



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

**OPERATIONS COMMITTEE MEETING
NOVEMBER 9, 2018
1111 Marlgress Road, Cherry Hill, NJ 08003**

ATTENDANCE

Member	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	9-Nov-18
DeBaere, Gregg T., CHAIR												
Clark, Jeffery	X	X	X	X	X	X	X	X	X	X	X	X
Cirii, Frank										X		X
Connors, Kristi	X	X	X	X		X	X	X		X		X
Deitz, Jeff			X	X	X	X		X	X		X	
Docherty, Joan						X				X	X	X
Friedman, Joshua A.	X	X	X		X	X		X	X	X	X	X
Lope, Krista					X							
Mayfield, Kathleen S.												
Medina, Connie		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 9:03am, welcomed attendees and asked for round table introductions. Gregg welcomed Jeffrey Clark, DVRS, and Joan Docherty, CCBSS.

• **ONE – STOP & WDB CERTIFICATION.**

Gregg asked for an update on the WDB Certification process. Leslie Williams, Comptroller, WDB, reported that the State Employment and Training Commission (SETC) guidance stated that all documents were able to be submitted as they were completed. All documents have been submitted electronically as requested. The additional requested evaluation of a One-Stop process was completed and submitted as well.

Leslie said that she contacted Sheryl Hutchison at SETC to get more clarification about the One-Stop Certification process. She was told not to send the Infrastructure Funding Agreement (IFA) and Memorandum of Understanding (MOU) without all partner signatures. The only signatures missing are that of the State partners. She was told that Hugh Bailey, Assistant Commissioner, LWD, is aware of the situation and is working to assign the proper signatories. There is one for Employment Services, Division of Vocational and Rehabilitation Services, and LWD. The hold-up seems to be in the review of the IFA. All questions regarding this document have been addressed on the part of the local area. Jeff said that Joshua Friedman, Local Area Operations Director, and his staff did a very detailed job of calculating the shared spaces and structure of the agreement. Gregg thanked Leslie and the

WDB staff for their work in getting all information submitted on a timely basis.

YOUTH ONE-STOP UPDATES

- YOUTH ONE-STOP (YOS)

Joshua Friedman, Local Area Operations Director, One-Stop, reported that the youth-specific orientation implemented back in May, 2018 is going very well. He reported on a “Get to Know Us” event that was hosted at the Youth One-Stop on Thursday, November 8th. Youth Providers and partners were invited to attend. Dr. Lauren Hill, Youth Manager, made a presentation about all of the updated services now being provided to youth customers. Four of the Rowan Youth Mentors were present as well as the financial literacy instructor from TD Bank. Jeff said he attended the event and was pleased to see four youth who came in for an orientation.

Dr. Lauren Hill has been temporarily assigned to take over the Learning Link Program until a suitable manager replacement is found. Joshua said that a highly qualified candidate is being considered. The goal in hiring the next manager of that program is to start an English as a Second Language (ESL) program as an additional service offered at the One-Stop. He also reported that the efforts of Lauren Hill and her staff are successfully increasing the number of training grants and youth services being awarded to youth customers.

Gregg asked if there were any lessons learned from the Youth Orientation that could be transferred to the Adult Orientation in terms of order in which the program is conducted, length of the orientation, and maintaining the attention of participants. Joshua said the reason youth were separated from adult orientation is the career packet has to be completed for an adult, as it is the gateway to further services. The youth do not have to complete the career packet right away and the counselors can work with them and engage them during the process. One positive adjustment made as a result of updating the youth orientation is that the adult orientation has been shortened to less than one hour in length, making it thirty minutes less than it used to be. He said that every change being made is showing positive results.

Joshua reported that he made contact with Jim Leonard, Senior Vice President, Government Relations, Philadelphia 76ers. He is going to set up a meeting with him and his hiring staff to discuss the business service offerings of the One-Stop. He also mentioned an idea to Leonard that the team players have certain community service requirements and the Youth One-Stop could benefit from mentor visits by the players. Leonard was open to the idea. A meeting will be scheduled sometime in December.

- 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 the first cohort should be finishing up by spring of 2019. There is nothing new to report at this time.

- **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.

Joshua said that as reported earlier in the meeting, the YOS hosted an event with student mentors present. They are attending the youth orientation as their schedule allows.

