



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

OPERATIONS COMMITTEE MEETING  
MINUTES MAY 11TH, 2018

ATTENDANCE

Member	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	11-May-18
DeBaere, Gregg T., CHAIR	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Connors, Kristi					X	X	X	X	X	X	X	X	X	X	X
Deltz, Jeff	X	X	X	X				X				X	X	X	X
Docherty, Joan														X	
Friedman, Joshua A.	X		X	X	X		X	X	X	X	X		X	X	
Lope, Krista	X		X	X	X	X		X					X		
Mayfield, Kathleen S.				X	X		X	X							
Medina, Connie	X	X	X	X	X		X	X		X	X		X		X
Sinclair, Nidia										X		X		X	
Thorn, Thomas						X			X				X		
Weil, Bob			X		X				X					X	X
Swartz, Jeffrey S.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Williams, Leslie J		X	X	X		X	X	X	X	X	X	X	X	X	X
Varallo, Kathleen		X	X	X		X	X	X	X	X	X	X	X	X	X

WELCOME

Chair Gregg DeBaere called the meeting to order at 9:04 am, welcomed attendees and asked for round table introductions.

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.

The Committee reviewed the latest version of the Scorecard with updates made based on discussions from the last meeting. Leslie pointed out information she obtained and inserted into the report such as number of employers attending our events. She said we are still waiting for some information that will have to be manually pulled from MIS since the data is not automatically updated. Gregg said that one of the goals of updating the scorecard annually is to make sure we are keeping the staff well practiced in understanding and gathering the data or information obtained for the report. The report shows we are on target to meeting our performance goals thus far, outside of Youth performance measures, which has been an ongoing challenge. Jeff said that we may be surprised that our Youth numbers may be going up once the Camden CorpPlus grant closes out with some additional co-enrollment. The State has issued a draft letter about the establishment of performance measures for the coming program year 2018-2019. We will be negotiating the local level performance measures especially in the area of

achieving full time employment for Youth. Local Youth Providers and the WDB agree that the hourly standard for what is considered full time employment for youth must be adjusted. It is rare for a youth to obtain a forty hour work week in their first year of employment. Gregg said he will leave it up to the WDB Chair and Executive Committee whether or not they would like to present the scorecard at the June Quarterly or wait for the meeting in September. The Committee discussed the few missing items that needed to be added and agreed it was probably more beneficial to present the Scorecard at the WDB Quarterly meeting on Wednesday, September 26<sup>th</sup>, 2018.

### ONE – STOP CERTIFICATION.

Leslie Williams, WDB Comptroller, reported that all required documents regarding the One-Stop Certification process have been filed with the State. There has been no further guidance as of this date. There are no new updates. We are still waiting on certain state signatures to the Partner Memorandum of Understanding (MOU).

Gregg thanked Kristi Connors, Employment Services Manager, for sending email updates with information regarding the transition of the leadership at the Department of Labor. He asked Kristi about her experiences with the new Administration. She said the State named Robert Asaro-Angelo, Commissioner, Paul F.H. Yuen, Deputy Commissioner, and Hugh Bailey, Assistant Commissioner. They are attending meetings and asking real questions about labor departments and their programs descriptions. This has never happened during her career with the State. They are offering more assistance than she has seen in the past. She said they have been looking at all departments and organizational charts which are rather confusing. Some departments have an Executive Director, some have a Chief and some have an Assistant or Coordinator. They want to organize the departments and make them consistent before appointing new staff.

### • STATE & REGIONAL PLANNING

#### Regional Activities

- Jeff reported that the South Jersey Workforce Collaborative (SJWC) WDB Directors, will meet on Thursday, May 24<sup>th</sup> here at the WDB office to discuss and plan the implementation of the Atlantic City Electric Training Grant including the hiring of instructors, the curriculum and public notice of training dates and locations. Counties included in the SJWC are Camden, Cumberland, Salem, Cape May, Atlantic, Gloucester and Burlington. The participating Counties have received their initial funding and we have gotten a chance to take a look at the Line Training curriculum. Atlantic City Electric will be assisting along the way of the initiative with support and guidance. They are planning to work with us throughout the program year. They will be releasing media information about the initiative at the State level and will want each of the Counties to host a press conference or roll-out of the program. Jeff said he wants to make sure that the message we send out to the public is consistent in the region. It is understood that the math skills of individuals recruited for the program must meet a higher level of competency. The math associated with the training program is only a refresher to

prepare participants for testing at the end of the course. The WISE program is designed to attract women into the sustainable energy careers.

