



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

## OPERATIONS COMMITTEE MEETING MINUTES APRIL 13TH, 2018

### ATTENDANCE

Members		10-Mar	7-Apr	11-May	9-Jun	21-Jul	16-Aug	14-Sep	13-Oct	17-Nov	8-Dec	12-Jan	9-Feb	9-Mar-18	13-Apr-18
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Connors, Kristi	NI Department of Labor, Business Services					X	X	X	X	X	X	X	X	X	X
Deitz, Jeff	NIDVR	X	X	X	X				X			X	X	X	X
Docherty, Joan	CCBSS														X
Friedman, Joshua A.	Director, Camden County One-Stop	X		X	X	X		X	X	X	X	X		X	X
Lope, Krista	NIDVR	X		X	X	X	X		X					X	
Mayfield, Kathleen S.	Camden County One-Stop Operator				X	X		X	X						
Medina, Connie	Board of Social Services	X	X	X	X	X		X	X		X	X		X	
Sinclair, Nidia	Director, Camden County Resource Center										X		X		X
Thorn, Thomas	Camden County Business Services.						X			X				X	
Weil, Bob	WDB Chair			X		X				X					X
Swartz, Jeffrey S.	WDB Executive Director	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Williams, Leslie J	WDB Comptroller		X	X	X		X	X	X	X	X	X	X	X	X
Varallo, Kathleen	WDB Administrative Assistant		X	X	X		X	X	X	X	X	X	X	X	X

### WELCOME

Chair Gregg DeBaere called the meeting to order at 9:05am, welcomed attendees and asked for round table introductions. Gregg welcomed Joan Docherty, Camden County Board of Social Services.

### PERFORMANCE MEASURES-WDB STRATEGIC PLAN SCORECARD

Gregg referred the Committee to the latest draft of Performance Measures Scorecard the CCWDB included in its local plan. These were attainable goals of service that would have measurable outcomes. This scorecard is customarily presented to the full WDB Board at our June Quarterly Board of Trustees Meeting. Gregg said we have not received refreshed data reports on performance from the State since August 2017, due to the State's change of administration and data collection issues. In the absence of state provided reports, we derive some benefit out of this report. It helps us measure the programs we treasure. Joshua Friedman, One-Stop Operator Director, said he relied on One-Stop staff and Kristi Connors, Manager Employment Services, to provide outcome information for this report. Gregg said that he recognized the effort and challenge to establish the numerators and denominators that created the outcomes. The Committee reviewed the information. The scorecard outcomes were based on reporting from July 1, 2017 through December 31, 2017. The report included successes in the following areas of service

- Industry Sector-specific Training (utilizing local funding only)
- Industry Sector Individual Training Accounts (ITA) (utilizing local funding only)
- On the Job Training Programs (OJT)
- Strengthening Outreach to Employers

- OSC Literacy Lab or Utilization of the Learning Link
- Transferability of Occupational Skills (Veterans)
- Expanding WDB Outreach Events
- Mock Interview Pilot Project
- Youth One-Stop pre-enrollment
- Youth One-Stop Service Delivery
- One-Stop system evaluations (are completed annually)
- One-Stop employer services evaluations

The Committee reviewed the information. Joshua said we are still waiting some data. The Industry Sector-specific training is based on the five Industry Sectors the State is focused on with the Talent Development Networks. The sectors of focus are Advanced Manufacturing, (with an emphasis on Food Processing) Healthcare, Retail, Hospitality and Tourism, Finance, Insurance and Real Estate, and Transportation, Distribution Logistics. We have paid for 120 ITA's, locally in these five sectors. Jeff said of the numbers of individuals we've trained, we will need to collect the data on how many of them received jobs and how many have retained them. Under WIOA law, we will be measured by following participants up to two quarters after they receive a job. Leslie Williams, WDB Comptroller, said that she worked with Barbara Pape, One-Stop Fiscal Manager, to establish the financial criteria as well as when these trainings took place during a six month period.

