

**SYSTEMS PERFORMANCE COMMITTEE MEETING**

**August 20, 2021**

**Camden County Workforce Development Board Office (Zoom)**

**ATTENDANCE:**

Members		22-May-20	21-Aug-20	20-Nov-20	19-Feb-21	21-May-21	20-Aug-21
<b>Abusi, Pat, CHAIR</b>	RailRoad Construction of South Jersey	X	X	X	X	X	X
Bryant, Janice	CCOS, Fiscal Manager	X	X	X	X	X	X
Cirii, Frank	Local Area Operations Director, CCOSCC	X	X	X	X	X	X
Doran, Ryan	IBEW Local 351	X	X				
<b>Johnson, Tom, Vice Chair</b>	Independent						X
Maguire, Laurie	CCOS, Manager, Information Systems	X	X	X	X	X	X
Pape, Barbara	CCOS, Senior Accountant	X	X	X	X	X	X
Raymond, James	TD Bank			X	X	X	X
Sinclair, Nidia	CCOS, Director, Career Center		X	X	X	X	
Weil, Robert	Conner Strong & Buckelew Companies Inc.				X		
Swartz, Jeffrey S., Exec. Director	WDB	X	X	X	X	X	X
Primas, Theo	WDB	X	X	X	X	X	X
Varallo, Kathleen	WDB	X	X	X	X	X	X
Williams, Leslie J	WDB	X	X	X	X	X	X

**SYSTEMS PERFORMANCE COMMITTEE:**

*The Systems Performance Committee develops the standards and criteria of customer satisfaction and continuous improvement for One-Stop partners, programs, and vendors. The committee also provides for the fiscal planning and management for the One-Stop system.*

**WELCOME:**

Pat Abusi, Chair, Systems Performance Committee, called the meeting to order at 9:05am. He thanked attendees for taking the time out of their busy schedule to prepare for and attend the meeting. He asked for a roll call of attendees to the meeting. Alex Levitt, Administrative Assistant, confirmed attendance. The Committee reviewed the minutes dated May 21, 2021. Pat asked if there were any edits or corrections to the minutes. Pat made one correction to the name of the company that Tom Johnson worked for. He said it was the South Jersey Port Corporation (Not) Association. Pat asked for a motion to approve the minutes. Leslie Williams made the first motion. Barbara Pape made the second motion. By unanimous vote to the affirmative the motion was carried, and the minutes May 21, 2021 were approved. Pat thanked Kathleen Varallo, Administrative Assistant to the Director, for her work on the meeting minutes.

**FISCAL REPORTS REVIEW**

Barbara Pape, One-Stop, Senior Accountant, reviewed the proposed Master Budget for program year 2021-22. Barbara noted the biggest change to funding was the additional budget item which will be dedicated to Incumbent Worker Training. She said 20% of funds can be used for this purpose. It is projected that these funds will help employers up skill their current workforce to avoid layoffs and create promotions within the company. These funds must be spent by the end of the program year. She said there is still a lot of funds being carried over for RTV's, and training in Adult and Dislocated Worker. She is hopeful that more funds will be spent during this coming year but noted that carryover funds were sent back. She asked if there were any questions about

formatting or funds. Leslie Williams, Comptroller, WDB, asked if there were any timing delays in funding. Barbara confirmed there are no expected delays this year. Everything is in and on the books at the County level. Some funds such as transportation are released on a calendar year basis, so they will not be announced until later in the year. The Committee reviewed some funding categories in the budget including SNAP, TANF, and GA funds.

