



**Camden County
Workforce Development Board**
Supporting the Development and Retention of a World Class Workforce

Gregg T. DeBaere, Chair
Jeffrey S. Swartz, Executive Director

**OPERATIONS COMMITTEE MEETING
MINUTES JANUARY 13TH, 2017**

ATTENDANCE

Members		8-Jul	12-Aug	9-Sep	14-Oct	4-Nov	9-Dec	13-Jan
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications	X	X	X	X	X	X	X
Deitz, Jeff	NJDVR		X	X	X			X
Campbell, Art	Camden County Commerce							
Clark, Jeffrey	NJDVR							
Connors, Kristi	NJ Department of Labor	X	X	X	X	X	X	X
Festenstine, Teresa	Board of Social Services		X	X	X		X	
Mayfield, Kathleen S.	Camden County One-Stop Operator	X	X	X	X	X	X	X
Potts, John	Graphic Communication M14							
Wahlquist, Robert	Preit Associates							
Joshua Friedman	Director, Camden County Resource Center			X	X		X	X
Lope, Krista	NJDVR						X	X
Perna, Melanie	DVR						X	
Swartz, Jeffrey S.	WDB Executive Director	X	X	X	X	X	X	X
Williams, Leslie J	WDB Comptroller	X		X	X	X	X	
Stubblefield, Lelia	WDB Administrative Assistant							
Varallo, Kathleen	WDB Administrative Assistant	X	X	X	X	X	X	X

WELCOME

Chair Gregg DeBaere called the meeting to order at 9am, welcomed attendees and asked for roundtable introductions.

• **PROGRAM UPDATES:**

Camden Corps Plus (CCP) The grant funded program is a collaborative effort between the local government and schools including Rutgers University and Camden County College. It will help find jobs for young residents, between ages 16 and 24, who don't have a high school degree.

Kathleen S. Mayfield, One-Stop Operator, reported that since Laurie McGuire's leave of absence, she and Marie Meade, One-Stop Administrative Assistant, have worked diligently to complete eligibility requirements for participants ready to take their High Set Test. She said the Center for Family Services still has work they have to do on eligibility. They have acknowledged and received a list of those eligibility requirements yet to be completed. Kathy said now that Laurie is back in the office, she will be

following up with them. The public assistance portion of the Camden Corps Plus program is not yet fully implemented because it does not meet the hours required to be a welfare program. Gregg asked if all participating CCP agencies are meeting regularly. Kathy said that email communications are ongoing. The group meetings will convene within the next month or so.

Opportunity Partnership Grant with Moe Shea and Bancroft

Joshua A. Friedman, Recourse Center Director, said 12 applicants responded to a job posting, four of which were able to be TABE tested. Kathy said the One-Stop will continue to work with Bancroft knowing that they will provide their own training for all new employee hires. She said the One-Stop will keep an open job order for them and also try to provide them with On-the-Job (OJT) training candidates. She said Catherine Carroll, Business Service Rep established an OJT contract with Bancroft. Bancroft is aware of the requirements and parameters of the contract. She said this will create a good continuing relationship and job opportunities that may be credited to the One-Stop. She does not know if Bancroft will continue to participate with Moe Shea. Jeffrey S. Swartz, WDB Executive Director said he would follow up with Bancroft at their next Human Capital Meeting on April 13th, 2017.

Cooper Hospital – Medical Coding Initiative

Kathy reported meeting with Cooper Hospital on January 12th. This was the third meeting with regard to this program. The program is a little more involved than originally anticipated because it now involves Camden County College. Cooper is finding it challenging to find qualified Medical Coders. They have been using sub-contractors to do these services and now want to bring the work in-house. The One-Stop will not be involved in the direct hires of those who have been trained by the college. Kathy said a Memorandum of Understanding (MOU) has been drafted to establish a standard of procedure and partnership with Camden County College, Hopeworks and the One-Stop/Resource Center. Cooper is looking to minimize the \$8,500 cost per student. Hopeworks will be providing some training and it is thought that the remedial training can be provided by the Learning Link program in order to save on financial aide for the students. Once hired by Cooper, some tuition reimbursement will be provided. Cooper has career paths mapped out in phases and it is well thought out. The college has a 39 credit training program comprised of medical coding courses. Hopeworks will be providing recruiting and assessment and will report throughout the process. Kathy said the WDB may have to approve additional funding over what is normally allocated for such projects. Kathy and Jeff will continue to attend regular project meetings and will present the final MOU, including project costs and details, to the Board for approval.

