



WORKFORCE DEVELOPMENT BOARD

Supporting the Development and Retention of a World Class Workforce

Robert Weil, Chair
Jeffrey S. Swartz, Executive Director

QUARTERLY BOARD OF TRUSTEES MEETING
MARCH 23, 2022
CAMDEN COUNTY WORKFORCE DEVELOPMENT BOARD

Board of Trustees		24-Mar-21	23-Jun-21	22-Sep-21	15-Dec-21	23-Mar-21
Verney, Matthew (CHAIR)	Truist Bank	X	X	X	X	X
Abusi, Patrick	Railroad Construction Co. of South Jersey	X	X	X		X
Arthur, Debra	Active Campaign	X		X	x	X
Borden, Donald	Camden County College	X	X	X	X	X
Brahl, Ken (VICE CHAIR)	Ravitz Family Markets, ShopRite	X	X	X	X	X
Bresch, Jim	I.B.E.W. LU 351		X	X		
Ciri, Frank	Camden County One-Stop Career Center	X	X	X	X	X
Connors, Kristi	NJ Department of Labor	X	X	X	X	X
Cooper-Vanderlip, Diana	CPAC	X		X	X	X
DeBaere, Gregg	Atlantic Coast Communications	X	X	X	X	X
Deitz, Jeffery	Division of Vocational Rehabilitation		X		X	X
Divis-Ferraro, Kristin	Camden County Regional Chamber of Commerce					X
Donato, Carl	Wawa Inc.	X	X	X	X	X
Doran, Ryan	IBEW Local 351		X		X	
Figueroa, Victor	Housing Authority of the City of Camden	X	X	X	X	X
Fitzgerald, Patricia	Camden County Technical Schools	X		X	X	X
Godorov, Lori	The Work Group	X	X	X	X	X
Green, Elizabeth "Beth"	Senior VP HR Cooper Hospital	X	X	X	X	X
Heintisz, Christine	Board of Social Services	X	X	X	X	X
Janoff, Carla	Careers USA					X
Kalitan, Marlyn	Kalitan Consulting	X	X	X	X	X
Kelly, Sandra	SLK Partners					
Kiselewski, Michael	Painters Local District Council 711					
Martinez, Rosa N.	WWHS/Veterans Memorial Family School	X	X		X	
Miller, Richard	KeyBank	X		X		X
Pugh-Bassett, Lovell	Camden County College					
Regensburger, Robert C.	Lockheed Martin	X	X	X	X	X
Schiavinato, Robert	Union Organization for Social Services			X		
Weil, Robert	Conner Strong & Buckelew, Inc.	X	X	X	X	X
Willmann, Michael	WMSH Marketing Communications	X	X	X	X	X
Young, Jennifer	Verizon	X		X	X	X
Camden County Workforce Development Board Staff		24-Mar-21	23-Jun-21	22-Sep-21	15-Dec-22	23-Mar-21
Levitt, Alex	WDB, Administrative Assistant	X	X	X	X	X
Primas, Theo	WDB, Program Evaluator		X	X	X	X
Swartz, Jeffrey	WDB, Executive Director	X	X	X	X	X
Varallo, Kathleen	WDB, Fmr Administrative Assistant to the Director		X	X	X	
Vaughn, Debra	WDB, Administrative Assistant to the Director					X
Williams, Leslie	WDB, Comptroller	X	X	X	X	X

Committee Members		24-Mar-21	23-Jun-21	22-Sep-21	15-Dec-21	23-Mar-21
Banks, Evangeline	Juvenile Justice Commission	X	X	X		X
Barclay, Arthur	Camden County One-Stop					
Forman, Lois	Jewish Family & Children Services	X			X	X
Lucas, Angela	Jewish Employment and Vocational Services					
McCormick, Carol	Camden County College, Business Services	X	X			X
McKelvey, Chris	NJ Dept. Labor and Workforce Development				X	
Page-Soncrant, Jeanne	LWD, Business Services	X	X			
Peterson, Jyi	Camden County One-Stop					
Sinclair, Nidia	Director, Camden County Career Center					X
Waller, Darchelle	Winslow Township High School		X	X		
Wardlow-Hurley, Rhonda	HACC Youth Build	X	X	X	X	X

