



**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 JUNE 9TH, 2017**

**ATTENDANCE**

Members		4-Nov	9-Dec	13-Jan	10-Feb	10-Mar	7-Apr	11-May	9-Jun
<b>DeBaere, Gregg T., CHAIR</b>	Atlantic Coast Communications	X	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	X
Connie Medina	Board of Social Services		X						
Mayfield, Kathleen S.	Camden County One-Stop Operator	X	X	X		X	X	X	X
Potts, John	Graphic Communication M14								
Joshua Friedman A.	Director, Camden County Resource Center		X	X	X	X		X	X
Lope, Krista	NJDVR		X	X	X	X		X	X
Bob Weil	WDB Incoming Chair								X
Swartz, Jeffrey S.	WDB Executive Director	X	X	X	X	X	X	X	X
Williams, Leslie J	WDB Comptroller	X	X				X	X	X
Stubblefield, Lelia	WDB Administrative Assistant					X			
Varallo, Kathleen	WDB Administrative Assistant	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. The Committee welcome Robert Weil, WDB, Vice-Chair. He will be sitting in on several meetings to gain a good perspective of the Operations Committee before taking over as Chair in the coming year 2017-2018.

- **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.

Kathleen Mayfield, One-Stop Operator reported that according to the data submitted thru May 31, 2017 there are 31 enrollees or participants. Even though we have additional information as to what has occurred with those 31, we are still at the same total of participants. We did receive reports that there are 90 plus participants. Some of those have dropped off for one reason or another. This is concerning because it does not look like they have a good tracking of all the participants. All the files on those 31 participants, pertaining to eligibility and enrollment are solid and complete. Jeffrey S. Swartz, WDB Executive Director, asked if we are able to count all of the participants that are accounted for. Kathy confirmed that all those with completed documentation will be counted as enrolled in the WIOA youth performance

system. Some are not eligible. Each individual falls into whatever category they can be counted. She said there are four youth that achieved their high school diploma. Center for Family Services did hire a new director or coordinator for the Camden CorpsPlus program. His name is Darron Harley.

Bob Weil, WDB Vice-Chair, asked about a library program that was conducted some time ago. He wanted to know if the One-Stop was able to count any of those youth in our performance. Kathy said that she was unable to get the participants in that program counted. She said there was some sort of on-the-go culinary program. The One-Stop was used as a site for the program. This program trained some individuals that were already in our system. Bob suggested contacting the Library Director again to re-establish an agreement that would include enrollment in the One-Stop system. He said it could make a difference in our performance reporting somewhere down the line. Kathy said she would try to follow up on that idea.

- **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 with the addition of certain life skills training provided by Hopeworks. Hopeworks will qualify participants for the positions and career ladder will be identified by Cooper. This will further enable the participants to advance academically to secure associate and baccalaureate degrees.

Kathy reported that the memorandum of understanding (MOU) was being finalized with the signatures necessary to execute the document and launch the program. Gregg said the reporting clause was vaguely stated in the MOU. He asked that the MOU include the commitment by Cooper to submit a quarterly report. Lou Bezich said he would submit a separate letter stating that commitment since all parties have signed the MOU. Kathy said that all participants will be enrolled in the One-Stop system so this will ensure proper reporting as well. Joshua said that Dan Rhoton, Hopeworks Director has been in several times to review enrollment and eligibility procedures for the Cooper Program. Dan said he wants to make sure the first year of the program goes well and then he will submit a formal proposal for the next program year's Youth RFP. The Hopeworks contract includes a one year provisional status that allows them to participate in the program.

- **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.

Krista Lope reported that the first Yale School cohort of seven participants will be graduating on Monday, June 12th. Three of the seven were hired by Kennedy Hospital. Jeff said the other four will be placed. He and Leslie Williams, WDB Comptroller attended a mock interview session with the graduating job candidates. Other employers have heard about the program and are interested in hiring one or more of the candidates. Jeff said he will be attending the graduation. Krista said that on the follow day (Tuesday, June 13<sup>th</sup>) there will be a signing ceremony for the second cohort.

