



**Camden County
Workforce Development Board**
Supporting the Development and Retention of a World Class Workforce

*Robert Weil, Chair
Jeffrey S. Swartz, Executive Director*

**OPERATIONS COMMITTEE MEETING
MINUTES OCTOBER 13TH, 2017**

ATTENDANCE

Members		13-Jan	10-Feb	10-Mar	7-Apr	11-May	9-Jun	21-Jul	16-Aug	14-Sep
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications	X	X	X	X	X	X	X	X	X
Deitz, Jeff	NJDVR	X	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	X	X
Mayfield, Kathleen S.	Camden County One-Stop Operator	X		X	X	X	X			
Potts, John	Graphic Communication M14									
Joshua Friedman A.	Director, Camden County Resource Center	X	X	X		X	X	X		X
Lope, Krista	NJDVR	X	X	X		X	X	X	X	
Bob Weil	WDB Incoming Chair						X	X		X
Thmas Thorn	Camden County Business Services.								X	
Swartz, Jeffrey S.	WDB Executive Director	X	X	X	X	X	X	X	X	X
Williams, Leslie J	WDB Comptroller				X	X	X		X	X
Stubblefield, Lelia	WDB Administrative Assistant			X				X		
Varallo, Kathleen	WDB Administrative Assistant	X	X		X	X	X		X	X

WELCOME

Chair Gregg DeBaere called the meeting to order at 9:07am, welcomed attendees and asked for round table introductions.

- **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.

Joshua Friedman, Resource Center Director, reported there are 46 participants enrolled with a potential of two more with pending eligibility.

- **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 the career ladders

1111 Marlgress Road, Suite 101, Cherry Hill, NJ 08003 • www.ccwib.com

Phone: 856.751.1500 • Fax: 856.751.4495

will be identified by Cooper. This will further enable the participants to advance academically towards securing associate and baccalaureate degrees.

Joshua reported the first cohort of 12 participants is underway. There will be another press conference scheduled for Tuesday, October 24th @1pm at the Cooper Health Facility. We will have the funds to sponsor about four participants in this program year. Dan Rhoton has a private donor that was so impressed with the initiative that he is willing to fund any other candidate that needs help. It looks like 11 of the twelve will be youth eligible and one will be Adult eligible.

Gregg asked if there were any other areas or hospitals where this program could be replicated or adapted assuming this cohort is successful. We have a program that includes life skills training, higher education and a real career path. Joshua said he envisions a very positive outcome but he would like to wait until the first cohort has demonstrated success before selling it to other hospitals. Jeffrey Swartz, WDB Executive Director said he has mentioned the Cooper Initiative at the Healthcare Consortium meetings he attends and will mention it again. The committee discussed possible applications of this type of program and agreed that Cooper should have the lead on the program until we see the first year through. Then it can be promoted to other local hospitals including Virtua, Jefferson/Kennedy, and others like Lourdes at Cooper University Health.

Joshua also reported that he will be meeting with the Holly Cass, and five other representatives from Camden County College sometime during the week follow the election. He is will be bringing with him a list various ideas to help make referrals, slots, job placement and course requirements fall more in line with Resource Center policy, and funding and WIOA outcome requirements.

- 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.

Joshua reported that all the agreement for the re-entry programs are in place. This program is slated to start in January. The coordinator is taking her time to put the program together and make sure the partners solidly understand their role.

We do not have a solid understanding with the Juvenile Justice Commission (JJC) Grant Re-entry program. Most of the JJC participants to not come out with the proper documentation to be eligible for our programs.

- YOUTH AGING OUT OF FOSTER CARE.

