- (i) receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the program of block grants to States for temporary assistance for needy families program under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), or the supplemental security income program established under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or State or local income-based public assistance; (ii) is in a family with total family income that does not exceed the higher of- (I) the poverty line; or (II) 70 percent of the lower living standard income level; (iii) is a homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6))), or a homeless child or youth (as defined under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)));(iv) receives or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act (42 U.S.C. 1751 et seq.); (v) is a foster child on behalf of whom State or local government payments are made; or (vi) is an individual with a disability whose own income meets the income requirement of clause (ii), but who is a member of a family whose income does not meet this requirement.

Definitions:

PY2022	July 1 st 2022 through June 30 th 2023
PY22-Q4	April 1 st 2023 through June 30 th 2023

Acronyms:

A	Adult WIOA Funding
DW	Dislocated Worker WIOA Funding
ETP	Eligible Training Provider
ETPL	Eligible Training Provider List
GA	General Assistance
N/A	Not Applicable
RESEA	Reemployment Services and Eligibility Assessment Grants
SNAP	Supplemental Nutrition Assistance Program
SSI/SSDI	Social Security Income/Social Security Disability Income
TANF	Temporary Assistance for Needy Families
UI	Unemployment Insurance
UNKN	Unknown
Y	Youth

Terms (Continued)

Quarter Post-Training	Quarter in which training has been or will be completed.
Related Industry	Employment in the industry for which customer was trained.
Basic Skills Deficient	(5) BASIC SKILLS DEFICIENT.-The term "basic skills deficient" means, with respect to an individual-(A) who is a youth, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or (B) who is a youth or adult, that the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society.

Funding for Training Summary

Start Date	End Date	ETPL Offerings/ Class(es)	Provider: ETP	Amount	Funding Source	Completed	Employed at Start of Training	Employed Post Training	New Job/ Title	Related Industry	Lic/Cert Acquired	Quarter Post Training
4/17/2023	7/17/2024	Cosmetology Training	TST BOCES	\$ 5,000.00	DW		No	No	N/A	N/A	N/A	PY2024-Q1
4/18/2023	8/1/2023	Phlebotomy Training	TC3 BIZ	\$ 1,799.00	Adult		Yes	Yes	No	No	No	PY2023-Q1
4/18/2023	8/1/2023	Phlebotomy Training	TC3 BIZ	\$ 1,799.00	Adult		Yes	Yes	No	Yes	Yes	PY2023-Q1
4/18/2023	8/1/2023	Phlebotomy Training	TC3 Biz	\$ 1,799.00	Adult		Yes	UNKN	UNKN	UNKN	UNKN	PY2023-Q1
6/5/2023	7/5/2023	CDL-A Licensure	Sage Trucking	\$ 4,865.00	DW	Yes	No	Yes	Yes	Yes	Yes	PY2023-Q1
6/5/2023	6/23/2023	CNA Training	TC3 Biz	\$ 2,499.00	ER-NDWG	Yes	Yes	UNKN	UNKN	UNKN	No	PY2022-Q4
Not Att. *Planned Start Date												
06/05/2023	6/23/2023	CNA Training	TC3 Biz	\$ 1,249.00	ER-NDWG		Yes	UNKN	UNKN	UNKN	N/A	PY2022-Q4

***Completion dates as of 06/30/2023

Additional Service Information

Funding Source Participants	
Adult	3
DW	2
ER-NDWG	2

Status	UI Claimants
None (Not Claiming UI)	7

Status	Veteran
No	7

Public Assistance

Receiving	SNAP
Yes	3
No	4

Receiving	TANF
Yes	1
No	6

Receiving	GA
No	7

Receiving	SSI
No	7

Receiving	SSDI
No	7

Other Low Income Indicators

Status	Homeless
No	7

Status	Income 70% LLSIL
No	2
Yes	2
Not Disclosed	3

Income At or Below Federal Poverty Level

This information is not consistently collected. Eligibility determinations or program services do not necessarily require household income information.

