

One Stop Operations and Oversight Committee

May 9, 2019

8:30 A.M.

Cornell University Human Resources

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

CALL TO ORDER

Chairman Bishop called the meeting to order at 8:34 a.m.

APPROVAL OF MINUTES – MARCH 14, 2019

It was Moved by Mr. Kersey, seconded by Ms. Franzese and unanimously adopted by voice vote of members present to approve the minutes of March 14, 2019 as written.

2017-2019 WORKPLAN

1. Quarterly One Stop Center Report

Ms. Carlson and Mr. Cerasaro reported that the Career Center customer visits have held steady over the past few years and we are anticipating this year will end similarly. Mr. Cerasaro reviewed the Career Center demographic spreadsheet. Mr. Cerasaro explained the meaning of non-disclosed in the report. Non-disclosed is not a non-answer to a question, it is the option customers often select when applying for unemployment through the online system. That non-disclosed is then imported into OSOS. In addition, customers are more likely than in the past to decline to answer a question because of security breaches with personal information. Mr. Kersey inquired if the automated phone system has a clause that tells the customer that the answers are for information only. Mr. Cerasaro responded that no the system does not have a clause. Mr. Bishop responded that if the numbers of non-disclosed responses continue to increase, then changes should be made to the dialogue on the system.

Ms. Franzese responded to the data on the spreadsheet that everything looks similar from year to year, except the veteran's numbers are up and down. Mr. Cerasaro responded that this is a normal trend for veterans.

2. Review Customer Satisfaction Data

Ms. Carlson reviewed the customer satisfaction survey for the 3rd quarter of 2019. The Career Center is focused on increasing the number of customers that complete a customer satisfaction survey during their first visit. Ms. Carlson reported that the staff's focus has been on the needs of customers. Mr. Bishop questioned the comments customers had re: the computers. Ms. Carlson replied that there had been issues with the WIFI and that has been corrected. Mr. Cerasaro responded that customers who are filing a UI claim and do not have computer experience frequently respond negatively to the survey due to frustration with the online application system.

3. Review Year Ending June 30, 2018 Training Report

Ms. Carlson reviewed the Training spreadsheet and mentioned that it is difficult to get customers to provide follow up employment information once they are employed. Mr. Levesque inquired about the lack of placement information for customers that took LPN training. Ms. Carlson responded that there is a lag in placement for LPN's due to the amount of time required to take their licensing exam and receive their results.

2019-2020 BUDGET DEVELOPMENT PROCESS AND INPUT

Ms. Mattick updated the committee on the 2019-2020 budget to solicit feedback while the budget was being developed. The Tompkins Workforce Development Board and the Office of Employment and Training budgets will come back to the Executive Committee at the June meeting and will be voted on at the Workforce Development Board meeting on June 25th.

DIRECTOR'S REPORT

No Report

ADJOURNMENT

The meeting adjourned at 9:39 a.m. The next meeting is scheduled for Thursday, July 11, 2019 at 8:30 a.m.

Minutes prepared by Diane Achilles.

Participant Evaluation of Employment & Training Services

Reporting of Survey Results as of:

April 1, 2019 - June 30, 2019

Number of Responses: 12

1. What services did you receive?

Help finding a job:	5	Help with job-related training:	4
Help in developing an employment plan:	8	Other Services:	5
Information about the local job market:	7		

	<u>Mean</u> <u>Score</u>	<u>%</u> <u>8-10</u>	<u>%</u> <u>5-7</u>	<u>%</u> <u>0-4</u>
2. Overall, how satisfied are you with the services provided by WDS?	9.88	100%	0%	0%

