

**SYSTEMS PERFORMANCE COMMITTEE MEETING**

**February 28, 2020**

**Camden County Workforce Development Board Office**

**ATTENDANCE:**

Members		15-Feb-19	17-May-19	23-Aug-19	15-Nov-19	28-Feb-20
<b>Abusi, Pat, CHAIR</b>	RailRoad Construction of South Jersey	X	X		X	X
Bryant, Janice	CCOS, Fiscal Manager	X	X			X
Cirii, Frank	Local Area Operations Director, CCOSCC	X	X	X	X	X
Doran, Ryan	IBEW Local 351	X				
Maguire, Laurie	CCOS, Manager, Information Systems	X	X	X	X	X
Pape, Barbara	CCOS, Senior Accountant	X	X	X	X	X
Raymond, James	TD Bank					X
Sinclair, Nidia	CCOS, Director, Career Center					
Weil, Robert	Conner Strong & Buckelew Companies Inc.					
Swartz, Jeffrey S., Exec. Director	WDB, Execitve Director	X	X	X	X	X
Primas, Theo	WDB, Program Evaluator	X	X	X	X	
Varallo, Kathleen	WDB, Administrative Assistant	X	X	X	X	X
Williams, Leslie J	WDB, Comptroller	X	X	X	X	X

**WELCOME:**

Pat Abusi, Chair, Systems Performance Committee, welcomed attendees. He welcomed new member Jim Raymond, TD Bank, and asked for round table introductions. Jim thanked the committee. Jeffrey S. Swartz, Executive Director, gave Jim a brief description about the work of the Systems Performance Committee.

The Committee reviewed the minutes dated November 15, 2019. Kathleen Varallo, Administrative Assistant, WDB, asked for confirmation from Laurie Maguire, Manager, Information Systems, that she interpreted the tapes correctly regarding tuition reimbursements noted in the prior minutes. Laurie noted some minor corrections. Pat Abusi asked for a motion to approve the minutes dated November 15, 2019 pending minor changes. The first motion was made by Barbara Pape, Pat Abusi made the second motion. By unanimous vote to the affirmative the motion was carried, and the minutes were approved.

**FISCAL REPORTS REVIEW**

Barbara Pape, One-Stop, Senior Accountant, presented the Master Budget, Carry-Over Reports, and Funding Summary Reports for program year 2019-2020 She also presented the Fund Balance Report through December 31, 2019 and the Contract Analysis Summary through February 11, 2020.

Barbara reported that all expected funding has been received including Smart Steps funding as well as the increased funding for the Learning Link. She said expenses are projected through the end of the program year and should be about 80% obligated at this point. There some carry-over funds being reserved for administration but some adult funding as of June, 2019 is still not obligated. The Committee discussed ways the funds could be used prior to the end of the program year. Barbara said there are still plenty of funds to support adult training and RTVs. Barbara reported that dislocated worker funds are on target to be obligated by the end of the year. She said there are

guidelines for appointing adult funds to Dislocated Worker; however, the adult funds must be spent first. Jeff asked if adult funding could be used for youth. Barbara said that youth, over the age of 18, could be counted as an adult. Jeff said the goal of the committee is to explore ways to use every dollar of funding wisely and not have to send it back to the state. Jeff asked if some funding has been spent on youth work experience. Barbara said that some money is charged to the counselors, administratively because they spend staff hours presenting or working with youth in the preparation for work experience. There are certain activities the counselors can do with youth that count toward work experience. The Youth Work Experience Program has not been fully set up yet. Leslie Williams, Comptroller WDB, asked about carry-over funds in youth work experience. She asked for a total of those funds between current year funding and carry over funding. Barbara reviewed her work notes with Leslie.

Barbara noted that the current master budget does not reflect all unobligated funding. She referred to the Fund Balance Report that shows the detail of funding obligations. She said there is still a lot of funding that is reserved for TANF or Board of Social Service (BSS), referrals to training, that is not yet spent. Frank Ciri, Local Area Operations Director, said this may be due to the low unemployment rates. Customers are working and not really looking for training. Jeff said the WDB has been actively supporting the Camden Works Initiative started by several partners and businesses operating in Camden City, including the Cooper Ferry Corp. He said there have been approximately 155 Camden Residents signed up on their website and were interested in training. He also said Center for Family Services is working with these jobseekers. Jeff said Kris Kolluri, President & Chief Executive Officer at Cooper's Ferry Partnership, requested a reporting of how much of One-Stop funding is being spent on training Camden City Residents. Frank estimated about 30-40% of training funding is going to Camden City residents. Frank said he remembered that Kris Kolluri had offered to pay for a video success story that might promote training opportunities. Frank suggested that the WDB go back and revisit the idea of a video highlighting a Camden City resident who successfully received and benefited from training. All agreed that the Cooper Medical Coding Training Initiative is already at the forefront as an example for the process and that a video might stimulate more referrals. Jeff said that WIOA funding cannot be spent on advertising, but Coopers Ferry may help, and it would provide an opportunity to promote both the One-Stop Resource Center and the Camden Works Initiative. Jeff said it must make sense for Camden Works and Camden City Residents in order to get Coopers Ferry to buy in on the video.

