



**WORKFORCE DEVELOPMENT BOARD**

*Supporting the Development and Retention of a World Class Workforce*

Jeffrey S. Swartz, Executive Director

Matthew Verney, Chair

**OPERATIONS COMMITTEE MEETING  
MINUTES, DECEMBER 9, 2021  
WDB Office, IIII MarlKress Road, Cherry Hill (Zoom Conferencing)**

COMMITTEE INFORMATION AND ATTENDANCE								
NAME	ORGANIZATION	TRUSTEE MEMBER	9-Jul-21	6-Aug-21	10-Sep-21	12-Oct-21	12-Nov-21	9-Dec-21
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications	✓	X	X	X	X	X	X
Cirii, Frank	Camden County One Stop	✓			X	X		X
Connors, Kristi	NJ Department of Labor, Business Services	✓	X	X	X	X	X	X
Deitz, Jeff	NJDVRs	✓	X	X		X		X
McFarland, Salama	Camden County Board of Social Services				X	X	X	X
Regensburger, Robert	Lockheed Martin	✓	X	X	X	X	X	X
Ludizaca, Raul	NJ Dept. of Labor			X			X	X
Sinclair, Nidia	Camden County Resource Center							X
Weil, Bob, BSOT Chair	Connor, Strong & Buckelew	✓	X		X		X	X
Levitt, Alex	WDB							X
Swartz, Jeffrey S.	WDB		X	X	X	X	X	X
Williams, Leslie J	WDB		X	X	X	X	X	X

**Welcome**

Gregg DeBaere, Chair, called the meeting to order at 10:05am and welcomed attendees.

**Approval of Previous Meeting Minutes**

Gregg reviewed the minutes from the November 12, 2021, meeting and asked Alex to make the corrections. Bob Weil requested his title be corrected to Chair of the Business Services and Outreach Team. Gregg asked for a motion to approve the minutes subject to any additional grammatical changes. Bob Weil made the first motion; Jeff Swartz seconded the motion. By unanimous vote to the affirmative the motion was carried, and minutes from November 12, 2021, were approved.

**WDB Planning and SETC Updates**

Jeffrey Swartz, WDB Executive Director

Per Gary Altman from the SETC, guidance for the Regional and Local Plans is expected to be released sometime in the beginning of 2022. The guidance will most likely focus on the developing a Regional Plan which encompasses portions of each area’s local plan. Once the guidance is released, the local areas which represent the southern counties (Burlington, Camden, Cumberland, Gloucester, Cape May, Salem and Atlantic) will begin meeting to write a comprehensive yet manageable plan.

**One-Stop Director and Career Center Updates**

Frank Cirii, Camden County Career Center, Local Area Operations Director

Facility Update

- The Career Center remains open to the public by appointment only for One-Stop Career Services and State Services. The State has provided a new Porter to keep high-touch and high-occupancy areas clean throughout the day.
- A new lease extension for the current location of the One-Stop is expected to be received within the next few months.

#### Staff Training, Meetings and Learning Link

- QLess and DocuSign are still being used but staff are working on increasing its use in all areas of service. Nidia is assisting with customer follow-up. Most appointments are still virtual, but in-person appointments are available if necessary.
- Learning Link customers are also being tracked through QLess. Our local area has applied to the Department of Education for the One-Stop to be an approved GED and HIGH SET testing area. The Department of Education gave a 2–3-month window for approval.
- Recent staffing changes: Nidia Sinclair has been assigned to oversee the Learning Link and Laurie Maguire has been assigned to manage the Youth One-Stop.
- Innovative ways are being explored to promote One-Stop services. Nidia has contacted a Latinx radio station in Camden. Laurie is creating direct email messages to individuals who are on the unemployment lists received from Kristi Connors. We are continuing to distribute information about our services at local community events including food giveaways.

