



Supporting the Development and Retention of a World Class Workforce

Matthew Verney, Chair

Jeffrey S. Swartz, Executive Director

**BUSINESS SERVICES AND OUTREACH TEAM MEETING
MINUTES**

**THURSDAY, OCTOBER 21, 2021, 2:00PM (ZOOM CONFERENCING)
1111 MARLKRESS ROAD, SUITE 101, CHERRY HILL, NJ 08003**

ATTENDANCE

Members		13-May-21	17-Jun-21	15-Jul-21	19-Aug-21	23-Sep-21	21-Oct-21
Weil, Robert	BSR Chair			X	X	X	X
Bennett, Ryan	Trusit Bank	X		X			X
Cardwell, Larry	Pennsauken Township	X	X		X		
Casciano, Cheryl	Nj Dept. of Labor						X
Cirii, Frank	Local Area Operations Director, CCOSCC	X	X		X	X	X
Forman, Lois	Jewish Family & Children's Service	X	X				X
Hanna, Kaina	Camden County College					X	X
Hejlek, Joe	KIPP New Jersey					X	
Iannuci Cappello, Susan	Camden County College	X					
Jez, Craig	BSR DOL					X	
Leonetti, Mike	Paraprofessional, CCOSCC			X	X	X	
McCormick, Carol	Camden County College, Business Services	X			X	X	X
McLaughlin, Margie	The Salvation Army	X	X				
Moen, Bill	Camden County College					X	X
O'Hara, Ricky	DOL, Ventures	X	X	X	X		X
Page-Soncrant, Jeanne	NJ Dept of Labor, Business Service Rep.	X	X		X		
Regensburger, Robert	Lockheed Martin	X		X	X	X	X
Russomanno, Salvatore N.	Applied Enterprises, LLC						
Shafer, Derena	Camden County College	X	X	X	X		X
Sinclair, Nidia	Camden County One-Stop						
Snyder, Billy	Pennsauken Public Schools						
Staas, Diane	Camden County College	X	X				
Veneziani, Jennifer	Business Outreach, LWD, DVRS				X	X	X
Levitt, Alex	WDB						X
Swartz, Jeffrey S.	WDB	X	X	X	X	X	X
Varallo, Kathleen	WDB	x	X	X	X	X	X

Purpose and overview of the Business Service & Outreach Team. (BSOT)

One of the best tools to help us determine the focus of the Workforce Development Board (WDB) is the input we get from area employers, in terms of who they are hiring, their job requirements, what certifications they may require, and hiring trends they forecast. This committee is one of the vehicles we use to help achieve the goals of the WDB. Many of the participants in this committee have been in business and are now in areas of workforce development related to the needs of employers. They are out day to day, talking with employers, jobseekers and individuals gathering information about the community's workforce needs. This information has helped us create job training programs that result in employment opportunities. This effort helps to fulfill our

mission. We meet monthly and talk about employers that are hiring and how we can best serve them, new projects coming into the county and training programs we should be running in the future. This meeting also helps to make sure we are aligned with local and state public policy. Friends and colleagues in private sector business are always welcomed to join this committee as well.

WELCOME

Bob Weil, Chair, BSOT, welcomed attendees and called the meeting to order at 2:08pm. He thanked members for taking time out of their busy schedule to meet and provide updates. The Team reviewed the minutes from the meeting September 23, 2021. Bob said he found some minor changes, he will update with Kathleen Varallo, Administrative Assistant. Bob asked for a motion to approve the minutes pending those changes. Jeff Swartz made the first motion; Jennifer Veneziani made the second motion. By unanimous vote to the affirmative the motion was carried, and minutes September 23, 2021, were approved.

Bob said the next item on the agenda is to update the mission statement for the Team. He said the statement, as it appears on the top of the minutes, is a bit lengthy. He read the statement to the team, and said it is a good description of what the team actually does. It may need to be a little more tight or concise. He asked the team to take a look at the statement, and bring their thoughts to the next meeting. He said there is no set timeline for changing the mission statement. He read a possible revised version as follows; *It is the mission of the Business Service and Outreach Team to determine employer's needs, and create training programs and opportunities that support those needs.* He said something along those lines, a shorter statement of mission, and then a description about what the team actually does. Derena Shafer, Camden County College, said the original statement was a little wordy. She suggested it be sent to the team for review.