- **YOUTH ONE-STOP:**

Joshua Friedman, Resource Center Director, attended the Youth Investment Council (YIC) meeting held

at the One-Stop on May 25<sup>th</sup>. He felt the discussions about how youth are admitted and the flow of the Youth One-Stop (YOS) system was very successful. It made the process much clearer to those in attendance at the meeting. There were about 25 people at the meeting. Gregg asked if the original flow chart prepared by Laurie Maguire was utilized for the discussions. Joshua said he actually started with a white board and went step by step the process and answered questions along the way. He said it was an excellent exercise for those who did not understand how youth are enrolled, what steps they proceed through after the orientation and before receiving services such as TABE Testing, High School Equivalency and more. Jeff said the committee continues to review reports that include columns of numbers and they are not understanding if a youth is falling thru the cracks or simply exiting the system. He said the committee seemed to clearly understand the steps that a youth follows based on the options he or she has chosen as result of Joshua's presentation. Joshua created a new flow chart based on discussions at the Youth meeting. He said he will be working with Laurie Maguire to more closely match the reporting with the flow chart. Joshua presented a copy of the flow chart to everyone in attendance at this Operations meeting. The committee discussed the flow chart and the system from orientation to eligibility determination to enrollment. Joshua said he will continue to attend the Youth Investment Council meeting now taking place at the Resource Center on a bi-monthly basis.

- **ONE-STOP COMMUNICATIONS & UPDATES**

Joshua reported that he and Nidia Sinclair, Youth Manager have been attending meetings for a re-entry program. The County has received a grant to put together a network of organizations, including the One-Stop to assist ex-offenders being released from incarceration at the County Jail. There are about 25 different agencies represented including mental health, rehab services, social security, motor vehicles and more. The program will serve adults but can include youth as well. What the group is hoping to do is to start services before an individual is released from jail.

Joshua reported that communications are continuing to improve. He is utilizing the Organizational flow chart that was included in the One-Stop Operator proposal to make some staff changes that are emanate due to a few retirements and staff changes. There is also a Learning Link teacher leaving. Patty Beach will be leaving the state. He has started the process of modifying job descriptions in order to begin the job posting process. We will be looking to hire a Para Professional to fill the vacancy at the front desk reception area. With new state regulations in place, it will be important to have the position filled with an individual that will be able to handle a wider range of clerical tasks. Jeff offered some assistance if needed in supporting additional hiring. As long as these are necessary positions in order to maintain quality assurance and customer service. Our Chair and incoming Chair will be happy to support such an initiative. Jeff said it is very important that we try to hire individuals who meet the new certification standards set by the state. This will make easier justifications when it comes to funding. Joshua agreed and added that it motivates and raises the standards of existing staff. The committee discussed the benefits of having certified counselors and teachers in positions across the board. Kathy said having a certified teacher that is also qualified as a counselor is a real benefit to the customer.

- **ONE-STOP OPERATOR PROCUREMENT UPDATE**

Jeff said the contract has been submitted to the county and it is on the Freeholder agenda for resolution. Kathy made note of her budgetary concerns with the contract in the area of allocations for administrative costs. Kathy also said she is having staff review a transmittal letter to upgrade the new process in voucher payments. The procurement process should be completed by July 1, 2017. Kathy suggested that training should take place that give the staff and clearer understanding of roles and responsibility as we move forward in this transition to more WDB oversight in the day to day operations of the One-Stop and Resource Center. The agencies within the system are used to working on their own. They need to understand how they are linked more closely under the new WIOA law. Jeff said it is important that the

partners and staff understand that the new law calls for the One-Stop system to be driven at the local level by the Workforce Development Board. Kathy said that our local area already has a good cohesion in place. She feels that this will continue under the new law. The committee discussed the need to conduct an information session that explains the expanded role of the WDB. Our day to day responsibilities are not changing. The goals are still the same. We are here to serve the customer in the most efficient way possible. Kristi Connor, One-Stop manager said she has been communicating the changes to her staff. Kathy suggested conducting a series of round table discussions where the staff and partners participate and get a chance to ask questions. The message needs to be consistent. The committee agreed that these meetings could take place after the transition, sometime in the fall, with a set of materials that explains the One-Stop Operator Procurement process and how the new law establishes policy.