FACE Forward 2 Program

Face Forward 2 is a national program that is being administered through the Volunteers of America. (VOA) Jeff said he met with Dr. Claudio Cerullo, VOA Program Director and suggested he contact Nidia Sinclair, Youth Manager because he had many youth participants that could be registered at the Youth One-Stop. Jeff invited Dr. Cerullo to serve on the Youth Investment Council. Joshua said that he will be following up with Nidia regarding the Face Forward Project.

Project Search

Jeff said he continues to attend meetings in support of this project being conducted at Kennedy Hospital with Yale School Students on the Autistic Spectrum. Kathy reported that Kristi Connors, One Stop Manager, arranged for the first youth cohort of Project Search to be registered at the One-Stop in order to participate in resume writing and interview skills workshop. Jeff Dietz, DVR said the second cohort will be starting soon and they will be looking at additional training sites such as Wegmans Food Stores. The students are being trained through On-the-Job Internships.

Kathy said her understanding of the program is that it is a wraparound program that takes students through on the job skills training and eventual job placement.

Meals on Wheels

Joshua reported that Meals on Wheels was guided to sign up on the On-Ramp site in order to post jobs. They have not reached out to the One-Stop to do a recruitment.

- **ONE-STOP COMMUNICATIONS & UPDATES**

Joshua reported that he is now scheduling regular staff and training meetings. He and Kristi Connors, One-Stop Manager are working on providing more training opportunities for the counselors. Kathy suggested getting approval from Bancroft to use the power point they produced for additional training of One-Stop Counselors, due to the high percentage of youth entering Certified Nurse Assistant (CNA) programs. She said that since the One-Stop will be continuing work with Bancroft on direct hires, it is a well thought out presentation that could benefit One-Stop Counselors.

Board of Social Services (BSS) Presentation

Gregg asked if the Board of Social Services (BSS) provided its training about the Welfare Registration Process as mentioned at the last Operations Meeting. Kathy asked Jeff to follow up with them on this and other reporting concerns. She said it is important that the Board of Social Services understand the role of the WDB. A review of process and procedures between the Board of Social Services and the One-Stop is in order. It will be good to re-establish communications now that Theresa Festenstine has retired. Gregg said we will need a new representative to take Theresa's place on the Operations Committee.

Jeff said he attended a summer meeting convened in Trenton by Department of Labor Commissioner Aaron Fichtner. The purpose of that meeting was to define the roles of the WDB and Health and Human Service Agencies, and to discuss how they could work more closely together. Kathy said she would forward the monitor review guide. She suggested that a meeting might be scheduled during this review process. She suggested using the WDB's local consolidation plan as a benchmark for discussion.

Partner Meetings Grant Communications

Gregg asked if we are continuing to record grants and projects on the spread sheet that was created by WDB Staff. Kathy said she will be working with Kathleen Varallo, WDB Administrative Assistant to review the spread sheet and pick out those grants the WDB has supported that need some further research. Leslie Williams, WDB Comptroller, reported that she attended a GSETA meeting on January 11th in Eatontown, NJ. Many of the WDB Directors had the same concern about grant communication. They would like to have some notice as to when grant funds are being released by a State or Federal Agency that include participation by the One-Stop or the WDB.

In reference to the evaluation of One-Stops conducted by the Heldrich Center across the State, Gregg asked if the One-Stop was compliant with the performance measure of holding regular meetings, Kathy reported that the One-Stop has always and continues to host a monthly Partner and Operations meeting. They are two separate meetings conducted consistently. The Partner meeting includes agencies included under the One-Stop roof such as the Resource Center and DVR. The Operations meeting include vendors who have been contracted to provide services to One-Stop Customers such as The Work Group and YMCA.

Leslie said that new WIOA performance measures were also discussed at WDB Director's meeting.

They also include a customer survey or customer service performance measures. Kathy said that Brett Waters, Para Professional is acting as the customer service representative for the One-Stop and he will be rolling out a monthly report. She said that every One-Stop in the state will be visited as part of a performance evaluation initiative set in motion by WIOA changes.

- **CONSORTIUM UPDATE:**

Jeff reported that Catherine Carroll has accepted a new position with New Jersey Labor and Workforce Development as a coordinator for the Talent Development Networks.