- **JUSTICE INVOLVED YOUTH SUMMIT**

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 17th 2018, at 8:30am to 3:00pm at the Crowne Plaza Hotel, 2349 West Marlton Pike, Cherry Hill, NJ 08002.

Kathleen Varallo, Administrative Assistant, WDB, reported that a follow-up outcome letter was sent to all participants attending the event. The email letter included resources shared on the day of the convening, slides or presentations used on the day of convening and a participant contact list. Jeff said one of the best outcomes of the event was that all participants committed to collaborating more with workforce development coordination and working toward more sharing of referrals. Kathleen said helping youth obtain documentation was brought to the forefront of importance during the round table discussions segment of the event.

- **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 the One-Stop is continuing to develop a very good relationship with probation and the family court system. It took nine months to successfully gain permission to attend the court, twice per month during juvenile youth probation and at the court's request, counselors are now attending adult probation once per month. One key element is that the probation officers are now recommending One-Stop programs as a plus that may be favorable for justice involved youth in the judge's consideration of their case.

- **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 Clark, Manager DVRS, reported that there are seven cohort participants in the Jefferson/Kennedy Hospital program and eight cohort participants that 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 appointed Jennifer Veneziani, Outreach Coordinator, NJ Division of Vocational Rehabilitation Services, to replace Debbie Deissroth, Corporate Director, Learning & Development, Jefferson Health, who is no longer assigned to the program. Gregg asked if a new training vendor was procured for the TD Bank program. Jeff said that TD Bank hired Employment Network Team of New Jersey (ENT-NJ), for this second cohort. They are based in Trenton, NJ.

Jeff Clark also reported that the TD Bank program has incorporated the Hilton Hotel, located adjacent to TD University, to serve as an additional training site. The original concept was created to give participants a chance to train in a banking environment, however, no placements in banking positions occurred. It is not clear yet that the Hilton training will result in jobs placements in the hospitality industry. Jeff said that one of the participants from last year's cohort did obtain a job, in the lab, at the Mount Laurel Animal Hospital. Jeff Swartz asked if the participants have been registered with the One-Stop. Jeff Clark said that he would follow-up to find out. He said it has not yet been made clear who will be taking on the responsibility of job placement for the participants. It could be the local DVRS office or a DVRS office in Philadelphia. Whoever is appointed would be responsible for case management, job coaching and placement. Kristi Connors, Manager, Employment Services, said that it would adversely affect ASOS outcomes to register the participants unless other measurable job club services can be provided, such as attending a resume writing or an interview skills workshop. She said the parameters of the program seem to be shifting so it is unclear how Employment Services can help the participants and count service to them. Jeff Clark said that a reverse job fair where the participants interview employers could be organized and be counted as a service to the program.

- **YOUTH WORK EXPERIENCE PROGRAM**

Joshua reported that he is transitioning with Frank Cirri, newly designated Local Area Operations Director, and will continue to work with Theo Primas, Program Evaluator, WDB to come up with a better model for the youth work experience program in the coming year. He reminded the committee that the required 20% of youth funds are being successfully spent on the Work Group, partner youth provider, for training and work experience within their program. Gregg asked if there was any more feedback from the County about hosting youth. Joshua said the current out-of-school youth population we are looking to serve is not necessarily a match for most county offices. Redefining the criteria and working with county non-profit organizations may be the better approach. The gift card stipend is still being explored. Leslie suggested finding the employers first, explaining the program and then screening and matching youth candidates on a case by case basis. Joshua suggested using some model programs to better explain how the program is

succeeding in other counties. He did some research online and found some good examples when he was creating the work experience policy.

ONE-STOP COMMUNICATIONS & UPDATES

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 one day a week as needed at the library to guide participants through the application process. He said that the proposal and MOU has been placed on the November 13th agenda of the Library Commission meeting so the program is projected to officially launch in December or January. A service level goal of at least 29 participants has been established.

Joshua reported that an In-Service Day Training was held on Friday, October 19, 2018, at the One-Stop. The mandatory training was 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, were present for questions and answers. WDB staff also attended. One-Stop Staff created a power point presentation that included topics for counselor driven activities such as what activities trigger enrollment and specific criteria regarding eligibility of supportive services. The youth incentives program was explained. These would include gift cards awarded to youth once they have achieved milestone benchmarks, such as high school completion testing. As a result of the training regarding gift card incentives for youth, Leslie said she spoke with Janice Bryant, Fiscal Manager, One-Stop about establishing a standard gift card requisition process.

