

One Stop Operations and Oversight Committee

November 21, 2019, 2019

8:30 A.M.

Cornell University Human Resources

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

CALL TO ORDER

Chairman Bishop called the meeting to order at 8:35 a.m.

APPROVAL OF MINUTES – September 12, 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 September 12, 2019 as written.

2017-2019 WORKPLAN

A. Demographics Report and Center Update

Mr. Cerasaro reviewed the demographics report and explained that the Career Center customers column is both active customers and new customers and includes people carried over from previous years. Ms. Franzese asked how many new customers the center was serving. Ms. Mattick informed the committee that a report is available that has that information. Mr. Bishop stated that he would like that information provided at future meetings.

Mr. Levesque arrived at 8:45 a.m.

Center Update

Mr. Cerasaro reported that Ms. Mattick, Ms. Mouillesseaux met with Ms. Morrell of Legal Assistance of Western New York regarding their joint Engage Cornell project designed to assist people on unemployment and people with legal barriers to employment.

Ms. Mouillesseaux updated the committee on events the Career Center has been working on. On Tuesday, November 19th there was a workshop on Entrepreneurship for Youth. November 21, 2019 the Office of Employment and Training staff and TST BOCES are meeting to have a conversation about a gap in ESL classes in our community. The staff has been working on a marketing campaign to reach customers which includes bus ads, social media outreach, rack cards, community presentations and tabling, workshops, web design and radio ads to inform customers what the center has to offer.

Ms. Franzese inquired if the career center is fully staffed. Ms. Mouillesseaux replied that she has been appointed the Interim Director and other than her position the career center is fully staffed. Ms. Mouillesseaux has a project assistant that is supporting the DEI and WIOA youth services and would like to hire an additional project assistant to help with other projects.

B. Career Center Recertification Focus

Ms. Mattick informed the committee that the re-certification will be on the agenda for the next 3 meetings. The committee will need to come up with a plan and move forward with Mr. Cerasaro and Ms. Mouillesseaux on internal and external signage. Mr. Cerasaro provided an update to the committee on attribute #21 – Business Services are available and hiring incentives are marketed. He stated that the career center now has C. Sloan providing business services. He also stated that the Career Center has made improvements in attribute #24 Staff recognize the value

of employment outcomes and tailor services as a result. He stated that employment outcomes are now captured by the staff and they have a better understanding of how to record them in OSOS.

DIRECTOR'S REPORT

Ms. Mattick reported that the Workforce Development Board Director position has been posted and recruitment is underway.

ADJOURNMENT

The meeting adjourned at 9:35 a.m.

The next meeting is scheduled for Thursday, January 9, 2020 at 8:30 a.m., Cornell Recruitment and Employment Center conference room.

2017 PROGRAM YEAR Participants - July 1, 2017 - June 30, 2018		
Demographic	Career Center Customers	% of Total
Total Participants	1,616	100.0%
Gender		
Female	727	45.0%
Male	871	53.9%
Not Disclosed	18	1.1%
Age at Registration		
Under 18	19	1.2%
18 to 29	383	23.7%
30 to 39	395	24.4%
40 to 49	303	18.8%
50 to 59	344	21.3%
60 and Over	179	11.1%
Education @ Reg		
Less Than HS	112	6.9%
HS Diploma or Equiv	497	30.8%
Some College	312	19.3%
2 Year Degree	199	12.3%
Bachelor's Degree	303	18.8%
Post Graduate Degree	203	12.6%
Veteran Status		
Yes	86	5.3%
No	729	45.1%
Disability Status		
Yes	261	16.2%
No	1,156	71.5%
Not Disclosed	199	12.3%
Employed Status @ Reg		
Yes	334	20.7%
No	1,287	79.6%
Hispanic Ethnicity		
Yes	90	5.6%
No	1,080	66.8%
Not Disclosed	446	27.6%
Race		
White	1,143	70.7%
Black or African American	225	13.9%
Asian	42	2.6%
Alaskan or American Indian	16	1.0%
Hawaiian or Pacific Islander	5	0.3%
Not Disclosed	212	13.1%

2018 PROGRAM YEAR Participants - July 1, 2018 - June 30, 2019		
Demographic	Career 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%