Barbara referred the committee to case management funds that the One-Stop uses solely for the purposes of referral by the Board of Social Services to work activities. This funding is not being utilized. She also reported that Dislocated Worker funds are looking good. Youth is also looking good except for Individual Training Accounts (ITA). Jeff asked if certain funds could be used for Apprenticeships. Maybe this could provide opportunities for some additional supportive services. Laurie said there is a big push by the state to provide supportive services to individuals who are working but have equipment or personal needs that can support their employment. She said the counselors can be offering supportive services. Frank said that the end to the waiver of sanctions for BSS clients is a factor in spending funding, so we will need to see how substantial those referrals are going to be. The Committee discussed BSS referrals. All agreed BSS referrals may be those with certain barriers to employment and may be difficult to place in employment or training. Frank also suggested we may be missing students who are registering for the local community college. These individuals could be screened at the time of registration to qualify for training reimbursement. They are getting their PELL grants, but they could also be qualifying for additional

training funds. They are borrowing and having to pay back additional tuition over and above their PELL grant. This could be built into the onboarding process at the Camden County College. The college could add the question to their registration form and refer students to the One-Stop at the point of review and checking off that question on the form. Frank also said the One-Stop does not have the staff to attend every college night or reach every registering student but if eligibility was built into the registration process, they could be referred for an additional state grant under our funding. The Committee discussed this process and examples of instances where this would apply. All agreed that contacting the college is the first step in creating awareness and being able to offer students the opportunity to qualify for resource center training funds.

Laurie suggested that another way to spend additional funds on individuals that have gone through training is around median wage. The standard rule is to fund one training grant and then close-out the participant. If counselors are made aware, they do not necessarily close that customer. They could bring them back after training and job placement to provide some support for them to achieve a higher wage. Training is considered a career pathway. This type of follow-up would have to be based on the assessment, original counseling and career plan. She used the Certified Medical Assistant (CMA) as an example of how this additional step would come into play. Frank further explained that CMA Certification does not pay as well as having an additional certification to get the individual a better wage. Frank also noted the industry recognized credential list has been recently revised. It would do better for the customer if it also noted that some career paths or certifications simply do not create a sustainable living wage for the customer. The Committee discussed this phase 2 of training approach. Laurie said the counselors did participate in a training that emphasizes the mandate of establishing short- and long-term goals in the original career plan.

Barbara referred the committee to the Contract Analysis Summary. She said these are snapshots of the contracts that have been awarded. It shows how much has been documented for payment, reported enrollment and reimbursable benchmark achievements. There are three youth providers who were contracted this year for 25 slots per vendor. The newest provider being JEVS, has had a very slow start with zero enrollment. Barbara said the other contracts are expended at an average rate of 14-35%. Jeff asked if it's time to reposition those funds from vendors who are not performing to those that are doing well. Jeff further explained to private sector committee members that staff does contact the vendors to review their progress and help where possible. According to the contract, the vendors are responsible for recruiting. Leslie asked if youth work experience were more successful, could we spend more on the program. Frank said that all youth funds have been spent. Barbara said that funds are still being reserved youth work experience and yes more funds could be moved to that program. Jim asked if the youth signs up before the end of the program year but does not complete during the year, can the youth still qualify for the funding. Barbara said as soon as a youth establishes eligibility, the funds are obligated to the youth. Jeff said that WIOA funds can be carried over but WorkFirst funds cannot usually be carried over. Jeff suggested that at the onset of a vendor contract, a lower expectation of the minimal cost reimbursement could be set then monitor progress so that if as an example we lower the expectation and the vendor meets the expectation more could be offered. Barbara said there is a process of reviewing the contracts each year to make reasonable adjustments. Jeff said this is a point that can be decided by the Systems Performance Committee. Barbara said that referrals for the different pots of funding may be down such as TANF, there is low enrollment, and GA are marginally better but not by much. She said that the vendors have been made aware and they have submitted corrective action plans. Frank said it may be a question of communication, in other words, he asked if mailings are ever sent to the

