



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

**OPERATIONS COMMITTEE MEETING
DECEMBER 14, 2018
1111 Marlgress Road, Cherry Hill, NJ 08003**

ATTENDANCE

Member	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	14-Dec-18
DeBaere, Gregg T., CHAIR	X	X	X	X	X	X	X	X	X	X	X	X
Clark, Jeffery									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		X
Docherty, Joan					X				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				
Regensburger, Robert												X
Sinclair, Nidia	X		X		X		X			X		
Thorn, Thomas				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 Robert C. Regensburger, Project Specialist Principal Integrated Warefare Systems and Sensors, Lockheed Martin, to the committee. Gregg gave a brief overview about the work of the Operations Committee. The mission of the Operations Committee is to oversee the implementation and coordination of the day-to-day operations at the Camden County One-Stop Career Center. The Operations Committee oversees documentation requests made by the State such as the writing of the local strategic plan, and board certification documents as well as the newly mandated One-Stop Certification. The Committee helps carry out the goals and objectives of the board by collaborating with the One-Stop in the collection of data that measures outcomes as with the creation of the WDB Scorecard. The membership of the committee is made up of key operational staff representing the One-Stop partners. It reviews the data in order to make functional decisions. This is accomplished with the full cooperation and input of private sector members.

• **ONE – STOP & WDB CERTIFICATION**

Gregg asked for an update on the WDB Certification process. Leslie Williams, Comptroller, WDB, reported that all documents regarding the WDB and One-Stop certification have been submitted electronically as requested by the State Employment and Training Commission (SETC). The Infrastructure Funding Agreement (IFA) and Memorandum of Understanding (MOU) are still awaiting state signatures. Jeffrey Swartz, Executive Director, WDB, explained that each year there is a series of around 14 items that need to be completed and

submitted to the State in order to maintain its certification. This board has been successful in maintaining its certification with little or no question. Certification involves everything from ensuring the board membership is compliant with the required ratios of private or public sector members to submitting meeting minutes and annual reports. The One-Stop Certification process requires another whole series of exercises including writing an ADA compliance review, policy statements, and an infrastructure funding agreement that establishes cost sharing between the One-Stop partners that are housed at the Career Center building. This requirement is new under WIOA law and reinforces the understanding that the One-Stop is accountable to the Workforce Development Board. Leslie said one major component to the certification is the partner Memorandum of Understanding (MOU), which is essentially a letter agreement describing the roles and responsibilities of the One-Stop Partners and how they will work together. The only signatures to this document that are missing are those of the state partners.

YOUTH ONE-STOP UPDATES

- YOUTH ONE-STOP (YOS)

Frank Cirii, newly appointed Local Area Operations Director, One-Stop, reported that the youth-specific orientation is going very well. Joshua Friedman, now positioned at the Camden County Claims Office, explained the Youth One Stop is a separate area at the Career Center designed to provide a friendly environment, job-training and support services to benefit at-risk or out of school Camden County youth ages 16-24. Participants explore career options in the community and gain practical experience through a series of workshops, tutoring, mentorship and degree/certification training opportunities in in-demand industries and occupations. He said that Dr. Lauren Hill, Youth Manager, has been one of the best hires of the past year. She has implemented many of the new programs at the YOS. He said that it is particularly challenging to serve out of school youth in this county. Youth participation has been down across the state. The YOS will be showing great outcomes in reports going into the new program year as a result of changing over to a youth specific orientation. The Committee thanked Joshua for his hard work and efforts in moving forward many of the new initiatives at the Youth One-Stop.

- 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 is ongoing. There were two members that decided to leave the program to go on the other educational opportunities, which is still a positive outcome for these participants. Since the program is a rolling program, Hopeworks is looking to fill those open spots. There is talk about starting another whole cohort, this time with 13 participants in case one or two leave the program. He said the EMT program is still being

developed. There is a meeting scheduled for January 7th at Cooper to discuss that program. The college has not re-submitted a revised plan. Gregg asked if there has been any growth in the demand for medical coders. Joshua said the requirements to become a coder are changing so the demand is going up. Once this cohort completes the training, they will have met the new requirements.

- **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 now being invited to attend probation. The calendar dates have been set for the year and Lauren Hill received those dates and an invitation from the court system to attend every other week for youth, and once per month for adults. The Probation Officers are actually walking youth to the One-Stop outreach table.