Joshua reported that on October 17th, he and Nidia Sinclair, Youth One-Stop Manager, will be attending the first invitation they received to attend Youth Aging Out of Foster Care Committee. The committee involves the County Family Court, Court Appointed Special Advocates (CASA), Certified Public Manager Program (CPMP), and the Division of Youth and Family Services. (DYFS) and the One-Stop will now be a part of that committee. We will be presenting our services. He was surprised to find out that only about five percent (5%) of this population actually take advantage of services they may be eligible for. Most give up due to lack of documentation. Joshua said that he and Nidia will also be assigning Arthur Barclay, One-Stop Para Professional, to attend Family Court and connect with these youth or their representative to make sure they are aware of One-Stop services available to them. Apparently Family Court convenes five days per week so Art will be attending as every week on as many days possible according to his schedule. Jyi Peterson, YOS Counselor, will be attending with him for the first few weeks. Gregg suggested that we put some action into helping these youth overcome basic barriers such as obtaining proper identification to meet eligibility requirements. Kathleen asked if there was any way to require foster parents to obtain documentation for these youth as part of their care giving responsibilities. She said they do receive financial support for these youth and it seems like identification documents should be required at least by the time the child reaches an employable age. Joshua said this may be something that we could cautiously present to the court as a recommendation to help these youth succeed in getting training and employment. The committee discussed a transition plan that could be created to help these youth at some point prior to their re-entry.

- 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 reported that there are actually two cohorts running at Project Search. There is cohort of 6 participants with Jefferson/Kennedy Health and there is another with TD Bank. Jeff said he met 5-6 students at the Project Search meeting he attended on Date....We interviewed the students. We set up one on one mentoring. He asked to speak to the parents before calling the student.

Krista Lope, DVRS reported that the second cohort of 9 participants has begun. They are attending TD Bank University, 4140 Church Rd; Mount Laurel, New Jersey. This is a cohort that is completely different and includes young students who may still be in school. It is being conducted in association with Camden County Special Education Services. DVRS is involved, we are not. The other cohort with Jefferson/Kennedy is being conducted in association with the Yale School. Jeff said we are not involved with the TD Bank cohort. They are being encouraged to register with the One-Stop. Leslie Williams, WDB Comptroller asked how we can follow up to make sure they register. Jeff will be asking to set up a group registration when they are ready for resume posting. The Jefferson/Kennedy Yale Cohort are now experiencing their internships in areas of the hospital that they may

not be necessarily comfortable with in order to give them a chance to develop better coping skills. They will be rotated around with the last area training in the area they are most comfortable. He thought it is an interesting approach to their overall development by facing new challenges. They are experiencing areas of billing, customer service, and facilities to direct patient care.

There, they are learning from an array of courses, such as customer service, that TD Bank uses to train their own employees. The courses are adapted to the needs of the Project Search participants. Bob said the facilities are great there and he would like to see other youth be exposed to that kind of environment to give them a career goal to work toward. Jeff D. said they are still working with two of the first cohort of eight to get them placed into real employment positions. They are currently keeping busy with volunteer work. He commended Kennedy Hospital for their efforts in starting and continuing a lively dedication to Project Search. He also said that they are considering starting an adult program in the near future.

- **YOUTH ONE-STOP:**

Joshua reported that the Youth Work experience program is moving forward. He plans to start that program in January and will present a formal written policy to the WDB for approval. We will be starting work experience in public or county departments at committed offices such as Special Events and Public Parks. The worker's compensation insurance policy that will accompany the resolution will be activated as of the start of the program. According to the law, a twenty hour work week must include an additional twenty hours of education. We are planning some type of matching credential to the program, of course the HIGH Set being one type of credential if needed by the youth. We are planning to purchase the online Microsoft Office Suite Training program that would be run through the Learning Link and result in a credential. Jeff suggested looking into the Retail Hospitality Skills program because that is a national recognized credential.

- **ONE-STOP COMMUNICATIONS & UPDATES**

Joshua invited the WDB to attend at staff meeting on Wednesday, October 18th at 3:00pm at the One-Stop. There is always a manager meeting two days prior to the general staff meeting. Joshua said that he and Jeff agreed to meet once per month after the partner's meeting.

- **CONSORTIUM & TIP UPDATE:**

Jeff Swartz said he will be attending the Healthcare Consortium meeting today, October 13th, held at Camden Technology Center Room 201 at Camden County College, 601 Cooper Street, Camden. He reminded the committee that the WDB is on the agenda at that meeting. He will have an opportunity to speak about the Cooper Initiative and other programs we are working on. He will gage interest in terms of setting up a career pathways program similar to the Cooper Initiative.

