



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

OPERATIONS COMMITTEE MEETING
 MINUTES, FEBRUARY 14, 2020
 WDB Office, 1111 Marlark Road, Cherry Hill

ATTENDANCE

Member	8-Mar-19	11-Apr-19	17-May-19	13-Jun-19	11-Jul-19	20-Sept.19	18-Oct-19	14-Nov-19	12-Dec-19	10-Jan-20	14-Feb-20
DeBaere, Gregg T., CHAIR											
Austin, Keith											
Cirii, Frank											
Connors, Kristi											
Deitz, Jeff											
Jones-Benjamin, Michaela											
Maguire, Laurie											
McFarland, Salama											
Regensburger, Robert											
Sinclair, Nidia											
Weil, Bob											
Swartz, Jeffrey S.											
Williams, Leslie J											
Varallo, Kathleen											

WELCOME

Gregg DeBaere, Chair, called the meeting to order at 9:02am.

ONE – STOP & WDB CERTIFICATION

Gregg directed the committee’s attention to the Partner Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA), drafted by Leslie Williams, Comptroller, WDB. Leslie began by pointing out that the Operations Chair is noted in the MOU as being as the WDB designee. Gregg also noted the table inserted into the MOU on page 6 listing the partners and designated signatories of the MOU. Leslie said that she called the State to verify that Hugh Bailey, Assistant Commissioner, LWD, would be signing the MOU for all State Partners, but she still listed the directors of each department on the chart. Leslie also noted that the effective period of the document will be April 1, 2020-June 30, 2022. She also asked the committee to verify the names and addresses on page 3. Leslie also said she used language from the last MOU and the Local Plan to complete some of the description of services described on pages 4 and 5. She asked that the Service Matrix be reviewed by One-Stop Management. Frank Cirii, Local Area Operation Director, said that he would count on Nidia Sinclair, Director Resource Center, and Kristi Connors, Manager, Employments Services, LWD., to review certain organization and service charts for any changes since the last MOU. The Committee reviewed the MOU, along with the ADA Accessibility Report and Policy and Procedure for maintaining a Drug-Free Workplace Policy documents required to be included in the MOU. Gregg asked the committee to review their portions of the documents and return them to Leslie as soon as possible. The documents do not have to go out for public comment, but they must be reviewed and approved by all the signing partners of the MOU. Jeffrey Swartz, Executive Director, WDB, said that some of the signing agencies will need time to present the full package to their Boards.

Leslie asked if the guidance boxes shown in the document should be left in the final version. The Committee agreed that they will help the partners to better understand the review and reasoning behind the statements in the documents. It was agreed to include the guidance boxes in the final version. Bob Weil, WDB Chair, asked if there were any major changes or possible disputes, by any agency, to the MOU since the last one. Leslie said there are no major changes to the MOU in general, but the IFA will look very different especially because of the move to the new location. Space allocation and costs will be different. Jeff said the IFA lays out the operational and lease costs per square footage of the One-Stop. The IFA includes those operational expenses, of the allocated shared or common areas. Leslie said there are partners off-site that are not affected by shared costs. Bob Regensburger, Lockheed Martin, suggested that the Camden County Workforce Development Board be included in the partner chart on page 6. Even though the WDB is the creator of the MOU, they would still be considered a partner to the agreement. Gregg said the biggest change is that the Governor is now the arbitrator of the resolution. Jeff said that the possibility of dispute usually enters in when the building is owned by a State or County Agency. The IFA clearly spells out costs. The only truly shared cost is in the area of building security. Gregg said the State would only be looking for big egregious disparities in the lease agreements. Frank suggested that Leslie meet with Barbara Pape, Manager Fiscal Department, One-Stop to review the operating budget and insertions to the IFA. Frank will schedule a meeting at the One-Stop on Tuesday, February 18th, with the fiscal department. Leslie said she will attend.

Leslie noted that the Drug-Free Workplace Policy, included in the MOU is the federally mandated policy. The MOU does state that the One-Stop will also adhere to the county policy as well. The Committee reviewed the MOU for edits and changes. Leslie said she would fill in certain information about the signers to the MOU and make the other suggested edits. She will meet with Barbara and then send the updated drafts around to the committee for final review. The Committee agreed that the partners will need time for review and approval. Leslie said the MOU and IFA do not have to go out for public comment however a formal request for resolution, review and signature by the local elected official is required. A request for resolution will be submitted to the Camden County Board of Freeholders no later than Thursday, March 5th so MOU approval can be on the monthly Freeholder meeting agenda on Thursday, March 19th. She also said the documents will have to be approved at the next Quarterly Board of Trustees Meeting on March 25th.

