

One Stop Operations and Oversight Committee

May 11, 2021

8:30 A.M.

ZOOM platform

PRESENT: A. Bishop, Lee Dillon, P. Levesque, K. Franzese, K. Kersey

EXCUSED: B. Forrest

STAFF: N. Branosky, D. Achilles

GUEST: J. Mouillesseaux, K. Cerasaro

CALL TO ORDER

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

APPROVAL OF MINUTES – March 17, 2021

It was moved by Ms. Franzese, seconded by Mr. Bishop and unanimously adopted by voice vote of members present to approve the minutes of March 17, 2021 as written.

WORKPLAN

Virtual Career Center

Ms. Branosky reported to the Committee that New York State Department of Labor will be releasing an online customer service platform in stages throughout 2021. As NYSDOL moves forward in the stages, Eightfold A1 will be a key partner in having thirty-two training session to orient staff to what a virtual Career Center will look like.

Mr. Cerasaro reported that the virtual Career Center will be Statewide. The online services will be for job seekers to upload resumes and link with potential employers. The Career Center staff will still be available to help through the process.

Ms. Mouillesseaux reported that the Career Center staff are continuing to adjust ways of providing services to customers through platforms that are available. As the Career Center staff has been moving forward with meeting, we have acquired a conference room at Center Ithaca to provide services to customers who are not able to access services on their own. Ms. Mouillesseaux reported that the Career Center staff are still working with customers through many online workshops.

Career Center Security

Ms. Branosky reviewed the conversation the Committee was having about Career Center security during the recertification process. Ms. Branosky reported that this was a concern for all Committee members and how we move forward with the process to make sure the Career Center is a safe place for staff and customers. Mr. Cerasaro will move forward with reaching out to the Tompkins County Sheriff's office to schedule a walk-through of the Career Center and get recommendations on potential security improvements.

DIRECTOR'S REPORT

Ms. Branosky reviewed the unemployment rate for Tompkins County, reported to be around 4 to 5 1/2%. In Tompkins County pre-pandemic, there were roughly 25 – 55 unemployment claims compared to 140 – 200 claims in 2021.

ADJOURNMENT

The meeting adjourned at 9:38 a.m.

The next scheduled meeting is Tuesday, July 13, 2021.

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	✓
13	Y	✓
14	Y	✓
15	Y	✓
16	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
24	Y
25	Y

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	
1. External Signage		
External signage clearly identifies the location as a NYS Career Center and American Job Center.	Y	Signs are placed at the front entrance of the building which houses the Career Center, and throughout the walkway leading to the Career Center location. The few that are temporary are being updated. The Career Center displays stickers for windows that identify the NYS Career Center location as an American Job Center.
2. Internal Signage		
Internal signage helps customers easily navigate the Career Center and is inviting and welcoming.	Y	The Career Center includes questions in customer satisfaction surveys to assess the visibility of internal and external signage. Feedback from these surveys is used to make modifications. For example: PPT display for the TV has been updated to include all partners and
3. Appearance		
The Career Center is clean and has a professional appearance.	Y	The Career Center includes questions in customer satisfaction surveys to assess customers' views on the Center's cleanliness and professional appearance. Feedback is continually used to make improvements.
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	Conference room space for large events and Meet-the-Employer sessions is scheduled, when necessary (and allowable), at the Tompkins County Public Library. The latter are currently being delivered via Zoom.
5. Resource Room		
The Resource Room has an adequate number of workstations to meet customer demand, and equipment is in working order.	Y	A review of DOL-owned Resource Room equipment has occurred and all computers have been updated by Tompkins County.
6. Adaptive Technology		
Adaptive technology is available in the Resource Room for customers with disabilities.	Y	Adaptive tech has been updated to equitably serve customers with disabilities. Includes: a photo scanner, privacy screen, Ergo keypad and mouse, large print keyboard, trackball mouse, headphones and mic, YX HD desk set CCTV, Zoom text magnifier, JAWS, Zoom text
7. Safety and Security		
The Career Center has adequate safety and security precautions in place.	Y	Center management reviews procedures twice annually. This includes evacuation plans, how to handle disruptive customers, active shooter skills, and when to call 911. This is also a component of the onboarding checklist for new staff.
		7 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 is conducted every 6 months to ensure that any changes or updates are kept current.
9. Staff Training for a Diverse Customer Base		
		Staff participate in on-going training to inform interactions with marginalized populations including: individuals with disabilities,