Upcoming TIP Events

Advanced Manufacturing TIP

Thursday, October 19, 2017 3:00pm- 5:00 pm
Camden County College
200 College Drive
Blackwood, NJ
Roosevelt Hall – Room 102

Retail, Tourism & Hospitality RHT TIP Event 2017

Tuesday, October 24th, 9:30am-11:30am
Rowan College at Gloucester County
492 Tanyard Rd, Deptford Township, NJ 08080

Southern Healthcare TIP Meeting

Thursday, October 26th, 2017 10:00am-12:00pm
Camden County Technical School Business Conference Center
343 Berlin Cross Keys Road
Sicklerville, NJ 08081
Register: <https://southerntip.eventbrite.com>

- **BUSINESS SERVICES (BSR)**

Jeff reported that the Camden County Board of Freeholders sent out a media release about the successful hiring event Marshalls conducted at the One-Stop for their Audubon store on August 22nd, 23rd and 24th. They hired approximately 60 employees out of 150 interviewed. He said the County is working with the One-Stop to create consistent flyers and promoting job recruitments on the county website as well. He was happy to hear the 15 individuals got hired as a result of FedEx Recruitment and Janea Wilson, Business Service Representative, Camden and Gloucester County, said that due to the success of the recruitment, they will be back for another round of hiring on October 27th. We have a Deitz and Watson hiring event set up on October 17th. NOAS Staffing LLC., is holding monthly recruitments at the Camden One-Stop. NAOS is recruiting for a recycling center. Jeff also reported that he heard from the state that we will be receiving a dedicated Business Service Rep for our county. Janea is doing a great job and is spending much of her time in Camden. Jeff thinks he will be able to keep two reps busy and will do everything he can to make it work for everyone concerned.

The Camden County Fall Job Fair is scheduled for Wednesday October 25th. 10am-2pm at the BB&T Center BB&T Pavilion, Harbour Boulevard 1, Camden, NJ.

Jason Newman, Veteran Service BSR is on the planning committee for a Veteran's Job Fair being hosted by the Camden County Board of Freeholders and the Southern New Jersey Chamber of Commerce. This Veterans Career Fair is scheduled for Thursday, November 9th, 2017 from 8 AM to 11:30 AM at the Crowne Plaza, Cherry Hill, NJ 08003.

Sales Force – Jeff reported that the Business Reps discussed some of the challenges they are having with Salesforce. Not everyone on the team is using it yet. It does not currently connect with other programs such as Microsoft Outlook or ASO. It is basically an empty shell. Each BSR is having to input their own files into the program. Kathleen asked Kristi Connors, One-Stop Manager, if we could inter office brain storming session once they have more of a chance to use the program. Kristi agreed that might be a good idea. Joshua was not made aware that he received a license as well.

- GSETA

Jeff reported that the Garden State Education and Training Association (GSETA) Conference was well attended by over 600 hundred workforce professionals including our WDB Board members and One-Stop Staff. The workshops were well presented and very information. He also said that Camden County was well represented by in that Holtec International received this year's Corporate Partnership Award and Antionette Knight, our Camden County success story, was picked to be the only speaker about receiving the Star Award. Gregg said he heard a lot of great comments about her acceptance speech. Jeff said that Bob Weil, WDB Chair invited her to participate on a committee and he would like her to attend an Executive Committee meeting in order to poll her on her experience at the one stop and some idea she thinks might make improve the process. Joshua said he will be working with Frank Filipek, County Special Events Coordinator over the next year on a video project that might include several success stories and a more engaging video orientation. This type of video could eventually replace the current power point presentation used for the One-Stop Orientation process.

- ONE-STOP CERTIFICATION (OSC)

WIOA Section 121, requires that local One-Stop Career Centers shall be certified. The law links such certification to the ability to receive potential infrastructure funding for the One-Stop. Such certification shall be based on established criteria and the extent to which the One-Stop provides programs and services in the local area that have enabled that area to satisfy or exceed performance and quality service criterion. New Jersey's One-Stop Certification process will be put into effect as of July 2017.

