



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

**OPERATIONS COMMITTEE MEETING
FEBRUARY 8, 2019
1111 Marlkrass Road, Cherry Hill, NJ 08003**

ATTENDANCE

Member	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	11-Jan-19	8-Feb-19
DeBaere, Gregg T., CHAIR	X	X	X	X	X	X	X	X	X	X	X
Clark, Jeffery						X		X			
Cirii, Frank								X	X	X	
Connors, Kristi		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		
McFarland, Salama											X
Medina, Connie	X		X	X	X						X
Regensburger, Robert									X	X	X
Sinclair, Nidia		X		X			X			X	X
Thorn, Thomas	X				X		X				
Weil, Bob		X	X			X	X		X	X	X
Swartz, Jeffrey S.	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
Varallo, Kathleen	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. He welcomed Salama McFarland, Case Management Administrator, Camden County Board of Social Services. Salama thanked the Operations Committee for the warm welcome. She has worked for the Board of Social Services for eighteen years but she is new to the Case Management Department.

● **ONE – STOP & WDB CERTIFICATION**

Gregg asked for an update on the WDB Certification process. Leslie Williams, Comptroller, WDB, reported there are no new developments with regard to the WDB Certification. The State Employment and Training Commission (SETC) asked for some clarification about the balance of the WDB Board in the ratio/category of union representation. They wanted to be sure that local area union representation on the WDB Board had access to apprenticeship and union recruitment information. Leslie did confirm that Michael Kisielewski, Assistant Business Mgr./Secretary-Treasurer, Painters Local District Council 771, also serves as a Field Representative and John Potts, Secretary-Treasurer, GCIU Local 14M serves as an Apprenticeship Program Representative. Bob Weil, WDB Chair, asked if there was an issue of the board being heavily weighted in union representation. Leslie said this can be an issue but the WDB is in compliance. The SETC concern was more about roles.

The Infrastructure Funding Agreement (IFA) and Memorandum of Understanding (MOU) are still awaiting state signatures. Jeff and Gregg both confirmed that there were some areas of concern in other counties but the SETC seemed to be satisfied with the IFA details,

shared space calculations and structure of the agreement that Camden County submitted. Leslie said that the IFA is under the umbrella of the MOU so it will be approved as part of that document which is awaiting state signatures.

Leslie directed the Committee to the Local and Regional Plan modification presentation issued by the SETC. The plans do not have to be re-written. There are specific questions in the guidance addressing areas of review and questions about updates, outcomes and modifications consistent with the State's modifications. The regional plan was written by the Southern Counties of Atlantic, Burlington, Cape May, Camden, Cumberland, Gloucester and Salem. She asked the committee to read through the local plan alongside of the guidance questions being asked by the State. There is mention in the SETC guidance about the strategic plan scorecard that was updated and presented at the WDB quarterly meeting in December. Gregg's direction to update the scorecard turned out to be a proactive step toward completing the upcoming local plan modification. Leslie also said a review of any significant changes made at the One-Stop will be requested. Jeff said the SETC addressed modification comments by highlighting the guidance in blue ink in the areas they want addressed. Gregg said the SETC seemed to be happy with the way the plans were written so no format change is needed. They want to know what plan strategies worked and which ones need modification. Leslie said that one of the areas that will need a more in-depth modification is the local Labor Market Information (LMI) Data. She also said that new performance goals for Program Year 2018-19 will need to be inserted into the plan.

Gregg suggested the committee review the plan and await the final guidance that will be issued by next month. Actions steps will be assigned at the next meeting on March 8th. The SETC will be expecting the local area to focus on Trades Initiatives, which is already being started by the Business Service Team. Jeff said that the Atlantic City Electric Training Initiative, apprenticeship opportunities that the WDB is supporting, the Summer Youth Employment Pilot Program and Pathway to Recovery Grants can be added to the plan. Leslie said that the modified plan must be placed on the County Board of Freeholder agenda for signature and approval in time for the May monthly meeting.

Kathleen Varallo, Administrative Assistant, WDB, asked about the One-Stop Procurement two year contract renewal. Jeff explained a new requirement under WIOA law required that the WDB would go out to bid or put out a Request for Proposal (RFP) and enter into a contract to procure the services of a One-Stop Operator. The law allowed for procurement of an entity, (in the case of the Camden, the County system now in operation), or a person (Operator) or oversight manager. The local college is the Operator in some counties. The WDB appointed a special Task Force to complete this process. All functions of the Task Force and the process were documented. The Federal Government allowed a four year contact with a two year review and renewal option. Leslie said the Task Force would meet in the case of any modifications that need to be made to the contract. If it's a simple renewal, only board approval would be needed. She said that the Task Force could convene prior to the end of the program year, July 1, 2019 for this purpose. The contract renewal must be submitted to the Camden County Board of Freeholders for review and signature in time for the June meeting agenda.