Total Participants
7

Barriers to Employment

Disability	Count
Disabled	4
Not Disabled	3

Justice System Experience	Count
No	6
Yes	1

Basic Skills Deficient

***NYSODL Basic Skills Deficient Questionnaire has not been published.	
Basic Skills Deficient	BSD
Low Levels of Literacy	LLL
BSD/LLL	Count
No	4
(blank)	3

Demographic Information

Education	Count
12 Grade - HS Graduate	1
12 Grade - no Diploma	1
High School Equivalency	3
Bachelors or equivalent	1
HS + 2 yr Associates Degree	1

Age Group	Count
25-34	2
35-44	2
45-54	3

Gender	Count
Female	5
Male	2

Hispanic or Latino	Count
Hispanic or Latino	1
Not Disclosed	1
Not Hispanic or Latino	5

Ethnicity	Count
Black or African American	4
Black or African American, White	1
White	2

Trainings Funded by Eligible Training Provider

ETPs	# of Trainees	Completed Trainings	Employed Post Training	Related Industry	Lic/Cert Acquired
Sage Trucking	1	1	1	1	1
TC3 BIZ	5	2	5	5	5
TST BOCES	1		1		
Grand Total	7	3	7	6	6

Expenditures per Eligible Training Provider

ETPs	# of Trainees	Amount
Sage Trucking	1	\$ 4,865.00
TC3 BIZ	5	\$ 9,145.00
TST BOCES	1	\$ 5,000.00
Grand Total	7	\$ 19,010.00

Trainings Funded by Training (ETPL Offerings/Classes)

Offerings/Classes	# of Trainees	Completed Trainings	Employed Post Training	Related Industry	Lic/Cert Acquired
CDL-A Licensure	1	1	1	1	1
CNA Training	2	2	2	2	2
Cosmetology Training	1		1		
Phlebotomy Training	3		3	3	3
Grand Total	7	3	7	6	6

Expenditures per Offerings/Classes

Offerings/Classes	# of Trainees	Amount
CDL-A Licensure	1	\$ 4,865.00
CNA Training	2	\$ 3,748.00
Cosmetology Training	1	\$ 5,000.00
Phlebotomy Training	3	\$ 5,397.00
Grand Total	7	\$ 19,010.00

On-the-Job Trainings and Transitional Jobs were not provided during PY2022-Q4.

Provision Method	Count
Email Link	6
iPad	5
Paper	16
Grand Total	27

What services did you receive at the career center today? Select all that apply	Count	% of Ttl Respondees
Help finding a job	11	41%
Help in developing an employment plan	14	52%
Information about the local job market	7	26%
Help with job-related tasks	9	33%
Other services	5	19%

Other services:

- Unemployment
- All of the above/evaluating job search progress
- Furthering my education and applying for unemployment
- Resume overlook
- Check-In on job search
- All of the above

	Rating	Count	Avg Score
Overall, how satisfied are you with the services provided by Tompkins Workforce NY?	1	0	4.93
	2	0	
	3	1	
	4	0	
	5	26	
How promptly were you greeted after you entered?	1	0	5
	2	0	
	3	0	
	4	0	
	5	27	
Did staff treat you with respect and concern?	1	0	5
	2	0	
	3	0	
	4	0	
	5	27	
How helpful was the information provided by staff?	1	0	4.89
	2	0	
	3	1	
	4	1	
	5	25	
How useful was the information provided by the resource room computers?	1	0	4.92
	2	0	
	3	1	
	4	0	
	5	23	
How well did the staff explain things in terms that were clear and easy to understand?	1	0	4.92
	2	0	
	3	1	
	4	0	
	5	24	

After your visit to Tompkins Workforce NY today, do you feel that you are better prepared for your job search?	Yes	24
	No	1
	Does not apply	1
	(No answer)	1
Would you recommend the services you received from Tompkins Workforce NY to friends or colleagues with similar needs?	Yes, definitely	24
	Yes, probably	1
	Hard to say	1
	No, probably not	0
	No, definitely not	0
	Don't know	0
Were you referred to other agencies for assistance in meeting additional needs?	Yes	16
	No	7
	Does not apply	3

Do you still have questions that were not answered to your satisfaction?	What one or two changes would you suggest to most improve Tompkins Workforce NY services for customer?	How did you find out about Tompkins Workforce NY?
No I Don't	Consider a phone call instead	Unemployment
No I Don't	Nothing at all	through tc3
No	None	Previous Unemployment Friends, family, and Family & Children's Office
None	More instructions on how to find the office.	Office
No	None	Unemployment
Not at this time	None	Unemployment
No	None	Through mail, (UI)
N/A	I think that the staff is friendly, helpful, and make you feel comfortable. I wouldn't change anything.	Great help and awesome service
No	So for nothing, but his was my initial meeting.	Unemployment
I'm good	None	UI
No	None	Through sifting through unemployment.
No	None	U/I
No	None	A letter from NYSDOL
No	Mechanism to hep customers with web site technical difficulties	online
No	It is great. I knew about it. Hoping you have enough outreach or advertising so people can know you are available to help them like you helped me. I was a basket case before coming here. I'm leaving comfortably. Thank you so much and Lord Jesus Christ bless all here. The Lord is my only Husband and I his husbandless wife until further notice, so I had no one other than mr. google if you know what I mean. Living people are the best! We are all his and he gave his everything to ensure this is so forever, good day, [ANONYMIZED]	Known about it for years
No	None, doing great job	Letter from DOL
No	More publicity	Nys
	Nothing. All good.	Local NYS unemployment web site NYS DOL Past experience in help for going to Internet Unemployment UI notification Son's Father Requirement for UI

Total Responses
442

Percentages are calculated by dividing the disaggregated number by the total number of responses.

