



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

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

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

**ATTENDANCE**

| Member                          | 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 | 8-Mar-19 |
|---------------------------------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|-----------|----------|----------|
| <b>DeBaere, Gregg T., CHAIR</b> | X         | X         | X        | X         | X         | X         | X        | X         | X         | X        | X        |
| Clark, Jeffery                  |           |           |          |           | X         |           | X        |           |           |          |          |
| Cirii, Frank                    |           |           |          |           |           |           | X        | X         | X         |          | X        |
| Connors, Kristi                 | X         | 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         |           |          |          |
| McFarland, Salama               |           |           |          |           |           |           |          |           |           | X        | X        |
| Medina, Connie                  |           | X         | X        | X         |           |           |          |           |           | X        |          |
| Regensburger, Robert            |           |           |          |           |           |           |          | X         | X         | X        |          |
| Sinclair, Nidia                 | X         |           | X        |           |           | X         |          |           | X         | X        | X        |
| Thorn, Thomas                   |           |           |          | 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. Gregg said the main focus of this meeting will be to review the final guidance, as of February 28, 2019, regarding the upcoming modifications to the local strategic plan. This action is being required by the State Employment and Training Commission (SETC).

• **ONE – STOP & WDB CERTIFICATION**

Leslie Williams, Comptroller, WDB, reported that the WDB Certification has received provisional approval. The State Employment and Training Commission (SETC) asked that the Youth One-Stop and Learning Link evaluations be presented to the full board. This can be accomplished at the next Quarterly Board of Trustees meeting scheduled for Wednesday, March 27<sup>th</sup> at Camden County College, Blackwood Campus. She said that no board vote is required. The SETC did accept the Infrastructure Funding Agreement (IFA) and Memorandum of Understanding (MOU) without State signatures. The WDB certification will be awarded at the next SETC Board meeting on April 18, 2019 at the New Jersey Law Center, New Brunswick, NJ.

Leslie also reported that Theo Primas, WDB Program Evaluator, is working on creating the One-Stop Evaluation or Monitoring report, and she is working on the fiscal part of the document.

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

Gregg asked for an update to the recent building issues developing at the One-Stop Career Center. Frank Ciri, Local Area Operations Director, reported that the building developed leaks

as a result of the recent snow storm as well as sewage back-ups in a majority of the facility. Staff were sent home early while clean-up and sterilization crews were called to make the necessary sewage blockage repairs in order to re-open certain parts of the building. He said the County Buildings and Operations Department did a great job in an expedient manner. Since then a meeting was facilitated by the Improvement Authority with the One-Stop and all partners. Hugh Bailey, Assistant Commissioner, LWD, was there to represent Department of Labor offices co-located in the current building. The purpose of the meeting was to tour a temporary facility at 131 Woodcrest Road, Cherry Hill, to house the One-Stop Career Center and partners. American Water Co., the previous tenant of this location, moved to the waterfront area of Camden City. The building is modern with plenty of parking and is located very close to a transit train Speedline and bus station. It is proposed that a shuttle service to the One-Stop from the Speedline will be implemented so customers will have convenient access to a central greeting area. The customer should be able to enter one main entrance and be triaged to all the services co-located in this larger more modern facility. The move is scheduled to be on a very aggressive time frame. Jeff suggested that management staff participate and give direct input to the planning so that the facility will become a true one-stop of services strategically located to give customers the best access to all services available to them. Kristi Connors, Manager, Employment Services, said that Assistant Commissioner Bailey was adamant about co-locating services such as case managers and counselors in the front of the building. The Committee discussed more ideas and possible designs to the building. More information will be communicated as it develops. Regarding messaging the customer about the new location, Frank said that he is already working with Dr. Lauren Hill, Youth Manager, on one flyer for youth that will list all available services.

Frank also reported that the One-Stop will be interviewing for two positions recently posted for the purposes of replacing some filing clerks. These are very entry level positions. Frank said that Lauren Hill will continue to manage the Learning Link. No customers have yet registered for the South County Library Branch in Winslow Township. Jeff said that once the library publishes its spring newsletter, this may generate more interest in this new pilot location.

Frank said that Nidia Sinclair, Director, Career Center, did a great job facilitating a Workfirst NJ Orientation on January 30<sup>th</sup> and 31<sup>st</sup>. 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. They are planning to repeat the orientation annually for all vendors and partners so they will have a clear understanding of where customers can be referred to, and what resources are available in the various areas of service.

Nidia reported that the Career Center, Catholic Charities and the Board of Social Services are organizing an orientation for participants of TANF and SNAP who are reaching their five-year lifetime limit of receiving these benefits. The orientation will be conducted to give customers options and a plan for re-entering the workforce as well as make them aware of all the services available to help with that transition. It is planned that the customers will be invited to participate in the orientation 24 months prior to the expiration of benefits.