ONE-STOP UPDATES

Frank Ciri, Local Area Operations Director, reported the County co-sponsored a successful Job Fair at the Cherry Hill Mall on Friday, September 17th. He said it was successful, taking into account in-person events during Covid. He thanked the WDB for their help. There were a good 100-150 people registered, 40-50 employers, and 20 non-profits looking to fill positions. They promoted the Virtual Services Directory, as well as jobs open at county agencies such as the police department. Demographically, there was an older group of jobseekers in attendance. It was a successful effort, and good partnership with the mall.

INCUMBENT WORKER TRAINING (IWT)

Frank reported he had another planning meeting, including members of Camden County College, to finalize the paperwork and the process components for Incumbent Worker Training (IWT). Frank said IWT is designed to up skill current employees, to prevent lay-offs, and give them a career path. Frank said we are trying to target Camden County businesses that have been greatly affected by issues of Covid. He said Carol McCormick and Kaina Hanna will be working, over the coming weeks, to help organize the first cohort of training. Once there is a pilot program successfully launched, it can be promoted.

Frank also reported Employment Services staffs have returned to in-office schedules as of Monday, October 18th. Unemployment (UI) staff and DVRS staff have not returned. They are still operating remotely. Customers are being served virtually, and by-appointment for special reasons and testing. Frank said everything is going well. Bob asked if there was an influx of customers looking for help with UI claims. Frank said we are still getting some angry customers, and we are doing our best to help them. It has not been as busy as expected. Customers that really need help are given instructional handouts, and provided access to socially distanced computers as needed. The phones are not working, so it is very disappointing to customers who are used to getting in-person help, or access to direct phone line contacts at UI. Bob said it was good news that customers are being help in some way, and thanked Frank for his updates.

BUSINESS SERVICE TEAM UPDATES

Ricky O'hara, Veterans Business Service Rep. DOL, Southern Counties, reported BSR's are still working on the job matching program. He said he is helping and participating with many virtual and in-person recruitments including one for the Delaware River Bay Authority. He keeps the team updated on participation by Camden County jobseekers.

Janea Wilson, Business Service Rep. DOL, serving Gloucester County, reported for Jeanne Page-Soncrant, Business Service Rep. DOL, serving Camden County. She said Jeanne gave her some notes to report on. Jeanne sent flyers for promoting recruitments including Bancroft, Hospital Service Center, and FEDEX. Recruitments, scheduled for November, include Student First Bus Co., November 3rd and Cooper University Healthcare, November 10th. Cooper had a good turnout for the last recruitment, and was able to hire ten jobseekers, so they are looking forward to this next recruitment.

Janea reported on the "Return and Earn" program. She said 165 employers in Camden County were given information, and they are interested in the program. The program is similar to an On-the-Job Training (OJT), but it is designed to help dislocated worker and employers with fewer than 100 employees. The Employer must be committed to pay employees \$15.00 per hour for fulltime work. There is also a \$500.00 incentive paid to the employee in their first paycheck. Employees must work a full pay cycle before receiving the incentive.

Jennifer Veneziani, Employer Outreach Coordinator, Division of Vocational and Rehabilitation Services, (DVRS) reported it has been a busy month. She said the team may be aware that October is National Disabilities Employment Awareness Month. She and Lois Forman, Job Bank Coordinator, JFCS, were able to visit the Scrub Daddy, Pennsauken, opening on October 15th. Scrub Daddy also attended the Gloucester County Job Fair, and got quite a lot of action there. They are hiring for 29 job positions. Jennifer said they are willing to partner with DVRS, and JFCS and even the College went out to visit them as a result of these BSR team calls.

Jennifer reported she reached out to Dr. Monica Curry, Subaru, Diversity Equity and Inclusion Program. They met at a chamber function. Dr. Curry is leading an Equity and Inclusion Task Force. Jennifer hopes to continue a conversation her, and Subaru of America. She also met with Cooper University HealthCare. They are willing to match some of their jobs to DVRS customers. They have over 800 job positions to fill. Rutgers University is still in great need of security officers. She said her team is continuing to work with FEDEX and UPS.

Jennifer reported she and Howard Miller, State Director, Business Services, met with schools in Atlantic County to see what could be done to help them link to the labor market exchange, and hiring opportunities for DVRS customers, and others. In less than one week, they interviewed two DVRS clients, and one was hired as a teacher's aide in a Northfield School. Jennifer said we are hoping to roll out this model in other areas including Camden County.