	<u>Mean</u> <u>Score*</u>	<u>%</u> <u>Good</u>	<u>%</u> <u>Fair</u>	<u>%</u> <u>Poor</u>
3. How promptly were you served after you entered?	10.00	100%	0%	0%
4. How well did the staff explain things in terms that were clear and easy to understand?	10.00	100%	0%	0%
5. How helpful was the information provided by the staff?	9.80	100%	0%	0%
6. How easy was the computer system to use?	9.33	90%	10%	0%
7. How helpful was the information provided by the computer system?	9.18	91%	9%	0%
8. Did the staff treat you with proper respect and concern?	9.80	100%	0%	0%
* - Mean scores converted to a 1 to 10 scale "Good"= 4 or 5 response, "Fair"=3, "Poor"= 1 or 2				

9. After your visit to the WDS Office today, do you feel that you are better prepared for your job search?	Yes:	100%
	No:	0%
	N/A:	0%

10. Would you recommend the services you received from WDS to friends or colleagues with similar needs?	Yes, definitely:	91%
	Yes, probably:	9%
	Hard to say:	0%
	No, probably not:	0%
	No, definitely not:	0%
	Don't know:	0%

11. If WDS staff were <u>not</u> able to answer all your questions, did they assist in referring you to a specific program to meet your needs?	Yes:	50%
	No:	0%
	N/A:	50%

12. Do you still have questions that were not answered to your satisfaction?

13. What one or two changes would you suggest to most improve the WDS services for customers? Other comments?

Closer proximity to restroom
 More Utilization of technology & electronic based systems rather than packets of paper
 More streamlined process for orientation unemployment appointment for thous better prepared.
 No video
 More workshops or online webinars

14. How did you hear about the TWNYCC? (not in any particular order) ☐

- 1 Unemployment (6)
- 2 Employer ()
- 3 Online (1)