Nidia Sinclair also reported that she is continuing to work with upper management staff of the

Salvation Army Kroc Center. They will be hosting another job fair on Thursday, April 11, 2-7pm. She said the Camden County Spring Job Fair will take place at the Scottish Rite Theater on April 15<sup>th</sup> @9am-2pm, 315 White Horse Pike, Collingswood, NJ.

Nidia reported that Dr. Hill, Manager, Youth One-Stop, is working on some outreach projects including a youth event, Students United for Respect and Equality (SURE) hosted at Camden County College on March 22<sup>nd</sup>. Orientations are continuing on a regular weekly basis and they are going well. One-Stop staff have been attending meetings at the WDB in regard to the Summer Youth Employment Pilot Program (SYEPP) and a Propel America Training Initiative. Leslie said that notice of award for SYEPP has not yet been received.

- **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 there is a quarterly review of the program scheduled for today, March 8<sup>th</sup>, at Cooper University Healthcare office with Louis Bezich, Senior Vice President, Strategic Alliances. Jeff said that he and Frank Ciri will attend this meeting to review the progress of the Medical Coding Initiative.

Jeff reported that he was also contacted by Susan Bass Levin, President and CEO of Cooper University Health System's Cooper Foundation, to discuss a similar type of training initiative for Certified Medical Assistant (CMA) and Pharmacy Technician (CPT) careers. She is working with Propel America on a pilot program being conducted in some local area high schools for senior students with an interest in career paths in the Healthcare industry. Camden County College and American Training Center are offering the curriculum. Jeff suggested that both training providers apply for Pre-Apprenticeship In Career Education (PACE) grants to support the cost of the training. In the case of the college, the cost of the training is significantly higher than most similar training programs for CMA. The college's program is a six month program and offers a possible 22 college credits toward continuing education. Discussions are in progress with Cooper University Health System and Our Lady of Lourdes Health System to offer employment to the graduates after the training is complete.

- **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, Administrator, Case Management, Board of Social Services, reported she has been able to fill two staff positions since she took over her new position. She also reported that she is working with the State to make sure there is a solid system in place to handle the new voucher for supportive transportation and childcare services awarded to recipients attending work activities. She designed a survey to assess the needs of these customers. The case managers are currently reviewing the survey questions with customers. These funds will be added to customer's monthly benefit card as an electronic benefit transaction. The Board office is looking for more available work activities such as budgeting and financial literacy workshops that fulfill the requirement of participation. Salama is evaluating her department to find ways to improve processes and communication. Nidia said that she is also working with Salama to establish more cohesiveness with the Board's office that is established at the One-Stop.

- **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, Manager, Division of Vocational & Rehabilitation Services, (DVRS) that the office completed a federal audit with some findings on how paper work is being processed, along with other procedural concerns. He is organizing a series of staff trainings as a result of the audit starting on March 13<sup>th</sup>.

*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 reported the second cohort is nearing completion. A targeted hiring event or reverse job fair was conducted on March 4<sup>th</sup> at the Jefferson/Kennedy, Cherry Hill office, with 13 employers in attendance. Each participant was coached and prepared with interview and resume writing skills. They also created a job board with pictures highlighting the work experience skills they have gained in internship positions at the worksites.

- **EMPLOYMENT SERVICES**

Kristi reported her staff at Employment Services will participate in an AOSOS IAR and Intake Form Training with the Board of Social Services and the One-Stop on Monday, March 11<sup>th</sup>. Training Counselors, Case Managers and Interviewers will attend the training.

She also reported that an Opportunity Partnership Grant (OPG) was awarded for AAA Trucking Co. to provide a CDL training. An information session was held on March 5<sup>th</sup>, at the One-Stop with 27 customers in attendance. A second information session is scheduled for

March 26<sup>th</sup>. Employment Services also recruited a cohort for the Rutgers Talent Development Center. They received a grant to train Certified Home Health Aides. Customers eligible for the trainings are dislocated workers and displaced homemakers currently collecting unemployment or certain SNAP/TANF benefits.

Kristi also reported that Deb Dennis, Instructor, Jersey Job Club, is retiring on March 31<sup>st</sup>. There is also a new Regional State Supervisor for Business Services, and he has visited the local Employment Service offices. Jeanne Page-Soncrant, Camden County Business Service Representative, has moved her office closer to Employment Services.