2019 PROGRAM YEAR YTD Participants - July 1, 2019 - October 31, 2019		
Demographic	Career Center Customers	% of Total
Total Participants	858	100.0%
Gender		
Female	379	44.2%
Male	475	55.4%
Not Disclosed	4	0.5%
Age at Registration		
Under 18	5	0.6%
18 to 29	169	19.7%
30 to 39	194	22.6%
40 to 49	183	21.3%
50 to 59	201	23.4%
60 and Over	106	12.4%
Education @ Reg		
Less Than HS	63	7.3%
HS Diploma or Equiv	249	29.0%
Some College	152	17.7%
2 Year Degree	108	12.6%
Bachelor's Degree	172	20.0%
Post Graduate Degree	114	13.3%
Veteran Status		
Yes	78	9.1%
No	780	90.9%
Disability Status		
Yes	159	18.5%
No	570	66.4%
Not Disclosed	129	15.0%
Employed Status @ Reg		
Yes	179	20.9%
No	679	79.1%
Hispanic Ethnicity		
Yes	50	5.8%
No	563	65.6%
Not Disclosed	245	28.6%
Race		
White	597	69.6%
Black or African American	117	13.6%
Asian	32	3.7%
Alaskan or American Indian	11	1.3%
Hawaiian or Pacific Islander	6	0.7%
Not Disclosed	109	12.7%

Career Center	Certified
Required	✓
Enhancement 1	10 /11
Enhancement 2	9 /14
Total	19 /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	Y

Enhancement 2	
Question #	Y/N
12	Y
13	Y
14	N
15	Y
16	Y
17	Y
18	Y
19	N
20	Y
21	N
22	Y
23	Y
24	N
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		✓

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		

customers seamlessly between entry and service delivery with as few hand-offs as possible.	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>

A process is in place, and utilized, for collecting feedback from businesses regarding the delivery of business services.	Y	✓
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	Improvement Action
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. The NYSDOL has identified that they will be providing them
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, the ppt for the TV display will be updated to portray a welcoming environment.
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	Additional, no-cost, community space will be identified and documented along with instructions on how to reserve for scheduling conflicts.
5. Resource Room The Resource Room has an adequate number of workstations to meet customer demand, and equipment is in working order.	Y	As budgets allow we will update training lab equipment throughout the next three years. A review of DOL owned resource room equipment will occur as well with a recommendation to DOL to upgrade outdated equipment.
6. Adaptive Technology Adaptive technology is available in the Resource Room for customers with disabilities.	Y	Adaptive technology will be updated by end of July 2018.
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 a 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 Attachment B - Career Center Certification Tool	3	Additional diversity training will be conducted with all staff by

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	December 2018.
10. Assistive Resources Center-based and virtual services and resources are available for individuals with disabilities.		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.
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	The state EEO staff will be conducting additional WIOA complaint training. The goal is to have this completed by December 2018.
	4 out of 4	
Total	10 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 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	Refresher customer service training will occur by June 2019.
		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.	N	Service MOU partners have committed to creating a process to track and follow all referrals and will be working on the process/procedure in 2018.
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 will be reviewed and demonstrated during biweekly staff meetings.
16. Connection to the Community The Center connects to the community through community partnerships and community access points.	Y	The Center will create a baseline to measure community access points and seek to increase the number through June 2019.
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	Notes will begin to be taken and shared with staff absent from the biweekly staff meetings.
18. Primary Indicators of Performance		Further staff training will occur around WIOA performance measures

Primary Indicators of Performance are discussed with all Career Center staff on a regular basis, in accordance with most current Performance TA.	Y	and then again once we have standards for WIOA performance.
19. 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.	N	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.
		4 out of 6

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. In addition, additional emphasis will be placed on educating staff and customers on top tier companies in Tompkins County w/great opportunities for advancement, pay increases, great benefits, etc.
21. Business Services Business services are available (such as referral of qualified candidates, on-site recruitment, and skill verification), and hiring incentives are marketed.	N	The Career Center has relied on regional DOL staff to provide business services and this has not met businesses needs as regional staff do not have relationships necessary to work w/ area businesses. Effective June 1, 2018, a .50FTE Business Services Specialist is being created utilizing a variety of resources.
1 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.	N	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 an employment outcome.
25. Industry-Recognized Credentials Center promotes easy access to education and training that leads to industry-recognized credentials.	N	Access to education and training is streamlined. Access to training that leads to industry-recognized credentials is a challenge with a lack of training opportunities in the community. Further work is being done to identify opportunities for virtual training as well as educating local training providers regarding the training needs.
2 out of 4		
9 out of 14		