



# Operator Report

On March 13, 2018, Harquin, as One Stop Operator, made its initial report to the Westchester-Putnam Workforce Development Board. That report summarized the key activities during the first seven months of the Operator contract, observations, and most importantly, ten recommendations that Harquin felt were critical to accomplish. Harquin is pleased to report that significant progress was made during the year to complete these recommendations.

Two of the most significant accomplishments of 2018 are:

- (i) the implementation of regular meetings of the Operator and Atul Sheffey, DOL Manager, and OJ Yizar, White Plains and Mount Vernon Career Center Manager, to identify areas in need of improvement, brainstorm solutions, and collaborate on execution and training and
- (ii) the creation of system-wide monthly staff meetings with all DOL, County, and partner staff from the four Career Centers. These manager and staff meetings have resulted in significant improvements in functional alignment, communication, coordination, and customer service.

The following is an update on what has been accomplished for each of the global recommendations from the March Report:

**1. Internal Communications:** Create a System-wide internal communications system—email, calendar, bulletin board—to keep staff and partners current on the programs and services being promoted to the public. Staff felt they are not kept up to date which inhibits them from serving their customers to the best of their ability and in a time-efficient fashion.

- a. Weekly manager meetings and monthly staff meetings have led to greatly improved communication and coordination of staff.
- b. Monthly e-blasts keep staff informed about happenings in the Network.
- c. Master contact sheet for the entire system (including partners) was created, checked, and shared with the Career Center Managers. Wider sharing and plan for regular review and update to be completed.

**Customer Service Initiatives included:**

- d. Creation of "Overview of Services" Handout
- e. The ES-100 customer intake form was streamlined from 19 pages to 12
- f. Customer Survey (online and paper printout) was reviewed, tested, and updated
- g. OJT Letters/Flyers created for customers to use at interviews—distribution to DOL and County staff
- h. Review of Workshop registration and writing of descriptions to help customers choose the appropriate classes for their skill level
- i. Individual Training Account and Eligible Training Provider review and update
- j. Navigation for "Services" added to website to help customers better navigate to a page that summarizes all the Services the Network offers.

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**Orientation Information Packet**

**White Plains Career Center**  
120 Bloomingdale Road  
(914) 995-3910  
Orientations: Wednesdays 2-3pm and Fridays 9-30am  
Office Hours: Monday – Friday 8:30am to 5:00pm

**Carmel Career Center**  
110 Old Route Six, Building #3  
(845) 808-1651  
Orientations: Walk-in  
Office Hours: Monday – Friday 9:00am to 5:00pm

**Mount Vernon Career Center**  
130 Mount Vernon Avenue, 1<sup>st</sup> Floor  
(914) 813-6555  
Orientations: Tuesdays at 10:30am and Thursdays at 2pm  
Office Hours: Monday – Friday 9:00am to 5:00pm

**Peekskill Career Center**  
201 South James Street  
(914) 737-3490  
Orientations: Walk-in  
Office Hours: Monday – Friday 8:30am to 5:00pm

[www.westchesternonstop.com](http://www.westchesternonstop.com)

Orientalion schedules can change without notice; please call the Career Center for an updated Orientation schedule.

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**Mount Vernon Career Center Holds Ceremonial Ribbon-Cutting**

On Thursday, September 27, 2018, the Westchester-Putnam Workforce Development Board and staff members from the Mount Vernon Career Center celebrated the Center's new location with a ribbon-cutting ceremony. Officially opened on April 10th at 130 Mount Vernon Avenue, the Mount Vernon Career Center is conveniently located within walking distance of the Mount Vernon West Metro North station to better serve Westchester County residents seeking employment services.

Since opening, the Mount Vernon Career Center has hosted a Talent Shortage Symposium, several Job Recruitment Fairs with local employers, and served numerous job seekers by providing employment counseling, skills assessments, and job-readiness training.

Westchester-Putnam Workforce Development Board Members pictured L to R: Claudia Murphy, Thom Kleiner, Edward Cooke, Kevin McGuire, Jamie Schuster, Allison Madison, Wiley Harrison, Dr. Harsha Gordon, Richard St. Paul, David Singer, Dr. Belinda S. Miles, Diane Atkins, Leonard Townes, Joseph DiCarlo, Michele Green, Robert O. Sanders

Mount Vernon Career Center Staff Members pictured L to R: Effie Phillips, Charlene Kyle-Davis, Stanley Eke, Leslie Mesgett, Cheryl Washington, OJ Yizar, Edward Roberts, Kathy Israel, Judith King, Melissa Thompson, Nalshon Hatevi, Agnes McFarlane, Linda McKinzie-Daugherty, and Robert Burrell

**Career Center Staff Goes Purple on October 18 to Observe Domestic Violence Month**

**2. Orientation Presentation:** Implement scripted and templated orientation presentation for all centers to ensure all messaging is consistent and up-to-date. Train all orientation leaders. Consider creating an orientation video. Create an orientation flyer listing all services.

