



**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 MAY 11TH, 2017**

ATTENDANCE

Members		4-Nov	9-Dec	13-Jan	10-Feb	10-Mar	7-Apr	11-May
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications	X	X	X	X	X	X	X
Deitz, Jeff	NJDVR			X	X			X
Campbell, Art	Camden County Commerce							
Clark, Jeffrey	NJDVR							
Connors, Kristi	NJ Department of Labor	X	X	X	X	X	X	X
Connie Medina	Board of Social Services		X					
Mayfield, Kathleen S.	Camden County One-Stop Operator	X	X	X		X	X	X
Potts, John	Graphic Communication M14							
Joshua Friedman A.	Director, Camden County Resource Center		X	X	X	X		X
Lope, Krista	NJDVR		X	X	X	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
Stubblefield, Lelia	WDB Administrative Assistant					X		
Varallo, Kathleen	WDB Administrative Assistant	X	X	X	X		X	X

WELCOME

Jeffrey S. Swartz, WDB Executive Director called the meeting to order at 8:45am, welcomed attendees and asked that the majority of the meeting be spent on addressing the SETC feedback about the recently submitted local plan. Jeff said the feedback needs to be addressed and sent back to Gary Altman, Acting Director, SETC, by June 6th, 2017. We will address the areas where each committee member had input into the plan and reassign the comments. Leslie Williams, WDB Comptroller will compile the input into one document for submission to the SETC.

• **YOUTH ONE-STOP:**

Joshua Friedman, Resource Center Director, said he will be attending the next Youth Investment Council (YIC) meeting being held at the One-Stop on May 25th. He is going to speak with Matt Verney, Chair, prior to the meeting, to review the agenda. Joshua said he understands the concerns of the committee about seeing a flow chart of youth services. He will be looking for ways to improve youth services in the new program year. He said he and Nidia will be overseeing the YOS. Jyi Peterson will be working on a grant funded re-entry program making life easier for individuals coming out of jail or prison. In this instance, it will not be limited to training. Assistance will be provided to help get identification, social security, exiting paperwork and generally getting ready for re-entry. The program will include conducting orientations while they are still incarcerated to educate on how to get started once they are released. Kristi Connors, One-Stop Manager will be on the committee as well. Our One-Stop will be a small component of these round table discussions. Several state offices including motor vehicles will be involved.

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 degree.

Joshua S. Friedman, Resource Center Director, reported that 4-5 High School Diplomas have been achieved from the first cohort. There are still some eligibility issues with a final few of the current participants. They will be counted in our youth attainment and positive performance measures. He said that Danielle Rodgers will be moving into a position of reporting. She actually helped to create some of the reporting programs so this should make things run smoother in that department.

Project Search – Kennedy Hospital

Project Search is a national program that has been established locally at Kennedy Hospital. Kennedy 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.

Jeff Dietz reported that the Yale School cohort is doing very well and nearing graduation. Kennedy Hospital will be hiring three of the seven trainees. The other four are getting pre-placement and job development services through the Center for Family Services. The next cohort of eight have been approved.

Cooper Hospital – Medical Coding Initiative (CMCI)

A consortium including Cooper Hospital, 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 that, with the addition of certain life skills training provided by Hopeworks, will qualify participants for the positions and career ladder identified by Copper, and further enable the participants to advance academically to secure associate and baccalaureate degrees.

Joshua reported all the components of the program are moving toward a formal program launch. Some slight changes are still being made to the Memorandum of Understanding (MOU).

- **ONE-STOP COMMUNICATIONS & UPDATES**

Joshua reported that he has been conducting several round table sessions with the managers that have been very productive. We have been re-assigning staff to different areas. We actually discuss the options and strengths of individuals to decide where they might excel and become more productive. It has been a great joint management effort. He was pleased to see that the managers are continuing round table communications even when he is not calling for them.

Jeff said that he and WDB Vice Chair, Bob Weil, conducted a mandatory staff meeting at the One-Stop once before. It was an open meeting that allowed managers to voice their concerns or comments in an open format. Some suggestions made at that meeting were implemented. Jeff said he would like to conduct another similar meeting. He feels it is important for the counselors to understand the WIOA changes and how it changes the way the WDB works with the One-Stop. Kristi Connors would like to see this same kind of meeting conducted in her area as well. The committee discussed options for communications and all agreed to move forward with facilitating a meeting. Kathleen Mayfield, One-Stop Operator, suggested getting key management staff together first and the meeting should be framed

around the One-Stop Operator Proposal, RFP and its expectations.

