



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

Robert Weil, Chair
Jeffrey S. Swartz, Executive Director

**OPERATIONS COMMITTEE MEETING
MINUTES DECEMBER 8TH, 2017**

ATTENDANCE

Members		13-Jan	10-Feb	10-Mar	7-Apr	11-May	9-Jun	21-Jul	16-Aug	14-Sep	13-Oct	17-Nov	8-Dec
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications	X	X	X	X	X	X	X	X	X	X	X	X
Bob Weil	WDB Chair	X	X			X		X				X	
Connie Medina	Board of Social Services	X	X	X	X	X	X	X		X	X		X
Kristi Connors	NJ Department of Labor, Business Services							X	X	X	X	X	X
Jeff Deitz	NJDVR	X		X	X	X	X						
Joshua A. Friedman	Director, Camden County One-Stop	X	X	X		X	X	X		X	X	X	X
Krista Lope	NJDVR	X	X	X		X	X	X	X		X		
Kathleen S. Mayfield	Camden County One-Stop Operator						X	X		X	X		
Nidia Sinclair	Director, Camden County Resource Center												X
Thomas Thom	Camden County Business Services.								X			X	
Swartz, Jeffrey S.	WDB Executive Director	X	X	X	X	X	X	X	X	X	X	X	X
Williams, Leslie J	WDB Comptroller				X	X	X		X	X	X	X	X
Varallo, Kathleen	WDB Administrative Assistant	X	X		X	X	X		X	X	X	X	X

WELCOME

Chair Gregg DeBaere called the meeting to order at 9:10am, welcomed attendees and asked for round table introductions. Gregg welcomed Nidia Sinclair, Resource Center Director, to the committee and congratulated Connie Medina on her promotion to Deputy Director, Camden County Board of Social Services.

• **RESOURCE SHARING/INFRASTRUCTURE FUNDING AGREEMENT**

Gregg asked the committee to review the latest draft of the Infrastructure Funding Agreement (IFA). The IFA is due to be submitted to the state by January 1st 2018, along with the Partner Memorandum of Understanding (MOU). Gregg commented the progress made in finalizing the document.

Joshua Friedman, Director, One Stop, said his staff has spent an inordinate amount of time preparing the IFA. While there may be a few more minor changes, they have done a thorough job with very little guidance from the state. He noted that his draft is much more detailed than any of the examples we have seen. Gregg sees this exercise as another opportunity for Camden County to lead the way and give the state a model document. Gregg complimented the visuals. Joshua thanked Lelia Stubblefield, WDB Administrative Assistant, for her work on the graphics. He also thanked Jeff and Leslie assisting in a meeting with his staff at the One Stop. He will be contacting Jim Rhodes so he understands the implications of the agreement

- EQUAL OPPORTUNITY (EO) OFFICER

Nidia reported that she will be transitioning Bill Curry, One Stop Counselor, to replace Brett Waters, former EO Officer. He will be transferred from his position as counselor to handling customer service and customer complaints. He will be moving into his own office in respect of the privacy of customer issues. Bill has over 25 years of knowledge and experience at the One Stop, and is very level headed and extremely knowledgeable of case management. He is also well versed in WIOA law, and has shown excellence when it comes to working with customers. Brett opened the door for this department and laid out clear guidelines before moving on to his promotion at the State, Department of Labor and Workforce Development. Joshua said he will be inviting Michael Ayles, Equal Opportunity Officer, NJ Department of Labor and Workforce Development, to meet with Bill and give him some additional training. Joshua said there hasn't yet been a complaint that rose to the level of EO. Leslie Williams, WDB Comptroller, requested a reporting of customer service complaints be forwarded to the WDB Office due to the fact that the EO Officer is a designate of the WDB. Jeff Swartz, Executive Director, suggested that this could be handled on a quarterly basis. The committee discussed the frequency of complaints being minimal and agreed to review the forms created by Brett Waters to see if there is a reporting form in place to forward to the WDB as needed or on a quarterly basis. Nidia said she will bring back the recommendation of the WDB. She and Bill Curry will find a way to address the request and set up a system of reporting. Bill Curry's appointment as the new EO Officer will have to be approved by the Executive Committee. Jeff said this could be placed on the agenda of the Quarterly Meeting on Wednesday, December 20th.

We are currently waiting for information from the state in order to complete the One Stop Certification documents. Gregg said that state guidance suggested that the documents could be forwarded to the state for review prior to submission. Joshua Friedman, One-Stop Career Center Director, said he is still awaiting responses from the state regarding supply costs and personnel costs. He hopes the completed drafts will be at the state level for review before the next Operations Committee meeting on January 12th, 2018. Jeff said that Jerry Calamia, Director, Office of Internal Audit, NJ Department of Labor & Workforce Development, has made the offer of reviewing the documents. Gregg said he really wants the committee to take full advantage of this offer.