Guest:		24-Mar-21	23-Jun-21	22-Sep-21	15-Dec-21	23-Mar-21
Abdill, Suzanne	Department of Education	X	X	X	X	X
Ayscue, Brian	Camden County One Stop Career Center	x	x	x		
Davis, Pastor Keith	Camden Dream Academy		X			
Eisenmann, Kevin	Camden County One Stop					
Fetty, Brett	Camden County Technical Schools	X	X			
Fussell, Imani	Camden County Board of Commissioners	X				
Fugee, Antoinette	Center for Family Services, Inc.				X	
Guzman, Elizabeth	DVRS	X				
Hanna, Kaina	Camden County College	X	X			
Hill, Lauren	Camden County College	x	x	x		X
Iannucci, Susan	Camden County College		x			

Guest:		24-Mar-21	23-Jun-21	22-Sep-21	15-Dec-21	23-Mar-21
Leonetti, Mike	Camden County One-Stop		X			
McFarland, Salama	Camden County Board of Social Services	X	X			X
McKelvey, Chris	NJ Dept. Labor and Workforce Development	X				
Mendez, Kelly	Camden County Board of Social Services					X
Quinones, Cris	Wawa				X	
Robinson, Terrenny	NJ Industry Partnerships	X	X	X		
Schafer, Derena	Camden County College				X	
V. Thompson, Ryan	Truist Bank	x			x	X
Veneziani, Jennifer	DVRS					
Venable, Margo	Camden County College	x	x	x		
Williams, Rev. Michael	Abundant Life Fellowship Church	x	x	x	X	x
Young, Jonathan	Camden County Board of Commissioners	x		x		x

WELCOME

- Matthew Verney, WDB Chair, called the meeting to order at 8:31am, and welcomed attendees to the March Quarterly Board of Trustees Meeting.
- Alex Levitt took an official roll call of Board members in attendance.
- Matt Verney led those in attendance in the Pledge of Allegiance.
- Rev. Michael Williams gave the invocation.
- Commissioner Jonathan Young thanked the partners for their dedication in serving their constituents in the county daily. He commented that trades training should be an option offered to young people not going to college and spoke of pre-apprenticeships and the need for shaping training programs to fit the needs of individuals we serve. He stated a 12-week cohort will be run as a wrap-around service for people starting a career and to get into a union, and that a culinary training program will be available through the One-Stop. Commissioner Young asked for prayers for people in the areas suffering from catastrophic storms and in Ukraine. He encouraged the attendees to continue to take the extra step to serve their clients every day.

BUSINESS MEETING - SUNSHINE LAW

- Ken Brahl, Vice Chair, read the following: In accordance with the Sunshine Law and the public's right to know, we are required to provide adequate advance notice of our meetings. This meeting was advertised on the WDB's website, and in the Courier Post on March 9, 2022. Therefore, the public is welcome to witness the process by which governmental decisions are made and see democracy in action. Due to the COVID19 restrictions the notice of this meeting was emailed to members and previous guest attendees in advance.

APPROVAL OF MEETING MINUTES

- A digital copy of the minutes from the last Quarterly Meeting of December 15, 2021, was sent electronically to the full Board of Trustees for review. Ken requested a motion to approve the minutes from that meeting. Diana Cooper-Vanderlip made the first motion, seconded by Donald Borden. By a unanimous vote of the affirmative, the motion was carried, and the minutes for December 15, 2021, were approved.

INDUSTRY DISCUSSION

- Gregg DeBaere provided a background on the relocation the One-Stop from Camden to Cherry Hill in September of 2019. The Operations Committee offered guidance and the relocation went very well. In October 2021, Bob Regensberger suggested that processes be documented in a White Paper. The final document is entitled "*Government Works*" Does Not Have To Be An Oxymoron; How Empowering Local Leaders Created an Integrated and Effective One-Stop Career Center in Camden County. Gregg then introduced Bob to speak about his idea and the document created as a result.
- Bob Regensberger commented that his direct observations of the processes, tools, and techniques utilized in meeting the challenge of the relocation of the One-Stop office and the "pandemic pivot" made to continue providing services to the community were his motivation to create a White Paper, and that his thought was to use it to document the outstanding results by the team and leadership to meet the challenges and to highlight the innovation shown through a culture of change. He then introduced the partners responsible for the processes used and the data collected for the White Paper, Kristi Connors, Salama McFarland and Jeff Dietz.

