



*Supporting the Development and Retention of a World Class Workforce*

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

**OPERATIONS COMMITTEE MEETING  
MINUTES, JANUARY 15, 2021**

**WDB Office, 1111 Marlkrass Road, Cherry Hill (Zoom Conferencing)**

**ATTENDANCE**

MEMBERS		16-Jul-20	13-Aug-20	18-Sep-20	22-Oct-20	13-Nov-20	11-Dec-20	15-Jan-21
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications	X	X	X	X	X	X	X
Cirii, Frank	Camden County One Stop	X	X	X	X			X
Connors, Kristi	NJ Department of Labor, Business Services	X	X	X	X	X	X	X
Deitz, Jeff	NJDVRs	X	X					X
Jones-Benjamin, Michaela	Camden County Board of Social Services							
Maguire, Laurie	Camden County One-Stop			X				
McFarland, Salama	Camden County Board of Social Services	X	X	X	X		X	X
Mendez, Kelly	Camden County Board of Social Services					X		
Regensburger, Robert	Lockheed Martin	X	X	X	X	X	X	X
Sinclair, Nidia	Camden County Resource Center	X	X	X	X	X	X	X
Weil, Bob	WDB Chair	X	X	X	X	X	X	X
Swartz, Jeffrey S.	WDB	X	X	X	X	X	X	X
Williams, Leslie J	WDB	X	X	X	X	X	X	X
Varallo, Kathleen	WDB	X	X	X	X	X	X	X

**WELCOME**

Gregg DeBaere, Chair, called the meeting to order at 9:10am. Gregg wished everyone a Happy New Year and thanked them for attending. The Committee discussed personal stories regarding vaccine distribution.

**ONE – STOP & WDB CERTIFICATION**

Leslie Williams, Comptroller, WDB, reported staff is working on the WDB Certification as required by the State Employment and Training Commission (SETC). There are 11-12 components to the certification application and six items have been submitted so far. She said three more will be submitted today and the final evaluation of a One-Stop process is being finalized by Gregg and Kristi Connor, Manager, Employment Services, DOL. The goal is to have all the components submitted by next Friday, January 22<sup>nd</sup>. The components can be submitted as completed; they do not have to be submitted all at the same time. She will be collecting signatures over the next week. Once completed, it will be sent to the Camden County Board of Commissioners for signature by the Local Elected Official. Gregg confirmed timelines for the evaluation. Leslie said the deadline for all completion is February 15<sup>th</sup>, and we will be ahead of schedule if all documents can be submitted by the end of January. Gregg asked Leslie to explain the web link noted in the guidance and asked if she had a chance to review it. Leslie said the link contains templates and guidance, but we have everything we need to complete the process. Gregg asked and Leslie confirmed, there was no additional information provided on item 10-C in the original guidance. Gregg asked Leslie to write the commitment portion naming him as the

Liaison for the evaluation of the One-Stop process. Gregg said he will work with Kristi and write the evaluation. He said Kristi has already provided a summary of the customer check-in and workflow reports that he will be evaluating. Kristi offered her further assistance. The Committee discussed the lay-out and details of the evaluation. Gregg said the evaluation will cover the period from early December 2019 through March 2020 and include observations and findings regarding delivery of service to Camden City residents, UI and service to other zip-codes where customers were traveling from around the County. Gregg welcomed input from the committee about observations that were helpful because of tracking customer intake. Leslie noted the application calls for confirmation of the One-Stop Certification. She said, as reported in other meetings, there has been no feedback regarding that process, so the guidance asks only for confirmation of the dates of submission and approval by the local WDB. The guidance also asks for a copy of the Partner Memorandum of Understanding (MOU), Infrastructure Funding Agreement (IFA) and proof that it was executed. Kathleen Varallo, Administrative Assistant, WDB, asked if there has been any progress made by the SETC to update the WDB Board Member Handbook. She said the latest version held here at the office is from 2007 before WIA transitioned to WIOA law and the WIB transitioned to the WDB. She updated the name change but other elements in the handbook need to be updated as it applies to the new law. Jeffrey S. Swartz, Executive Director, WDB, said the SETC is aware of it and some other local areas may be working on updates. He will investigate it further and see if there are any updated versions of the handbook that could be shared.