Joshua said we are meeting 41% of our goal with the Learning Link. This is an area that is being looked at by the State in terms monitoring the Test of Adult Basic Skills (TABE)

Jeff said WIOA only accepts full time employment as meeting most benchmarks for Youth. Maybe we can break it down further internally to show that we have achieved part-time employment that is clearly the result of our efforts.

The Committee discussed further ways to break down or show information and achievements in the scorecard report. Gregg asked that the data be analyzed and we will plan one more review before presenting it to the full board at our June 27<sup>th</sup>, fiscal year end Quarterly Meeting.

### ONE – STOP CERTIFICATION.

- RESOURCE SHARING/INFRASTRUCTURE FUNDING AGREEMENT (IFA)  
Gregg asked if there has been any follow up from the State regarding the Infrastructure Funding Agreement (IFA) and the Partner Memorandum of Understanding (MOU). Leslie reported that we are ahead of schedule in terms of documents needed to complete the Certification Process. At yesterday's Regional WDB Committee meeting, we shared some of our materials as an example for some of the other local Counties to follow. All the Counties are awaiting State signatures on the MOU and IFA. She sent another copy of the documents to the State DVRS for signature. It may have gotten lost in the transfer of leadership.

### Equal Opportunity (EO) Update:

Joshua reported that he will be having the Equal Opportunity (EO) Notice translated to Spanish as well as some other public notices and signage at the One-Stop. He also reported that Michael Ayles, EO Officer, LWD, met with our local WDB designated EO, Bill Curry at the One-Stop. They reviewed general regulations regarding policy, documentation and storage.

- STATE & REGIONAL PLANNING

Gregg reported that the State completed their combined plan update. This two year update was a Federal requirement of the plan. The revised plan was posted on the SETC's website for public comment. They received several public comments which were answered. The public review period is now closed. The due date was extended to May 1<sup>st</sup>, 2018. Jeff said that once the State has modified their plan, they will reach out to the local areas to review and update the regional and local plans. We do not yet have a timeline or guidance for that requirement. He thinks we may get guidance from the SETC sometime in June or July, 2018, regarding modifications to our local plan. It is a good exercise to review the plan to analyze what is working and what needs to be modified. No official guidance has been received as of this date.

### Regional Activities

- Jeff reported that the South Jersey Workforce Collaborative (SJWC) WDB Directors, met on Thursday, April 12<sup>th</sup> to discuss Regional Activities including Atlantic City Electric Contracts. Counties included in the SJWC are Camden, Cumberland, Salem, Cape May, Atlantic Gloucester and Burlington.

Jeff reported on the Purpose of the meeting;

- Finalize a coordinated, unified Monitors Report for all the Southern Counties so that the questions and criteria will be consistent. We have received input from our Program Monitors as well as sharing other monitor reports.
- Plan regional activities for 2018, including a WDB Regional Board Meeting. We will be planning a combined WDB Board Meeting and training on the updates regarding State Data Reports under new WIOA law. We will be inviting Elected Officials from all of the SJWC Counties to understand our workforce development processes. We hope to conduct this meeting sometime in August, 2018.
- Atlantic City Electric Training Grant - The participating Counties have approved the initiative and are awaiting signatures via the proper procedures in their local area. We will coordinate activities such as training sites, instructors and promotion. Jeff said that we will be meeting again on May 24<sup>th</sup> to discuss and plan the implementation of the program including the hiring of instructors, the curriculum and public notice of training dates and locations.
- We also discussed a regional hiring event with Wawa. Wawa plans to hire over 5 thousand employees over the next two years, for their locations in the Delaware, Philadelphia and Southern parts of New Jersey. We will be planning some positive recruitments on a regional basis. A meeting with Wawa, SJWC WDB Directors, and Business Service Representatives is scheduled for Thursday, April 19<sup>th</sup> at the Camden County One-Stop.