Total Visits by Day of Week			
Monday	60	14%	
Tuesday	76	17%	
Wednesday	106	24%	
Thursday	102	23%	
Friday	98	22%	

Total Visits by Month			
April	119	27%	
May	152	34%	
June	171	39%	

What brings you in today?			
Job Search Question	40	9%	
Youth/Under 25 Services	18	4%	
Job Search/Computer	44	10%	
Scheduled Appointment	232	52%	
Disability Services	10	2%	
Workshop/Recruitment	4	1%	
Other	4	1%	
(blank)	121	27%	
Other			
"RESEA" Related	96	22%	

Are you a military veteran or spouse?			
Yes	20	5%	
No	344	78%	
(blank)	78	18%	

How did you hear about us?			
Friends/Family	55	12%	
School	8	2%	
Unemployment (UI)	204	46%	
Twitter	0	0%	
Bus Ad	1	0%	
Radio Ad	0	0%	
Facebook	2	0%	
Instagram	0	0%	
Other/Referred By	22	5%	
(blank)	176	40%	

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W. Averell Harriman State Office Campus
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**Workforce Development System
Technical Advisory #18-01.1
May 31, 2023**

To: Workforce Development Community
Subject: New York State One-Stop Career Center Certification

PURPOSE

Establish State policy for certifying One-Stop Career Centers under the Workforce Innovation and Opportunity Act (WIOA).

POLICY

WIOA requires all Comprehensive and Affiliate One-Stop Career Centers (Centers) in each Local Workforce Development Area (LWDA) be certified.

Certification must occur at least once every three (3) years beginning in Program Year (PY) 2017.

Local Workforce Development Boards (LWDBs) have primary responsibility for the certification of Centers in their LWDA.

WIOA requires the certification to address these three Criteria Categories:

- 1. Accessibility** (physical and programmatic);
- 2. Effectiveness** of the network; and
- 3. Continuous Improvement** of One-Stop Centers and delivery systems.

LWDBs may establish additional certification criteria. Instructions on how to do this are provided in the Action portion of this Workforce Development System Technical Advisory (WDS TA).

For any LWDA in which the LWDB is the One-Stop System Operator, the certification will be performed by the New York State Department of Labor (NYSDOL).

Centers must be certified to be eligible to receive infrastructure funds under the State Funding Mechanism detailed in WIOA at [20 CFR §678.730](#).

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ACTION

Certification is based on an on-site evaluation of each Comprehensive and Affiliate Center in the LWDA, conducted by LWDBs or their designees.

The on-site evaluation has two components:

1. **Required standards** – Attributes and standards deemed essential for certification for each Criteria Category; and
2. **Enhancement standards** – Attributes and standards deemed desirable for certification for each Criteria Category.

The evaluation method is a Yes/No assessment of each standard, where:

- Yes indicates the standard is achieved; and
- No indicates the standard is not achieved.

Attachment A: Assessment Methodology Outline provides an outline of the two components of the on-site evaluation.

1. Table 1 covers the Required Standards, outlining the attributes and standards for the 3 Criteria Categories. In total, there are 6 attributes and 16 standards across the 3 Categories, as follows:
 - Accessibility category – 2 attributes and 5 standards;
 - Effectiveness category – 3 attributes and 8 standards; and
 - Continuous Improvement category – 1 attribute and 3 standards.
2. Table 2 covers the Enhancement standards, outlining the attributes and standards for the 3 Criteria Categories. In total, there are 6 attributes and 25 standards across the Accessibility and Effectiveness Categories, as follows:
 - Accessibility category – 2 attributes and 11 standards; and
 - Effectiveness category – 4 attributes and 14 standards.

The Continuous Improvement category in the Enhancement standards component is embedded in both the Accessibility and Effectiveness categories, whereby an “Improvement Action” is required for each standard (i.e., an action to improve upon the current status of the standard).

To become certified, a Career Center must achieve:

- “Yes” outcomes to all 16 required standards; and
- “Yes” outcomes to at least 60% (or 15 out of 25) of the Enhancements standards, and specify an “improvement action” for each of the 25 Enhancements standards.