- **CONSORTIUM & TIP UPDATE:**

Jeff Swartz reported on consortium meetings he has attended. The Healthcare consortium met on Thursday, June 8<sup>th</sup> at the Camden County College Camden Campus. There is a lot of development taking place in Camden including expansion of the Cooper Medical School as well as new construction taking place at the Rowan Camden Campus. The Rowan Board of Governors has acquired several parcels of land on Broadway. He served as a panelist at an Education & Workforce Development Conference held at the Rowan College and Gloucester County Business and Corporate Center, on Friday, May 12<sup>th</sup> 8am-1pm at 1400 Tanyard Road, Sewell NJ 08080.

Jeff continues to attend Retail Hospitality and Tourism Talent Network South (RHT), TIP events. They are focusing on the Beverage Industry to create a credential in wine making and brewing. They are also working to create a server credential for the restaurant industry.

Jeff said the State is starting a new Talented Industry Partnership (TIP) for Food Processing and also a new TIP for Construction. We will be sending notices of the Food Processing events to the network of Food Manufacturers the WDB developed last year.

Gregg asked about the progress of the Holtec project. Joshua said there is a new cohort starting and the program is continuing. He expects that the current cohort result in more hiring by Holtec. He said that Holtec is resuming recruitment events at the One-Stop after a stall due to changes in their Human Resource Department. Jeff would like to nominate Holtec for the GSETA Corporate Partnership Award. He will be requesting some input as to how the program was developed and resulted in positive recruitment and successful job opportunities.

- **BUSINESS SERVICES**

Jeff reported that the committee is engaged and the weekly outreach reports are being forwarded to him by the Business Service Reps. He thanked Joshua for his help in that effort. We have a new member that joined the team, Naila Tanczak, Director of Sales, La Quinta Suites. She has offered her facility for WDB events. He said we are still looking for a Chairperson for that committee. Gregg asked if there a Job Fair follow up meeting was conducted. Joshua said that Debbie Sutherland is following up on feedback from the committee.

## **SETC FEEDBACK LOCAL AND REGIONAL PLANS**

- **CCWDB Local Plan**

Leslie Williams, WDB Comptroller said that she compiled input from the committee and answered all the questions or comments sent by the SETC. The feedback was sent to the SETC by the June 6<sup>th</sup>, due

date. We highlighted the changes and additions in the plan as requested by the SETC. The committee reviewed the revised local plan. The plan comments will be reviewed by the SETC and the local plan will be approved with a resolution sometime within the next 90 days. Jeff said the regional plan comments were sent as well. Gregg thanked Leslie for her work to organize the input. Gregg said he will be meeting with Kathy to revise the performance measures scorecard. We will plan to review the revised scorecard at the next Quarterly Board Meeting on Wednesday, June 28<sup>th</sup>, 2017.

- **Annual Accessibility Assessment**

Kathy reported that Tony Teti completed a very well prepared One-Stop Physical and Programmatic Accessibility for Individuals with Disabilities 2017 Annual Assessment. The assessment will be sent to the WDB office for review and submission to Michael Ayles, Equal Opportunity Officer, LWD Central Office by June 30<sup>th</sup> 2017. The committee complimented its attention to detail. Jeff will review the document before sending it to LWD. There are two copies, one will be kept on file at the WDB office. Kathy requested a copy of all transmittal documents.

- **Next Steps**

The Operations Committee will be working on the Resource Sharing Agreement and the MOU and the One-Stop Certification. Kathy suggested that System Performance Committee should be included in this process. She also suggested getting technical assistance from the State.

- **Personnel Issues and General Discussion**

Kristi Connors said with staff changes and transition her staff has gone from 34 to 14 over the last year. Jason Newman will be named Veteran's Service Representative. He will be directed by LWD. Joshua said that he will be using the Organizational Chart that was submitted in the One-Stop proposal to make transitions and changes in staff. Jeff reported that there are some board positions that will need to be filled due to retirement of some private sector board members.

#### **NEXT MEETING**

The meeting was adjourned at 11:35 A.M. The next committee meeting is scheduled for Friday, July 21st 2017 9:00 A.M. at the WDB office, 1111 Marlark Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

*Kathleen Varallo*

Administrative Assistant