ONE-STOP UPDATES

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

Nidia Sinclair, Director, Career Center, reported that she met with upper management staff of the Salvation Army Kroc Center to discuss more ways of working together. The WDB and One-Stop Management have also met with the Board of Social Services and Camden County College to discuss referrals and ideas to expand services provided at the Career Center. Staff of the Camden County College, Adult Basic Skills Consortium are planning to attend orientations hosted at the One-Stop on Tuesdays and Thursdays. The key purpose of their attendance is to serve customers in need of English as a Second Language (ESL) assistance.

The One-Stop hosted a Workfirst NJ Orientation on January 30th and 31st. The Orientation was held to review the overall processes of the Workfirst program, communication, and eligibility requirements of the Welfare System in New Jersey. Nidia said the Board of Social Services, Case Management, Employment Services, Division of Vocational Rehabilitation Services (DVRS) and One-Stop staff participated in the orientation. The feedback was great and the training was very productive. The vendors that work with the One-Stop were also invited and included in the training. The Management of the Career Center is working to do all that is necessary to promote the internal processes so that when a customer comes in for services their needs are address under one roof.

Jeffrey S. Swartz, WDB Executive Director, reported on the satellite Learning Link program at the South County Branch, Winslow Township. He said the pilot program has been off to a very slow start. There have not been any inquiries or appointments scheduled. He said that Kathleen Varallo, Administrative Assistant, WDB, followed up on one call received by an individual who TABE tested at Camden County College and scored below the level required for the Atlantic City Electric Training Initiative. Kathleen said that the gentlemen called the WDB office and she is followed up with the college to retrieve his scores. The college will release the scores to the individual but cannot release them to the WDB due to their student privacy policy. She also said that she was able to speak about the pilot program during WDB welcoming remarks at an employment information session held for the US Census at the library on Tuesday, January 22, 2019. There were 30 jobseekers in attendance at the information session. Jeff said that the WDB will contact some of the faith based organizations in the Winslow Township area to provide information about the program. He also said that David Lisa, Associate Director, Camden County Library System, offered to arrange a conference call with Dr. Lauren Hill, Acting Manager, Learning Link and Jennifer Druce, Branch Manager, South County Branch, Winslow Township, to discuss options for promoting the Learning Link Pilot Program.

Gregg asked if sending a counselor to the library presents a strain on staff. Nidia said the way it is set up now, appointments would be scheduled for Wednesdays at the library and it

hasn't been a problem yet. The Counselor attends by appointment only. Gregg asked that every effort be made to promote the program so that it has a fair chance for a successful outcome.

Nidia reported that the Youth One-Stop orientations are continuing on a regular weekly basis and they are going well. Gregg asked if any adjustments to the program have been made as a result of customer feedback. Nidia said that the feedback has been positive and there has not been any need to change the program yet.

- **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 he received a note from Dan Rhoton, Executive Director, Hopeworks, reporting that 100% of their current cohort of MA students passed their classes, and all are currently in internships. There are ten participants in the cohort. Two went on to other educational opportunities early in the program. Gregg said close attention should be paid to the outcome of the program. It serves as a very good model for public / private educational partnerships with employers in Camden County. Jeff said there have been no further developments in the EMT program. Jeff further explained that Emergency Medical Technician (EMT) is a required training included in a career path toward other certifications such as a Paramedic. Cooper is not in need of hiring EMT's but they are committed to hiring the participants of the medical coding program.

- **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.

Nidia reported that Dr. Lauren Hill, Youth One-Stop Manager, has had several meetings with the foster care group and is still working on ways to engage youth aging out before they are released from the system. The YOS Counselors are attending probation on a bi-weekly basis. Angel Perez, Fellow at Rutgers, is also assisting with YOS Counselors at the Family Court.

- **SUMMER YOUTH EMPLOYMENT PILOT PROGRAM**

Jeff reported on the Summer Youth Employment Pilot Program. He said that Camden County is one of six counties to be awarded the opportunity to submit a proposal to run a summer youth employment program. He said Leslie did most of the writing of the proposal along with a group of partners including CPAC, the Boys and Girls Club, the Salvation Army Kroc Center, the Youth One-Stop and the Board of Social Services. It was submitted to the State Youth office on January 29, 2019.

