



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

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

**OPERATIONS COMMITTEE MEETING  
OCTOBER 18, 2018**

**ATTENDANCE**

Member	13-Oct	17-Nov	8-Dec	12-Jan	9-Feb	9-Mar-18	13-Apr-18	11-May-18	8-Jun-18	13-Jul-18	14-Sep-18	18-Oct-18
<b>DeBaere, Gregg T., CHAIR</b>	X	X	X	X	X	X	X	X	X	X	X	X
Clark, Jeffery											X	
Connors, Kristi	X	X	X	X	X		X	X	X		X	
Deitz, Jeff	X			X	X	X	X		X	X		X
Docherty, Joan							X				X	X
Friedman, Joshua A.	X	X	X	X		X	X		X	X	X	X
Lope, Krista	X					X						
Mayfield, Kathleen S.	X											
Medina, Connie	X		X	X		X		X	X	X		
Sinclair, Nidia			X		X		X		X			X
Thorn, Thomas		X				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
Williams, Leslie J	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

**WELCOME**

Chair Gregg DeBaere called the meeting to order at 9:05 am, welcomed attendees and asked for round table introductions. Gregg welcomed Tom Thorn, DOL, and Joan Docherty, CCBSS.

• **ONE – STOP CERTIFICATION.**

Gregg asked if the State signed the Infrastructure Funding Agreement (IFA) and Memorandum of Understanding (MOU). Leslie Williams, Comptroller, WDB said we have not heard back or received any documents. She said once we either get feedback or they instruct us to submit everything without signatures, all documents are ready. Gregg asked for an update on the WDB Certification process. Leslie said that the State Employment and Training Commission (SETC) guidance states that we are able to send documents as they are completed. We have begun sending the Annual Report, board membership and financial information. The checklist of items for submission is very comprehensive but not much different from years past. The one new item on the list is the evaluation of a process or department at the One-Stop and it was decided, at the last meeting, to evaluate the Youth One-Stop. The Board membership piece has been evaluated and all membership ratio requirements such as private sector, public, and labor union members are in compliance. Jeff said that requests have been sent to the County Board of Freeholders to appoint Robert C. Regensburger, Lockheed Martin, Rosa Martinez, WWHS Veterans Memorial Family School and Ryan Doran, Electrician, Local 351

Regarding possible changes to the One-Stop Certification, Joshua Friedman, Local Area Operation Director, suggested that the EO policy be updated to reflect the change in WDB

appointment from Brett Waters to Bill Curry. Gregg said there is some sort of 2019 One-Stop Certification deadline, however he would feel more comfortable if the process was completed sooner as long all the items are completed. He suggested that Leslie or Jeff contact Sheryl Hutchison, SETC, to get clarification. The Committee discussed the differences between the One-Stop Certification and the WDB Certification. Leslie said she would follow up with the SETC and report the outcome to Gregg.

## YOUTH ONE-STOP UPDATES

- YOUTH ONE-STOP (YOS)

Joshua Friedman, Local Area Operations Director, One-Stop, reported the youth-specific orientation that was implemented back in May, 2018 is continuing to be a success. He said there is not a Tuesday or Thursday, the days of orientations, that there has not been at least one youth pulled out of the Adult orientation and given a package and appointment to meet with a youth counselor. All youth are being given a detailed twenty minute explanation of services and what is needed for eligibility. The Thursday Youth Workshops are running smoothly. Youth participants are engaged and giving good feedback about their effectiveness.

- COOPER HOSPITAL – MEDICAL CODING INITIATIVE (CMCI)

A consortium including Cooper University Healthcare, 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.

Joshua reported that Louis Bezich, SVP, Cooper University Healthcare, will be conducting another quarterly review of the program on Tuesday, October 30<sup>th</sup>. The first cohort should be finishing up by spring of 2019. Two participants left the program due to employment of other education opportunities.

He also gave his input regarding the Emergency Medical Technician (EMT) Training Initiative that Cooper has been discussing, noting that the program should not be limited to youth. He would like to see the program opened up to all eligible participants. Gregg asked if the general consensus was to wait to see how the medical coding initiative turns out before starting the EMT training. Jeff said that the overall proposal of the program is not clear yet and the program represents only one step toward other career paths that require further training. In addition, the demand for this training is not being seen. Nidia Sinclair, Director Career Center, said that the demand is usually recognized by customer requests for the training, and she has not had any recent requests for EMT training. The last request she remembered was two years ago.

- YOUTH MENTORSHIP PROGRAM

Joshua reported that the Youth Mentorship Program is up and running. The mentors have been

coached on encouraging youth to not give up on the youth programs that will lead to training and career paths. The college students are taking sociology and justice courses at Rowan. They are being required to write a term paper about their experiences with the program.