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

Frank Ciri, Local Area Operations Director, reported quotes have come in for signage on the windows inside the facility. The management staff met Frank Filipek, Director, CC Department of Events and Community Outreach, on Wednesday, January 22nd to discuss a signage and press plan for launching the official opening/announcement of the new location. Thursday, March 12th is the tentative date set for the ribbon cutting. The county plans to update all brochures and signage in time for the opening ceremony.

Frank reported that lots of changes are coming in the way customers are referred by the Board of Social Services. The State waiver for TANF/SNAP customers is ending on April 1st, 2020. The Staff are preparing for a revised case management plan. The staff are still being encouraged to participate in the Rutgers, Heldrich Center on-line Tuesday, lunch and learn trainings. Kristi Connors, Manager, Employment Services, LWD, is continuing to cross train staff on

understanding the public access area and customer tracking, customer flow and inhouse referral.

Frank reported that the shuttle services are seeing a slight increase of use. The workflow report is showing shuttle use to be around 8-10% of customers using the service.

Frank also reported there are no new updates to the Youth One-Stop. Programs set up by Dr. Hill, former Youth Manager are continuing. The Youth Work Experience model is still being developed. An initial meeting was held on Monday, February 10th at the One-Stop with potential employers willing to host youth. The One-Stop has set a goal placing 8-10 youth into work experience opportunities by the end of the program year, June 30th, 2020.

- LEARNING LINK UPDATE

Frank reported that the Learning Link is purchasing some additional software to help customers prepare for the CASAS test. The CASAS test includes more actual real-world math over the former TABE test. Counselors are finding greater differences between the math and reading scores. The Aztec software that worked with the TABE is not aligning with the CASAS test. Gregg asked if the One-Stop was the only agency experiencing concerns. Kathleen said it was discussed at the last Literacy Meeting on February 4th. Both Camden County College, Adult Basic Skills and Literacy Volunteers are experiencing some challenges with the new test. Gregg also asked if the One-Stop is continuing to cross train counselors to administer the CASAS. Frank said yes, they are continuing to train and take shifts in the learning link area.

- 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.

Frank reported that he and Jeff attended an update meeting on Thursday, January 16th, at the conference center at Cooper in Camden. The Medical Coding Program is doing fine. Two participants have now graduated and are working at Cooper. Some participants are still coming through the program and 4-5 have already been hired. Lou Bezich, Senior Vice President, Strategic Alliances, is planning to move forward with an EMT program that would be designed in a similar way as the medical coding program. Frank said there is another meeting on Monday, February 17th. Jeff and Frank will be calling in to the meeting. Hopeworks is taking the lead on designing the support materials for the program. We will be meeting again specifically for the EMT program. Gregg asked if the College is still on board to do the training. Frank said the training is going to take place at the CCC Camden City Campus. There was no further discussion about cost. Hopeworks intends to cover the cost of training for the participants.

- 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 is accessible to disabled persons. (Follow the link for more information. <http://www.camdencounty.com/service/social-services/>)

Salama McFarland, Case Management Administrator, Board of Social Services, (BSS) reported SNAP customers may see a slight increase of benefits loaded on to their card as a utilities allowance.

Salama said changes to SNAP E&T program are on the horizon. *(The Supplemental Nutrition Assistance Program (SNAP) is the largest federal nutrition assistance program. SNAP provides benefits to eligible low-income individuals and families via an Electronic Benefits Transfer card. This card can be used like a debit card to purchase eligible food in authorized retail food stores. The SNAP Employment and Training (SNAP E&T) Program helps SNAP participants gain skills, training, or work experience to increase their ability to obtain regular employment that leads to economic self-sufficiency.)*

The waiver for ABAWD will end as of April 1st, 2020. Many customers will be referred to a work activity as a requirement of maintaining benefits. Salama said there will be another training session provided so case managers can be aware of how and when to make referrals to work activities. She has been working on finding better ways to count all cases and track customers through the system. She was able to collect the files for 2200 customers as of the end of December 2019, that may be referred for work activities. The list may be further reduced by exemptions such as sickness with a doctor's note or parents with children under age 6. Her staff will be screening the list and bringing in some customers in for re-evaluation prior to April 1st. She said once they are referred, the Resource Center will be taking over the case management. The Board will be working with the Resource Center to create more work activities. The Committee discussed concerns about funding to cover the costs of creating work activities. Frank said there must be a team approach. Bob Weil said there could be some career path successes as a result of these efforts. Salama said BSS staff are also being trained to use the AOSOS system as a case management plan development tool. The new screening form does identify other reasons for exemptions. Leslie asked how long exemptions last. Salama said they last until the next recertification which is usually an annual process. Frank said that Kristi, Salama and Nidia will be working on a system and a staggered schedule of work activities. Frank will be busy opening different class areas in the building as needed. He wants to set up a triaging system where customers are referred to areas where they are needed. If its five hours of supervised job search or a training grant or learning link, they will be referred based on the customer need.