Joshua said he is waiting for the forms drafted for the Supportive Service Policy to be approved by John Bicica. Supportive services will be issued on a case by case basis until a general capacity outline can be developed as a result of recorded needs. The power point created for the training may be used again and updated with current information. Joshua said that in discussions with Frank and Nidia, it is planned to conduct these types of trainings twice per year.

Joshua reported that Mike Leonetti, Manager, Camden Motor Vehicle Commission Office attended the last Business Service Meeting, held on Thursday, November 8th at the One-Stop. There was discussion about creating an official ID for those registered at the One-Stop that could be acceptable or count as one point toward the six points of identification required to receive a State ID or driver license. This will take approval at the county and state level. It could be a good answer to help resolve the ID or documentation barrier that now keeps many youth customers from receiving One-Stop services. Kathleen said that there may be a criteria that could also be approved to waive the \$24.00 motor vehicle fee as well. Currently, a homeless youth registered with a shelter to receive mail at that location can qualify for a waiver of the fee.

- **REGIONAL ACTIVITIES**

Jeff reported that the Atlantic City Electric (ACE) Training Initiative is progressing well. WDB staff have been organizing and leading weekly conference calls. The southern counties of Atlantic, Camden, Cumberland, Cape May, Salem and Gloucester are coordinating instructors and class schedules, information sessions and cross promotion. Lee Wasman, External Affairs, and Conrad Samuels, Senior HR Generalist, represent Atlantic City Electric on the calls. They have been assigned to guide the participating counties through the implementation process. All participating counties are working with their local community colleges to teach the courses. Camden County College has been contracted to teach the following programs:

The Women in Sustainable Employment (WISE) Pathway is a course designed for women to explore non-traditional, in-demand jobs in the construction, gas, water, electric, and energy industries. The program is a 40-hour curriculum that provides women the opportunity to learn about career paths in these related fields.

The Get into Energy Math and Boot Camp workshop is focused on applied math skills specific to the energy industry and teaches concepts that are critical to success for energy industry job opportunities. The workshop provides individuals with the necessary math concepts required to successfully complete employment testing for jobs in the energy industry. Participants of this class will be prepared to take the Construction and Skills Test (CAST). A team from Atlantic City Electric will administer the test at the culmination of the course.

Information sessions to explain the program and register participants are being planned for early December as follows;

Information Session Dates for Camden County

Tuesday, December 11, 2018 11:00am – 12:30pm

Camden County One-Stop Career Center, 2600 Mt. Ephraim Ave. Suite 105, Camden, NJ 08104

Wednesday, December 12, 2018 6:00pm – 8:00pm

Camden County College, 1889 Marlton Pike East, Cherry Hill, NJ 08003

Thursday, December 13, 2018 6:00pm – 8:00pm

South County Regional Branch, Camden County Library System
35 Cooper Folly Rd, Atco, NJ 08004

Jeff said the Atlantic City Electric Line School is being modified to a four-week program offering hands-on instruction to students seeking a career in the energy industry as a line worker. The course covers the fundamentals of line work and provides class participants with training in the areas of bucket truck and equipment operations. Conrad Samuels is

developing the modified curriculum and has furnished us with an outline. The reason for the changes is that most utility companies will provide the more in-depth training with their own entry level or apprentice positions. Site locations and instructors are still being considered.

The Committee discussed the courses to clarify that Atlantic City Electric is not guaranteeing hiring as a result of taking the classes. If and when they do hire any of the participants, it would be upon passing Construction and Skills Test (CAST) and these positions would be for apprenticeships that would include further trainings. Participants must pass the CAST test before going on to the line training. The Committee also discussed ways of promoting the information sessions through the One-Stop and the County. Freeholder Liaison, Jonathan Young has agreed to speak to the media about the training. Joshua said that he will send out the flyers to all One-Stop contacts.

- **SETC & GSETA UPDATES**

Jeff reported that he will be attending the Garden State Employment and Training Association Meeting on Wednesday, November 14th at Monmouth County. He encouraged the Local Area Operations Director to attend. He will also attend the State Employment and Training Commission WDB Director' s meeting on Thursday, November 29th at the NJ Law Center in New Brunswick. There has been no new guidance issued regarding the regional or local plans.