- **YOUTH WORK EXPERIENCE PROGRAM**

Joshua reported 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. There is no pressure to start a new program at this point in time. It can be addressed over the next few months. Joshua suggested using some model programs to better explain how the program is succeeding in other counties.

- **ONE-STOP COMMUNICATIONS & UPDATES**

Joshua, reported that the Learning Link is set to launch a satellite Learning Link program at the Library's South County Branch, Winslow Township. Lauren Hill conducted a conference call with branch management to discuss a procedural plan. They exchanged contact information and agreed to be flexible as the program gets off the ground. A Memorandum of Understanding (MOU) has been submitted to the County Library System and has been approved by the Library Commission. The unofficial launch was Monday, December 3rd. Appointments can be scheduled in advance on Wednesdays. Interested participants will be directed to call 856-968-4202 to schedule. He said that the One-Stop is continuing to look for a bi-lingual Manager for the Learning Link so they can incorporate an English as a Second Language (ESL) program at the One-Stop. The One-Stop is not currently funded to run Title II programs, however he proposed that the Adult Basic Skills Consortium may be able to provide or manage this type of program for the One-Stop so that it can be considered for Title II funding. Kathleen Varallo, Administrative Assistant, WDB, said that there have been discussions by the Literacy Committee that the goal is could be accomplished by the use of online programs that are currently available through the Library system. She said that Lauren Hill is tapping into online training such as Microsoft Office and ESL programs as needed. Joshua said Counselors are being given special permission to utilize You-Tube training videos that would benefit One-Stop participants.

Joshua reported that he has been in contact with Respond Inc. They have completed the

approval process to be placed on the Eligible Training Provider List (ETPL) and will be starting another training cohort. They have an excellent culinary and automotive training program and they also provide childcare. The One-Stop will now be able to refer customers to their programs. <https://www.respondinc.com/>

Frank reported that he conducted his first senior management team meeting and will continue to do so on a bi-weekly basis. The management staff are beginning to create goals and objectives that are specific and measurable. These exercises get them looking at barriers they see in dealing with participants and processes to come up with ways to make improvements in these areas. There were different perspectives in the ways departments were being managed so the meetings are also helping to establish consistent standards for every department. Staff attendance has been one area of concern that is being addressed.

Frank also said they are beginning to receive corrected performance reports from the state as of October 22, 2018, that show improved outcomes. While the number served are lower, the statistics show performance is better. The reports show exceeding in one adult target and two youth targets. There are some failures in dislocated worker targets. Frank said he will be presenting more details at the upcoming Quarterly Meeting on December 19th at the Camden County Technical School. The State is still in the process of making corrections to the reports. There were improvements in almost every area of reported outcomes. Jeff explained that the reports are color coded with yellow being meeting negotiated performance measures or benchmarks of the State's expectations, green means exceeding targets and red represents targets not met or falling below expectation. The reports show data collected in the past year. Joshua said outcomes for the current year will not show up until 2020. The challenge of this committee is to review the reports and look for ways to improve outcomes. Under the new WIOA law, the One-Stop is required to follow a participant for up to two quarters after exit (training) and record median wage and job retention. The Committee discussed the challenges of relying on Future Works, the program used to create the reports. There have been glitches in the system caused by the transition in data collection.

Jeff also reported that the WDB received a letter from Gerald Calamia, Director, Office of Internal Audit, NJ Department of Labor & Workforce Development. He wrote that there were no negative findings as a result of the USDOL Consolidated Compliance Review of Youth Programs at the One-Stop. There were four areas of concern that were suggestions on how to improve data keeping. The letter will be answered with a plan on how to improve in those areas. We also received two best practices that will be shared around the State. Noted Practices were the Youth One-Stop and its programs and the Youth Participant Career Packet.

Gregg asked if there has been any feedback from the State regarding the Supportive Services Policy. Joshua said he is awaiting approval of the forms created to address supportive services cases. He has not received approval yet, the forms are still being reviewed by John Bicica, WDB Coordinator & Support Service, LWD.