<p>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.</p>	<p>Y</p>	<p>marginalized populations including: individuals with disabilities, individuals who identify as LGBTQ+, individuals with experience in the justice system and those going through re-entry, individuals from a variety of cultures and socioeconomic backgrounds.</p>
<p>10. Assistive Resources</p> <hr/> <p>Center-based and virtual services and resources are available for individuals with disabilities.</p>	<p>Y</p>	<p>Career Center management and staff annually review resources available to customers. A review of assistive resources is also a component of the Center's new employee checklist.</p>
<p>11. Complaint Procedure</p> <hr/> <p>Employment Services and WIOA Complaint system is in place and utilized. Appropriate staff are identified and trained on how to receive and process complaints.</p>	<p>Y</p>	<p>The Career Center follows the complaint process issued by Technical Advisory #18-4 issued by NYSDOL, and follows the accompanying guidance. Additional resources such as archived webinars are being sought out to keep current.</p>
<p>4 out of 4</p>		
<p>Total</p>	<p>11 out of 11</p>	

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	The Career Center has a knowledgeable and friendly staff member assigned to the front desk to ensure a professional greeting and assistance with resources and services.
13. Customer Service Training		
Front line staff have been given the opportunity to, and have participated in, customer service training.	Y	All staff participate in customer service training as part of their orientation to services and on-going staff development. This includes virtual customer service training.
		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.	Y	Staff have created and agreed a process with partners to track and follow all referrals. This is an essential part of the on-boarding of new staff, and is adjusted as needed.
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 are continually reviewed during bi-weekly staff meetings. This process is expected to evolve and change as decisions are made at the State level about maintaining an on-site presence and bringing on any new virtual services / training platforms.
16. Connection to the Community		
The Center connects to the community through community partnerships and community access points.	Y	The Center will continue to measure community access points, both on-site and for virtual services, as ways of delivering services continue to change.
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	Both bi-weekly meetings among Career Center staff, and weekly meetings between the Career Center Director and the Supervising Labor Services Representative are standard practice and will continue into the future to ensure services are current and of high quality.
18. Primary Indicators of Performance		Improvement Action

<p>Primary Indicators of Performance are discussed with all Career Center staff on a regular basis, in accordance with most current Performance TA.</p>	<p>Y</p>	<p>Staff training continues, based on the most recent WIOA performance measures and State advisories.</p>
<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>Information and updates on training from partner and non-partner agencies are shared at bi-weekly staff meetings. Connection with partners and community service providers has been enhanced and is approached by focusing on the needs of specific customer groups and their barriers to employment.</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	The Center actively connects customers to training which leads to industry-recognized credentials, and the Center works with partners to ensure opportunities are current. The list of in-demand occupations is continually reviewed and may change following Workforce Development Board approval.
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	Career Center resources have been re-directed to enhance business services since the previous certification process and throughout the pandemic months of 2020. A noticeable difference has been expressed by business-focused organizations locally. Future-planning includes a full range of services to connect job-seekers and employers
		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 on- and off-site partner staff takes place to ensure they know of resources available for supportive services. These services include: transportation, tutoring and mentoring services, financial assistance with training expenses, and assistance with child care, housing, and mental health services.
23. Skill Development		
Staff recognize the value of skill development and tailor services accordingly.	Y	Staff meetings are 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 are trained with emphasis on employment plans that focus on skill development with 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	The Center promotes and connects customers to training which leads to industry-recognized credentials, as offered by partners based on the list of in-demand occupations. This list is continually reviewed with the Workforce Development Board.
		4 out of 4

14 out of 14