



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

**OPERATIONS COMMITTEE MEETING
MINUTES, NOVEMBER 14, 2019
WDB Office, 1111 Marlark Road, Cherry Hill**

ATTENDANCE

Member	14-Dec-18	11-Jan-19	8-Feb-19	8-Mar-19	11-Apr-19	17-May-19	13-Jun-19	11-Jul-19	20-Sept-19	18-Oct-19	14-Nov-19
DeBaere, Gregg T., CHAIR											
Atlantic Coast Communications	X	X	X	X	X	X	X	X	X	X	X
Cirii, Frank	X	X		X	X	X		X	X	X	X
Camden County One Stop											
Connors, Kristi	X	X	X	X	X	X	X	X	X	X	X
NI Department of Labor, Business Services											
Deitz, Jeff	X	X	X	X	X	X	X		X	X	X
NJDVR											
Jones-Benjamin, Michaela											X
Camden County Board of Social Services											
Maguire, Laurie											X
Camden County One-Stop											
Martin, Lauwana											
Camden County Board of Social Services											
McFarland, Salama			X	X	X			X	X	X	
Camden County Board of Social Services											
Regensburger, Robert	X	X	X		X			X	X		X
Lockheed Martin											
Sinclair, Nidia		X	X	X		X					
Director, Camden County Resource Center											
Weil, Bob	X	X	X		X		X			X	
WDB Chair											
Swartz, Jeffrey S.	X	X	X	X	X	X	X	X	X	X	X
WDB Executive Director											
Williams, Leslie J	X	X	X	X	X	X	X	X	X		X
WDB Comptroller											
Varallo, Kathleen	X	X	X	X	X	X	X	X	X	X	X
WDB Administrative Assistant											

WELCOME

Gregg DeBaere, Chair, called the meeting to order at 9:03am and asked for roundtable introductions. He welcomed Michaela Jones Benjamin, Supervisor, Camden County Board of Social Services, and Laurie Maguire, Manager, Management Information Systems, CCOSCC.

• **ONE – STOP & WDB CERTIFICATION**

Leslie Williams, Comptroller, WDB, reported there has been no feedback from the State regarding the Regional or Local Plan Updates. Jeffrey S. Swartz, Executive Director, said that no local area around the State has received any feedback. Gregg has expressed his concerns at past state meeting, she has attended noting feedback is very important to the local areas. Leslie said the State has not sent feedback on the old Memorandum of Understanding (MOU) or Infrastructure Funding Agreement (IFA) however they are requiring the local areas to prepare and submit the same documents in a new revised format. She said the official date of submission is set for December 31, 2019. The Executive Team of the Garden State Employment and Training Association (GSETA) is in the process submitting a letter of request to extend that due date to March 31, 2020. The process of input, planning, review and approval may take up to 3 months to complete. Gregg referred to a notice and template sent by Hugh Bailey, Assistant Commissioner, LWD. The Committee reviewed the notice and template and discussed the required information. Gregg said the former MOU was created with input from the Operations Committee. The Committee reviewed templates and best practices from other counties in order to create that document. He said the State was pleased with Camden County's MOU. Apparently new federal guidelines caused this re-do. Leslie said the required information is similar but the format is very different. Gregg asked how the partner space allocations and lease agreements will be applied to the IFA. Frank Cirii, Local Area Operations Director, said he has

facility architectural drawings; however portions of the cost analysis cannot be completed without lease information. He is waiting for some One-Stop Partners lease agreements. Frank also said he is relying on the One-Stop Fiscal Department to establish operational costs for the new location so a budget can be completed. The Committee also discussed the ADA compliance review that will be completed for the new location as well. Frank said that all ADA requirements in the facility have been addressed in accordance with the lease agreements negotiated by the State and local Improvement Authority. Jeff said the cost allocations will have many common denominators and the leases will state square footage. Kristi Connors, Manager, Employment Services, said there are more common areas in the new facility.