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Career Center Certification Tool

To assist with the on-site evaluation and overall assessment, NYSDOL has designed **Attachment B: Career Center Certification Tool**, which contains Yes/No questions as well as space for an Improvement Action for each standard. **Attachment B** will automatically tabulate an overall assessment score when completed electronically. It will also provide a summary of the evaluation and highlight the requirements for certification.

Development of Additional Criteria

LWDBs have the option to create additional certification criteria if they so choose.

When developing additional criteria, the LWDB must:

1. Ensure the additional criteria falls under one of the three categories; and
2. Develop an appropriate scoring method for the additional criteria.

Center(s) in the LWDA must meet any additional standards established by the LWDB in addition to meeting the minimum scoring requirements previously described. Note that **Attachment B** is not able to account for additional criteria added by the LWDB.

To help guide this process, NYSDOL has designed **Attachment C: Additional LWDB Certification Criteria** for use by LWDBs when developing additional criteria.

Note: If the LWDB chooses to add additional certification criteria, the LWDB must also include a completed **Attachment C** with submission. This is done for informational purposes only. NYSDOL will not provide an approval/denial of LWDB-developed criteria.

Notification and Submission Requirements

Once all One-Stop Career Centers in the LWDA have been assessed for certification, the LWDB must provide NYSDOL with electronic copies of the assessments (i.e. **Attachment B**) done for each Comprehensive and Affiliate Center. The submission will follow one of the following two scenarios:

1. The LWDB is the One-Stop System Operator; or
 - The assessments are provided to NYSDOL for review and certification purposes. If they are deemed acceptable, NYSDOL will certify Centers in the LWDA accordingly.
 - In addition to review for certification, the assessments will be analyzed by NYSDOL to identify systemic issues across the State where NYSDOL can look to provide state-level solutions.
2. The LWDB is not the One-Stop System Operator.

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- The assessments are provided to NYSDOL for information purposes only, allowing NYSDOL to perform the analysis previously described.
- In this scenario, it is the responsibility of the LWDB to certify Centers. Therefore, NYSDOL will not be reviewing the assessments for certification.

The submission must be done via email to LWDB@labor.ny.gov, with a CC to the appropriate NYSDOL Program Monitor, using the subject line “[LWDA Name] One-Stop Career Center Certification results.” The email must also contain **Attachment D: Career Center Certification Results**, which provides a list of each of the Comprehensive and Affiliate One-Stop Career Centers in the LWDA, with the final results of each certification. This information will be used to inform the State Funding Mechanism if it has been triggered in the LWDA.

NYSDOL will follow up via email with any LWDB that has a Center(s) that does not achieve certification. These situations will be handled on a case-to-case basis.

REFERENCES

WIOA Section 121

WIOA Regulations 20 CFR §678.730

[20 CFR §678.800](#)

WIOA Training and Employment Guidance Letter (TEGL) No. [16-16](#)

INQUIRIES

Questions regarding this TA may be directed to: LWDB@labor.ny.gov.

ATTACHMENTS

A: Assessment Methodology Outline

B: One-Stop Career Center Certification Assessment Tool

C: Additional LWDB Certification Criteria

D: Career Center Certification Results

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ATTACHMENT A: Assessment Methodology Outline - Table 1 - Required Component

<p>I. ACCESSIBILITY</p> <p>1. Safe Facilities - The physical location and facility provides a safe customer experience</p> <p>a. ADA Compliance The Center is compliant with the Americans with Disabilities Act of 1990</p> <p>b. Emergency Preparedness Emergency evacuation procedures are in place and address the needs of individuals with disabilities</p> <p>2. Meaningful Access - The Career Center ensures meaningful access to services for all customers</p> <p>a. Interpretive Services Interpretive services are available in sign language and other languages for Limited English Proficiency (LEP) customers to receive staff assisted services within the Career Center</p> <p>b. Reasonable Accommodations Staff are able to provide reasonable accommodations and can do so upon request</p> <p>c. Registration Forms Career Center Registration forms are available in the 16 identified languages per the NYS Office of Language Access</p>	<p>II. EFFECTIVENESS</p> <p>1. Customer Centered - The Career Center is welcoming and customer-centered</p> <p>a. Customer Orientation Customers who are new to the Center are provided an orientation/overview of available services, including partner services</p> <p>b. 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</p> <p>c. Partner Programs Staff understand partner program services well enough to provide customers with referrals and a warm handoff to other appropriate agencies and/or services</p> <p>2. Partnership - Career Center provides integrated, customer-centered services via effective partnerships</p> <p>a. Staff Meetings Partners meet at least once per year to discuss system and Center contribution to the system and make recommendations for improvements</p> <p>b. Cost Sharing Partners share in Center operating costs</p> <p>3. Business Services - The Career Center actively supports Business Services strategy</p> <p>a. 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</p>
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<p>b. Job Referrals</p> <p>c. Skill Development/ Training Opportunities</p>	<p>Customers receive job referrals, both during staff-assisted services and virtually</p> <p>The Career Center has skill development and training opportunities for customers at all skill levels and experience, including but not limited to: English as a Second Language; High School equivalency; integrated education and training; workforce preparation; work-based learning; and apprenticeship opportunities</p>
<p>III. CONTINUOUS IMPROVEMENT</p> <p>1. Promote Continuous Improvement - The Career Center promotes an environment of Continuous Improvement</p> <p>a. Business Feedback A process is in place, and utilized, for collecting feedback from businesses regarding the delivery of business services</p> <p>b. Customer Feedback A process is in place, and utilized, for capturing and responding to customer feedback</p> <p>c. Performance Staff are trained on how to record data representing the services they have provided to individuals to support the WIOA Primary Indicators of Performance</p>	