#### Incumbent Worker Training

- The One-Stop has completed the framework including all required documents and applications for the incumbent worker training program. Camden County College is actively seeking employers to utilize the services and funding. Frank recommended that the One-Stop Career Center also participate in reaching out to employers to make them aware of the Incumbent Worker Training Program by utilizing press releases and other media outlets. Jeff reminded everyone that Camden County College was encouraged to focus on employers in the targeted sectors most active in Camden County.

#### **Youth One-Stop Update**

Frank Cirii, Local Area Operations Director, One-Stop

#### Youth Engagement & Virtual Services Updates

- The Youth One-Stop counselors are looking at new ways to increase awareness of our youth services. They have been encouraged to follow-up with their current customers. Training programs most popular for our youth customers are CDL training and Medical Assistant training. There is very little interest in retail, hospitality, and tourism. Interest in these sectors may increase as benefits and pay increase.
- Frank has asked Laurie and Nidia to wholistically review the Youth One-Stop and come up with ways to improve how our programs operate, how we allocate funding to the programs, and how to develop relationships with other youth agencies.

#### Financial Literacy

- Financial literacy is included in the services provided by our youth vendors. However, Frank is concerned that there are only two vendors providing youth services and that their enrollment is not full.

**Board of Social Services**

Salama McFarland, Case Management Administrator, Board of Social Services

Administrative Updates, Staff & Training

- The Board of Social Services is continuing with their daily health and safety checks. The metal detectors at the front desk have been removed to allow more room in the waiting area for customers to safely come in.
- Clients have been getting a little confused using QLess at the kiosks to check themselves in. They are checking themselves into the wrong department. The Board is reviewing the screen the customers see and is looking to clarify some of the titles and descriptions shown.
- All holiday gatherings have been cancelled due to Covid-19 precautions.
- Salama has been preparing for new staff to begin at the Board of Social Services. There will be agency training class held beginning on December 27<sup>th</sup>. The new employees are replacing those who have left the agency due to retirement or pandemic concerns.

SNAP/ABAWD Waiver End & Work Activities Referral Plan (Extension updates)

- No official word has been given for WFNJ participants as to whether mandatory work requirements will be reinstated. However, there is a discussion that individuals who enroll in services as of January 1<sup>st</sup> and after will need to follow GA protocols. The details of in-person or virtual services are still being worked out. The first quarter of calendar year 2022 will be a phase-in period to get WFNJ recipients back into mandatory work activities. SNAP recipients still do not have a mandatory work requirement. The wavier for the ABAWD population, extending their period for close out, has been extended to January 2023. They are still required to have a mandatory work activity.
- See chart below for Board of Social Services Outcomes as of November 20, 2021.

<b>Board of Social Services Outcomes</b>			
	SNAP	TANF	GA
Total Outreach	1,403	390	929
Referred to a work activity	115	10	9
Not Interested	231	35	48
Participating	2	61	59
Referred to employment	3	18	2
Childcare Vouchers	0	5	0
Transportation Vouchers	0	8	3

Total Applications in November for the Agency was 1,433



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**Division of Vocational & Rehabilitation Service Updates**

Jeff Deitz, Manager I Division of Vocational Rehabilitation Services

Administrative Updates & Staff Training

- DVRS currently is understaffed due to a combination of Covid-19 and staff members being promoted. Jeff indicated that they could hire but are waiting on word from the State. DVRS continues to keep in touch, follow up and conduct interviews with clients virtually.

Project Search

- Currently there are 9 clients in Project Search. All clients are training/working on site at Jefferson Cherry Hill Hospital. No clients are with TD Bank. TD sold their Project Search license to Lenape Regional High School District.

**Employment Services-LWD, Updates**

Kristi Connors, ES Manager, Labor and Workforce Development

Administrative Updates and Staff Training

- An entry-level Employment Service Training position has been posted for Camden County. The posting closes on December 15<sup>th</sup>.
- A Veterans Business Representative position has been posted. There are 2 positions open across the state. A request is being made to the State that one of those representatives be assigned to Camden County.