## YOUTH ONE-STOP UPDATES

- **CAMDEN CORPS PLUS (CCP)**

The grant funded program is a collaborative effort between the local government and schools including The Center for Family Services, Rutgers University and Camden County College. It will help young residents between ages 16 and 24 who don't have a high school diploma.

Joshua reported that we are wrapping up the grant which ended on March 30<sup>th</sup>, 2018. We are copying documentation files. Nidia Sinclair, Director One-Stop Career Center, reported that we are working with the Center for Family Services to find jobs for one of the cohorts that will be completing their training phase. We are also working to ensure that all participants of the CCP are transitioned into further training as needed or career paths. The partners are dedicated to finding placement for the Youth that might be displaced by the closing of this demonstration grant. Joshua said the new State Administration has promised some additional carry over funding for this purpose. The overall outcome of the program has had a positive effect as evidenced by our success story, presented at the WDB Quarterly meeting on March 28<sup>th</sup>, Yaneli Rodriguez, who successfully completed training and is moving on to pursue a career as a Certified Nursing Assistant. Camden County was one of the few areas in the Country to conduct this type of program.

- **COOPER HOSPITAL – MEDICAL CODING INITIATIVE (CMCI)**

A consortium including Cooper University Health, Camden County College, Hopeworks, the Camden County One-Stop and the Camden County Workforce Development Board have organized to create a certificate program in Medical Coding offered by Camden County College and approved by the American Health Information Management Association as an appropriate training platform, with the addition of certain life skills training provided by Hopeworks. Hopeworks will qualify participants for the positions and the career ladders will be identified by Cooper. This will further enable the participants to advance academically towards securing associate and baccalaureate degrees.

Joshua reported that the program is running well. Lou Bezich, Director, Cooper University Health, will be conducting a second quarter review of the program with all the partners. The meeting has been re-scheduled for Wednesday April 25<sup>th</sup>, at Cooper. Hopeworks is now processing some participants to move on to their medical coding college courses at Camden County College. Cooper has not yet moved forward on the EMT training.

- **RE-ENTRY PROGRAMS FOR YOUTH AND ADULTS**

The County has received a grant to put together a network of organizations, including the One-Stop, to assist Adult ex-offenders being released from incarceration at the Camden County Correctional Facility (CCCF). There are many different agencies represented including DVRS, AS, mental health, Board of Social Services, Social Security, Motor Vehicles and more. The program will serve adults but can include youth as well. Sharon Bean, CCCF

Jail Population Coordinator, is the lead organizer.

Joshua reported that there are no new updates except that we received notice of a grant opportunity that the County may not be eligible for but Camden City may be able to apply for. The grant would be awarded for the purposes of creating apprenticeship opportunities for individuals being released from incarceration. Gregg asked if the McGreevy reentry program is being further funded.

The New Jersey Reentry Corporation (NJRC) is a non-profit agency with a social mission to remove all barriers to employment for citizens returning from jail or prison. <http://njreentry.org/about/>

Joshua said he attended presentation about the NJRC earlier in the year but hasn't heard much more about it.

- **YOUTH AGING OUT OF FOSTER CARE**

The Youth Aging-Out of Foster Care Committee involves the County Family Court, Court Appointed Special Advocates (CASA), Certified Public Manager Program (CPMP), and the Child Protection and Permanency (CP&P), (formerly the Division of Youth and Family Services, (DYFS). In order to afford work opportunities for this population, the One-Stop is now a part of this committee, which is led by Rosy Arroyo and Rick Alston.

Joshua reported Rosy Arroyo, Community Planning & Advocacy Council (CPAC) has been working on our behalf to get a schedule for when we can be present at family court to connect with Youth as they are being released on their court date. Per Rosy at CPAC, we have been approved to go weekly on Wednesdays to Probation in Cherry Hill, where those who have recently aged out report weekly. Although he has no details as to when we will start this outreach, we have been waiting since November to get this approval. He will provide more information as it comes to him. He said Nidia has a plan and procedure ready for Arthur Barclay, One-Stop Para Professional, to fill that schedule. She said that Arthur will be properly trained in how to present to the Youth and will be accompanied by Jyi Peterson, Youth Counselor. We will be able to set up a table outside the courtroom with flyers and information about One-Stop services and answer questions as they arise. We will have a sign-in sheet or use the regular document that a customer fills out in order to help us to track outcomes. Gregg asked if Rick Alston had any comments on the proposals that were submitted to him. Joshua said we kept it clear and simple. We did not receive any push back or rebuttal.

