

One Stop Operations and Oversight Committee

March 14, 2019

8:30 A.M.

Cornell University Human Resources

PRESENT: A. Bishop, L. Dillon, S. Pronti, T. Carlson, K. Kersey, Kirra Franzese
EXCUSED: B. Forrest, P. Levesque
STAFF: J. Mattick, D. Achilles

CALL TO ORDER

Chairman Bishop called the meeting to order at 8:33 a.m.

APPROVAL OF MINUTES – MAY 10, 2018 and SEPTEMBER 13, 2018

It was Moved by Ms. Dillon, seconded by Mr. Pronti and unanimously adopted by voice vote of members present to approve the minutes of May 10, 2018 and September 13, 2018 as written.

2017-2019 WORKPLAN

1. Quarterly One Stop Center Report

Ms. Mattick provided an overview of the reports and Ms. Carlson informed the committee that the Career Center is on track to serve the same number of customers in 2019 looking at the numbers for 2017 and 2018. The One Stop Center is seeing more customers over the age of 60. In addition, we are seeing an influx of customers from some of the recent downsizings. NYSDOL runs a statistical analysis on customers to determine their likelihood of exhausting employment. Specialized services are provided to people likely to exhaust their unemployment. One of the challenges is it is sometimes difficult to get companies to cooperate with us providing services prior to the layoff. Committee members inquired re: the high number of not disclosed answers in the report. Ms. Mattick responded that there were recent changes made to decrease those numbers and she will follow up to find out what was implemented. The committee requested that the report form be modified to start with oldest numbers to newest numbers.

2. Review Customer Satisfaction Data

Ms. Mattick discussed that we will now reporting the customer satisfaction data on a quarterly basis. We are having ongoing discussions regarding ways to get more customers to fill out the survey. One option is using a survey tool.

3. Review Year Ending June 30, 2018 Training Report

Ms. Carlson discussed the information and we will serve approximately the same numbers as last year. Mr. Kersey asked if the target was number of customers served or money spent. Ms. Carlson responded that it was money spent. The One Stop Center has received a 2-year grant for Dislocated Workers to pay for tuition and support services such as bus passes, gift cards to purchase gas, and mileage. Ms. Carlson provided information on the new Transitional Job Program and stated that it was anticipated that funding would be exhausted very quickly. Ms. Carlson will have all information together for May meeting.

DIRECTOR'S REPORT

Ms. Mattick discussed SkillUp Tompkins County and Metrix. There will be a demonstration for partners to see how the online portal. The training will be April 1st and the website will launch in the beginning of April.

Ms. Carlson left the meeting at 9:35 a.m.

Ms. Mattick informed the committee that the Arrival to Departure (A2D) tourism training program was officially launching as well and that we will be holding training titled "How to partner with businesses for job seeker success". Business Services training for staff at the Career Center and other partners on April 2nd.

ADJOURNMENT

The meeting adjourned at 9:45 a.m. The next meeting is scheduled for Thursday, May 9, 2019 at 8:30 a.m. at the Cornell University Human Resources, 337 Pine Tree Rd. 1st floor conference room.

Minutes prepared by Diane Achilles.

Jan 1, 2018 - March 31,
2018

April 1, 2018-June
30, 2018

July 1, 2017 -
December 31, 2017

Demographic	Career Center Customers	% of Total	Career Center Customers	% of Total	Career Center Customers	% of Total
Total Participants	879	100.0%	815	100.0%	1,125	100.0%
Gender						
Female	417	47.4%	412	46.9%	523	46.5%
Male	457	52.0%	395	44.9%	594	52.8%
Not Disclosed	5	0.6%	8	0.9%	8	0.7%
Age at Registration						
Under 18	10	1.1%	9	1.0%	19	1.7%
18 to 29	217	24.7%	185	21.0%	286	25.4%
30 to 39	195	22.2%	176	20.0%	252	22.4%
40 to 49	165	18.8%	154	17.5%	215	19.1%
50 to 59	201	22.9%	196	22.3%	239	21.2%
60 and Over	91	10.4%	95	10.8%	114	10.1%
Education @ Reg						
Less Than HS	56	6.4%	49	5.6%	80	7.1%
HS Diploma or Equiv	279	31.7%	230	26.2%	343	30.5%
Some College	167	19.0%	160	18.2%	222	19.7%
2 Year Degree	90	10.2%	107	12.2%	129	11.5%
Bachelor's Degree	160	18.2%	155	17.6%	208	18.5%
Post Graduate Degree	127	14.4%	114	13.0%	143	12.7%
Veteran Status						
Yes	82	9.3%	86	9.8%	126	11.2%
No	797	90.7%	729	82.9%	999	88.8%
Disability Status						
Yes	161	18.3%	148	16.8%	183	16.3%
No	615	70.0%	564	64.2%	818	72.7%
Not Disclosed	103	11.7%	103	11.7%	124	11.0%
Employed Status @ Reg						
Yes	168	19.1%	175	19.9%	238	21.2%
No	711	80.9%	640	72.8%	887	78.8%
Hispanic Ethnicity						
Yes	46	5.2%	37	4.2%	65	5.8%
No	572	65.1%	519	59.0%	758	67.4%
Not Disclosed	261	29.7%	259	29.5%	302	26.8%
Race						
White	616	70.1%	559	63.6%	799	71.0%
Black or African American	123	14.0%	115	13.1%	175	15.6%
Asian	21	2.4%	21	2.4%	27	2.4%
Alaskan or American Indian	11	1.3%	10	1.1%	12	1.1%
Hawaiian or Pacific Islander	3	0.3%	4	0.5%	3	0.3%
Not Disclosed	124	14.1%	123	14.0%	109	9.7%