Leslie Williams, WDB Comptroller, reported that she made the changes to the Partner MOU discussed at the last meeting. She added language under the terms and agreements section of the document that was taken from the state's sample guidance regarding renewals. The MOU will state the actual term date to be reviewed after one year and then will continue until 2020. This date corresponds with our local plan, which will be reviewed after two years, and will expire June 30th, 2020. The certification documents may not have the exact same expiration dates. The MOU will be reviewed after one year, and its term will remain for three years unless there are significant changes such as a newly-elected official that would have been a signer to the document or a change in One-Stop Partners. The language in the document follows the latest guidance issued by the State. The committee discussed the signatures required on the MOU. All agreed that the MOU will be sent as soon as possible to all the partners with separate signature pages. They will need time to review and approve the documents. Leslie said the IFA is an

attachment to the MOU so it must be sent with the MOU for signature.

The committee reviewed the latest guidance provided by the SETC, dated October 25th, 2017. Jeff said the biggest point that he took from the new guidance was in the situation where there ends up to be a minimal imbalance of expenses during the year between the partners. Language should be inserted into the MOU and the Infrastructure Funding Agreement (IFA) that the affected partners may settle the imbalance by agreeing to settle it with in-kind non-personnel services. Gregg said the original IFA may have a good description of that scenario. Leslie said that the overall policy regarding in-kind services has changed and may be found on the federal website.

Jeff said that there also needs to be language inserted into both documents that states the operational costs will be reviewed quarterly and then settled annually.

Gregg also said the narrative in the IFA should be easily understood and all charts should be labeled and have a key or explanation shown under it.

- **ONE STOP OPERATIONS**

Joshua Friedman, Director One Stop, reported that in the future Nidia will be reporting on matters regarding the Resource Center. He will fill in any details for this meeting.

- **CAMDEN CORPS PLUS (CCP)**

The grant funded program is a collaborative effort between the local government and schools including The Center for Family Services, Rutgers University and Camden County College. It will help young residents between ages 16 and 24 who don't have a high school diploma.

Joshua reported that he just received a status report from the CCP. He will forward it to the WDB office. Jeff said Kathleen can forward it to the committee. He said there are over 46 participants. The report shows the achievements such as high school diploma and training activities. Gregg asked if eligibility has gotten any better. Joshua said it is improved but still has its difficulties.

- **COOPER HOSPITAL – MEDICAL CODING INITIATIVE (CMCI)**

A consortium including Cooper University Health, 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 Hopeworks is still working with the first cohort on work-readiness

skills. The Camden County Technical School is in the process of training some students in the area of pre-college skills. All will go on to Camden County College for the actual medical coding curriculum. Lou Bezich, Senior Vice President, Strategic Alliances, Cooper University Health, will be conducting the first quarterly update or review on Monday, December 18th.

Gregg asked about the EMT program discussions. Joshua and Jeff attended that meeting with Lou Bezich on Friday, November 10th to discuss the idea. Jeff said that although Lou is very detail oriented and has done a great job organizing the current initiative, he is not promising jobs with this new proposed training. We did discuss the possibility of organizing a targeted job fair as the participants are nearing completion of training. Camden County College was at the meeting. They have a standard EMT course. Historically, their job placement rate for those kinds of positions has not been very good.

Joshua also reported that he met with Holly Cass, Deputy County Administrator, and five representatives from Camden County College at the One-Stop on Wednesday, November 29th, and had a very productive meeting. Marilyn Martinez, Interim Dean, CCC, is focused on improving communications with reporting and job placement. Job placement at the college will drop to 15% starting in January. The only promised placement pending completion and testing is the Holtec cohort. One of our other vendors, Mike's Driving School, continues to have a job placement rate of over 80%.

Joshua reported that many of the ITA vendors have been placed in pending status due to paperwork or insurance issues which means we are unable to refer to them. There have been many delays at the state level in approving career school status. This could be due to the transition in leadership.

- **RE-ENTRY PROGRAMS FOR YOUTH AND ADULTS**

The County has received a grant to put together a network of organizations, including the One-Stop, to assist Adult ex-offenders being released from incarceration at the Camden County Correctional Facility (CCCF). There are many different agencies represented including DVRS, AS, mental health, Board of Social Services, Social Security, Motor Vehicles and more. The program will serve adults but can include youth as well. Sharon Bean, CCCF Jail Population Coordinator, is the lead organizer.

Joshua reported that Nidia or Jyi Peterson, Youth Counselor, has been regularly attending these meetings. She has a good relationship with CCCF and vendors who can provide assistance from mental health care to services of the One-Stop.