ATTACHMENT A: Assessment Methodology Outline - Table 2 - Enhancements Component

III. CONTINUOUS IMPROVEMENT

I. ACCESSIBILITY

1. Safe Facilities - The physical location and facility provides a safe and functional customer experience

a. External Signage	External signage clearly identifies the location as a Career Center and American Job Center	Improvement Action
b. Internal Signage	Internal signage helps customers easily navigate the Career Center and is inviting and welcoming	Improvement Action
c. Appearance	The Career Center is clean and has a professional appearance	Improvement Action
d. 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.	Improvement Action
e. Resource Room	The Resource Room has an adequate number of workstations to meet customer demand, and equipment is in working order	Improvement Action
f. Adaptive Technology	Adaptive technology is available in the Resource Room for customers with disabilities	Improvement Action
g. Safety and Security	The Career Center has adequate safety and security precautions in place	Improvement Action

2. Meaningful Access - The Career Center ensures meaningful access to services for all customers

a. Assistive Posters and Materials	Relevant accessibility, language access, and complaint posters and materials are made available to Career Center staff on a regular basis, in accordance with most current Required Posters TA.	Improvement Action
b. Staff Training for a Diverse Customer Base	Training is available for staff regarding working with diverse populations of customers including customers with disabilities, cultural differences, and all individuals with barriers to employment	Improvement Action
c. Assistive Resources	Center-based and virtual services and resources are available for individuals with disabilities	Improvement Action

d. Complaint Procedure Employment Services and WIOA Complaint system is in place and utilized; appropriate staff are identified and trained on how to receive and process complaints Improvement Action

II. EFFECTIVENESS

1. Customer Centered - The Career Center is welcoming and customer-centered

- a. Greeting & Intake Customers are promptly greeted; asked the reason for today's visit; and directed to the appropriate staff member, resource, or service Improvement Action
- b. Customer Service Training Front line staff have been given the opportunity to, and have participated in, customer service training Improvement Action

2. Partnership - Career Center provides integrated, customer-centered services via effective partnerships

- a. Referrals Customers are provided the opportunity to consent to their information being provided to another agency upon referral, and in accordance with the most up-to-date Release of Information TA/Form; referrals are recorded appropriately; and a process/procedure is in place for partners to follow-through and report progress on referrals made Improvement Action
- b. Virtual Resources Staff provides information about the Virtual Career Center and other virtual resources that are available during and outside of regular business hours Improvement Action
- c. The Community The Center connects to the community through community partnerships and community access points Improvement Action
- d. 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 Improvement Action
- e. 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. Improvement Action
- f. 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 Improvement Action

3. Business Services - The Career Center actively supports Business Service strategy

- a. In-Demand Occupations The Career Center focuses on in-demand jobs by actively promoting targeted sector opportunities and in-demand occupations to all customers Improvement Action
- b. Business Services Business services are available (such as referral of qualified candidates, on-site recruitment, skill verification) and hiring incentives are marketed Improvement Action

4. Industry-recognized Credentials - The Career Center facilitates skill development and attainment of industry-recognized credentials

- | | | |
|------------------------------------|--|--------------------|
| a. Supportive Services | Center ensures that supportive services are available to customers where appropriate, to facilitate participation in training services | Improvement Action |
| b. Skill Development | Staff recognizes the value of skill development and tailor services accordingly | Improvement Action |
| c. Employment Outcomes | Staff recognize the value of employment outcomes and tailor services as a result | Improvement Action |
| d. Industry-Recognized Credentials | Center promotes easy access to education and training that leads to industry-recognized credentials | Improvement Action |