#### ONE-STOP AND YOUTH ONE-STOP (YOS) UPDATES

Frank Cirii, Local Area Operations Director, reported there was only one resolution submitted to the Camden County Board of Commissioners agenda in January, and that is to reconcile budget items from the program year 2018-2019.

Frank reported the One-Stop is undergoing a bi-weekly inspection by the County Health Department. Updates to the COVID – 19 safety plans are reviewed at these inspections. Some signage has been changed and limits of rest room capacity have been further defined. He said the Camden County Will Clinics hosted in the facility have been suspended until public access is commenced. All other safety temperature screenings and sign-in to the facility are being closely followed. Gregg asked how many customers were attending the Will Clinics. Frank said the appointments were scheduled by County Counsel and there may have been 5 or so customers socially distanced for workshops.

Frank reported staff and management continue to do whatever they can to assist Unemployment (UI) customers with claim complaints or concerns. He and Nidia are addressing all emails forwarded by the Board of Commissioners. Questions arise when things change at the Federal Level with regard the stimulus package. Frank is still getting stopped in the parking lot occasionally. Gregg asked if Nidia was still receiving a report with claimant information from the State. Nidia said the report is sent to the MIS department.

Frank reported the QLess scheduling system is in the process of being implemented. All the partner agencies have been training and are encouraged to use the system to schedule even virtual appointments. Partners are not seeing customers in person, so it has been a challenge to launch the system. Staff and partners are being asked to test the system while it is slow so they

can practice using it and tech support can help work out any glitches in the software. Kristi asked if a link to schedule appointments would be posted on the website. Frank said he did not want customers to be able to randomly schedule appointments but staff can consider entering all calls as appointments so they can practice using the system. Then they can graduate to screening the call, getting contact information, and sending the customer a confirmation with a link to schedule their appointment. It would be more like making an appointment with a Doctor's office. The Committee discussed specifics about technical concerns with QLess. Gregg asked if the County is using the QLess system to schedule vaccine appointments. Frank said they are using a system similar to one the hospital uses that includes prompts for insurance information.

Frank and Nidia reported Learning Link is continuing the process of application to become a HighSET testing site. A team including Patty Beach, Learning Link, Dr. Lauren Hill, Director Adult Basic Skills, Camden County College, and Nidia are working through the narrative and required documents. Gregg asked how many customers are in the pipeline. Nidia said counselors are currently working virtually with 9 customers. Testing must be scheduled in person, but all other services can be provided remotely, and customers are actively participating via Zoom.

Frank reported how challenging it was to transition to virtual services, but it is going well. Customers are successfully being served and on-boarded using virtual systems. Customers are being placed in training opportunities, especially in the healthcare sector. Frank said the County and tech support is looking into the details of incorporating DocuSign, an eSignature and electronic agreement platform, into operations. The licensing is purchased in groups of 500 and expires after a year so it will make sense to purchase the minimal amount to start and see how it works out for the customer. He said this may help streamline the process to execute training vouchers for the customer and the One-Stop fiscal department.

Frank said he attended the Business Services and Outreach Team meeting and discussed the COVID Labor Market Business Plan to help local area businesses recover as well as get qualified help to fill their labor needs. The WDB and One-Stop are working together to assist businesses with all possible services as they try to survive in these trying times. The BSR's have been informed about grants, training, and other options they can relay to local business owners and letting them know they are not alone in their recovery efforts. Business engagement is becoming more and more active as the vaccine distribution is rolled out. Gregg asked if the County has released all the Cares Act Funding for Businesses. Frank said another phase was opened in the last month and all funds have been allocated. Gregg suggested the Virtual Services Directory could be distributed along with any announcements made by the County. Frank said an email blast list has been requested from the County of all business that applied for funding. He said an email blast will be cost effective and current. The Committee discussed a newsletter format, and all agreed it may help build some long-term relationships with local businesses.