The grant will serve approximately 80 youth, ages 16-24, for eight weeks of summer employment, at a rate of \$10.50-\$12.00 per hour, during the months of June through August. Leslie said the youth must be TANF eligible. She further explained that is Temporary Assistance for Needy Families. The TANF program, which is time limited, assists families with children when the parents or other responsible relatives cannot provide for the family's basic needs. The Federal government provides grants to States to run the TANF program.

Jeff said the Board of Social Service will provide a list of eligible participants. Students still attending school would be automatically eligible. Out of school youth may be effected if their income from this program pushes them over income limits. Christine Hentisz, Director, Board of Social Services, will be asking the State to provide a waiver for those youth.

Bob Weil, WDB Chair, asked how the participants would be paid. Jeff said the youth will be paid by the employer. The WDB will reimburse the employer for the wages and taxes. Jeff said that Leslie will set up a different chart of accounts for the grant so funds are not co-mingled with other program funds.

The Committee discussed the logistics of the program including how the selection process would be implemented. The Board of Social Services will play an important role in identifying candidates for the program. Jeff said that the WDB will be contacting employers willing to participate in the program. Boys and Girls Clubs and the Kroc Center are committed to accepting many of the candidates for positions in their summer programs such as life-guards for summer camp. Leslie said that each employer will fill out a work site agreement that will include a job description. The youth will fill out an application package and will be interviewed to match them with an opportunity that will provide them with a chance to gain working experience in a job of their interest. Jeff said that the WDB will look for employment opportunities that are in sectors consistent with the local plan such as healthcare, transportation and retail, hospitality and tourism. Kathleen said the program will include an orientation that will teach soft-skill and work-readiness skills. Leslie said the program will conclude with a reporting of outcomes and commencement event. Bob Regensburger, Lockheed Martin, asked if there will be a penalty for not meeting the proposed number of participants. Jeff did not foresee a problem meeting the expectation of serving 80 participants. There was no penalty stated in the terms of the grant since it is a pilot 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 (CCBSS) 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/>

Connie Medina, Deputy Director, Board of Social Services, reported SNAP benefits were issued early this month due to the government shutdown. This created a burden on staff at the CCBSS. The staff are now caught up and prepared for another early issuance of funds in March as well. The Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamp Program, provides food-purchasing assistance for low- and no-income people living in the United States. The amount of SNAP benefits received by a household depends on the household's size, income, and expenses.

Connie also reported that once Salama McFarland is settled in to her new position as Case Management Administrator, she will be working on two main projects. One is in the area of training staff of consistent procedures such as client assessments. From intake interviews to how and when customers need to be referred to a case manager or other work activity, the staff will have a standard and consistent way of properly entering the information into case files. The second priority project will be to set up a procedure to implement the monitoring of additional SNAP funds that must be used for transportation to work activities. The staff as well as the clients need to be able to understand how the program will work and how it will be monitored. The staff have been meeting to work on improving data entry into the AOSOC operating system. Gregg asked Nidia and Kristi Connors, Manager, Employment Services, to contribute some best practices to the discussion. Kristi said that her staff participated in additional training. Some processes have been started and stopped in the past. Setting up consistent real time communication and coding procedures will help both the BSS and Employment Services communicate more efficiently. When client status is correctly coded in the system, it will help everyone. Kristi will be scheduling another morning and afternoon training session. She will notify Connie in advance of this training.

Connie said that staff vacancies and retirements have presented a challenge to the BSS but as new staff members are hired and properly trained, the referral system will improve.

- **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 Dietz, Manager, Division of Vocational & Rehabilitation Services, (DVRS) reported Project Search Steering Committee has combined the TD Bank and Jefferson/Kennedy program and will be interviewing for a new cohort. The first cohort was successful in that all but one of the participants were placed in gainful work positions. The one not placed had a uniquely challenging disability. The steering committee is still committed to placing

this individual. The second cohort is nearing completion. A targeted hiring event will be conducting in March where potential employers will visit exhibit tables of the participants and have the opportunity to interview them. Each participant has been coached in interview and resume writing skills. They also create a job board with pictures highlighting the work experience skills they have gained in internship positions at the worksites.

The contract with the hospital expires at the end of this term. No confirmation has yet been received that the contract will be renewed. TD Bank has shifted the work experience sight to the Marriot Hotel located close by the TD University building in Mt Laurel.

- **EMPLOYMENT SERVICES**

Kristi reported a correction to the numbers of referrals reported at last month's meeting. These were SNAP client referrals by the Board of Social Services to G-Jobs work activities at Employment Services. There were actually thirty-one clients referred, twelve clients scheduled for the month and four were referred to case management. This month eight clients were referred, one found employment, six were referred to case management and one was referred to another state program.