WIOA Training PY2018

Start Date	End Date	OSOS ID	UI	Gend er	Age	Ethnicity	Educ	Barriers	Other Status	ETPL Offerings / Class(es)	Provider (ETP)	Adult SuppServ	ADULT	DW Supp Serv	DW	TET SS	TET Traning	Complete d	Employe d	Relat ed	Qtr Post Trng
1/29/2018	7/26/2018	14432339		F	50	W	11	Disabled	SNAP , SSDI	Comp TIA	Comp TIA		618.00					YES			4
7/17/2018	8/23/2018	00158933		M	27	B	12		SNAP	Welding	TST BOCES		1,300.00					YES	YES		4
8/3/2018	12/13/2018	9371378	X	F	33	B	13		SNAP	LPN	Pearson VUE		493.00					YES			3
2/12/2018	8/27/2018	06397245	X	F	40	W	12		TANF, SNAP, MED	Med Assist	NHA	\$538	74.00								4
8/8/2018	1/16/2019	13972683	X	F	32	B	13		SNAP	LPN	Pearson VUE		493.00					YES			2
8/20/2018	10/4/2018	08498735		F	27	U	14			LPN	GST BOCES	\$300	149.00					NO			3
8/22/2018	9/17/2018	13387214	X	F	63	W	13	Disabled	SNAP, SSI	Med Assist	NHA		184.00					YES	YES	YES	4
8/25/2018		09737165		F	55	B	M			Hotel Management	TC3		4,610.56								
9/17/2018	5/26/2019	07642251	X	M	36	W	12		599	Auto Tech	OCM BOCES			1130.00	2,628.00	320.00	245.98	YES	YES	YES	1
9/17/2018	11/16/2018	15616703	X	M	50	W	12			OJT	Incodema				2,292.50			YES	YES	YES	3
9/24/2018	1/24/2019	15641215	X	M	55	W	A	Veteran		OJT	Incodema		2,992.50					YES	YES	YES	2
9/26/2018	9/17/2018	10453460	X	F	34	W	A		SNAP	Phlebotomy	TC3 BIZ		115.00					YES	YES	YES	4
10/16/2018	2/25/2019	06063635	X	F	32	B	A			Phlebotomy	TC3			150.00	2,899.00						1
10/16/2018	2/25/2019	09751275		M	29	B	11			Phlebotomy	TC3			183.00	2,899.00			YES	YES		0
10/16/2018	4/11/2019	15676430		F	19	B/W	12		SNAP	Phlebotomy	TC3	\$36	2,899.00					YES			1
10/22/2018	2/23/2019	15685742	X	M	46	W	12		Rapid Response	HVAC/R	GST BOCES			2000.00	4,500.00			YES	YES	YES	2
10/26/2018	11/26/2018	15666398		F	30	W	M		SNAP	Personal Trainer	DCC (Dutchess)				1,295.00			YES	YES	YES	1
10/29/2018		15735382	X	M	21	H/L, W	B			CompTIA & Exam Prep	Pearson VUE	\$219	1,198.00								
11/5/2018		15605650	X	M	52	A	11	Disabled	Rapid Response, 599	HSE	TST BOCES				16.00						
11/14/2018	12/21/2018	15661825	X	M	55	W	12		Rapid Response	Small Business	TC3				119.00			YES	YES	YES	3
12/13/2018	1/3/2019	10449881	X	F	25	W	12	Disabled	TANF, SNAP, MED	HHA	TST BOCES	\$65	975.00					NO	YES	YES	2
2/4/2019		06839212	X	F	50	W	B			Business Plan Dev	TC3				115.00						
2/4/2019		7068017	X	F	45	B	12		SNAP	Clinical Lab Technician AAS	SUNY Broome			600.00		400.00	816.00	In Process			
2/6/2019		15760684	X	M	58	W	12		SEAP	Business Plan Dev	TC3				115.00			YES			
2/11/2019		015845806		F	34	W	B			Personal Trainer	DCC (Dutchess)		1,295.00								
2/12/2019	2/19/2019	13961483	X	M	42	W	M	Disabled	SNAP, SEAP	Busness Dev / Accounting	OCC, TC3			80.00	4,515.00				YES		2
03/11/19	05/27/19	15840539		M	35	W	13			Practice Exam 1 &2 - Cisco	New Horizons	300.00	3,198.00					YES	YES	YES	1
03/12/19	03/19/19	15711143		F	57	W	B			Fast Track to Business	Onondaga CC			96.45	125.00			YES	YES	YES	2
03/21/19		6857802		F	42	B	B		SNAP	Office, QuickBooks, Accounting	TC3 BIZ		115.00		4,539.00				YES	NO	
04/01/19		10540069		F	31	B	12			Medical Assistant	TC3 BIZ		299.00					UNK	YES		
04/02/19		14032996		M	38	B	12			NASM Certified Personal Trainer	Dutchess CC		1,295.00					In Process			
04/10/19		7165662	X	F	61	W	B			Human Resource Professional	TC3 BIZ					1,405.00		In Process			
04/10/19		15752885		F	56	W	B			Human Resource Professional	TC3 BIZ				1,795.00			In Process			
04/23/19		15927132		UD	24	W	12	Disabled		Cosmetology, Adult Education	GST BOCES	175.00	3,000.00					In Process	YES	NO	
04/30/19		15877509	X	M	39	W	B			Python Developer	TC3 BIZ						995.00	YES	NO	NO	
05/30/19		15920145		M	42	B, H/L	A			Mobile and Desktop Web Developer / Design	TC3 Ed2Go		2,995.00					In Process			
06/03/19	06/10/19	14836821		M	49	W	B	Disabled		Property and Casualty Insurance	Bryant & Stratton	181.50	569.00					YES	YES	YES	1
6/12/2019		15886493	X	F	49	W	M			Start Your Own Small Business	TC3 BIZ						119.00	In Process			
6/24/2019		15954305		M	19	W	12	Disabled		Precision Mfg	TST BOCES						1,250.00	In Process			
6/24/2019		1966479		M	47	A, W	A	Veteran; Disabled		Precision Maching	TST BOCES	60.00 98.50	1,250.00					In process			