Gregg asked Leslie if there are any noticeable challenges in the new format. Leslie said the format is very strict in requiring supporting documentation such as pictures, signage plans and parking assignments to be submitted. Bob Regensburger, Lockheed Martin, asked if the MOU was a non-binding contract. Jeff said the MOU is an agreement amongst the One-Stop Partners as to what their roles and responsibilities are in association with the One-Stop system. There are eight One-Stop Partners that will have to sign the document. Leslie said the signature process takes time because all the partners will have to go through review and approval of the MOU. It also has to be posted for public comment and it will have to be submitted for Freeholder approval. She is going to look into the electronic DocuSign program. It helps organizations connect and automate how they prepare, sign, act on, and manage agreements.

Laurie Maguire said she thoroughly reviewed the IFA guidelines. Bob R. asked if there were mandated partners. Leslie said the partners are assigned in the WIOA law. Gregg asked Laurie if she noticed any big challenges. She said there are customer re-assessment and follow-up instructions specified in the guidelines. The challenge is the follow-up unit can be made up of non-counselors. Leslie said in the old IFA, the master budget was submitted as an attachment. The new guidelines call for the master budget to be prepared in a completely different format. The Committee discussed other elements of the IFA and MOU including leases, shared costs of equipment, security and the reconfiguration of the matrix of One-Stop services. Jeff also said that shared services such as the shuttle will have to be factored into the IFA. Bob R. said capital improvements may be need to be addressed. Jeff said the Improvement Authority made the improvements. They are the sub lessor of the entire facility. American Water is the primary lessor.

Gregg asked if there was going to be any technical assistance. Laurie said there was a general technical assistance webinar and power point sent to the local areas. She will forward it to the WDB. Jeff said the SETC is also creating a timetable of when required documents such as strategic plans and certification documents would be required. This is something the local areas have been asking for so they can plan and be more prepared when notices are issued. The timetable would include a brief description of the required action, documentation, its purpose, the law, and its general re-occurrence. Sheryl Hutchison, Deputy Executive Director, SETC created a draft of the timetable. It will be further developed and approved at an upcoming SETC meeting.

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

Frank Cirii, Local Area Operations Director, reported that the move and messaging to the new

location at 101 Woodcrest Road, Cherry Hill, is complete. Gregg asked if everything was working as it should. Frank said all equipment and workspaces are set up and operational. There are some minor issues still being addressed, but overall the move went very well. Frank said that signage will be completed within the next 60 days. Signage will help direct customers to where the One-Stop is located within the business complex. Each area of service is specifically color coded.

Frank reported that the new policies and systems development is progressing. He has instructed all managers to take a look at their areas for improvements in work flow and the establishment of consistent standards. He said change is difficult for some individuals and so he has been meeting with the One-Stop management team to find ways of creating synergy between departments, such as fiscal and information technology, or counselors with case managers. The management team is also looking at ways to prepare for some upcoming retirements over the next few years. Even processes for staff coverage during holidays and vacations are being planned. Another customer service area being addressed is the vendor point of payment. Currently, once a customer is approved for training, they are being asked to follow-up with the training provider. Frank said this system could be automated to save the customer needless trips to sign vouchers. Another area being addressed is the One-Stop services orientation. Currently, the orientation is being offered on Tuesdays and Thursday only. He would like to create a digital orientation and provide access to kiosks so the orientation is available every day of the week. Bob R. brought up the idea of bringing in a graduate school student to look at overall processes and recommend new ideas for improvements.

- LEARNING LINK UPDATE

Frank reported that the One-Stop has successfully transitioned from the Test of Adult Basic Education (TABE) to the Comprehensive Adult Student Assessment Systems (CASAS) however there is a problem with the Aztec program support vendor. He said the State is using an older version of Aztec. A Request for Proposal (RFP) went out to update the program. The test is still being used and carefully reviewed by Learning Link Counselors.

- YOUTH ONE STOP UPDATES

Frank reported the youth orientations are going well. Frank said that there were some legal paperwork issues with the renewal of the Mentorship Memorandum of Understanding (MOU) with Rowan University. The Youth Mentor students are provided by Dr. Stanley Yeldell, Professor, Department of Law & Justice Studies, Rowan University. The program will start up again during the spring semester of classes.

Frank also reported that Gloucester Township Police Chief Harry Earl started a pilot program to make referral to the One-Stop part of the justice involved youth parole plan. The offering of services at the One-Stop Career Center is going to be included in his process. Chief Earl intends to recommend it to be incorporated in other county parole programs.