Kristi also reported that Employment services is working with the Rutgers Healthcare Talent Development Center (TDC) to implement a training initiative for Certified Home Health Aides (C.H.H.A.) and Emergency Medical Technicians (EMT). They would like to start a cohort of ten participants. Al Allied Health Training Institute in Camden will conduct the training.

She said that her staff participated in a computer technical training again on February 16 and she will give advance notice about upcoming trainings. Gregg said that he would have Kathleen call to get clearer agenda information in time for the next meeting. The Committee discussed coding and computer technical concerns that should not have an effect on customer service.

- **REGIONAL ACTIVITIES**

Jeff reported that the Atlantic City Electric (ACE) Training Initiative is going well. The WISE training started on Wednesday, January 23rd at Camden County College, William G. Rohrer Center, 1889 Marlton Pike East, Cherry Hill, NJ. Leslie said that all the participants in the WISE class will move into the GIE Math Training. There are eighteen participants in the first cohort. The WISE curriculum provides discovery information and work readiness skills for anyone interested in the utilities industry. There are both men and women taking the class. The class also gives a realistic view of what can be expected in this career path.

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. Testing is scheduled to be administered on March 11, by designated Atlantic City Electric class sponsors who are also visiting the classes.

Leslie reported that Atlantic City Electric is still working out the details for Line Training.

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.

- **SETC & GSETA UPDATES**

Gregg reported that the SETC Board is continuing to finalize the guidance for the modification of the regional and local plans. They will be introducing new legislation to get their board in compliance to ratios of membership that match more closely with the local Workforce Development Boards.

Kathleen reported that Jeff attended Garden State Employment and Training Association review of their annual conference on January 9th, 2019. They set new goals of getting the information out to attendees earlier in advance of the conference. This year's conference is scheduled for October 1st-3rd in Atlantic City. She said that the feedback was very positive about the quality of workshops presented at the conference.

- **CONSORTIUM & TIP UPDATE**

Kathleen reported that Jeff will be attending a Healthcare Consortium meeting on Friday, February 8 at Cooper Medical School of Rowan University in Camden. He continues to attend these meetings regularly and gives updates about what's happening around the County in the area of workforce development. Kathleen said that he is promoting the GAINS Apprenticeship Grant opportunity to members of the Consortium. The purpose of the GAINS program is to promote the expansion and development of United States Department of Labor (USDOL) approved Registered Apprenticeship. The grant is being offered to employers wishing to create a registered apprenticeship or an educational institution that is working with an employer.

Kathleen reported that the State is re-organizing the Targeted Industry Partnerships. (TIP) The TIP's will be brought in-house to offices of the Department of Labor and Workforce Development. They will be called New Jersey Industry Partnerships. She said that Jeff has been invited to attend a meeting on Monday, March 4, 2019 at the New Jersey Department of Labor & Workforce Development in Trenton. The meeting is being held to introduce the

next generation of sector partnerships and the new approach that the State is taking to align with the needs of employers by organizing employer driven discussions. The meeting is being led by Robert Asaro-Angelo, Commissioner, NJLWD.

- **BUSINESS SERVICES (BSR)**

Kathleen said that the Business Service Team will meet again on Thursday, February 14, 2019 at the WDB office. The meetings are well attended and discussions about the Trades Awareness Initiative are continuing. There was more of a focus toward planning a career day that would include a discussion about the Atlantic City Electric Initiative. This would mean going into an area high school instead of middle school. There was also some discussion about setting up a facilities tour at a local company that is incorporating new technology in advanced manufacturing. The tour would be intended to bring local elected officials and educators together to view the technology first hand and discuss the gaps in current training as well as discuss what new types of training can be implemented in the technical schools that would better prepare students for these types of careers.

- **QUARTERLY MEETING UPDATE**

The WDB Quarterly Meeting will be held on Wednesday, March 27th, @9am at the Camden County College, Blackwood Campus. Kathleen reported that Hugh Bailey, Assistant Commissioner, NJ Labor and Workforce Development, is scheduled to speak. Gregg asked that the Committee decide and direct the speaker toward topics that are specific to the concerns of the local WDB. Kristi said there is a shift in the focus of the Business Service Representatives toward more job development. She suggested asking Hugh Bailey to speak about the changes to the approach of the State assigned Business Service Representatives.

NEXT MEETING

The next Operations Committee meeting is scheduled for Friday, March 8th, 9:00 A.M. at the WDB office, 1111 Marlkrass Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

Kathleen Varallo

Administrative Assistant