Gregg asked if Salama received any guidance from the state about any of the changes announced by GSETA or any more information about the Data Mapping Project. Salama said only the things we have discussed at this meeting. She said there are no further developments at this time.

Leslie asked if the Youth Work Experience was approved for a waiver of benefits. Salama has not gotten a clear answer from the state. Leslie said she spoke with the WDB Independent Auditors and is being very careful in the terminology used to set up the criteria for the program. It is not a job for the youth, it is more of a job shadowing and payment for participants is still

being vetted to make sure it falls within the State and Federal guidelines of the program.

- **DVRS UPDATES & PROJECT SEARCH – JEFFERSON/KENNEDY HOSPITAL**

The Division of Vocational Rehabilitation Services provides counseling, training, education, transportation, job placement, assistive technology and other support services to people with disabilities. (Follow the link for more information) <https://www.ncdhhs.gov/divisions/dvrs>

Jeff Dietz reported that Karen Carrol has been appointed the new State Director of the Division Vocational Rehabilitation Services. She provided oversight of the New Jersey Division of Vocational Rehabilitation Services (NJDVRS) Community Rehabilitation Programs (CRP). He reported that he contacted her, and she agreed to speak at the next WDB Quarterly Board of Trustees meeting on March 25th at Camden County College.

Jeff D. said counselor training finished up this week and the feedback has been very positive. He decided to include the clerical staff in his office to complete the training, so they will have a good understanding about new processes and procedures.

Jeff D. reported DVRS will be starting the evaluation process for the next cohort of students entering the Project Search program at Jefferson/Kennedy starting in August or September 2020. Jefferson/Kennedy and TD Bank are on board to continue the training program. Kathleen said that she received the information about the Reverse Job Fair for this year's cohort. She sent it to all WDB Board Members to share with contacts in hopes of gaining more employer participation. The Reverse Job Fair will take place on Monday, March 2, 2020 at Jefferson Cherry Hill Hospital, 2201 Chapel Ave. West, Cherry Hill, NJ 08002.

Leslie asked if TD Bank hired any of the participants. Jeff D. said TD Bank did hire one participant. He said Lenape High School of Mount Laurel Township will be sending some students to the cohort this year. He also said Lenape is organizing the TD Bank cohort and the Yale School is organizing the Jefferson/Kennedy cohort. Jefferson will bring back some of the training positions from Philadelphia to Cherry Hill now that renovations are completed at that location. Kathleen said the WDB Abilities Committee is making it one of their 2020 goals to promote the services of DVRS at the One-Stop. They will be looking for more outreach opportunities as the year progresses. They are also planning their annual "Strategies for Workplace Inclusion" event at the Camden County Boathouse in October of 2020. Jeff D. said that DVRS will be celebrating 100 years of service and there have been no plans to publicly celebrate this anniversary. Kathleen also reported that Jennifer Veneziani, Program Planning and Development Specialist, NJ Division of Vocational Rehabilitation Services, will be speaking at the Tri-State HRMA, April breakfast meeting. Gregg asked if Jennifer works for Camden County. Jeff D. said she works for the State, but she does represent Camden County as well.

- **EMPLOYMENT SERVICES, LWD**

Employment Services provides Camden County with Career and Employer services including Temporary Disability Benefits, Family Leave Insurance, Maternity Leave, Unemployment Insurance, Social Security Disability and Workers Compensation. Services for employers

included job candidate screening and recruitment. (Follow the link for more information)
<https://www.nj.gov/labor/aboutlwd/>