Kathy also reported that this kind of manager communication has produced a consolidated work registration form. In light of the WIOA changes, creating the form is a major accomplishment toward consistency of processes. Kathy thanked Kristi Connors and Laurie Maguire for leading this project.

- **ONE-STOP OPERATOR PROCUREMENT UPDATE**

Jeff said the Executive Committee One-Stop Operator Procurement recommendation and contract will go out digitally to the full board for a vote today. The contract has been reviewed by WDB Council and will be sent to County Council for review.

- **CONSORTIUM & TIP UPDATE:**

Jeff Swartz announced he will be serving as a panelist at an upcoming Education & Workforce Development Conference to be held at the Rowan College and Gloucester County Business and Corporate Center, on Friday, May 12th 8am-1pm at 1400 Tanyard Road, Sewell NJ 08080. The event is being sponsored by the Burlington County Regional Chamber of Commerce. Aaron Fichtner, Acting Commissioner, NJ Department of Labor and Workforce Development will be the main speaker. Topics of discussion will include Veteran Services, grant opportunities, individuals with disability issues and discussions about the American Job Center identifier. Jeff said there was not much notice about the event. He sent the information out to the Executive Committee as soon as he received it.

Jeff said that the WDB Directors are requesting a progress report and or accountability review of the Talent Development Networks as well as the Talent Development Centers, and are being asked to submit this request to the State and SETC. Kathy suggested that the Systems Performance committee request a similar report from the Camden County College, Advanced Manufacturing Center. This might give us a better idea how to support the center with referrals. She reported that Siobhan Kelly, Camden County Technical School is being asked to lend her job placement expertise to the center.

Jeff attended another Retail Hospitality and Tourism Talent Network South (RHT), Stockton University TIP Event hosted on Tuesday, April 25th, 2017 at the Salem Oak Vineyards 60 North Railroad Ave. Pedricktown, NJ. One of the things he brought away from the event was that there is a need for a Food Server Certification. The RHT is looking to create a food server credential that would include formal food delivery etiquette to customer service and sales.

Health Care TN TIPS Meeting

Thursday, June 15, 2017 10am - 12pm

Camden County Technical School's Business Conference Center located at 343 Berlin-Cross Keys Road, Sicklerville, NJ 08081.

RHT South TIPS Meeting

Monday, June 19, 2017 11:00am - 1:30pm

Avalon Golf Club 1510 Route 9 North, Cape May Court House, NJ 08210

Jeff will be attending a Healthcare Consortium meeting scheduled today, May 11th at Cooper Medical School of Rowan University, 401 Broadway, Camden NJ 08103.

- **BUSINESS SERVICES**

Jeff reported that Jason Newman and Godffrey Taylor, Department of Labor, Disabled Veteran Outreach Program (DVOP) Specialists, attended the meeting on May 4th, 2017. He said he got special permission from the Department of Labor and Workforce Development to allow Jason and Godffrey to attend BSR meetings on a regular basis. Gregg asked if Jason has been officially appointed as a Business Service Rep. Kristi said it is not officially although she seeks regular updates as to his approval process. Jeff said he also welcomed Naila Tanczak, Director of Sales, La Quinta Suites. Naila offered her site for WDB meetings and events. Janea Wilson is doing a nice job at communicating with our office on any recruitments or appointments she is involved in. The weekly outreach reports are being turned in on a regular basis by Patty DeRenzo. The salesforce software program was discussed. Each local area is going to get two licenses. There is still no formal launch date set. There are still some issues with importing reports and data from the other current Department of Labor and State reporting systems.

Gregg asked Joshua for an update on the April 27th Camden County Job Fair. Joshua said it was very successful with 150 plus employers in attendance. Gregg asked Joshua to report the outcomes to our performance measure score card. Gregg asked if there were any learning opportunities. Joshua said there was a full set up for assisting attendees with Career Connections and resume services. A vendor agreed to open that morning so there would be food available. Leslie Williams, WDB Comptroller said she attended and noticed that there may have been more registration if the registration table was moved closer to attendee arrival. Kathy said that registration process that was used in the past. It seemed to clog the area and attendees went around it. Joshua said his Administrative Assistant, Debbie Sutherland will be conducting a recap meeting to discuss post issues. He invited committee members to attend.