Frank reminded the committee that the One-Stop continues to promote virtual services at food distribution and immunizations sites around the County.

- YOUTH ONE-STOP (YOS) UPDATES:

Frank reported the Youth One-Stop (YOS) is continuing to seek out youth engagement. It is a difficult task, but it is being given full effort by Youth Counselors. Nidia said once youth are

engaged, the YOS can now conduct in-house Financial Literacy Workshops. Youth Counselors have created a personalized approach to educating youth customers by adapting the tools and workshop information developed by Dr. Lauren Hill, former Manager, YOS. The YOS will not have to depend on an outside source to conduct this workshop. Gregg asked who will be running this program and is there a comfort level with the quality of the workshop. Nidia said Counselors have worked with Dr. Hill in prior presentations. She is confident in the quality and content of the workshop. Frank said the Resource Center is working to collectively offer all services to customers, youth, and adult, in the true One-Stop fashion, customers should be able to take advantage of all career services under one roof and be served or referred in-house to partner agencies, virtually or by appointment in a safe, efficient manner. In the past, they may have been referred out for one service or another, and often did not return.

Frank reported that Counselors are much more focused on credentialing in their career assessments and career plan development with customers. He said Jeff relayed information about the One-Stop becoming a testing site for a multitude of industry recognized credentials. Management will be exploring the possibilities of becoming a testing hub for Camden County. The Committee discussed and agreed it will be beneficial for Camden County residents to offer localized testing sites. It has been a concern that many of the current testing sites present barriers and challenges because they are in far north locations around the State. The Committee also agreed this focus will help to meet performance measures that are an audit concern for all areas. Jeff noted the State conducted blanket audits of performance outcomes around the State regarding program year 2018. He said the audits brought out many of the concerns this committee discusses on a regular basis.

- **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 is accessible to disabled persons. (Follow the link for more information. <http://www.camdencounty.com/service/social-services/>)

Salama McFarland, Case Management Administrator, Board of Social Services (BSS) reported the agency began re-construction of its former Surrogate offices on January 11<sup>th</sup> and will begin using this office as a new Customer Service Center, hopefully by the end of February. Gregg asked about safety features such as Plexiglas stations. Salama described some details of the reception waiting and intake interpretation areas. She will provide more details once the renovation is complete. She said operations are continuing to minimize clients coming into facilities as many may be at high risk for exposure to the COVID-19 virus. A flyer of services has been created for distribution outside of the facility and there are different safe stations set up for benefit card pick-up and the exchange of paperwork. She said there are some face-to-face options set up for those unable to connect with online access but for the most part most customer contact is conducted remotely.

Salama reported 1270 new applications were filed during the month of November, 1445 in December and so far, as of January, there have been 370. Gregg asked if there is a noticeable trend in the numbers. Salama did not necessarily see any significant trends in reported total applications. She also said there are no significant reports on the launch of QLess in her division.

It takes some time for tech support to upload the information into the system. She said it will be good to have QLess fully implemented by the time the new customer service center opens next month

