

One Stop Operations and Oversight Committee

May 10, 2018

8:30 A.M.

Cornell University Human Resources

PRESENT: A. Bishop, T. Carlson, K. Cerasaro, L. Dillon
EXCUSED: S. Pronti, L. Holmes, B. Dickens, K. Kersey
STAFF: J. Mattick, J. Luu

Call to Order

Chairman Bishop called the meeting to order at 8:38 a.m.

Approval of Minutes

Due to the lack of quorum, the approval of minutes was deferred to the July meeting.

2017-2019 Workplan

Training Outcomes

Ms. Mattick noted the workplan now contains a column that indicates which meeting the information will be brought to.

1st-3rd Quarter Customer Satisfaction Report

The group reviewed the customer satisfaction results. Overall, numbers are down at the Center and this is due to unemployment going down.

Item #9. was discussed. "After your visit to the WDS Office today, do you feel that you are better prepared for your job search?" The first visit is usually an individual's assessment and it can take several visits.

Item #10. "Would you recommend the services you received from WDS to friends or colleagues with similar needs?" Satisfaction is often reflected by how quickly an individual can gain employment.

There was an individual comment that additional signage is needed, and Ms. Carlson reported this is being worked on as it can be challenging for individuals to find the office who are coming off the parking garage.

Ms. Mattick reported the survey questions were designed by the National Institute on Customer Service and numbers 9 and 10 are the most important to see how well services were provided and if individuals would recommend center services to their friends or colleagues. She stated that these questions are about managing expectations. Ms. Carlson stated that the 16% NA on item 9 can relate to the mandated appointment individuals on unemployment must attend, but who have a job to return to.

Quarterly Career Center Demographics Report

Training numbers are on track, services to individuals of color are up. There has been additional outreach to the Department of Social Services and Challenge Workforce Solutions. Sarah, who operates the BEAM Program is doing significant outreach as is the HETP Program. It was noted that additional connections are needed to connect with the Southside Community Center.

Ms. Dillon asked if there are staff providing vocational rehabilitation services. Ms. Carlson reported that the new Disability Resource Coordinator has been hired to provide services to individual 14-24 years old. There are also staff from ACCES-VR on site twice a week. An additional half-time Disability Resource Coordinator is going to be hired and this will free up the Workforce Development Specialist and allow that individual to provide more business services.

Ms. Dillon also asked if when people complete training and aren't employed if referrals are made to temporary employment agencies. Ms. Carlson reported that they are and that the temporary agencies are often on site doing recruitments.

The total participants report was distributed.

Center Certification Update

During the Center Certification process it was noted that a business services policy was needed. This has since been created. Ms. Mattick stated that there will need to be very specific discussions with Department of Labor regional staff because they are in the area providing services.

Business Customer Satisfaction Process/Forms

There was discussion about creating a business services satisfaction survey using Survey Monkey and bring the template to a future meeting.

Director's Report

Ms. Mattick distributed the report that was sent to the State relating to the Center Certification. She stated that she originally told the Committee that only the required elements needed to pass for certification. This was incorrect and 60% of the enhancement measures were also required to pass and those that did not needed to have an improvement plan in place. She noted that all of the enhancement elements also need to have a continued improvement plan. She also reported that she has added the certification process to the workplan for review on a biennial basis.

Adjournment

The meeting adjourned at 9:42 a.m. The next meeting is scheduled for Thursday, July 12th at 8:30 a.m. at the Cornell Recruitment and Employment Center.

Minutes prepared by Jennifer Luu.