- a. Created an "Overview of Services" Handout that is functionally aligned and succinctly summarizes all Network services and programs. This was identified as a priority after the Operator observed several orientations and noticed (i) inconsistencies in delivery of information between orientation facilitators in what was communicated to customers and (ii) the amount of information verbally communicated was too much to absorb with no comprehensive handout to take home.
  - i. Multiple rounds of input was solicited and received by staff and partners.
  - ii. Due diligence was performed—every phone number called, every link checked, review of NYS marketing materials to present both state and county services to ensure customers are receiving functionally aligned, complete, correct, and actionable information. The handout was also translated to Spanish.
  - iii. Printed copies were distributed to all four centers and posted on the website.
- b. An Orientation script was developed in collaboration with all Career Center staff to identify what, how, and in what priority information should be conveyed in the Orientations. The script was reviewed with all staff at the staff meetings.
- c. The customer journey was audited and examined in detail, exploring the process of how customers find and experience the centers—from the UI customer who is required to report to walk-ins. We have discussed at length how to streamline the form-filling process that required customers to fill out forms unnecessarily. This examination resulted in the ES100 form being edited down from 19 pages to 12. The goal is to make the experience positive and helpful.
- d. Secret Shoppers were deployed to monitor and report on their experience. The results have been very positive.

**3. Staff Meetings:** Plan for monthly staff meetings the 2nd Thursday of every month

- a. Staff meetings now include time for spot training, disseminating information, explaining grant programs like Jobs Waiting and Ready to Work, and taking questions.
- b. A training topic is scheduled at each meeting (e.g. Tech Hire requirements, Career Pathways, Referral Process). Spotlight training responsibilities are shared by both DOL, County, and partner staff. The staff member speaks for a short time, provides handouts, and take questions.
- c. Staff share best practices with each other to eliminate silos.
- d. Issues within the system are being identified and discussed: e.g. Issues with customers not getting a customer NY# issued fast enough so that they could secure appointments was examined and resolved.
- d. Sharing of upcoming events and team building
- e. Minutes are taken and distributed to all staff via email to ensure all have meeting information to eliminate the "I wasn't trained, I wasn't told" excuses.

**Results:** Feedback from staff has been very positive. Staff feels more collaborative and better informed.

**4. Primary Indicators of Performance Measures:** Define measurable goals for the entire System (number of job placements, ITAs, BTAs, etc.) and input into OSOS. Generate OSOS reports against those goals as well as the required Primary Indicators of Performance.

- a. We have identified information needed from NYS DOL to monitor progress toward PIP. Currently, no regular reports are generated from NYS DOL to county staff to allow for monitoring of PIP. We and identified the data needed and plan to email the DOL contact to ask to have results sent to us on a monthly basis.



**5. WPOS-OSOS:** Establish a working committee to review the current system of entering data and find a solution to eliminate duplication and wasted time. Contact OSOS help desk to review system requirements that prevent all partners from using OSOS due to computer browser/platform issues.

a. Examined the process of data entry into OSOS from the ES-100 form filled out at orientation and worked as a team to streamline and expedite the process so that NY#'s are issued to customers in a more timely way and have established a system for customers to call and retrieve them.

**6. Job Fairs:** Create a system-wide process for organizing and sharing job fairs, posting on calendars, and promoting to customers and the public. Assess functional alignment of WPOS website and JobZone to eliminate as much duplication as possible and ensure equal access to jobs for all customers.

- a. Assisted in facilitating meeting and communication between the DOL and County Business Services Team.
- b. Initiatives accomplished at the meeting:
- Creation of monthly meetings of Business Services team to better coordinate activities allowing for longer lead times;
  - Creation of Business Services Team contact list; system established for communicating and sharing upcoming job fairs;
  - Posting of County and DOL Jobs Fairs on each other's calendars;
  - Unified branding of all job fairs marketing materials; Shared responsibility for promotion in e-blast, social media, printed materials;
  - Inclusion of County staff member on DOL Rapid Response Team;
- c. Pamphlet written and designed for use at job fairs and Rapid Response Team meetings with people facing layoffs.
- d. A new OJT letter and flyer were created to help job seekers promote their qualifications for OJT funding.
- e. Business Team Employer Assessment Form was reviewed, streamlined, and branded.

Results: All staff is aware of upcoming job fairs with more lead time to share with customers resulting in better attendance. The Nov. 7th job fair in MVCC had over 130 job seekers attend.