Jennifer reported her division is getting geared up for National Disabilities Employment Awareness Month. There are nine employers registered, so far, for the State's virtual event planned for October 28th.

Jennifer also reported on Project Search; the internship program for young DVRS candidates. They may be adding an additional training site at another Jefferson/Kennedy location. The program is up and running with 14 participants in this cohort. Kathleen asked if they might be able to extend a Project Search location at Cooper University Healthcare. She said it seems like BSR's are building a good relationship with them. Jennifer said there is a lot that would go into it, but she would love to see that happen. She said we are starting off small with Cooper. It may be something for the future in a phased partnership approach.

REGIONAL ACTIVITIES

Jeffrey S. Swartz, Executive Director, commended Janea Wilson for handling business services in Camden County for a while. He welcomed her, and thanked her for continuing to work so closely with the county. He also appreciated her helping Jeanne during this time.

Jeff reported they are a few weeks away from starting the ACE Line Training that is being hosted at the Anthony Canale Training Center in Egg Harbor Township, NJ. Sherwood Taylor, Atlantic Cape Community College, who oversees the program, is still waiting for some of the yard equipment, and safety gear to be delivered to the training site. There is a cohort of 28 participants, and they are regularly updated with progress, and are participating in more online instruction. Outreach efforts have begun to promote the WISE & GIE Math programs for the next cohort commencement in January 2022. The WDB will be visiting some local area high schools, and hosting information sessions in December. There are some folks already signed up to be notified about those events.

Jeff reported the State Employment and Training Commission (SETC), and the Garden State Employment and Training Association (GSETA) are continuing to meet regularly. GSETA will be hosting a virtual employment and training conference scheduled for November 15th & 16th, 2021. Jeff said they are lining up some outstanding presenters and workshops. More information can be found on the website; www.gseta.org.

Jeff reported the Camden Works program is designed to place residents in jobs in the City of Camden, and throughout the County. To date, they have about 372 candidates listed in their data base with 6 new entries last week, and they placed 359 residents in employment. The program has been a big success, going into its third year.

Bob asked if there was any progress made with the Kipp School to place some of their students in job opportunities as discussed at the last BSOT meeting. He said there was some discussion about transportation being a concern. He asked if there were any discussions with local employers regarding opportunities for these students. Kathleen said the WDB offered to host a career day at the school. She said Joe Hejlik, Kipp Schools, was going to get back to us about the school's safety protocols for hosting such an event.

Lois Forman, Job Bank Coordinator, JFCS, reported the Job Board continues to grow. There are a very interesting, and varied number of job opportunities posted to the site. There are entry level opportunities all the way up to very advanced positions. She said, as Jennifer mentioned earlier, they had an incredible meeting with Scrub Daddy. She said they are committed to working with JFCS, and their special needs department, matching some of our clients with employment. She and Jennifer visited their new warehouse, and were very happy to tour the newly opened facility. JFCS opened a new family assistance office at Kings Highway and East Miami Ave., in Cherry Hill. The official ribbon cutting ceremony is scheduled for October 28th. Lois encouraged the team to forward contacts for residents in need of services. JFCS serves Camden, Burlington, and Gloucester Counties. She announced a food drive scheduled for November 10th, from 9am-1pm. She encouraged any business or person, on the call, to make a donation..

Carol McCormick, Camden County College, reported the College is offering Microsoft training through its state grant funded program, including supervisory skills, goal setting, and time management, etc. The trainings are available for all private sector employers in the State of New Jersey. She encouraged the team to forward contacts for private sector employers to do on-site or online training, Coral said there is a minimum of ten people required for the training, or individual training is offered at the Rohrer Center in Cherry Hill. She also reminded the team about its online apprenticeship program for Industrial Maintenance Mechanic, and CNC Machinists. The program is funded by a GAINS grant. The funding will be continuing, so the College is

recruiting an additional cohort for another start-up to that program. There is no cost for the training, and it is for incumbent workers. The related technical instruction is completed online, and the in-person training is completed at the employer's work site. The program is starting up again, and it's been very successful. She said the College has been serving employers throughout the State.