GA population encouraging them to go to the One-Stop for services. This letter might list the services with a brief qualifying description. The Committee discussed the possibility and agreed that it is up to the case managers to make their clients aware. Laurie also mentioned the state training also encouraged an easier step by step process or a more individualized process from orientation to assessment to establishing a career plan. She said under the old WIA law certain steps were required, under WIOA the process can be streamlined if the customer knows their goals and wants specific services. She also said the state will be launching some new online registration procedures in the year to come. Frank said one of his goals has always been to move more orientation and onboarding to a broader more assessable digital format. Laurie said the focus can be more on finding underemployed customers. Kathleen said that there seems to be a steady flow of customers attending orientation on a weekly basis according to workflow reports. She asked why customers are dropping off. Leslie said if process can be streamlined, customers will not find it as frustrating and maybe they will not drop off.

Barbara referred the committee to the Fund Balance Report. She said the report reflects the last two years of grant funding, the current year and the entire last year. She said last year's WIOA funds have been potentially spent and we are spending more dislocated worker funds as of January, 2020. Adult funding has not been fully spent but it is potentially spent at rate of 85%. Focus must be placed on getting more RTV's, and that means into training and paid by June 30, 2020. WIOA funding must be at least 70% obligated. Youth is the only area that is current on track at 80%. Dislocated Worker expenditures are picking up. While customer traffic has picked up, the adult is still way behind, and we are still spending carry over funds from last year. Learning Link funds saw an increase and those funds are 95% obligated. She also said lack of referrals is affecting the WorkFirst program. TANF funds have only been spent at a rate of 60%. SNAP & GA are better performing at a rate of 70%. Case Management in GA and SNAP are in the 90% range. The report shows last year's carry over at the end of the year. Barbara asked the committee if there were any questions.

Kathleen asked, as mentioned in the minutes of the last meeting, if a cost benefit analysis was done to examine the idea of raising the cost per unit from \$2,500 to \$3,500. She said Leslie had suggested doing a cost benefit analysis. Barbara said the analysis would have to be completed as a result of the RFP review process. Leslie said this would be addressed during the RFP review or at the annual "Think Tank" meetings. She said that Theo addressed the review process in his report. Jeff encouraged private sector committee members to participate in the RFP review process as their scheduled allowed. Leslie said the Think Tank meetings are scheduled for March 5<sup>th</sup> and March 10<sup>th</sup>. The outcomes of those think tank meetings will be electronically sent to the Systems Performance Committee for review and for recommendation to the board because the RFP's will be released before the next meeting.

#### PROGRAM EVALUATOR REPORT

Leslie Williams, Comptroller, reported for Theo Primas, WDB Program Evaluator. She referred the committee for the report that was prepared by Theo. She said his report was very self-explanatory.

Leslie reported out of the 67 contract packages that have been sent out, 52 Individual Training Account (ITA) Vendors are currently eligible to receive career center referrals. She said Theo is still preparing for monitoring visits. WorkFirst monitoring has been completed. They are listed in his

report. The monitoring reports have been completed and sent out. The WorkFirst Think Tank Meeting is scheduled for March 5<sup>th</sup>.

Leslie said that WIOA monitoring is being scheduled and the Think Tank Meeting is scheduled for March 10<sup>th</sup>. In that meeting, the youth contracts are thoroughly reviewed. Leslie said that the WDB will be adding an additional Request for Proposal (RFP) for Youth Work Experience because that program will have to be monitored as well. There is a youth work experience WIN that lists all the information for that process. She said that Theo understands the recommendations of the committee to review ways the contracts can be made as user friendly as possible within the usual perimeters of the local county contract requirements. Leslie said an electronic report will be send to the committee for a response.

Pat thanked the committee for their efforts. The Committee discussed concerns that most people are working and the population that is not working are those that have more barriers to employment. All agreed that it makes it harder and harder prepare this workforce for sustainable employment. They also discussed ways to utilize Incumbent Worker Training funds to give Employers the opportunity to up skill their staff.

The next quarterly meeting of the System Performance Committee is scheduled Friday, May 22, 2020 @9:00am.

Submitted by,

*Kathleen Varallo*

WDB Administrative Assistant