Nidia reported that two orientation sessions have taken place with four student mentors to train them on what to expect and how to interact with youth participants. The YOS is planning a small gathering of the mentors and participants on Thursday, November 8<sup>th</sup> at the YOS. Freeholder Liaison, Jonathan Young, has been notified. He has shown great interest in the program.

- **JUSTICE INVOLVED YOUTH SUMMIT**

Jeff reported that The Annie E. Casey Foundation approached the WDB about hosting a Justice Involved Youth Summit to discuss solutions involving at-risk youth who may have minor offences with the court system. The event was held on Wednesday, October 17<sup>th</sup> 2018, at 8:30am to 3:00pm at the Crowne Plaza Hotel, 2349 West Marlton Pike, Cherry Hill, NJ 08002.

Following welcoming remarks, The Annie E. Casey Foundation presented data about youth and the barriers that they face when it comes to probation and documentation. Presentations were also made by the State and County Probation Department and the Department of Labor. The morning session culminated in a discussion with four Youth being served by the Work Group, a One-Stop Training Partner, and the Community Planning & Advocacy Council. Rosy Arroyo, Camden County Youth Service Commission Administrator, and Community Planning & Advocacy Council, led this panel discussion of real heartfelt comments and concerns by these youth that led to a deeper understanding of the barriers they face.

In the afternoon, partners participated in a conference, round table style, to address the barriers and develop a joint statement or set of agency-specific commitments to action. Jeff said that the WDB was able to make a very strong case for the need of agencies to take ownership of helping youth obtain proper identification documentation. A follow-up outcome letter will be sent to all participants.

- **YOUTH AGING OUT OF FOSTER CARE**

The Youth Aging-Out of Foster Care Initiative has been established by the Youth One-Stop in association with Rosy Arroyo, Camden County Youth Service Commission Administrator, and Community Planning & Advocacy Council. This outreach program allows YOS Counselors to be present as Youth attend their final court date and formal release from the Foster Care System. This process usually occurs around the Youth's eighteenth birthday.

Joshua reported that Youth Counselors have received permission to be present at juvenile probation at the Cherry Hill Executive Campus on two Wednesdays per month. Visits are going well. He and Nidia attended one of the first days for Adults exiting on probation. The court has also approved our participation at the adult probation on one day per month. The relationship with the court and judges is positive and growing.

- **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 Dietz, Manager DVRS, reported that the new cohort of five participants has started at Jefferson/Kennedy Hospital and a cohort of eight have started at TD Bank. He said there is still some re-organization of the program taking place at both Jefferson and TD Bank. The Advisory Committee is waiting for the replacement of Debbie Deissroth, Corporate Director, Learning & Development, Jefferson Health, who is no longer assigned to the program.

- **YOUTH WORK EXPERIENCE PROGRAM**

Joshua reported that we have been given permission by the State to pay the participants using gift cards as an alternative to a stipend that might interfere with their benefits. WIOA is a little less restrictive when it comes to giving youth a stipend for work experience or educational achievements. Discussions are being held with Theo Primas, WDB Program Evaluator, about putting the program out as a Request for Proposal (RFP) to non-profit or private agencies willing to start this type of program. It does require youth monitoring within the agency. We are currently referring some youth to the Work Group for training and work experience within their program.

**ONE-STOP COMMUNICATIONS & UPDATES**

Joshua reported that an In-Service Day Training has been scheduled for Friday, October 19, 2018, at the One-Stop. The mandatory training is being conducted for the purposes of educating the staff about procedural changes in data entry, eligibility determination, performance measures, and supportive services. John Bicica, WDB Coordinator & Support Service, LWD, Lisa Moore and Denise Taguwa, WDB Supportive Service, Camden, will be present for questions and answers. The managers met to discuss and create a power point presentation in preparation for the training. The power point will serve as a good overall teaching tool that can be modified and updated as new guidance is released. It will be used for new employee orientation as well. Items such as what triggers and activates enrollment, criteria for giving supportive services and the importance of correct data entry will be covered. Nidia said she wants staff to understand the processes and create consistency that is not left to interpretation.

Joshua also reported that the Learning Link program will be made available at the South County Library Branch in Winslow Township upon approval by the County Library Commission. Participants will be able to sign up for the program and sign-on to computers at the library. Counselors will be able to monitor participants remotely and will be available as needed at the library to guide participants through the application process. Joshua said that due to staff changes, Lauren Hill will temporarily take over management of the Learning Link Program. Laurie Maguire, MIS, will still remain in charge of the Information and Data Keeping Department.