- **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. Joan said that the participation rates have not been reported at this time. She said there is currently a waiver of sanction in place that does not interrupt general assistance to ABAWD benefits for lack of participation in job activities. The waiver will end December 31, 2018. Starting January 1, 2019 all participants must be assigned to work activities such as G-Job workshops. By January there should be some procedures in place to handle referrals and tracking of job activity participation. Joshua and Kristi cautioned that while there is a process already in place, the capacity of participation could become a concern. There may be an influx of referrals that would over load G-Job counselors. More classes may have to be scheduled in order to accommodate this huge jump in participation. The committee discussed concerns about the current lack of referrals and technical communication between the Board of

Social Services and the One-Stop. Joshua said he will be meeting with Frank Cirri and James H. Rhodes, Deputy County Administrator, to explore solutions to concerns. Jim Rhodes has some authority over the Board of Social Services.

- **CONSORTIUM & TIP UPDATE:**

Kathleen reported that Jeff will be attending a Healthcare Consortium meeting on Friday, November 9th, at Lourdes Health System in Camden. She said Jeff also attended a Financial Services Talent Network (FSTN) on November 7th at Rowan College of Gloucester County. The FSTN will be housed at that location and their goal is to assess industry training needs and talent acquisition and career pathways in the Financial Services sector of employment. She said that some of these talent development networks are just getting started so it does not look like they are being discontinued. She said that each State Business Service Representative is being assigned to attend and support a different TIP in each sector.

Kathleen also reported that Jeff moderated 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 discussed whether manufacturing, healthcare, technology or service oriented business plays a vital role in the development of a regional economy. She said the event was well attended. Louis Bezich, SVP, Cooper University Healthcare, gave a very good historical overview about the City of Camden that was featured in a television news story.

Kathleen reported that the Career Connections, On-Ramp job order and posting site is going to be discontinued. The National Labor Exchange will replace On-Ramp. <https://usnlx.com/> The talent development networks will remain in place for now, however, their mode of communication is through the Career Connections website.

- **BUSINESS SERVICES (BSR)**

Kathleen said that Jeanne Page-Soncrant, Business & Employment Service Representative, Camden, reported on the recruitment outcomes at the Business Service Meeting on Thursday, November 8th at the One-Stop. A Deitz and Watson recruitment was held on October 26th, with eleven attending. Maximum Research was held on October 23rd, with nine attending, six that were hired. They were looking for phone surveyors for weekend, or evening weekend shifts. They are flexible about scheduling. The starting wage is only \$9.00 per hour but they do offer bonuses and incentives. Another new employer signed on for an employer recruitment, Action Pak, is scheduled for Tuesday, October 30. Joshua said that Jim Rhodes, Deputy County Administrator, brought this employer contact to us. Local Officials are recommending the One-Stop's employment services. Action Pak is building in Camden near Federal Street, and they will be looking to fill 180-190 skilled and entry level positions. He also said that Nidia Sinclair, Director, Career Center, is working with them to determine which positions will require training. They respect our process and agree on the importance of education and training. Action Pak is one of five partner companies. They attended the county job fair as well. Action Pak specializes in all types of packaging and also develops innovative ways of packaging for new products.

Kathleen also reported that Jason Newman, Veteran's Services, is working on a recruitment for Veterans with Kellogg's Co.

Kathleen also reported that Jennifer Venneziani, Business Outreach Coordinator, DVRS is working with Amazon 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. Kristi said that there was a big Amazon recruitment done in Gloucester and no outcomes were reported. Gregg asked if the State has given any direction regarding Amazon. Kristi suggested that Howard Miller might know more about establishing a policy for working with staffing companies. She also asked that Employment Services be placed on the Operations Meeting Agenda. She said Employment Services and the Division of Vocational and Rehabilitation Services are separate departments housed at the One-Stop. They are not the same as Business Services. The Committee discussed the concerns about the time and effort that is being spent working with Integrity Staffing. Kathleen said that another large Amazon fulfillment center is planned for Cherry Hill. The Committee discussed and agreed that a direct contact with Amazon might help to explain our process and ways we can work with Integrity Staffing without effecting their contract terms but that produces better outcomes for Employment Services.

- 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, is scheduled to speak. Joshua said that he will work with Frank and Leslie to make sure that the scorecard can be presented at that meeting. Gregg said that he would present the annual scorecard report.

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