- REGIONAL ACTIVITIES

Jeff reported that the Atlantic City Electric (ACE) Training Initiative is progressing well. The County Board of Freeholders sponsored some publicity to promote the initiative including television coverage as well as inclusion in the county newsletter and website. The WDB conducted three information sessions about the courses along with Camden County College who 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 Session Dates for Camden County were held as follows;
Camden County One-Stop Career Center, 2600 Mt. Ephraim Ave. Suite 105, Camden, NJ 08104. Tuesday, December 11, 2018, (15 applicants attended)

Camden County College, 1889 Marlton Pike East, Cherry Hill, NJ 08003. Wednesday, December 12, 2018, (12 applicants attended)

South County Regional Branch, Camden County Library System
35 Cooper Folly Rd, Atco, NJ 08004 Thursday, December 13, 2018, (15 applicants attended)

Jeff said it has been challenging to attract women to the program. Atlantic County received a big turnout of women at their information sessions. It may work out that they will be able to refer some of the overflow to Camden County once pre-testing is completed. Leslie said that the WISE program contains information that will be relevant to men as well. It was approved by Atlantic City Electric that men will in fact be able to participate in the class. Gregg suggested contacting some of the organizations that specifically run programs for women such as the Latin American Economic Development Association, Inc. (LAEDA). They may be interested in marketing the opportunity for us. Joshua suggested that the WDB could create a flyer specifically for the WISE program. The flyer could be blasted to the 37 municipalities in the County. Jeff said that the program will be repeated each year for six consecutive years so some of the candidates that do not yet qualify can be referred to the One-Stop for additional services that may help them qualify in the future. Leslie said that Learning Link flyers were distributed at each of the information sessions. Jeff said that all of our youth partners, including the technical schools and their Century 21 after school

program, have been made aware of the program. Leslie said that some of those students did attend the information sessions. Bob Weil asked if it was possible to follow up with candidates to make sure they receive the offer of One-Stop services. Leslie said that the WDB received copies of all the registration forms. They will be forwarded to the One-Stop for follow-up once the applicant selections have been made. All candidates will be offered the opportunity to be TABE tested. Kristi Connors, Manager Employment Services, suggested creating a separate file so the applicants are not lost or overlooked.

Gregg asked for an update about the Line Training. Jeff said that Conrad Samuels is developing the modified curriculum and has furnished us with an outline. We are also awaiting confirmation that the line course will be taught at the Atlantic City Electric training yard in Mays Landing, NJ.

The Line School course covers the fundamentals of line work and provides class participants with training in the areas of bucket truck and equipment operations. 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. Participants must pass the Construction and Skills Test (CAST) before going on to the line training. Leslie said that passing the CAST test will produce a credential that can be applied to many careers in the Utilities Industry. Gregg said it will be important to provide additional opportunities for the participants that do not get hired by Atlantic City Electric. Leslie said that the college will be conducting a targeted hiring event after the courses are completed. Frank also brought up the importance of making sure that candidates understand the criteria for the background check, in other words, what types of minor infractions are acceptable and what are not. Leslie said that general information can be relayed to the candidates but other companies may accept some background check concerns so they should not be discouraged from entering the program. Kristi suggested job placement outcomes would better if the targeted hiring event could include the One-Stop Counselors who are trained how to properly screen and match candidates that have minor barriers to employment. Leslie said she will follow-up with Rowan College of Burlington County to get a list of employers and their qualifications. They are contracted to consult on this initiative and they have run the WISE and GIE Math programs in Burlington County for years. The Committee discussed creating a general statement and other ideas on ensuring the candidates taking the courses have a better chance for successful outcomes.

The Committee discussed the training programs to clarify that Atlantic City Electric has obtained approval of use, that the programs are certified by the National Electrical Contractor Association (NECA) and that the instructors are also certified to teach the courses. The Committee also discussed insurance concerns. Leslie said that the training host would have to carry liability insurance and the WDB would be named as additional insured.

- 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.

Leslie Williams, Comptroller, WDB reported she attended 13th Annual Dubrow Vocational Celebration Breakfast, Friday, November 30th, 2018 at the Katz Jewish Community Center Kresson & Springdale Roads, Cherry Hill, NJ 08003. She said that some of the Project Search Participants were recognized and awarded for their successful training and positions in current jobs. One participant was hired by a law firm, some were hired by Jefferson/Kennedy and one was hired by Shoprite. Their managers were present to speak about how well they are doing at their jobs. There were many employers in attendance who got a very good overview of the program during this presentation as well as information about how they could get involved with the Project Search Program.

- **SETC & GSETA UPDATES**

Jeff reported that he is attending regular monthly meetings. The SETC has been busy giving guidance regarding the WDB certification process. The Commissioner of Labor and staff have been attending many of the SETC meetings. GSETA will be conducting a post-event review of the annual Garden State Employment and Training Conference, held in October at Atlantic City, at their next meeting on Wednesday, January 9th. All agreed that information about the workshops offered could be released earlier during the promotion of the event.