Salama reported the Volunteer Work Activity Campaign began in December with phone calls to clients. She designated about 18 staff members to make calls using a phone script with the goal of providing information and awareness to services as well as additional options for facing challenges such as mental health during the pandemic. Child Care, as well as awareness to training and career planning opportunities, are also offered. She said there has been a very positive response to personal contact and some clients are sharing career aspirations or barriers facing such career aspirations. Kristi noted she did get a few referrals. They are not able to participate in normal work activities, but her staff is following up and documenting contact and outcomes. The Committee discussed ideas for documenting referrals, and actionable options because of this campaign being that state waivers currently to not require clients to participate in any committed work activity. Kristi and Salama agreed to meet again to discuss referral processes. Jeff asked Salama to send the script and other details about the campaign; he could share with other local areas as a best practice. The Committee also discussed accommodations that could come because of doing this type of client discovery. All agreed that customer referral to available resources is a great outcome of this initiative. Salama said that many provider resources are limited due to Covid-19 restrictions and incident cases. All in all, customers are appreciating the personal contact and concern. Outcomes of this initiative are being reported to the State on a regular basis with the hope of finding solutions for the barriers to work activities customers are facing. She reported contacting 204 TANF customers, 153 General Assistance (GA) customers. The number of customers who are participating in voluntary work activities as a result of the call campaign is 51 TANF and 85 GA. Supportive services include 42 recipients of childcare assistance, 29 transportation vouchers. All agreed this initiative is producing positive results that can be modeled statewide.

- **DVRS UPDATES & PROJECT SEARCH – JEFFERSON/KENNEDY HOSPITAL**

The Division of Vocational Rehabilitation Services provides counseling, training, education, transportation, job placement, assistive technology, and other support services to people with disabilities. (Follow the link for more information) <https://www.ncdhhs.gov/divisions/dvrs>

Jeff Deitz, Manager, DVRS, reported there have been no incidents of Covid-19 cases and his division continues to service customers remotely. There continues to demand for services. Staff is working on a staggered schedule but despite current conditions they are serving many customers. Jeff D. reported obtaining two new counselors who are in the process of training and two more may be approved once public access re-opens.

Regarding Project Search, Jeff D. reported participants were attending in-person internships, however, two positive Covid-19 cases caused the cohort to revert to remote access. Gregg asked if there were any plans to return the cohort to in-person training. Jeff D. said it will likely be resumed at the end of the year.

Jeff D. reported positive job placements because of job market openings. Gregg asked if there are specific industries of successful job placements. Jeff D. reported retail and restaurants are seeing

an increase in hiring individuals with disabilities especially in areas of take-out service. He said counseling services are especially important to let clients know their work is valued and all will be well in these current conditions.

- **EMPLOYMENT SERVICES, LWD**

Employment Services provides Camden County with Career and Employer services including Temporary Disability Benefits, Family Leave Insurance, Maternity Leave, Unemployment Insurance, Social Security Disability and Workers Compensation. Services for employers included job candidate screening and recruitment. (Follow the link for more information) <https://www.nj.gov/labor/aboutlwd/>

Kristi Connors, Manager, Employment Services, DOL, reported she is still waiting for one new hire to be on-boarded but at least it is in process. Her other new hire is working out very well and is quickly adapting to processes and procedures.

Kristi reported 2200 customers checked-in for services and employment services staff is continuing to track data of entry.

Kristi also reported the State launched a new website [www.careerservices.nj.gov](http://www.careerservices.nj.gov) during the month of January. The website seems to be a lot more user-friendly but there are some glitches to work out. The site is less cluttered and more directed toward icons that are specific to services. Gregg asked if the Career Connections site is still active. Kristi said there are some sections of that site still active in state links, but it will be phased out once the transition is complete. She said there is now a virtual services request link to a form that is referred back out to each county in box so more customers are reaching out for one-on-one help. Kristi said 48 requests came through the link just this morning. Kathleen asked if job search is connecting to the NJNLX. Kristi said she is still in the process of investigating all the links to job search and other employer services as well. She will send links and update the committee with any new information regarding the new website.

Kristi reported the Commissioner of Labor sent directives that will keep staff working remotely due to COVID-19 case incidences. She has staff checking in and going into the office only as needed. The remote working system provides her with more staff productivity information than with prior pandemic conditions. Spot check, data entry and AOSOS sourcing is providing her with good outcomes. She said email correspondence from the State keeps pushing back in-person work and customer service due to Covid-19 response efforts. Gregg asked what platform the State is using to conduct meetings and are they providing training. Kristi said the State is using Microsoft Teams and some counties are sharing training resources. She offered to send training links to the committee. Different counties are offering online resources and adapting what Camden County is sharing on its website.