Derena Shafer, Camden County College reported some of her responsibilities have shifted to working with the Perkins Grant. One of those initiatives is to really start bringing career exploration activities to students of the College, as well as high school students around the County. She said the College piloted a career exploration event in the spring of 2021. The event focused on certificate programs that take two years or less to complete, then students can go right to work. Some program included Cyber Security, Bio Technology, and Computer Technology. The event included a panel of experts, and was hosted as a Zoom question and answer conference. The College is hosting a fall virtual career exploration series scheduled for November 9th, and it will be focused on the Ophthalmic Industry. She will send an email invite to the team.

Students will hear from a panel of industry professionals who will share:

- -Insight into their job duties
- -Details regarding their career pathway (how they "got there")
- -Advice for students considering careers in the industry

This virtual event is ****FREE**** to all Camden County high school students interested in learning more about this exciting industry

Derena hopes to eventually bring the program series out to students, or bus them to the College to see what the training programs would be like. She believes in the saying, "You can't be, what you can't see," so this type of program gives students firsthand career exploration experience.

Kathleen noted the College presented a career exploration workshop for the WDB Summer Youth Employment Program. She thanked the College presenters for doing a great job to engage the youth participants. She said the workshops turned out great this year. The youth were more engaged especially in the break-out rooms. She suggested that Derena pick up on an idea that Jennifer Veneziani spoke about at the last meeting, which was hosting small group career cafes. Derena said she liked the idea of the break-out rooms.

Ryan Bennett, Branch Manager Truist Bank reported the bank merger has been very successful. She offered volunteers to help out with any community programs. Her staff is gearing up for some lighthouse projects. She asked Lois Forman to contact her about team projects. She also has customer business owners that have lots of work, but need hired help. She said Truist is co-sponsoring a youth event at the Cherry Hill Mall, and will be hosting a "Grow Your Business" event on November 4th. She will pass along information about those events. Jeff thanked Ryan again for her help with the Summer Youth Employment Program.

Bob Weil noted current discussions around the supply chain, and the lack of drivers to support the demand. The One-Stop provides training grants for CDL training. He encouraged the team to refer potential candidates for this type of training. The team discussed ideas around CDL, and opportunities for Veterans who are trained to drive trucks while in military service. They discussed some sort of accelerated program that would expedite the transition to a civilian CDL license. Frank said there are lots of driver classifications to consider. Bill Moen, Camden County College, said the College is taking a good look at its training offerings, and match them to the needs of suppliers such as waste management.

Jeff reported the WDB is planning its next Quarterly Board of Trustees meeting scheduled for Wednesday, December 15th. He has contacted Karen Carroll, State Director, DVRS, to speak at that meeting. She is

confirmed to speak, and Jeff asked her to speak about the myths associated with hiring individuals with disabilities. He also asked her to speak about her vision for the department going forward, and some new initiatives

Jeff asked Bob Regensberger, Lockheed Martin, to report on the White Paper Project being undertaken by the Operations Committee. Bob said he suggested the project some months ago, and that the team would take the opportunity to document the lessons learned and processes that have been implemented as a result of Covid response efforts. There were some good changes made at the WDB, and One-Stop Partner Organizations. He thought it was a good idea to demonstrate how the team had the flexibility, and how they took the opportunity to take a good look at processes, and how they could be streamlined in certain areas. The idea was embraced, so the team took on assignments for input with the focus on their areas of management. Bob said he volunteered to help assemble the document, and review it with the team. He said it's a good opportunity to put on record the great work the team has done to meet the challenges that were set before them. Bob said he hopes the team will lead the way for continued process improvements, and empowerment for this and other local areas. Jeff said that he and each of the managers are working on bullet points for the paper, and he hopes it will be completed and posted to the WDB website by the end of the year. Bob said he continues to be impressed with the leadership and dedication of this organization.

Bob thanked the team for the great discussions. He thanked WDB staff for their work behind the scenes, and he thanked Kathleen Varallo for her work on the minutes. Bob Weil asked for a motion to adjourn the meeting. Frank Cirii made the first motion; Jeff Swartz made the second motion; by unanimous vote to the affirmative, the motion was carried, and the meeting adjourned at 3:10 pm.

NEXT MEETING

The next Business and Outreach Team meeting is scheduled for Thursday, November 18th, 2021, 2:00 p.m. This meeting will be conducted via Zoom conferencing. Meeting materials will be sent to the team.

Submitted by,

Kathleen Varallo,

Administrative Assistant, WDB