- **EMPLOYMENT SERVICES**

Kristi Connors, Manager, Employment Services, reported that her department participated in a Disability Etiquette Training taught by Jennifer Veneziani, Business Outreach Team – Consultant, Division of Vocational Rehabilitation Services. It was very informative and very interactive. Kristi asked Joshua and Frank about what happens if a customer wants to attend a training that is not in the County. Joshua said that a contract can be sent to the training provider as long as they are on the ETPL list. Once the training provider accepts the contract with Camden County, a customer can be referred to them. Kristi also asked if her staff could join the management staff meetings. She said there are some standards that need to be set between the Employment Services and the Career Center. The Committee discussed some communication concerns and agreed to bring the two departments together for a larger meeting in the near future. Gregg asked if the State has given any direction regarding Amazon recruitments. Kristi suggested that Jeff contact Howard Miller, Chief of Business Services. He might know more about establishing a policy for working with staffing companies such as Integrity Staffing who is contracted to do the hiring for Amazon.

- **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, announced that her retirement will be official in thirty one days. A new Administrator for Case Management will be starting and will be announced mid-December. There are also three other case managers starting within the next few weeks. She will be briefing them on the concerns the committee has relayed about employment and work activities. The Supervisors, Specialists and Case Managers went to a Supplemental Nutritional Assistance Program (SNAP) Employment and Training program in Trenton on December 5th & December 13th. The processes will not be much different. The office is preparing for a large scale requalification or recertification of participants starting in January, 2019. The office is supposed to be fully integrated into the AOSOS data keeping system after the first of the year. The waiver for not participating in work activities will end December 31, 2018. Starting January 1, 2019 all participants must be assigned to work activities such as G-Job workshops. More classes may have to be scheduled in order to accommodate this huge jump in participation. The Committee discussed the need to come up with a plan for the influx of referrals that might over load G-Job counselors. Joan said they are aware of the limits and there are other work activities that participants can be referred to. She will relay the concerns of the committee.

- **CONSORTIUM & TIP UPDATE**

Kathleen reported that Jeff will be attending a Healthcare Consortium meeting on Friday, December 14th at Rowan University/Rutgers Camden Board of Governors, at Gov. James J. Florio Center for Public Service, 200 Federal Street, Camden. He will be bringing information about the grant currently being offered by the State of New Jersey. Growing Apprenticeships in Nontraditional Sectors (GAINS). This grant may give healthcare professionals to a chance to develop registered apprenticeships in this sector.

Jeff also attended a Construction and Utilities TIP Meeting on Wednesday, December 5th at Rowan, Gloucester. He was able to promote the Atlantic City Electric Training Initiative and the information sessions. There are no TIP Events schedule in January.

- **BUSINESS SERVICES (BSR)**

Kathleen said that the Business Service Team met yesterday, December 13th at the WDB office. The team is taking on the Trades Awareness Initiative. The Committee discussed picking one middle school and holding a pilot program or Trades Career Day. Art Campbell, WDB Board Member, said he is very interested in leading the initiative and has a good relationship with some school administrators. All agreed at the meeting that interests in trades careers should be developed at an early age. She said that www.buildyourfuture.org has many collateral materials that can be given out to the students. She also reported that Career Connections has been replaced by the National Labor Exchange. Kristi said that the

use of the site is temporary and provides a big spreadsheet of jobs that job coaches sift through to get Camden Job Orders. Kristi attended a meeting at the Heldrich Center on Friday, November 30th to give input for the development of the New Jersey Career Network. The Career Connection website is still running for general information only.

- **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. Gregg said that he would present the annual scorecard report. Leslie said that she will create a power point presentation to back up Gregg's presentation. Gregg said he will review the document for comment changes.

Kathleen said that while planning the two literacy events, the Literacy Committee discovered the services of Maria Leonetti, singer story teller, and an organization called "Bags of Books" that provided many of the books offered at the events. Alexa Hayley Grabelle, Bags of Books, donated hundreds of books and Jordan Lindsay Grabelle, donated "Letters of Love" activity kits to children attending the literacy events. Kathleen said that Ken Brahl, Literacy Chair, will be honoring their donations at the meeting and they will be given a special certificate of appreciation for their contributions to WDB.

NEXT MEETING

The next Operations Committee meeting is scheduled for Friday, January 11, 9:00 A.M. at the WDB office, 1111 Marlkrass Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

Kathleen Varallo

Administrative Assistant