Barbara reviewed the Fund Balance Report through June 30, 2021, and the Contract Analysis Summaries. She reviewed the federal grant funds allocated under the Workforce Innovation & Opportunities Act (WIOA) for Youth, Adult and Dislocated Worker. She reported WIOA funds have a lot of carryover funds. She hasn't heard anything from the State about any extensions to carryover funding. This year will be the first time WIOA funding will be sent back. All youth and dislocated working funding was spent. She again noted the IWT funding and hopes more will be spent in training grants. Barbara reported Learning Link funds were not spent, but there is an extension to spend down those funds through the end of August. The new program year funds have been announced. She said some Workfirst NJ funds are being sent back, but everyone knows TANF enrollments, and referrals were down this year due to waivers and current conditions. She referred to the Contract Analysis reporting noting that enrollments were a concern across the board. She encouraged the committee to contact her with any further questions. Jeffrey S. Swartz, Executive Director, asked about TANF numbers. Jeff asked and Barbara confirmed amounts that may be sent back if not spent by December 2021. She said it is still a significant amount. Frank Cirii, Local Area Operations Director, confirmed that referrals from partner agencies, due to state waivers, has been an ongoing concern. The Committee discussed the effects of Covid response efforts, and state waivers have had on performance, and spending. All agreed this has been a consistent problem throughout the State. Jeff said the State may lift waivers in January 2022, but it has not been made official yet. He noted the Board of Social Services has been very pro-active in outreach efforts to encourage clients toward voluntary work activity. Their outreach call team has had some pretty good results.

Pat asked if there were any additional questions for Barbara. Leslie noted for everyone's understanding, the numbers at the bottom of the reports work their way up from the past two years to present reporting of allocations and balances. Jeff asked and Barbara confirmed that all contracted providers are not performing well, and the reports reflect a reason to be concerned. She said the Work Group is the only provider that consistently achieves their goals. The Center for Family Services who usually performs well, did not meet their goals. Frank said he feared if waivers continue beyond the 2021, that some vendors may go out of business. He said the whole system is under attack by not getting referrals. It is a real concern, because the local area does not have that many providers as it is, and if one goes under it could cause a major ripple effect for all. Jeff said we need to take a good hard look at the contracts to see what solutions can be applied. Barbara noted the One-Stop is not doing much better at recruiting referrals, so if we are looking at solutions, it must be applied in-house as well. Frank said the One-Stop will keep plugging away. Staff is doing a lot of email outreach as well as attending public events to promote training opportunities. He said we are doing all we can. This is a concern across the state and maybe even nationwide.

Pat asked for a motion to approve the fiscal reports and recommendation, to the full board, to approve the Master Budget at the next WDB Quarterly Board of Trustees Meeting. Jim Raymond made the first motion; Frank Cirii made the second motion. By unanimous vote to the affirmative

the motion was carried, and the fiscal reports and recommendation were approved. Pat thanked Barbara and her team for their work on the Master Budget and fiscal reporting.

#### PROGRAM EVALUATOR REPORT

The Committee reviewed the Program Evaluator Report submitted by Theo Primas, WDB Program Evaluator. Theo reviewed his updates as follows.

(46) 2021 contract packages have been sent out. Packages are still being processed.

(27) ITA providers are currently eligible to receive CCOS referrals

Theo noted he will be sending out another package requested today by another vendor.

Theo reported regarding WorkFirst NJ, all contracts have been fully executed and services are underway. There are some concerns about referrals discussed in this meeting. He said the WDB is taking steps to ensure all the providers are making their application to get on the ETPL list through approval by the NJ Department of Education. They must be in good standing with ETPL for this contract year.

Theo reported all the CWEP monitoring has been completed including Camden County College, OEO, and the Center for Family Services. He said all WIOA and Workfirst procurement processes have been completed, contracts fully executed, and services are underway.

Theo reported all monitoring has been completed for the Summer Youth Employment Program. All worksites have been visited. He is waiting for the intern evaluation reports to be returned to the WDB office, so he can complete that process.

Theo reported that he and the One-Stop Counseling Unit received an email from the Abundant School. Apparently, they have several courses that are listed on the ETPL. They are asking for clarity on why these courses are not being recommended or funded. Theo said the counselors of the One-Step take an added step to make sure the courses will benefit the customer career goals. They do not always approve courses just because they are on the list. They go a step further to research the local demand and placement opportunities. He will be following up with the unit to get a better explanation of the process to relay to the Abundant School as well as any provider having the same question. Frank asked for further clarification. He asked if there have been incidences of counselors not approving training. Theo said he would follow up and get more clarification from the provider and the counseling unit. He will report back to Jeff and Frank, his findings before addressing the provider's concerns. Frank said he has made it very clear to staff that if there is an opportunity to help a customer get into training, they will do everything they can to get it done and spend the funds. If the course is on the list, it is fundable. He said some schools do not have good reputations for outcomes, so that may be a reason to deter a customer away from a particular provider, but if the training itself is on the list, again he stated, it is fundable. Counselors always do their best to match customers with the right training. Theo did note it may be a matter of coding. The Committee discussed the concern and agreed to allow Theo to meet with the counselors to review their process and compliance concerns. Frank said it may be a case of coding in the AOSOS system. The program may be listed on the ETPL but if counselors enter it into the system, and it rejects it, then this could be the crux of the problem. He and Jeff have spoken to another provider about the same concern. Jeff said he can issue a demand exception letter on a case-by-case basis. The Committee discussed and agreed the State AOSOS system needs to be updated, and this is a