THE WHITE PAPER – "Government Works" Does Not Have To Be An Oxymoron

- Kristi Connors, ES Manager, Labor and Workforce Development
Kristi described practices implemented and shared charts illustrating the Customer Check-ins, the impact of unemployment, the measurement of the impact of access because of the relocation of the One-Stop showing the % of people from each zip code, the people who used the shuttle service made available to customers. Through virtual communication with clients, ES was able to reach as many or more clients during the pandemic because they were able to remove the barriers of transportation and childcare. Colleagues were allowed to virtually collaborate and share resources to be successful in reaching and serving customers. A comparison of on-site and virtual services between 12/2/19 to 3/13/20 and 12/2/20 to 3/13/21 revealed better overall outreach.

NJDOL WS On Site Services vs Virtual Services

Services Provided	12/2/19-3/13/20 On Site	12/2/20-3/13/21 Virtual
Total Customers	1966	1986
Types of Services	12/2/19-3/13/20 On Site	12/2/20-3/13/21 Virtual
Scheduled Orientations	64.1%	33.1%
Job Leads/IEPs	26.5%	60.3%
Resume/Interview	5.5%	3.5%
Residents Served	12/2/19-3/13/20 On Site	12/2/20-3/13/21 Virtual
Camden	32.2%	29.1%
Lindenwald/Sicklerville	17.9%	16.8%

- Salama McFarland, Case Management Administrator, Board of Social Services
Salama discussed how the relocation to a new office prompted the development of the methods implemented to assure that transportation to services was available to clients, including building a relationship for services through the PATCO system. In addition, the move to a new office required that the security of confidential client records be maintained during the relocation, the institution of policy changes required due to COVID19, using Google Forms and QLess to track customer service data and services and adapting the methods of delivery of services to customers.

2021	SNAP	TANF	GA
Outreach	12756	6110	11019
Referrals	884	204	194
Childcare Support	0	75	0
Transportation Support	0	66	145

- Jeff Deitz, Manager, Division of Vocational Rehabilitation Services
Jeff stated that the disabled community is very comfort-oriented, so the relocation of the DVR office was difficult for its clients, and further complicated by fear of COVID19 exposure. Personal communication via email and phone was used to let customers know how services would be offered for COVID19 safety. Staff received training to adapt their service delivery and virtual counseling was utilized. The outcomes revealed satisfaction with services even though the numbers are down. Jeff thanked the Committee and the One-Stop for their support.
- Tammy Molinelli, Bergen County Workforce Development Board
Tammy commented that getting the job done requires thinking outside of the box to serve customers well and applauded the report produced by the team. She said the report is a testament of how well the Camden County One-Stop partners worked together during what was clearly a very difficult two years.
Gregg thanked Tammy for her input, invited questions and then asked Bob Regensburger to conclude the report.
- Bob Regensberger – Summary comments about the paper,
 - The most important feature of the White Paper is the illustration of the culture of change and innovation, and the integration of similar processes and similar objectives together.
 - Bob stated that the report was a great foundation that should be used to continue to advance the effectiveness of the organization. He suggested a continuation to advance, incentivize and promote this culture of innovation to meet the needs of our customers.
 - The White Paper is a living document that should be updated at the appropriate times in the future and continue to benchmark the progress made in process improvement, advancement of the culture of innovation and advancing the overall results to our customers.

Jeff Swartz thanked Bob and Gregg for their leadership and to all the partners who played an integral part in putting the report together. He stated that after the final edits were completed and confirmed at the next Operations Committee meeting, the White Paper will be posted on the WDB website and will be shared with the WDB Directors around the State.

Ken Brahl, Carl Donato and Matt Verney offered congratulations on producing a valuable and informative report. Matt Verney thanked Gregg for his leadership and all the panelists and partners for their contributions, noting that a lot of work went into producing a report so full of eye-opening information.