Frank Cirii reported for Kristi Connors, Manager, Employment Services, LWD. The workflow report generated as a result of the check-in form implemented at the One-Stop continues to track important data about the flow of customers into the One-Stop. Customers are directed to computer stations to fill out the brief survey so the front desk can understand their needs and direct them to the right service. The form also tracks such information as mode of transportation and the zip code a customer is traveling from. Gregg asked if Unemployment Services staff are participating more at the public access area to assist customers with their claims. Frank said he and Jeff Swartz contacted the state regarding the concerns about UI shutting down phone lines early in the day. This is a statewide concern. They sent the workflow report to Paul Yuen, Deputy Commissioner, LWD. His office oversees the Unemployment Insurance (UI) Department. We asked for their help in encouraging a more integrated approach to unemployment services at the One-Stop. The consensus of UI staff is that they are waiting for a directive from Trenton. Keith Austin, Director, UI, at the One-Stop, is aware of management's concerns. Paul Yuen further explained that the call centers do shut down when volume is great. The State is looking into some ways to upgrade the system so that call-in concerns can be handled in a more efficient manner. The Committee discussed concerns that the highest percentage of customer flow coming into the One-Stop are those addressing unemployment claims. All agreed it would be great to find more ways to triage these customers to orientations for training or other services. Having UI staff participating in the public access area to answer UI questions would take the burden off other departments such as employment services. All agreed to make this concern a top priority for the betterment of customer service at the One-Stop.

- **REGIONAL ACTIVITIES**

Kathleen reported the Atlantic City Electric (ACE) Training Initiative began its second year of training. Camden County College began the training on Friday, January 24th at the William G. Rohrer Center in Cherry Hill with the "Worker in Sustainable Energy" class. This class covers the basics and work readiness skills for careers in the Utility Industry. The class includes 40 hours of training. The Get Into Energy (GIE) Math class will follow with 20 hours of math remediation that prepares participants to take the Construction And Skilled Trades Test (CAST). Atlantic City Electric will send a class sponsor to visit the WISE class and a testing team to administer the CAST test upon completion of that course.

Kelly Ann DeCurtis, Sr. Talent Management and Organizational Development, ACE, will be working with the regional WDB Directors to organize an Employer Information Session. It will be important to engage other utility industry employers and introduce them to the program with the intention of opening other job opportunities for the participants. The Employer Information Session is being planned for Friday, April 3, 2020 from 10:00am-11:30am, at Rowan College of South Jersey - Gloucester County Campus in the Business and Corporate Center, Room 500, 1400 Tanyard Road, Sewell, NJ 08080.

- **CONSORTIUM & INDUSTRY PARTNERSHIP UPDATES**

Kathleen reported Jeff is attending the Health Care Consortium meeting today, Friday, February 14th at the Cooper University Health Care. Cooper Conference Center
He continues to attend these meetings on a regular basis. Jeff will be giving the consortium an update on the county's focus on the upcoming US Census 2020.

Kathleen reported that the Office of Labor and Workforce Development is approaching the launch of the employer driven discussions and the Industry Partnership model. The State is modeling this partnership after successful "Next Gen" industry partnerships across the country. These partnerships can be a place for business leaders to collectively address issues that relate to competitiveness and growth, to find the best ways to work with public and education programs and to help create solutions to pressing issues. The South Jersey Industry Regional Partnership is aimed at growing and strengthening the manufacturing sector. The launch is scheduled on Tuesday, February 25, 2020 at Radwell International, 1 Millennium Drive, Willingboro, NJ. John Radwell, Vice President, Radwell International, has agreed to be the first champion and host. Kathleen said that other events will follow.

- **BUSINESS SERVICES (BSR)**

Kathleen reported that the Business Service Team met on Thursday, February 13th at the WDB office. It was a very robust meeting with great attendance by all BSR's and some private sector businesses in attendance. Representatives from Camden County College, Pennsauken High School and KIP Charter School were also in attendance. Discussions turned toward the idea of creating more student talent pipelines between employers and the high schools and even middle schools especially in the trades. Kathleen said she shared internship information with the schools in attendance. These internships are aimed at students who directly contact a local area employer willing to provide an internship experience. The Career Accelerator Internship Program reimburses the employer up to 50% of wages or \$3000. per student. The meeting ended in an hour, but networking continued. She said it was great to see such interaction between the BSR's and attendees. She also reported that the county is now offering \$20 per hour to county residents hired for the US Census. Jeff is also attending an information session and recruitment hosted by Congressman, Donald Norcross today, February 14th at 2pm, at the Pennsauken Township Library.

- **QUARTERLY BOARD MEETING**

The next WDB Quarterly Board of Trustees meeting will take place on Wednesday, March 25th at the Camden County College, Blackwood Campus. Frank reported that Hopeworks will be working on providing a success story from the Cooper Medical Coding Initiative for that meeting.

NEXT MEETING

The next Operations Committee meeting will be scheduled for Friday, March 13th, 9:00 A.M. at the WDB office.

Submitted by:

Kathleen Varallo

Administrative Assistant