Nidia reported that Dr. Lauren Hill, Youth One-Stop Manager, is incorporating new ideas into the processes of the Youth One-Stop. She has come into the position with a lot of experience and her own referral base that she is using to be able to bring in more Youth participation. Dr. Hill has been working with a Case Management Group. This group has 98 Case Managers that work with Youth. Nidia said she would report more about the group once she has received further details.

- **PROJECT SEARCH – JEFFERSON/KENNEDY HOSPITAL**

Project Search is a national program that has been established locally at Jefferson/Kennedy Hospital. The Hospital is working with a cohort from the Yale School. These are high functioning students on the Autism spectrum. The Autistic students are being trained through On-the-Job Internships. Another cohort is attending TD Bank University, 4140 Church Rd; Mount Laurel, New Jersey. It is being conducted in association with Camden County Special Education Services.

Jeff Dietz, DVRS, reported the remaining cohort that have not been placed into employment are participating in job and interview coaching at the One-Stop, DVRS office. There are 14 participants signed up for the next cohort that will be starting in the fall. Jennifer Veneziani, DVRS, Business Outreach, Cumberland/Salem, Gloucester and Camden Counties, has been asked to take over as the Chair of the Project Search Steering Committee. She has accepted the position. He said that a Project Search Adult program will be starting up again soon.

## **YOUTH ONE-STOP**

- **YOUTH WORK EXPERIENCE PROGRAM**

Joshua reported that we presented an informational flyer to the Youth Investment Council at their meeting on March 22<sup>nd</sup> at the One-Stop. The Committee had some changes which we are in the process of making. The main goal is to make the flyer easy to capture the attention of Youth who may be interested in the program. We are still waiting for job descriptions from participating County Agencies. It looks like the program will be ready in time for summer park duties and functions of the MUA, who is also participating.

- **ONE-STOP COMMUNICATIONS & UPDATES**

Joshua reported that he has been actively pursuing a relationship with the Covenant House in Camden County. He met with Covenant House on Friday, April 6<sup>th</sup> and was nicely received by Jen Williams, Atlantic County Director, and colleague Ken Greer, Camden County Director, who are very anxious to get the homeless they serve to the One-Stop for services. The most notable thing about Covenant is, that unlike many others with barriers, they work to get their clientele all of their eligibility documentation before they move on. This will make it easy to create a referral system. We will be doing a presentation on April 20<sup>th</sup>, and Joshua will be providing them with a stack of youth materials.

Joshua reported that all of the new counselors are trained and certified. They are already helping customers as of April 9<sup>th</sup>.

- **BOARD OF SOCIAL SERVICES UPDATE**

Gregg announced that the Board of Social Services Update, is a new item on the Operations Agenda, since we are working so closely with this partnering agency.

It is the mission of the Camden County Board of Social Services to provide timely, efficient, cost-effective delivery of social, medical and economic programs in a compassionate and financially responsible manner. The Camden County Board of Social Services values the

rights and worthiness of all customers and staff. The success of this mission requires the cooperation, commitment, active participation and ideas of all employees. The Camden County Board of Social Services is accessible to disabled persons. <http://www.camdencounty.com/service/social-services/>

Joan Docherty, Camden County Board of Social Services, reported that staff has been working very hard to boost participation rates. She said that at the last reporting the participation has increased from 23% to 27%. They are focusing on more referrals for their partners. They are also in the process of correcting the way they have entered data into their system. Some re-training has been involved in measuring General Assistance (GA) participation, and this should change their outcomes for the better. The Committee discussed internal tracking and monitoring system changes across all agencies that are coming from the new State Administration.