- SUMMER YOUTH EMPLOYMENT PILOT PROGRAM (SYEPP)

Jeff reported that the state youth employment office is planning to repeat the Summer Youth Employment Program in the summer of 2020. Leslie said the application package will be

revised to align with the requirements of entering the participants into the ASOS system for tracking purposes. Jeff said the WDB sent out a letter to the participating employers to thank them again and let them know the program will be repeated. The letter also included a reminder to let other associates or business contacts know about the program.

- **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.

Jeff reported the cohort is working at the hospital in the apprenticeship stage of the program. The program has been overwhelmingly successful. The idea of starting a similar program for Emergency Medical Technician (EMT) has resurfaced. Lou Bezich, Senior Vice President, Strategic Alliances, will be hosting a meeting to discuss this initiative sometime in the near future. The new program would be designed in a similar way as the medical coding program.

- **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/>)

Michaela Jones Benjamin, Case Management Supervisor, Board of Social Services, (BSS) reported that two new Supervisors were promoted and two Assistant Supervisor positions have been filled. New Assistants will be starting early December.

She also reported the state waiver for the ABAWD program is scheduled to expire at the end of the year. The waiver has to do with time limits. Customers basically have to be in a work activity for a minimum of 20 hours per week in order to remain on assistance. The BSS is still waiting for a response to a request to extend the waiver.

Michaela reported on the procedure for the transportation stipends. The transportation assistance funds are being uploaded to the customer's Family First Card. When funds cannot be loaded to the card, paper checks are issued or customers receive bus or train passes when they attend work activities.

Gregg asked about the Data Mapping project. Michaela reported that information given to her by Salama McFarland, Case Management Administrator, was that the State is organizing the information gathered by the consultants. Some of the findings included the recommendation of a universal data system that would communicate more efficiently with the Board and the One-

Stop as well as cutting down on the use of multiple forms.

- **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 Dietz reported that Karen Carrol has been appointed the new State Director of the Division Vocational Rehabilitation Services. She provided oversight of the New Jersey Division of Vocational Rehabilitation Services (NJDVRS) Community Rehabilitation Programs (CRP).

The Counselor training is still on target to launch on December 4th. Jeff D. said the pilot training sessions were well received by new counselors and they were very happy with the program. The training program is very interactive and actively engages the participants. DVRS is hoping to have all counselors and case managers re-trained by the end of February 2020.

He also wants to conduct more cross training at the One-Stop. An area overview training or meet and greet will be conducted on Friday, November 15th from 1-3pm. This will give all staff a chance to understand the processes of each department and the services they provide.

Jeff D. reported that the Project Search is completing its third year of training individuals with disabilities from the Yale school. The Yale school pays for the national program license. It is hosted at Jefferson/Kennedy Hospital and TD Bank. Both the hospital and bank location are considering discontinuation of the program more for business reasons than program value. The building that hosts the hospital training is being sold. Many of the applicable jobs associated with the training have moved to the Philadelphia location. He said that TD Bank has not hired any of the cohort participants at their host site. The Project Search Advisory Committee is looking for another local hospital willing to host the training. The Operations Committee discussed some possible options such as Virtua or Lourdes at Virtua. All agreed the program is valuable to the local area and has had a good success rate of placing participants on viable career paths.

- **EMPLOYMENT SERVICES**

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, presented a copy of the electronic intake or check in form, that is now been implemented at the One-Stop. Customers are directed to computer stations to fill out the brief survey so the front desk can understand their needs and direct them to the right service. The form will also track information such as mode of transportation and the zip code a customer is traveling from. There are eight computers, stationed near the entrance, programmed with the online orientation-intake survey form. The

form has been improved and can be updated to include new survey questions as needed. She is still testing the idea of using the computer tablets provided by the WDB. She reported that there are some problems at the front desk with public access and staffing. Each area of service may be required to schedule some coverage at the front desk. Communication and coordination of services will be the priority at upcoming staff meetings. UI Systems is also working on the form so that when a customer is being redirected to another location in the building, this information can be captured. She suggested that it may be beneficial to appoint one or two staff members to serve at the front desk as a sort of air traffic control. This person/persons could direct the overall operations of the front desk and data collection. She hopes to have a report to present at the next meeting that shows the value of information collected by the orientation form.