major statewide concern. Jeff suggested contacting the State to discuss (sip-code issues) in the AOSOS system. Frank said counselors can identify a list of codes, cross referenced with the ETPL, that are a problem or need to be fixed. Theo also noted there are new state requirements for demand exceptions. He will be reviewing the new process with staff at the One-Stop. The new process requires submitting some labor demand information which can be obtained from the State. There is also a process for proving local demand that can be a consideration. He said the vendors are responsible for keeping their cost and program information up to date. Either way, it's about getting people into training as long as they are eligible and meet the criteria. He will follow up on all that has been discussed.

Hearing no further questions, Pat asked if there was any other business that needed to be discussed. He thanked Theo for his report. He reintroduced Tom Johnson, Retired, Manager, Business Development and Sales, South Jersey Port Corporation. He said Tom has had a chance to participate in a few meetings, and at the Board of Trustees meetings. Pat put forth his recommendation that he be appointed as Vice Chair of the Systems Performance Committee. He gave Tom a chance to introduce himself again to the committee. Tom said he served in his position for 34 years, and he lives in the City of Camden. He was educated through the parochial system in Camden and attended Rutgers, Camden, graduating with an advance degree in public policy. His undergraduate studies included international marketing. He went on to say that in his retirement, he is looking to get active in the community, and serve with a great understanding of it needs. Jeff welcomed Tom, and said he is looking forward to his participation with the WDB. Pat asked for a motion to appoint Tom as Vice Chair to the committee. Leslie Williams made the first motion; Jim Raymond made the second motion. By unanimous vote to the affirmative the motion was carried, and Tom Johnson was appointed Vice Chair to the Systems Performance Committee. Pat congratulated Tom and welcomed him. Leslie asked Tom to send his resume to be placed on record at the WDB.

Laure Maguire, Manager, MIS, reported preliminary performance reports came in after the Executive Committee meeting on Wednesday, August 17<sup>th</sup>. They showed meeting and exceeding expectations in Youth and Adult areas. This had much to do with Frank Cirii's decision to co-enroll participants in shared programs. Dislocated Worker is still a concern, but it was discovered that the closing of provider; The Network Learning Institute, a school and testing site, which left participants hanging and affected our performance in that area. It significantly affected Dislocated Worker credential. There was a total of 26 participants enrolled that were unable to complete the funded training, because of the school closing. Laurie prepared a full data study and will be submitting it to Jeff, so that he could request, in writing, an exclusion of those 20 plus people who did not obtain a credential due to the school going out of business. Leslie asked what was done to get participants transferred over to another program. Laurie said there was a lag in information, and the closing occurred in 2019. There is not much that can be done about it now, but some did get jobs, so while it may bring some past performance down, it could bring the wage area up to a more positive outcome. Jeff said will work with Laurie to outline the case with her data study and supporting documentation. Pat agreed and asked for a copy of the letter submitted to the State.

Pat thanked the committee and welcomed Tom Johnson. He said Tom will be a welcomed asset to the committee and appreciated his participation. Pat asked for a motion to adjourn the meeting. Jim Raymond made the first motion; Frank Cirii made the second motion. By unanimous vote to the affirmative the motion was carried, and the meeting was adjourned at 10:02am.

The next WDB Quarterly Meeting is scheduled for Wednesday, September 22, @8:30am, via Zoom.

The next quarterly meeting of the System Performance Committee is scheduled for Friday, November 19<sup>th</sup>, 2021 @9:00am via Zoom conferencing.

Submitted by,

*Kathleen Varallo*

WDB Administrative Assistant