Kristi reported Employment Services referred 210 customers for training opportunities via the website that starts the process of eligibility. Kristi reported her staff is still wading through the steps to sign on and use the QLess scheduling system. She said the system is not currently working well in a remote format. She is working out issues with One-Stop tech support. She also created an intake form but is also waiting for more input from the county tech support

office regarding security and privacy issues that might result from utilizing this type of on-boarding process. The form follows all the intake processes that would populate into the AOSOS system and no other local area has a standard online form yet. The Committee discussed concerns about using a new unproven online form especially due to customer encryption privacy and fraud concerns. Gregg suggested presenting concerns to the SETC for further guidance. Kristi will share the form with the committee and to vet it through further channels of approval. Kristi sadly informed the committee of the passing of a front desk security officer.

- **REGIONAL ACTIVITIES**

Jeff reported the Atlantic City Electric team conducted a new program year strategic launch meeting to discuss scheduling and program expectations. Camden and Atlantic Counties will be running the line training with a projected start in April 2021. The 2019 and 2020 participants will be taking this training. This year, the WDB will not be recruiting another cohort until the two prior groups have completed that training. A new cohort for the WISE and GIE math program will move forward in the later part of this year for a 2022 cohort. Leslie said Camden County has an agreement with the other participating counties to refer candidates for a 2021 WISE and GIE Math course. She said there may be additional safety protocols established for the line training such as COVID testing before starting that training.

Jeff reported the Camden Works Initiative is in the process of setting up its second year of advisory management. These meetings are continuing a bi-weekly basis.

Jeff reported meetings continue to be conducted virtually by the State Employment and Training Commission (SETC) and Garden State Employment and Training Association (GSETA). He said discussions are beginning to negotiate the GSETA Employment and Training Conference, October 2021.

- **CONSORTIUM & INDUSTRY PARTNERSHIP UPDATES**

Jeff reported the Eds and Meds Consortium has not yet formed a new associate meeting platform. He said the Prologis Pilot Training Program is going well. The pilot program initiative is being sponsored by Prologis, which is a national leader in transportation, distribution, and logistics. The modules or online 20-hour pilot training program was created by a company called JFF and will be offered free of charge to 800 participants in Phila, and New Jersey through the end of February 2021.

- **BUSINESS SERVICES (BSR)**

Jeff reported the BSR team met virtually yesterday, Thursday, January 11. He reported that Jeanne Page-Soncrant and Ricky O'Hara, Veterans Rep., continue sending their regular reports of employer engagement and continue to work on the Job Matching Initiative. He said the OJT offering was suspended by the State. There are no further updates on that offering. Jeff said the BSR's are reaching out to local employers as Frank mentioned earlier in the meeting. Gregg asked if there is a specific demand area. Jeff and Frank said retail jobs are in high demand.

- QUARTERLY BOARD MEETING

Jeff reported the next WDB Quarterly Board of Trustees meeting is scheduled for Wednesday, March 24th @8:30am via Zoom Conferencing. Kris Kolluri, CEO, Coppers Ferry Partnership, expressed interest in presenting at the last quarterly meeting but since the agenda was already planned, he will be offered a chance to present at this next meeting with a Camden Works update. Jeff asked Bob Weil, Chair WDB, for approval to contact Kris Kolluri. Bob said he was in favor of that option. Bob asked if the BSR team followed up on a request from an apartment complex rehab business for cleaning crew job positions. Nidia said her team has been in contact with the woman, last name, Marcus who runs the company. They were looking for 4-6 men to start clean outs in January. The jobs were since put on hold, but she will continue to follow up.

#### NEXT MEETING

Hearing no further questions, Gregg thanked the committee and again wished everyone a Happy New Year. The next Operations Committee will be scheduled on Friday, February 12, at 9:00am via Zoom Conferencing.

Submitted by:

*Kathleen Varallo*

Administrative Assistant