- Jeff said a meeting with Wawa, the SJWC WDB Directors, and Business Service Representatives was held on Thursday, April 19<sup>th</sup> at the Camden County One-Stop. The meeting was well attended. Wawa will be setting up information sessions in all of the Southern Counties and are anticipating hiring 5000 employees over the next few years.

## 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.

Jeff reported the Laurie Maguire, MIS Manager, has spent a considerable amount of time working on organizing the eligibility files of the CCP participants. We are also working to ensure that all participants of the CCP are transitioned into further training as needed or career paths. The Workgroup and Camden County College, Youth Providers for our County, will be able to take some of the Youth into their programs that might be displaced by the closing of this demonstration grant. The Youth One-Stop will also be running some vocational type of workshops to accommodate some of the participants. The new State Administration has promised some additional carry over funding for this purpose. Bob Weil, WDB Chair, asked what types of training were included in the original program. Jeff said that the participants were supposed to be trained and apprenticed in such occupational programs as website design, certified nurse assistant, construction and culinary arts. We are hoping to retain some of these participants and count them in our One-Stop system.

- **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.

Jeff reported that Louis Bezich, SVP, Cooper University Health, conducted a second quarter review of the program with all the partners on Wednesday April 25<sup>th</sup>, at Cooper. Hopeworks is very pleased with the participants and is preparing to move some on to their medical coding college courses at Camden County College. Cooper is moving forward on the EMT training discussions. There is a meeting scheduled for Wednesday, June 6<sup>th</sup> at

Cooper to discuss this initiative. Jeff said that Lou announced the meeting at the Health Care Consortium meeting and other Hospitals such as Virtua seemed very interested in 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.

Kathleen Varallo, WDB Administrative Assistant reported that a re-entry simulation will be conducted to show how an individual would “navigate the system” as an ex-offender just released from prison, trying to comply with court ordered obligations, while employment searching, securing housing and reestablishing day-to-day life. On June 4th, from 10am to 12pm, there will be a Reentry Awareness Simulation held at Rutgers University, Camden Campus. The event is sponsored by: Rutgers University Camden Campus, South Jersey Community Reentry Coalition, United States Attorney’s Office District of Delaware, Camden County ReEntry Committee, New Jersey Association on Correction and Camden County Women’s Center.

- **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 Friedman, Director, One-Stop Career Center submitted a follow up statement to the committee that Youth One-Stop Counselors have been approved to set up a table outside of the Probation Court, Cherry Hill. Dates have not yet been given when this availability will begin. Arthur Barclay, One-Stop Para Professional and Jyi Peterson, Youth Counselor, will attend in this outreach capacity.

- **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 Commission.

Jeff reported that the current cohort will be graduating on Monday, June 11<sup>th</sup> at Jefferson/Kennedy. The signing celebration for the new cohort has been postponed until later in the summer.

- **YOUTH WORK EXPERIENCE PROGRAM**

Jeff reported that there is no one enrolled as of yet, the One-Stop is still waiting for County Agencies to complete job descriptions for the participants. He said that Joshua spoke with Andy Kricun, MUA, who said the agreement is getting done, and he apologized for the delay.

- **ONE-STOP COMMUNICATIONS & UPDATES**

Kathleen said that Nidia Sinclair, Director Career Center, is conducting customer service training at the One-Stop and the new staff members are bringing some enthusiasm and team spirit to the Career Center. She said Nidia reported at the last Executive Committee meeting that fresh ideas and team spirit have been needed. Nidia intends to create follow up activities and additional staff development training. All newly hired Counselors are LWD certified and accepting customers.

- **BOARD OF SOCIAL SERVICES UPDATE**

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/>

Connie Medina, Deputy Director, Camden County Board of Social Services, reported that she has a meeting set up with key staff and Joshua/Nidia on Monday, May 14<sup>th</sup> at the One-Stop to review ways of working together to make sure the customer enrollment is more efficient by creating new coordinated procedures. She has also scheduled her entire case management department for training on the ASOS system. The training will take place from May 15<sup>th</sup>-17<sup>th</sup> at their offices. This training will enable her staff to communicate more directly through this program. It will also help coordinate a better referral system between the two agencies. Her staff is also continuing the work of re-coding and cleaning up old files so they can be counted more clearly when it comes to outcomes. An example of this would be that certain training activities were not showing up on the reports. Jeff expressed how important it is to capture the correct information. It effects the performance outcomes and ultimately the funding of both agencies. The Committee discussed the benefits of the coordinated systems of referral and enrollment and will help the customer.