ONE STOP CAREER CENTER UPDATES

- Frank Cirii, Local Area Operations Director, Camden County Career Center
 - Frank reported that the One-Stop has been open to the public and promoting virtual services. Most partners are still virtual, but some are now offering limited in-person services.
 - G-Job classes started in March. He thanked Nidia and Salama for getting the program off the ground.
 - With UI returning in a very limited capacity, by appointment only, preparation for safe operations is underway to prepare for efficient and safe customer service to walk-ins. Only two One-Stops in southern New Jersey will be open to UI appointments.
 - There is an uptick in referrals for training in CDL, Medical and Tech fields.
 - The workforce participation rate remains very low. The One-Stop will monitor developments at the Board of Social Services with sanctions for non-participation in work-activities. Numbers are down to 4.5% from 26% in December 2020.
 - The Incumbent Worker Training is getting off the ground with a conglomerate of ShopRite's being the first participating employers. Bancroft and American Flux are currently being vetted. The GED/HiSET program is approved, and staff are being trained to be proctors. Physical requirements such as lockers for personal belongings and cameras to specification for testing observation.
 - A WIOA Performance Analysis by Location was shared. The report showed Camden County adult employment outperformed the State in Q2 and Q4. A large gain was shown in credentialing for adult dislocated adult workers, but not in the youth segment. Credentialing for youth remains a problem but there are programs being set up to alleviate the barrier issues, such as GED/HiSET testing. Referrals are needed for training. Employment overall is low, but hopefully will show improvement in the future.
 - The One-Stop lease has been extended for 10 years.
 - Frank thanked Barbara Pape and Janice Bryant upon their retirements after a combined 85 years of commitment and hard work in the Finance Department at the One-Stop.
 - Lori Godorov asked if evening and weekend hours would be offered for GED/HiSET testing. Frank commented that the testing service was not funded, so extended hours and related training for additional staffing would need additional consideration. Marlyn Kalitan asked if volunteers could work at the test centers, and Frank replied that the volunteers would need to be trained and certified. Gregg DeBaere suggested checking with the NJ DOL to find out about additional funding options.

Matt Verney thanked Barbara and Janice for their impressive combined 85 years of service and noted they would both be receiving certificates of appreciation. He then thanked Frank for his report and asked Jeff Swartz for any updates he cared to provide.

CAMDEN COUNTY WORKFORCE DEVELOPMENT BOARD

Jeffrey S. Swartz, Executive Director

- Summer Youth Employment – Jeff stated the grant has been awarded from the State to provide summer employment for youth aged 16-24 and offered the opportunity for any interested members to request a work site agreement and application. He then welcomed Ryan Bennett as a new member of the Board and spoke of the information sessions held at area high schools for the Atlantic City Electric Initiative, and the start-up of the 2022 cohort. Jeff congratulated Matt Verney for his Award for Excellence at Truist Bank and thanked him for his leadership on the Board.

ADJOURNMENT

- Matthew Verney thanked Jeff Swartz for his congratulations and stated that he really enjoys working with the Board and finds the work very fulfilling. He then asked for a motion to adjourn the meeting. Ken Brahl made the first motion, seconded by Lori Godorov. By a unanimous vote to the affirmative the motion was carried, Matt thanked everyone for their hard work and the meeting adjourned at 9:40am.

- The next meeting will be virtual via Zoom Conferencing on Wednesday, June 22, 2022, at 8:30am

WDB MISSION STATEMENT, AS STATED ON ALL REGULAR BOARD MEETING MINUTES

To create the BEST customer driven delivery system for employment, training and education-related programs and services by providing strategic management, planning, implementation, and evaluation to enhance the regions long term economic success for all citizens and organizations.

- *To provide leadership in all workforce issues.*
- *To provide a holistic delivery of services.*
- *To continually improve the quality of services for all customers.*
- *To empower customers to make informed choices and take control of their careers.*
- *To provide and guarantee universal access to employment opportunities.*
- *To provide quality workers for all the region's employers.*
- *To create partnerships and collaboration in the government, private and non- profit stakeholders.*

Submitted by,
Debra Vaughn
Administrative Assistant to the Executive Director