- **CONSORTIUM & TIP UPDATE:**

Jeff Swartz said he will be attending the Healthcare Consortium Meeting today, April 13<sup>th</sup>, at the Camden Rowan University/Rutgers–Camden Board of Governors, (At the Gov. James Florio Center for Public Service), Room 120, 200 Federal Street, Camden. He continues to attend these meetings as they provide valuable updates to healthcare initiatives in the local area.

There is a Retail, Hospitality Tourism, Delaware River TIP event on Thursday, April 19<sup>th</sup>, 2018, at the Burlington County Library – Evesham Branch, 984 Tuckerton Road, Marlton, NJ 08053

Jeff said he attended a Construction and Utilities Talent Network South (CUTN-S) launch event on Tuesday, February 27<sup>th</sup>, at the Rowan University Camden Campus. It was well attended as they gathered input from the local area as to how to structure their focus. This TIP is being run by Robert DiEnna, formerly of the Carpenter's Union, South Jersey. Gregg asked if there was Union representation at the event. Jeff said yes, the Electrician's, Construction Laborer's and Plumber/Pipfitters attended. Gregg said he hopes this TIP will develop more Apprenticeships.

- **BUSINESS SERVICES (BSR)**

Jeff reported that the Business Service Team is still very busy with positive employee recruitments. The One-Stop has been doing an outstanding job running hiring events. Everyone is chipping in from One-Stop Management to Employment Services to make these events run smoothly. Jeanne Paige-Soncrant, Camden County Business Service Rep., has been working with Carl Donato, WDB Board Member, Wawa, and Talent Development Specialist, on some regional recruitments.

The Johns-Manville recruitment resulted in 21% who were screened being interviewed and hired. We will also be working with European Metal Recycling (EMR), who has good paying jobs with benefits. Kristi Connors, Employment Services Manager, said we also have the help of Janea Wilson, Gloucester County BSR, and Jason Newman, Veteran Service BSR, Camden, Burlington, and Gloucester Counties. They are contributing to our efforts in

Camden County. There is a good deal of staff getting involved in making recruitments run smoothly.

Kristi presented the Committee with a report of positive recruitments from July, 2017, through April, 2018. The report named the Employers, dates of recruitments, and how many individuals were interviewed. She said we are still working out a system for tracking how many individuals were actually hired. The Department of Labor does not count an individual as being hired until they have worked at least one full hour so we'll have to follow up with the customer or the employer. She also noticed that when an employer is directed to post their jobs on Career Connections, even though we are working with them, the information is going right to the State System and we are not getting credit our participation with the Employers. We can make adjustments when we enter the information into our ASOS system of reporting. Jeff said that he would send the report Kristi presented to Freeholder Liaison, Jonathan Young. He should see how well the Team is working with Employers in the local area.

Gregg asked Kristi if she was comfortable with her team. Kristi said it is more of a collaborative effort because the BSR's don't actually report to her, they report to the Department of Labor. They will begin meeting with her staff on a regular basis starting April 19<sup>th</sup> to set direction and consistent communication with her staff that works with the customer side preparing and screening job candidates. They also work on getting the job orders from the Employer side. Nidia said her staff are assisting with recruitments as well.

#### QUARTERLY MEETING RECAP

The WDB Quarterly was held on Wednesday, March 28<sup>th</sup>, @9am at the Holiday Inn, Cherry Hill. Paul Yuen, Deputy Commissioner, LWD was our guest speaker. Paul presented some information about the new vision for the incoming Administration with regard to Workforce Development. Joshua said he received several calls from attendees from LWD that the success story, presented about Yaneli Rodriguez, was one of the best they had ever seen or heard.

#### NEXT MEETING

The meeting was adjourned at 10:43A.M. The next committee meeting is scheduled for Friday, May 11<sup>th</sup>, 9:00 A.M. at the WDB office, 1111 Marlkrass Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

*Kathleen Varallo*

Administrative Assistant