Virtual Service Updates and Referrals

- DocuSign is now being used for Re-Employment Services and Eligibility Assessment (RESEA) Training is being done for the staff. Desk aides/reference guides have been created to help with the new process. So far, the roll out has gone smoothly.
- The GA 28-day process will be modeled after RESEA and done virtually. Clients will be called and emailed fillable documents. The start date for this process is tentatively January 1<sup>st</sup>.
- The State scheduling system has not been used yet because it is for in-person services only.
- See employment services outcomes below.

Employment Services Outcomes	
Year to Date Check In	3,204
Provide Outcomes to Virtual Services	2,444
Referred from Training Counselors	69
Contacted from Training Counselor	25
Voluntary Work Campaign	74

- We have received “return to office” protocol from the State. While most employees are required to be back in the office, the protocols *do* allow for virtual meetings or working from home for special circumstances.

### **Regional Updates**

Jeffrey Swartz, WDB Executive Director

- Atlantic City Electric Initiative: The line school program has been delayed until the Spring as the safety equipment has not been received due to supply chain delays. The information sessions that were originally scheduled in December have been moved to February.
- Camden Works: 718 individuals have been entered into the database. 125 are from outside of Camden City and 593 are from the City of Camden. Of those within the city, 81 are referrals from Hopeworks and 177 are referrals from Volunteers of America. In addition, of the 593 that live in the city, 375 are viable candidate and 118 are no longer interested. 65 candidates have been referred to the One-Stop or other agencies for additional services. As of December 3, 2021, there have been 2 new hires which bring the total to 366 that have obtained employment through the Camden Works Initiative. The 366 does not include referrals that have come through the One-Stop and obtained employment, which would bring the employment number up over 500.
- GSETA Update: 360-370 individuals participated in the annual Conference. It was a successful virtual experience. We’ve received very positive feedback. Preparations for next year are already being made. The conference is tentatively scheduled to be an in-person conference.

### **Consortium and TIP Updates**

Jeffrey Swartz, WDB Executive Director

- Eds and Meds has not had a meeting recently. However, Jeff has had conversations with Cooper Health Systems about a certification program for EMT’s. Jeff had a conference call with Michael Blatt at the State to see if the certification program can be set up using an apprenticeship model.
- Jeff shared about the Workforce on Wheels (WOW) bus being used by the Newark Workforce Development Board. The WOW bus is a mobile One-Stop unit. The bus was funded by private donations and WIOA funds.
- On January 14<sup>th</sup>, Jeff and Commissioner Jonathan Young are scheduled to do a News Makers event with Comcast to promote the services of the WDB and the One-Stop.

### **Business Services Update**

Robert Weil, Business Service and Outreach Team Chair

- The BSOT Committee continues to meet regularly. Amanda Modale, LWD, continues to send updates about potential worksites seeking employees. Our current BSR is on leave.

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**Best Practices Documentation Updates & Review (White Paper)**

**Committee Discussion**

Bob Regensburger complimented everyone on their contributions to the white paper especially Kristi Connors on the title, [“Government Works” Shouldn’t Be an Oxymoron]. Bob R. also commented that the current draft is a good template for the messaging that we want to communicate. It gives the purpose, the goals, and the transitioning processes, within the different One-Stop agencies, that have occurred since the beginning of the pandemic. The committee discussed various additions to be made to the document. One such addition includes minimal statistics of the overall local area. It was also suggested that we include changes that were made to our process to provide virtual services and hybrid models. Bob R. agreed to write the executive summary for the document. Kristi Connors, Salama McFarland, and Jeff Deitz agreed to fill in and connect some of the information already presented in the document. Lastly, the committee agreed to keep the proposed title of the document as it reflects the current time and trends.

**Quarterly Board Meeting**

The next WDB Quarterly Board of Trustees meeting is scheduled for Wednesday, December 15<sup>th</sup>. @8:30am via Zoom Conferencing. Karen Carroll, State Director, DVRS, is confirmed to speak at that meeting.

**Adjournment**

The meeting adjourned at 12:26pm. The next meeting of the Operations Committee is Friday, January 14<sup>th</sup> at 9:00am.

Submitted by:

**Leslie Williams and Alex Levitt**

WDB Staff