Under this policy, local workforce boards must establish a process of review that may include a qualified group of non-conflicting local board members or a qualified third party. All local areas will have the responsibility to ensure that the group established locally is qualified and able to perform such work.

A local workforce area will submit a request for local One-Stop Certification. The area will show to document that they have satisfied requirements by documenting that all pre-requisite matters and the Certification Checklist, or a similar document that satisfies the specific requirements of the Checklist and more, are completed. Those responses will be shared with the SETC/LWD which will review the request, assess its credibility and determine whether the request should be brought to the full SETC for considerations.

- PARTNERS MEMORANDUM OF UNDERSTANDING (MOU)

The committee reviewed the current draft of the partner MOU. Joshua suggested that language be inserted into the MOU that requires any partner working with someone who can be deemed or reviewed for eligibility must refer that person to the One-Stop for registration first. He would also like to see that anyone working with a participant in a partnering program must submit time and attendance reports. Leslie referred the committee to paragraph seven in the MOU that addresses Joshua's suggestions.

- RESOURCE SHARING/INFRASTRUCTURE AGREEMENT

Gregg said that he was made aware that the SETC would be holding a meeting with WDB Directors about the Infrastructure Agreement. The agreement is part of the MOU and part of the One-Stop certification process. He said that further guidance about how the agreement is to be structured will be discussed at the meeting. Jeff said there is a WDB Directors meeting on Thursday, September 28th, 2017. The agreement will take into account such considerations as the determination of shared infrastructure costs, use of square footage in buildings housing multiple career services, common areas versus shared areas, and reallocation of direct charged areas. Leslie Williams, WDB Comptroller said that our local area has always made a practice of this type of accounting and budgeting shared by One-Stop partners. Under new WIOA law, the practice is now required. Leslie said the infrastructure agreement submission deadline has been extended to January 1, 2018 due to the new guidance.

Joshua presented drafts to the committee of components his office was asked to complete for the One-Stop Certification. He said that Brett Waters, WDB Designated EO officer for the One-Stop, completed a grievance/complaint standard policy statement. This demonstrates to the state that we have a documented, in-house complaint process in place. The document explains the procedure, reporting, and the point at which complaints must be referred to state. Leslie asked if the procedure includes reporting to the WDB. Joshua said he would make sure Brett makes that adjustment. Anything determined to be EO would be forwarded to the WDB Board and the State. Gregg suggested that the document be translated to the Spanish language.

The committee reviewed the resource sharing agreement draft. The document was drafted by the One-Stop fiscal department. It included the shared building, equipment and supplies cost between the One-Stop Partners occupying the building at 2600 Mt. Ephraim Ave. Camden, NJ 08104. The Camden County Resource Center, The Camden Adult Basic Education Consortium, The Camden County Board of Social Services, Division of Vocational Rehabilitation Services, NJ Employment Services, NJ Unemployment Services. Leslie said that there will be a narrative that will accompany the document. Gregg pointed out some errors or overlap in expenses. Gregg asked if the general ledger codes were assigned by the County. Leslie said that the One-Stop system currently does not use general ledger codes. Gregg also asked that totals be added to the facilities page as well as percentages. He also questioned rental calculations. Gregg said that Joshua and Kristi should review the matrix again to make sure it includes current information.

It was agreed that the Operation Committee will wait until the updated guidance has been received by the SETC before submitting the final documents to the State. They will review updated drafts at the next meeting. The committee discussed the terms of the agreements. It was decided that the term/length of agreements would be co-termed with the local plan. A statement will also be added to the MOU, Cost Sharing and Infrastructure Agreements that states concurrence with the local plan.

NEXT MEETING

The meeting was adjourned at 11:18A.M. The next committee meeting is scheduled for Friday, November 17th, 2017 9:00 A.M. at the WDB office, 1111 Markkress Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

Kathleen Varallo

Administrative Assistant