Joshua Friedman announced that Frank Ciri, Director, Human Resource, Camden County, since 2004, will be taking over as Operations Director of the One-Stop as of December 1, 2018. Frank has worked for the County for 26 years. He lives in Southern Gloucester County. He attended Old Dominion University, a public research university in Norfolk, Virginia. He graduated with a Master's Degree in Public Administration. He has worked at the One-Stop in the past and will be getting intensive training and lots of updated information over the next four weeks. Joshua said that he will be accepting a position back in County Council. He will also make himself available for the procurement process and will still be doing the contracting and resolutions for the One-Stop. Joshua also said that he will be attending staff and WDB meeting with Frank over the next four weeks.

- **REGIONAL ACTIVITIES**

Jeff reported South Jersey Workforce Collaborative, WDB Directors have been meeting weekly via conference call to discuss Regional Activities including the Atlantic City Electric (ACE) Training Initiative. WDB staff have been organizing and leading the calls. Lee Wasman and Conrad Samuels, ACE, will be assigning an Industry Expert in the three areas of the course curriculum. These experts will attend as representatives of ACE to speak at certain classes. All counties are still negotiating contracts with their local college to conduct the trainings. The target dates to host the local information sessions are late November or early December with the classes beginning sometime in January, 2019.

A press conference was held on Friday, October 12<sup>th</sup> at the Atlantic County Institute of Technology, Mays Landing, NJ. The press conference introduced Dave Valasquez, the new CEO of Pepco Holdings, and officially announced the Training at the Tech School. Rhonda Lowery, WDB Atlantic County, was the spokesperson for the WDB Directors regarding the ACE Training Initiative.

ACE is making modifications to Line and Equipment Skills Training. It will be reduced to a four week program and may possibly be taught at the ACE training facility in Mays Landing. ACE decided to modify the Line Training so that a full training yard is not required. Participants will get a good overview of the basic requirements with the idea that if ACE does hire them, they will get further training as a paid apprentice. The Committee discussed other contacts for possible sites to conduct the Line Training. Jeff said that once ACE passes on the new curriculum and finalizes their decision whether or not host the training, other contacts can be made.

- **SETC & GSETA UPDATES**

Gregg reported that the SETC Governance Committee released a draft resolution of a new policy regarding Workfirst NJ funds transfers. The process and format for transferring funds within in programs in order to serve customers has been drafted for approval. Jeff said that final approval will probably take place at the SETC meeting on November 13<sup>th</sup>.

- **PERFORMANCE MEASURES NEGOTIATION**

Jeff reported that he did send an additional letter to David Ramsay, Director, Workforce Research & Analytics, Office of Research Information, Department of Labor and Workforce

Development. (LWD). The letter respectfully re-stated the local area's concerns about the performance goals that have been set at higher targets. The reasons stated in the original letter were errors in the data collection that helped establish the new goals. He said that due to this being a transitional year from tracking customers from two to four quarters out, data collection is being re-organized. He was verbally assured by the State that they would be taking this matter into consideration when judging performance outcomes.

- **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/>

Joan Docherty, Camden County Board of Social Services, reported that she is not aware of any new updates to the AOSOS Training. The office is still working to re-code many Abled Bodied, Adults Without Dependent (ABAWD) participant files. Lilian Rojas, HSS4 Unit Supervisor, went out on leave. She is not being replaced at this time. Joan said that the participation rates have not been reported at this time. Referrals are non-existent at this time. She said that state-wide participation rates are down. The Committee discussed the referrals and reasons why participation rates are down. This is mostly due to the fact that jobs are plentiful and people are working. All participants should be assigned to work activities such as G-Job workshops. Inconsistent coding may result in effects to benefits such as the Supplemental Nutrition Assistance Program (SNAP). Fixing the problem is also stalling referrals.

- **CONSORTIUM & TIP UPDATE:**

Kathleen reported that the Healthcare Consortium met on Friday, October 12<sup>th</sup>, 11am in Camden Technology Center Room 201 at Camden County College, 601 Cooper Street. Theo Primas, Program Evaluator, WDB, attended on behalf of the WDB. Theo reported that he gave out flyers about the Eds and Meds event and reported on general WDB updates. He was able to meet Keith Sailes, a newly appointed Dean at Camden County College.

Jeff attended the Construction and Utilities Talent Network – South, annual summit on Tuesday, October 2<sup>nd</sup>, at the Chamberlain Student Center, Rowan University, 225 Rowan Blvd., Glassboro, NJ.