- **YOUTH AGING OUT OF FOSTER CARE.**

Joshua reported that he and Nidia have been very involved with the Youth Aging Out of Foster Care Committee. The committee involves the County Family Court, Court Appointed Special Advocates (CASA), Certified Public Manager Program (CPMP), and the Child Protection and Permanency, (CP&P) (formerly the Division of Youth and Family Services, DYFS) and the One-Stop is now be a part of that committee.

Joshua reported that he, Nidia Sinclair and Arthur Barclay were able to make a presentation to the court appointed attorney, family court staff and CP&P family counselors about One-Stop Career Center Services. The Court was very receptive and kept them longer than expected because of a lengthy question and answer period after the presentation. They had a private meeting in the Camden County Judges chambers with Judge Charles W. Dortch, Jr., Presiding Family Division, who was very impressed with the presentation. Art Barclay an effective representative of the One-Stop. He knows many of the court staff, attorneys and Judge Dortch. While Judge Dortch cannot order the youth to report to the One-Stop, he can promote it. We asked him if he could put some pressure on case management to be sure the Youth have proper documentation before they age out of foster care.

The committee discussed some of the barriers to getting documentation. Bob Weil, WDB Chair, asked if we could meet with youth before they age out. Joshua said we cannot approach the Youth until they are released from the system. Nidia said there are times when they do come in to the One-Stop on their own. Some barriers include the six points of Identification system set up by some agencies, the costs associated with obtaining Birth Certificate or license and the issue of transportation to and from agencies such as the Social Security Office. Some of the youth's natural parents are holding on to documentation for their own purposes or may be unreachable. Some of these youth are in the care of grandparents who are not formally designated as foster care parents. Gregg asked if we could consider a resource or link on our website that explains the requirement of documentation and includes links that will assist a customer, youth or adult, in getting this eligibility documentation. The committee discussed creating a package for youth that mirrors the same information that would be included on the website.

Joshua said our plan is to update all our marketing materials and provide the court with promotional materials that can be given to youth. Arthur Barclay will attend the court sessions as often as possible and be available to speak to Youth as soon as they are released by the court. Our agency is not allowed to walk a youth around the county to get documentation. Now that we have a better relationship with the CC&P attorneys, we may be able to get in touch with the counselors or youth representative for help. Their case loads are large, as there are actually about 20-30 youth aging out of foster care every day in Camden County. We will continue to build relationships and link ourselves to the court system so that everyone is aware of our services and what is needed to obtain them.

Nidia would like to get as many youth providers together as possible to focus of the issue of documentation. She said that it has been an ongoing problem that providers are protective of their information for fear that another agency might steal their customer, so to speak, and hence their funding. Now that we are participating more with CPAC events and committees, we are hoping to get these agencies to understand that we can help each other. Jeff suggested that the WDB could convene a meeting and invite all the providers together to address the documentation issue. Collectively we could then decide if there is a legislative issue that needs to be addressed. Nidia would like to meet with partnering providers first before going public in order work on a productive agenda. All agreed to work this type of meeting in as part of the WDB Youth Investments Council's 2018 agenda. Jeff said he will contact Matt Verney, Youth Investment Council Chair, with about today's

discussions. Jeff said the more information we can get to all agencies, the better the chances will be that youth can obtain proper identification before it becomes critical. The WDB could organize a meeting and invite all county agencies and organizations in Camden County that serve youth. We could layout the concerns and possible solutions. Jeff suggested that the Resource Center put together an invite list for such a meeting. The committee agreed that it would be a good idea for the WDB to take the lead.

- **PROJECT SEARCH – JEFFERSON/KENNEDY HOSPITAL**

Project Search is a national program that has been established locally at Jefferson/Kennedy Hospital. Kennedy Hospital is working with a cohort from the Yale School. These are high functioning students on the Autism spectrum. The Autistic students are being trained through On-the-Job Internships. 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.

There are no new updates at this time.

- **YOUTH ONE-STOP:**

YOUTH MENTORSHIP PROGRAM

Joshua reported that we are still waiting for Rowan University to sign the Memorandum of Understanding (MOU). The MOU would spell out how the county and college would work together and the logistics of the Mentorship program. The college wanted the indemnification provision removed. He said the county would never agree to that. He offered a mutual indemnification provision in its place. He has not heard back. He also reported that Dr. Yodell, Professor, Rowan University, has been on personal leave.

YOUTH WORK EXPERIENCE PROGRAM

Joshua reported that he sent the draft of the Youth Work Experience policy to Jeff and Theo Primas, WDB Program Evaluator, for review. The goal is to have the resolution adapting the program approved at the WDB Quarterly Board Meeting on Wednesday, December 20th. The policy is completely based on the State's guidance on youth work experience. He will be getting the site use agreements out to the county offices that have agreed to participate and host youth.