**7. Customer Surveys:** Review online survey to assess usability and relevance. Make sure all staff are given the link with instructions on how to pass on to their customers.

- a. In consultation with DOL and CC Manager, reviewed and revamped online Customer Survey.
- b. Created paper version of the survey for customers for distribution at the centers

**8. Staffing/Training:** Increase regular training for staff. Create sharing of training documents among Centers for facilitate orientation of new hires and ongoing training/re-training of staff.

- a. Training on the new Overview of Services and Orientation Script were held with all staff.
- b. Spot training has been incorporated into the monthly staff meetings.
- c. OSOS data entry training provided by Sheila Davis of DOL to Mount Vernon Career Center staff
- d. OJT talking points created to help LSR's and Employment Counselors assist customers on usage

**9. Technology:** Enable use of a Shared Drive for all staff so that documents can be created, shared, and kept up to date; enable social media permissions for all staff so they can assist in liking and sharing information, update WPOS Website with new branding and create Workforce page that lists all partners.

- a. Calendar is populated and shared with events from all corners of the Network
- b. New computers with adaptive technology were delivered to all Career Centers.

**10. Signage:** All Centers need signage and visuals with updated branding.

The Operator is working on the completion of the recertification of the WPWDB by year-end 2018.

**NEW YORK STATE**  
Westchester-Putnam Career Center  
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130 Mount Vernon Avenue,  
2nd Floor, Conference Rooms  
Mount Vernon, NY 10550  
www.westchesterputnamnonestop.com

# Job Recruitment Fair

## November 7 • 10am

**No Appointment Necessary**

- Dress professionally and be prepared to interview
- Bring plenty of resumes
- Bring a Picture ID & Sign in at the Security Desk
- Be proactive by researching the position you are interested in on the employers website and applying on-line in advance of meeting in-person.

**RSVP to:**  
Hubshon D. Haled — (914) 913-7398  
hghd@westchestergov.com  
Judith King — (914) 813-7339  
jike@westchestergov.com  
Andrew Wainer — (914) 813-7338

**Sept. 26 and 27, 2018 - Whole Foods Job Information Sessions**  
Whole Foods will be providing an informational session on all the employment opportunities associated with the opening of their new Hudson Valley store in Chappaqua, NY. Positions are available in all departments, with over 100 openings.

**Sept. 26, 2018 - Job Recruitment Fair from 10 a.m. to 2 p.m., Mount Vernon Career Center**  
The Mount Vernon Career Center will be holding an on-site job recruitment fair for the following employers: AetnaCare, Express Employment Professionals  
Types of jobs include: Administrative Assistants, Drivers, Front Desk, Home Health Aides, Housekeeping, Managerial Positions, Security Officer, Restoration Technicians, Dishwashers, Bookkeeper, Driver's Assistant, Production Worker, Restaurant Manager, House Cook, Porter, Warehouse Production, Personal Care Aide, Disability Aide, Utility Worker, Food Service Aide, Housekeeping Aide, Laundry Aide.

**Job Recruitment Fair**  
Sept. 26 10am-2pm

**Recruitment**  
No appointment is necessary. Plan to arrive between 10 a.m. and 1:30 p.m. Dress professionally and be prepared to interview. Bring plenty of resumes, a picture ID and sign in at the security desk. **Additional Information:**

For more information contact:  
Laura Love (914) 955-6456, laura.love@mtcc.com

**NEW YORK STATE**  
Westchester-Putnam Career Center  
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Date: \_\_\_\_\_

Dear Prospective Employer:

Most employers provide some type of training during the first few months of employment to acclimate new hires to their position and the processes of the organization. Although some job applicants have experience, they may not have specific skills for the position with your company. Therefore, the on-the-job training (OJT) incentive is a viable solution to the challenge of workforce demand—a "win-win" solution for both the business and employee.

The bearer of this letter is a participant within the Westchester-Putnam Career Center Network, which may entitle you as an employer to receive specific state and/or federal incentives contingent upon full-time employment with your company. One such incentive is the "on-the-job-training" (OJT) where you may be reimbursed up to 50% of the employee's total wages paid during a defined training period of up to 6 months. Eligible employees must make less than \$26/hour and be employed full-time. To receive training reimbursement, a contract with Westchester County is required (valid for 4 years and can be used for training multiple employees), as well as a training plan, skills assessment, and documentation of hours and cost.

If you would be interested in finding out how the OJT incentive works to explain the details.

Sincerely,  
*Dr. LaTasha Hamlett-Carver*  
Dr. LaTasha Hamlett-Carver  
Business Services Liaison  
lgha@westchestergov.com  
914-813-7333

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## To Find the Right Job It Pays to be Connected

**CAREER COUNSELING**

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