Gregg asked about the Veteran's Job Fair, held by the American Legion and County Freeholders on April 13th at the same location. Kristi reported the Geoffrey Taylor, DVOP, attended and said the turnout of Veterans was low at 30 plus registrants. She said that pre-registration requirements may have hindered attendance. In general, Veterans don't seem to be comfortable with advance registration.

Job Fair Updates

- Veterans Career Fair is scheduled for Thursday, November 9th 8:30am at the Crowne Plaza, Cherry Hill, NJ 08003. The event is jointly hosted by the Southern New Jersey Chamber of Commerce and Camden County. There is a cost to attend this event. It includes breakfast, networking, a speaker series and a Job Fair. Kristi reported
- "Hiring Our Heros" Event – Joint Base McGuire-Dix-Lakehurst Transition Summit, Military Job Fair, June 6th and 7th, 2017 at 9:00 AM, Joint Base McGuire-Dix-Lakehurst-08641-NJ-USA All attendees must pre-register in order to get on to the base. Day One will include resume writing and Day Two is the actual job fair. Kristi said she was working to promote registration. The committee discussed ways to assist in boosting these opportunities for Veterans.

Jeff Deitz reported that his office will be discontinuing the Schedule-A event in favor of a local employer based job fair dedicated to assisting individuals with disabilities to be matched with employer's pre-screened hiring needs. His office held a hiring event on Wednesday, May 10th that seemed to go much smoother and yielded good results. Krista Lope said there were 12 individuals that were hired by local employers as a result of the DVR event. Jeff D. said they are not getting the Government agencies to support the event and it puts a lot of strain on his staff. The committee discussed ways the two events could be combined and add Kristi's staff to assist. All agreed to schedule a focus group discussion on how to improve or create a new model for this type of one on one hiring event.

SETC FEEDBACK LOCAL AND REGIONAL PLANS

- **South Jersey Workforce Collaborative (SJWC) Regional Plan**

Jeff reported that the WDB received comments from the State Employment and Training Commission (SETC) in the form of an email on Friday, March 17th 2017. Jeff reported scheduling a meeting with the SJWC WDB Directors on Monday, May 15th to address the comments received by the state SETC. They will also be discussing regional events.

- **CCWDB Local Plan**

Gregg directed the committee's attention to the email letter issued on April 6th, 2017 by Gary Altman, State Education and Training Commission SETC Acting Executive Director. Gregg said he has asked in the past about receiving feedback for required plans that consume great time and efforts by local areas to produce. Jeff said that our local plan received twelve comments or findings that need to be addressed and incorporated into plan. Some require further explanation, discussion or elaboration and some require further definition of supporting documentation or Appendix. Leslie said she reviewed the comments and sought to identify who should address each finding based on their original input into the plan. The committee read through each comment/finding and discussed the SETC's interpretations or what they might be looking for in terms of feedback.

Gregg asked for committee input particularly Kathy Mayfield to address the prior 21 measures scorecard. Finding 1, in the SETC letter asks for further discussion and clarification of that score card to be inserted into the current or new plan. He said it's been three years since the performance measures score was established in the original strategic plan (2014-2017). This SETC finding represents a good time to review these performance measures to pick out the ones that are found to be impossible to achieve or that do not match with new WIOA standards. Kathy said there are some parameters that are useful and some that are simply impossible to report. We could revise the scorecard to a more realistic version. Gregg and Kathy agreed to meet and revise the scorecard to represent more realistic or reportable performance goals.

The committee discussed each SETC finding and compared the findings with what was written in the plan. As an update and revision to the local plan the committee agreed to take on their respective feedback assignments and forward them to the WDB office no later than May 24th, 2017. Leslie said she will compile the information and update the plan for submission to the SETC by Tuesday, June 6th.

Kathy reported that Tony Teti is working on the CC One-Stop Physical and Programmatic Accessibility for Individuals with Disabilities 2017 Annual Assessment. The assessment will be sent the WDB office for review and submission to Michael Ayles, Equal Opportunity Officer, LWD Central Office by June 30th 2017

- **QUARTERLY MEETING UPDATE:**

The Next Quarterly Board of Trustees Meeting is scheduled for Wednesday, June 28th, 9-11am at the Camden County One-Stop Auditorium, 2600 Mt Ephraim Ave. Suite 105.

NEXT MEETING

The meeting was adjourned at 11:04A.M. The next committee meeting is scheduled for Friday, June 9th 2017 9:00 A.M. at the WDB office, 1111 Marlkrass Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

Kathleen Varallo

Administrative Assistant