Jeff said he will be attending a Health Care Consortium Meeting at the Camden Waterfront Tech Center. Friday, (Today) January 13th at 11am. The Retail Hospitality and Tourism Talent Network South, Stockton University is hosting a meeting on Tuesday, January 31st. 2017. in Rowan College Center at 21 Mill Street or 1 High Street, Mount Holly, NJ 08060. Kathy suggested that the Cooper Medical Imaging Project be promoted at the next Health Care Consortium Meeting.

Gregg asked if there has been any progress made to establish Food Processing Credential associated with Advancing Manufacturing. Jeff reported on a State TIP Food Manufacturing Event on December 6th, at the Flying Fish Brewery, 900 Kennedy Blvd. Somerdale, NJ. Jeff said that some of the local Food Manufacturers such as Comarco Inc. and Severino Pasta Co. Inc. joined in break out or focus group sessions to discuss a Food Processing Credential. They realize that there is a market need in the Southern Counties of the state for this type of credential. Wineries are a growing industry here in South Jersey, so they also discussed a Wine Producing Credential. Kathy asked who would participate in creating the curriculum for such a credential, the colleges, or the employers as an on-the-job training program. Jeff said that the discussions suggested collaboration in both areas. The employers will define the credential and the Community Colleges in the respective counties would help define the curriculum. Kristi asked about a Food Handler's Credential. Jeff said there is a Food Safety Manager Certification now required for at least one staff member in every food service establishment. The "Servsafe" Certification was established and is offered by the National Restaurant Association at <http://www.rdacompliance.com/>

- **ONE-STOP OPERATOR PROCUREMENT:**

The WDB has begun the process of the One-Stop Operator Procurement. This action is based on a new WIOA law requiring an RFP be published to accept private or public organizations such as community colleges interested in submitting proposals or bids to operate the Camden County One-Stop. The WDB is also charged with developing a rigorous scoring system to rate the proposals. The One-Stop Operator must be in place by June 1st, 2017.

Jeff reported that the Garden State Employment and Training Association (GSETA) hired Rick Mayer, Consultant to craft a template RFP for the One-Stop Operator Procurement. We are awaiting the RFP Draft for discussion and approval by regional South Jersey Workforce Collaborative (SJWC) WDB Directors.

- **CCWDB LOCAL & REGIONAL PLAN:**

Kathy Mayfield reported that the Regional Plan, with its Memorandum of Understanding (MOU), and the Local Plan were signed by the Local Elected Official with Freeholder Resolution at their meeting on December 15th. 2016. Jeff said no other comments have been received and that all documents associated with the plans will be submitted to the SETC prior to the due date of January 31st. 2017. Kathy delivered

a paper copy of the resolution and will email an electronic file for submission to the SETC.

- **EQUAL OPPORTUNITY OFFICER**

Under new WIOA regulations every Workforce Development Board must designate an individual as a Equal Opportunity Officer (EOO) who reports directly to the WDB and is responsible for State or local coordination of compliance with the equal opportunity and nondiscrimination requirements in the WIOA Law.

The committee discussed the training requirements of this individual. Kathy said that Brett Waters, OS Para Professional, is currently serving the One-Stop by fielding all regular customer complaints. She said with proper training, he could fill this position. Complaints under this title would be those directly related to customers who might file a complaint of such nature. There are no designated funds under the current budget to cover the cost of this training and there is currently no formal training program offered by the State.

Gregg suggested that the System Performance Committee review the requirements and submit their recommendation to the WDB Board for a resolution that would officially name Brett Waters as the designated WDB EOO pending a specific plan for training and complaint reporting and procedures. The EOO would also be required to create a plan of procedure and be required to conduct staff training on the subject of compliance to equal opportunity and nondiscrimination requirements

- **ONE-STOP CERTIFICATION:**

The One-Stop Certification process was organized to be in compliance with WIOA law and give some parameters for the One-Stop Operator selection. The documents create the process and require WDB to certify the One-Stop based on criteria and submission of such items as a budget, an MOU, a local plan and other quality bench marking tools provided by the SETC. Gregg said that once the request for proposals (RFP) is finalized and published, a subcommittee including Executive Officers of the Board should establish a scoring matrix for review, selection and certification of the One-Stop Operator.

The meeting was adjourned at 10:36 A.M.

NEXT MEETING

The next committee meeting is scheduled for Friday, February 10th, 2017 at 9:00 A.M. at the WDB office, 1111 Markkress Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

Kathleen Varallo

Administrative Assistant