Connie also announced that the CCBSS will be hosting a Partner's Meeting at the Camden Kroc Center on Wednesday, June 13<sup>th</sup> @9:00am. This is their first partner meeting. It is open to any agency that works with CCBSS. The meeting will be held for the purpose of re-

connecting with these partner agencies and listen to any comments or concerns they may have when it comes to working with them.

- **CONSORTIUM & TIP UPDATE:**

Jeff Swartz said he attended the Healthcare Consortium Meeting on, 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.

Jeff attended the 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. Gregg asked if Stacy Foreman was still involved. Jeff said the RHT has been divided into two regions that hold separate events. “RHT Coastal” in the Southern Counties and “RHT Delaware River” that includes Camden County. Stacy is running the RHT TIPS in both areas. He said that Stacy is re-submitting a grant in partnership with Ken Brahl, Ravitz Family Market – Shoprites. The grant will be used to create a Youth Training and Apprentice Program that will include training in the customer service, stocking and department management areas at certain Shoprite stores. The grant was turned down last year. They are hopeful that by making some improvements to the application, it will be accepted and granted this year.

Jeff said the new administration is cautiously supporting the Talent Development Networks until they can review the finances and progress of the programs.

Jeff reported that the Holtec welding training has been cancelled at the Camden County College. The College is not getting enough participation to run some of the Employer driven and coordinated trainings. They need at least 8-10 students in order to support the costs it takes to run a training. The Committee discussed ideas for assisting the College in promoting these types of cohorts and job fairs with some effort through the Business Service Team.

- **BUSINESS SERVICES (BSR)**

Jeff reported that the Business Service Team continues to meet on a regular basis. The team is staying busy with positive Employee Recruitments.

Jeanne Paige-Soncrant, Camden County Business Service Rep. coordinated the first information session with Carl Donato, WDB Board Member, Wawa, and Talent Development Specialist, on Monday, May 4<sup>th</sup> at the One-Stop. One-Stop staff helped set up to host 44 attendees at this event.

Kathleen reported that the BSR’s are holding meetings at the One-Stop. She spoke with the Team at the WDB BSR Team meeting on Thursday May 10<sup>th</sup> about these meetings. She expressed concerns that the agenda for these meetings should coincide with the agenda of the WDB meetings and if they don’t we need to change it. It doesn’t hurt to meet twice per

month but one of those meetings should be the meeting we are already conducting here with Jeff at the WDB office. Jeff said the State's understanding of the local area Business Service Reps is that they answer to the supervision of the local WDB Director. We need to hear from the management of the One-Stop and Employment Services about any issues that need to be placed on the Agenda of the WDB/BSR meeting. Kristi said there are logistical concerns about running job recruitments that sometimes need to be addressed. The WDB meeting may not be the venue for these discussions. She said there needs to be more inner office communication so that when recruitments are scheduled, the set up and staff needs are met to ensure the recruitments are run smoothly.

Kristi said that documentation of the recruitment employee candidates is another concern of Employment Services. It is not our intention to suppress employer recruitments or job orders by making the paperwork cumbersome, but certain information must be entered into the ASOS system. We need to be able to prove our relevance and measure the outcomes of recruitments as well as the information sessions we host. The Committee discussed tracking the outcomes of employer recruitments and job fairs as well as ways to follow up with Employers about their hiring success as a result of participating in these types of events.

#### QUARTERLY MEETING RECAP

The next WDB Quarterly will be held on Wednesday, June 27<sup>th</sup>, @9am at the Camden County College, Blackwood Campus. The Committee discussed ideas for guest speakers. The Committee agreed to contact speaker candidates and follow up at the next meeting.

#### NEXT MEETING

The meeting was adjourned at 10:25A.M. The next committee meeting is scheduled for Friday, June 8th, 9:00 A.M. at the WDB office, 1111 Marlkrass Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

*Kathleen Varallo*

Administrative Assistant