The program will include paid work experience for the specific needs of the eligible "out of school" youth population serviced by the Youth One Stop (YOS). The program is already funded by WIOA grants that are specifically given for this purpose under the new law. He is working with five County Offices to get their commitment to participate in the program and host youth participants. A qualified list will be forthcoming. If all goes as planned, we should be able to start recruiting participants beginning in January 2018.

Joshua said that he is having the county do research as to how to word the "stipend" in such a way that does not eliminate the youth's eligibility for general assistance they may already be receiving. He and Lillian Rohas, Camden County Board of Social Services, found a program entitled "pay check plus" that may be helpful. Under this program, there is no

effect on benefits during the first few months youth are earning as a result of the Work Experience Program. During the next six months, there is a 25% reduction in benefits that may be filled in by the pay the youth is making. He is also working on finding the right programs that could be incorporated into the Learning link that would produce an industry-recognized credential for participants. We will be calling it customized training so that it will also provide some testing preparation in case the youth will seek continued education, which can be tied directly to our learning link. He has found a provider that will provide condensed training in Microsoft skills at a cost of \$300-500 dollars per student.

- **ONE-STOP COMMUNICATIONS & UPDATES**

Joshua reported that Nidia Sinclair has been working very hard in her new position as Resource Center Director to get communications opened between staff. He said he meets with Nidia once or twice per week to review any staff concerns or issues. Nidia reported that they are looking another person to take over the ASOS computer reporting. Gregg asked if there has been any mention of changing the system. Nidia said some changes based on WIOA legislation are being made.

- **CONSORTIUM & TIP UPDATE:**

Jeff Swartz said he will be attending the Healthcare Consortium Meeting at Cooper Medical School of Rowan University on Friday December 15th. He continues to attend these meetings as they provide valuable updates to healthcare initiatives in the local area.

Jeff reported that he is working on a regional initiative with Atlantic City Electric (ACE) to help identify candidates for a training program that prepares them for possible job placement within the company. Atlantic City Electric may be giving us a grant along with the curriculum to conduct the program at our One-Stop. The grant will include administrative costs so that we will be able to oversee the program. We will be receiving all the curriculum training guides and testing materials in order to conduct the program. Our responsibility will be to find an instructor and a venue to conduct the training and it does not have to be conducted at a college. We will also have to identify participants who will potentially qualify to work for ACE. Their current staff pool is aging out and they will have to fill these positions. The grant will also include transportation costs in case we are working with other counties included in this initiative. Jeff said once he has an MOU and finalized draft agreement, he will present it to the committees or board for approval.

Upcoming TIP Events

Advanced Manufacturing TIP

Food Industry Partnership

Tue, December 12, 2017

3:30 PM – 5:30 PM EST

Flying Fish Brewery

900 Kennedy Blvd

Somerdale, NJ 08083

- To register for the Food Industry Workforce Training, that begins at 3:30pm, register with Eventbrite
- To register for the NJFPA Networking Event and Dinner, that begins at 6pm, click: http://njfoodprocessors.org/register_ontheroad2017.cfm

Retail, Hospitality Tourism TIP Coastal

Wednesday, January 24th, 2018

10:30am - 11:30am

Stockton University

101 Vera King Farris Drive, 101

Galloway, NJ 08205

Event Contact: Stacy Forman

E-mail: stacy.forman@stockton.edu

Phone: (609) 626-3456

- **BUSINESS SERVICES (BSR)**

Jeff reported that the Business Service Team has been working well together. Janea Wilson continues to assist with Camden County recruitments event though she is now assigned to Gloucester County. As announced last month, Jeanne Page-Soncrant is now our Camden County BSR. The team is working with Royal Farms (a company similar to Wawa) to conduct recruitments for several locations they are opening in the area over the next year.

- **QUARTERLY BOARD MEETING**

The next WDB Quarterly Board Meeting will be held on Wednesday, December 20th, 2017 @9:00am at Camden County College, Roosevelt Building, Room 201, 200 College Drive, Blackwood, NJ. Jeff reported that Donald Norcross was unable to speak at this meeting but will be happy to speak at future meeting in 2018. Jeff said asked Frank Filipek, Director of Special Events and Outreach, to speak about new efforts to promote Camden County with a cohesive branding and more importantly employment services and job recruitments at the One-Stop.

NEXT MEETING

The meeting was adjourned at 10:48A.M. The next committee meeting is scheduled for Friday, January 12th 9:00 A.M. at the WDB office, 1111 Marlkrass Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

Kathleen Varallo

Administrative Assistant