- **REGIONAL ACTIVITIES**

Jeff reported that the Atlantic City Electric (ACE) Training Initiative is going well. The WISE training started on Wednesday, January 23<sup>rd</sup> at Camden County College, William G. Rohrer Center, 1889 Marlton Pike East, Cherry Hill, NJ. Leslie reported that 10 participants completed the WISE class. 17 participants are in the GIE Math Training getting ready to take the CAST test on Monday, March 11<sup>th</sup>. The WDB will be recruiting the next cohort in the fall and hoping to get more women interested in the program. Atlantic City Electric is committed to hiring the participants of the program for positions in their company or with contractors they work with. There is a pre-testing requirement to qualify for the free training. Participants must be at least age 18, and process a math aptitude of a ninth grade level or better to qualify for the training.

The Women in Sustainable Employment (WISE) Pathway is a course designed for women and men 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).

Leslie reported that Atlantic City Electric is still working out the details for the Line Training. They will be providing Atlantic and Camden counties with the curriculum for the class. Participants who pass the CAST test are invited to move on the Line Training. The dates and location of the training have not been determined.

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 change 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 line training.

- **SETC & GSETA UPDATES**

Kathleen reported Jeff attended the SETC meeting on Thursday, February 28<sup>th</sup> at the NJ Law Center, New Brunswick. Final guidance for the local and regional plan modifications were issued at the meeting. The SETC Board meeting was rescheduled to March 21<sup>st</sup> at the same location.

Garden State Employment and Training Association (GSETA) continues to meet monthly on the second Wednesday of the month. The GSETA Executive Team is meeting with the Department of Labor and Workforce Development on a quarterly basis to share information and developments at the State Level. This year's conference is scheduled for October 1<sup>st</sup>-3<sup>rd</sup> in Atlantic City. Leslie suggested that local area attendees register as early as possible.

- **CONSORTIUM & TIP UPDATE**

Kathleen reported that Jeff will be attending a Healthcare Consortium meeting on Friday, March 8<sup>th</sup> at Camden Technology Center, Room 201 (at Camden County College, 601 Cooper Street). 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 continuing to promote 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. The WDB issued a letter of support for Wiley Christian Behavioral Management Services (WCBMS), Pennsauken, NJ. They applied for the GAINS grant to train more drug and alcohol counselors.

Kathleen reported that the State is re-organizing the Targeted Industry Partnerships. 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 attended a meeting on Monday, March 4, 2019 at the New Jersey Department of Labor & Workforce Development in Trenton. The meeting was 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 was led by Robert Asaro-Angelo, Commissioner, NJLWD. The State also hired a consultant to assist in the reorganization of this initiative.

- **BUSINESS SERVICES TEAM**

Kathleen reported the Business Service Team is scheduled to meet again on Thursday, March 14, 2019 at the WDB office. Discussions about the Trades Awareness Initiative are continuing. There was more of a focus toward planning a career day at a local high school that would include a discussion about the Atlantic City Electric Initiative. She said that it has been a slow month for employer recruitments.

- LOCAL PLAN MODIFICATION 2019

The Workforce Innovation and Opportunity Act (WIOA) requires each local Workforce Development Board (WDB) to develop and submit, in partnership with the chief elected official (CEO), a comprehensive four-year plan to the Governor. The local plan shall support the vision, goals and strategy described in the State plan and otherwise be consistent with the State plan. Further, WIOA Section 108 and Title 20-CFR 679.500 require that the four-year local plan be modified after two years. On February 28<sup>th</sup>, the SETC issued final guidance for Local Plan modifications that are due to the SETC on or before June 30<sup>th</sup>, 2019.

Gregg asked the committee to review the final guidance, which is numbered to address certain areas in the current plan, with specific questions to be answered or addressed. The Committee reviewed the guidance and Gregg gave specific assignments according to the committee member's area of expertise. Gregg asked Leslie to assemble a list of the writing assignments and send them electronically to the committee after the meeting. The format of the plan is the same as the original plan's update written three years ago. The assignments will answer questions relative to the existing plan. He said that Leslie and Jeff will work with him to edit the contributions to the plan to make sure that it still reads with a good flow. He will ask new committee member, Bob Regensburger, Lockheed Martin, to review the finished version as a test to its readability before posting it to the website for public comment. Leslie asked that all writing assignments be returned by email, titled by the referring section or page number. Gregg said he would like the committee members to submit their assignments at the next meeting. He is targeting a completion date of April 30<sup>th</sup> so that the plan can go out for 30 days of public comment in early May and be placed on the Freeholder's meeting agenda in early June.

#### QUARTERLY MEETING UPDATE

The WDB Quarterly Meeting will be held on Wednesday, March 27<sup>th</sup>, @9am at the Camden County College, Blackwood Campus. Kathleen reported that Hugh Bailey, Assistant Commissioner, NJ Labor and Workforce Development, is scheduled to speak.

#### NEXT MEETING

The next Operations Committee meeting is scheduled for Friday, April 12<sup>th</sup>, 9:00 A.M. at the WDB office, 1111 Marlkrass Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

*Kathleen Varallo*

Administrative Assistant