Jeff will also be moderating a panel for the New Jersey Business and Industry Association (NJBIA), Eds and Meds event on Wednesday, October 31, at the Camden Aquarium. The panel discussion will discuss whether manufacturing, healthcare, technology or service oriented business plays a vital role in the development of a regional economy.

Gregg asked if the State has made any decision regarding the continuation of the Talent Development Networks. Jeff said the State is still evaluating the program. The Retail,

Hospitality Tourism TIP was able to re-write and obtain a grant for the Ravitz Family Market-Shoprite Deli Clerk Training. The program was cancelled by Camden County College due to low enrollment. They have a requirement of ten participants in order to run a program and only 6 participants were enrolled. Gregg asked that flexibility when running a new program should be considered and discussed with the college. Joshua expressed concerns that participants are being enrolled into some programs without having obtained a high school diploma.

- **BUSINESS SERVICES (BSR)**

Gregg asked for an update on the Amazon Recruitments. Kathleen said that Jeanne Page-Soncrant, Business & Employment Service Representative, DOL, was supposed to be meeting with a representative from Amazon. Different Business Service Reps have been working with Amazon in some way, such as Jennifer Venneziani, Business Outreach Coordinator, DVRS for hiring individuals with disabilities. Integrity Staffing is contracted to do their hiring and they have been accepting help from One-Stop and DOL resources. Tom Thorn, Employment Services, Department of Labor, said that working directly with Amazon has been a challenge from the beginning. When Amazon opened in Pennsville, they used Mercer County labor and government to get them started with their hiring needs, and once individuals started interviewing, Integrity Staffing took over. Jeff suggested that once Jeanne gets a meeting directly with Amazon, she should include Carl Donato, Talent Acquisition Specialist, Wawa and WDB Board Member, to promote the business services of the One-Stop. The Committee discussed the standard hiring processes of staffing companies and how working with them does not always count toward Department of Labor or One-Stop outcomes. Leslie said that staffing companies get paid per hire, so while they may accept help they ultimately want to have control of the process. Gregg suggested that the protocol be defined so that when elected officials ask how the One-Stop is working with Amazon, a general statement of our engagement with them can be clearly articulated. In other words, our role or absence of role in Amazon's hiring process should be clearly defined. Jeff said that as long as Amazon's contracted hiring company is Integrity Staffing, they will simply want all candidates to be directly processed by them. It is up to the employment services staff how they capture individuals in AOSOS before referring them.

The Camden County Job Fair was held on Thursday, October 11, 2018, 9:00am-2:00pm BB&T Center, One Harbour Blvd. Camden, NJ 08102. Nidia reported that 90 employers attended, 101 registered and 16 Training provider agencies attended. Jeff asked if jobseekers were registered at the event. Nidia said that registering attendees without having the ability to follow up with them turned out to hurt performance outcomes rather than help. Bob Weil, WDB Chair, suggested creating a volunteer system of registration for individuals that want follow-up or information about One-Stop services. The Committee discussed ideas about how to capture customer information. Many jobseekers are registering with the employer directly before attending the Job Fair. All agreed that the Job Fair is a service of the Camden County Board of Freeholders and still offers a great value in the Community. The County will continue to rely on the One-Stop to help plan the Job Fair. Nidia said the One-Stop is having more success outside of the Job Fair since hosting more Employer Recruitments. Leslie Williams, Comptroller, WDB, suggested trying smaller Industry Job Fairs similar to what Burlington County does. They have held industry specific job fairs such as Retail Hospitality or Eds and Meds. These require pre-registration.

Gregg said it is a function of this committee to evaluate the spring and fall job fair and discuss outcomes, what was learned and what can be done better. Nidia said she would bring the Committee's suggestions to the County.

Kathleen presented a reporting of Employer Recruitments to the Committee. The One-Stop, Business and Employment Services has hosted over 42 recruitments in the last year, with over 1000 jobseekers in attendance. Outcomes are not listed in the report.

- **QUARTERLY MEETING UPDATE**

The WDB Quarterly Meeting will be held on Wednesday, December 19th, @9am at the Camden County Technical School, 343 Berlin - Cross Keys Rd, Sicklerville, NJ 08081. Kathleen reported that Nicholas Toth, newly appointed Assistant Director, Office of Apprenticeships, NJ Labor and Workforce Development, was scheduled to speak at the last meeting. He was called away to another meeting but has agreed to re-schedule and speak about the State's new focus on Apprenticeship Programs.

#### **NEXT MEETING**

The next Operations Committee meeting is scheduled for Friday, November 9th, 9:00 A.M. at the WDB office, 1111 Marlkrass Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

*Kathleen Varallo*

Administrative Assistant