2016 PROGRAM YEAR Participants - July 1, 2016 - June 30, 2017			2017 PROGRAM YEAR Participants - July 1, 2017 - June 30, 2018		
Demographic	Career Center Customers	% of Total	Demographic	Career Center Customers	% of Total
Total Participants	1,618	100.0%	Total Participants	1,616	100.0%
Gender			Gender		
Female	715	44.2%	Female	727	45.0%
Male	881	54.4%	Male	871	53.9%
Not Disclosed	22	1.4%	Not Disclosed	18	1.1%
Age at Registration			Age at Registration		
Under 18	23	1.4%	Under 18	19	1.2%
18 to 29	440	27.2%	18 to 29	383	23.7%
30 to 39	345	21.3%	30 to 39	395	24.4%
40 to 49	319	19.7%	40 to 49	303	18.8%
50 to 59	338	20.9%	50 to 59	344	21.3%
60 and Over	27	1.7%	60 and Over	179	11.1%
Not Disclosed	126	7.8%	Education @ Reg		
Education @ Reg			Less Than HS	112	6.9%
Less Than HS	154	9.5%	HS Diploma or Equiv	497	30.8%
HS Diploma or Equiv	524	32.4%	Some College	312	19.3%
Some College	289	17.9%	2 Year Degree	199	12.3%
2 Year Degree	167	10.3%	Bachelor's Degree	303	18.8%
Bachelor's Degree	286	17.7%	Post Graduate Degree	203	12.6%
Post Graduate Degree	198	12.2%	Veteran Status		
Veteran Status			Yes	86	5.3%
Yes	155	9.6%	No	729	45.1%
No	1,463	90.4%	Disability Status		
Disability Status			Yes	261	16.2%
Yes	237	14.6%	No	1,156	71.5%
No	1,232	76.1%	Not Disclosed	199	12.3%
Not Disclosed	149	9.2%	Employed Status @ Reg		
Employed Status @ Reg			Yes	334	20.7%
Yes	389	24.0%	No	1,287	79.6%
No	1,229	76.0%	Hispanic Ethnicity		
Hispanic Ethnicity			Yes	90	5.6%
Yes	81	5.0%	No	1,080	66.8%
No	1,088	67.2%	Not Disclosed	446	27.6%
Not Disclosed	449	27.8%	Race		
Race			White	1,143	70.7%
White	1,181	73.0%	Black or African American	225	13.9%
Black or African American	241	14.9%	Asian	42	2.6%
Asian	44	2.7%	Alaskan or American Indian	16	1.0%
Alaskan or American Indian	17	1.1%	Hawaiian or Pacific Islander	5	0.3%
Hawaiian or Pacific Islander	6	0.4%	Not Disclosed	212	13.1%
Not Disclosed	129	8.0%			

2018 PROGRAM YEAR
Participants - July 1, 2018 - June 30, 2019

Demographic	Center Customers	% of Total
Total Participants	1,613	100.0%
Gender		
Female	684	42.4%
Male	920	57.0%
Not Disclosed	9	0.6%
Age at Registration		
Under 18	10	0.6%
18 to 29	333	20.6%
30 to 39	383	23.7%
40 to 49	316	19.6%
50 to 59	370	22.9%
60 and Over	205	12.7%
Education @ Reg		
Less Than HS	126	7.8%
HS Diploma or Equiv	492	30.5%
Some College	304	18.8%
2 Year Degree	196	12.2%
Bachelor's Degree	305	18.9%
Post Graduate Degree	161	10.0%
Veteran Status		
Yes	138	8.6%
No	1,475	91.4%
Disability Status		
Yes	252	15.6%
No	1,125	69.7%
Not Disclosed	236	14.6%
Employed Status @ Reg		
Yes	319	19.8%
No	1,299	80.5%
Hispanic Ethnicity		
Yes	90	5.6%
No	1,051	65.2%
Not Disclosed	472	29.3%
Race		
White	1,156	71.7%
Black or African American	230	14.3%
Asian	42	2.6%
Alaskan or American Indian	22	1.4%
Hawaiian or Pacific Islander	9	0.6%
Not Disclosed	200	12.4%