Kristi reported that 36 customers were referred and scheduled for the October G-Job work activities and 12 showed up. Employment Services ended up with 8 participating.

- **REGIONAL ACTIVITIES**

Jeff reported the Atlantic City Electric (ACE) Training Initiative will be starting its second year of training. The WDB and Camden County College have five information sessions scheduled in December at the Lindenwold public library, the One-Stop, the Camden County College, Camden City Campus, and the College's Cherry Hill Campus. Camden County College will conduct the training starting in mid-January at the William G. Rohrer Center in Cherry Hill.

The poles have been delivered to the Anthony Canale Training site in Egg Harbor Township, NJ. Jeff also reported that he and Leslie connected with Bob Clark, former training instructor for Atlantic City Electric. He is certified to teach the line training program. He received clearance from ACE to teach the course and will be contracted by Atlantic Cape Community College (ACCC). ACCC will review the curriculum and order the equipment for both the Atlantic County and Camden County WDB's. Both counties will split the costs associated with the training yard preparation. The counties will pay for the participant equipment separately. Both the 2019 and 2020 cohorts will train simultaneously in the Spring of 2020, date to be determined.

- **CONSORTIUM & INDUSTRY PARTNERSHIP UPDATES**

Jeff said he attended the Health Care Consortium meeting on Friday, November 8th at the Camden Technology Center – Room 201 at Camden County College, 601 Cooper St. Camden, NJ 08102. Camden County College announced the opening of a Veterans Center at the Camden Campus, College Hall Community Room.

Jeff reported that he will be attending an Industry Partnership meeting on November 18th Rowan College of South Jersey- Gloucester Campus, Workforce Development Center, 1492 Tanyard Rd, Sewell, NJ 08080. The purpose of the meeting is to discuss the launch of the South Jersey Industry Partnership focused on the manufacturing sector. The Operations Committee reviewed the plan and purpose of the State's new Industry Partnership model.

- **BUSINESS SERVICES (BSR)**

Jeff reported that the Business Service Team will meet later today, Thursday, November 14, at the WDB office. Jeanne Page-Soncrant, Business Service Representative, Camden County, is back on track with organizing positive hiring recruitments at the new location since the move. There has been a concerted effort being made by the County to promote the hiring of Census Takers for the upcoming 2020. The County realizes that the census information effects the level of funding allocated to public programs as a result of census data. Kathleen reported on some recruitments conducted at the new location. The Salvation Army Kroc Center recruitment for bell ringers was hosted at the One-Stop on October 29th, seven individuals were interviewed. A UPS recruitment was hosted on November 8th for stock support workers, twenty one individuals were interviewed. She also reported that the BSR team reviewed a list of manufacturing businesses in Camden County. They identified which area manufacturers they have worked with or had contacts with. The information will be passed on to the State's Industry Partnership planning committee for invitation to the upcoming launch. Representatives from Camden County College attend the BSR meetings. They are working in association with the NJ Apprenticeship Network and received a GAINS grant to provide training and apprenticeships in the area of CNC Manual Mill & Lathe Operations. Flyers for the program were distributed at the meeting.

- **QUARTERLY BOARD MEETING**

Kathleen reported that the South Jersey Workforce Collaborative will host a Regional Board Meeting on Wednesday, December 4, 2019, 9:00 AM – 11:00 AM, Rowan College of South Jersey, Performing Arts Center, 1400 Tanyard Road, Sewell, NJ 08080. The meeting is being sponsored by the Workforce Development Boards of Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester and Salem Counties. The guest speaker will be Dr. Ali A. Houshmand, President, Rowan University. The Executive Committee will meet for their monthly meeting immediately following that meeting. The WDB Quarterly Board of Trustees meeting will take place on Wednesday, December 18th at the Camden County College, Blackwood Campus. Kris Kolluri, Chief Executive Officer, Coopers Ferry Partnership will speak about the Camden Works Initiative. Several Camden City Businesses are joining with Coopers Ferry to sponsor an initiative focused on placing Camden City residents into city job opportunities.

NEXT MEETING

The next Operations Committee meeting will be scheduled for Thursday, December 12, 9:00 A.M. at the WDB office.

Submitted by:

Kathleen Varallo

Administrative Assistant