

**Operations Committee Meeting Minutes**

**May 13, 2022**

**WDB Office, 1111 Marlkrass Road, Cherry Hill (Zoom Conferencing)**

COMMITTEE INFORMATION AND ATTENDANCE										
NAME	ORGANIZATION	TRUSTEE MEMBER	12-Oct-21	12-Nov-21	9-Dec-21	14-Jan-22	11-Feb-22	11-Mar-22	8-Apr-22	13-May-22
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications	✓	X	X	X	X	X	X	X	X
Cirii, Frank	Camden County One Stop	✓	X		X	X	X	X	X	X
Connors, Kristi	NJ Department of Labor, Business Services	✓	X	X	X	X	X	X	X	X
Deitz, Jeff	NJDVRS	✓	X		X	X	X	X	X	X
Jones-Benjamin, Michaela	Camden County Board of Social Services						X			
McFarland, Salama	Camden County Board of Social Services		X	X	X	X		X	X	X
Regensburger, Robert	Lockheed Martin	✓	X	X	X	X	X	X	X	X
Ludzaca, Raul	NJ Dept. of Labor			X	X					
Sinclair, Nidia	Camden County Resource Center				X		X	X	X	X
Weil, Bob, BSOT Chair	Connor, Strong & Buckelew	✓		X	X	X	X	X	X	X
Levitt, Alex	WDB				X	X	X	X	X	X
Swartz, Jeffrey S.	WDB		X	X	X	X	X	X	X	X
Vaughn, Debra	WDB						X	X	X	X
Williams, Leslie J	WDB		X	X	X	X		X	X	X

**Welcome**

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

**Approval of Previous Meeting Minutes**

- Gregg asked if there was any discussion or corrections to the April 8<sup>th</sup> meeting minutes. Hearing none, Gregg asked for a motion to approve the minutes.
- Frank Cirii made a motion to approve the April 8<sup>th</sup> meeting minutes. Bob Weil seconded the motion. The minutes were approved by a majority vote to the affirmative.

**WDB Planning and SETC Updates**

Jeffrey Swartz and Leslie Williams, Camden County WDB

- Once the US Department of Labor finishes reviewing the State plan, NJLWD will draft and distribute guidance for local workforce areas to write and submit their Local and Regional plans. The expected guidance release date is July 2022 with an end of the calendar year due date.

**One-Stop Director and Career Center Updates**

Frank Cirii, Camden County Career Center, Local Area Operations Director

- One-Stop operations remain open. The Unemployment Insurance (UI) continues to see an average of 65 people per day by appointment only. If necessary, UI phones are active to service walk-ins.
- Keith Austin is now retired, and his replacement has not been named. Nidia Sinclair is working with the temporary UI manager to address customer service language barriers. Currently, bilingual One-Stop staff are being pulled to translate for UI customers. Kristi Connors said there are no bilingual frontline UI staff except for those in the adjudication unit. Jeff suggested the new UI manager be invited to attend Operation Committee meetings.
- Two weeks ago, there was a threat incident which occurred by telephone. The County Sheriff's department and the local police investigated the situation and determined no further action was required. A copy of the incident report was provided to the One-stop. Kristi Connors inquired about policies concerning threats to staff at the One-Stop. Kristi suggested some form of communication to management be established.

- Frank continues to encourage One-Stop staff to register and attend Garden State and Employment Association (GSETA) trainings.
- Preparation to be a HiSet testing site continues. The One-Stop is waiting for hardware to be installed. The equipment quote has been approved by the County. The IT department is working to ensure new lines are being installed which is needed for the equipment to work.
- One-Stop is moving forward on the promotion of virtual services funded by the three (3) month extension of WFNJ funds. Thirty thousand (\$30,000) from SNAP and thirty thousand (\$30,000) from TANF will be used for promotional messaging for all One-Stop Services and partners including ads on Patco trains, TV, radio and social media. The One-Stop has also gained approval from the state to use a QR code to redirect users to the One-Stop web page. The State has however required more detail on the quote provided.
- The Chromebook Outreach Program, also funded by the three (3) month extension of WFNJ funds, will provide Chromebooks on loan to SNAP, GA and TANF customers. A total of 150 Chromebooks will be purchased, 50 for Youth Customers and 100 for general use. The loan program will allow customers to check-out Chromebooks for 4-week periods. The One-Stop is drafting an agreement with the County Library system to allow them to be a resource for the Chromebook loan program. The State would like quotes for insurance to cover theft and breakage. This program is being modelled after the Greater Raritan Chromebook Loan program. The One-Stop will forward all documentation sent to the State for use of the three (3) month extension of WFNJ funds to the WDB for record keeping and audit purposes.
- The Incumbent Worker Training program (IWT) has started with ShopRite Ravitz Family Markets. Laurie is working with Camden County College (CCC) to ensure all required documentation for program participants are in place. It was discovered that participants were not aware that Selective Service Registration was required to participate in the program. The One-Stop will ensure a print-out confirming registration is in each participant's file. No exemption to registration is allowed. The County has also expressed interest in a CDL incumbent worker training program.
- Youth One-Stop data entry has been turned over to the MIS department instead of counselor data entry.
- The Youth Work Experience program is almost ready to launch. Participants and worksites have been secured. The One-Stop is currently seeking an allowable method of payment for participant stipends. Three options are being evaluated. (1) Outsourcing programs and payments to **Rosy Arroyo's agency**, (2) Making payments through the County and (3) Making payments through the WDB. It was suggested that Summer Youth Employment Program (SYEP) participants be used to meet the WIOA youth work experience requirement. However, SYEP applicants do not have eligibility requirements. While the One-Stop will attempt to co-enroll SYEP participants, Laure Maguire believes only a few participants will meet youth work experience requirements.
- There isn't any new information on performance measures. MIS is waiting for a refresh from Future works.
- HopeWorks and the Camden Dream Center may be possible worksites for the Youth Work Experience program but no direct referrals for training can be made due to customer choice.
- The Youth One-Stop video is complete and ready for distribution and use. The full video is about 3 minutes long. However, there are 4-5 short clips from the video available for social media post. Alex will send out links to the video stored in the Google drive before the next meeting.

### **Board of Social Services Report**

Salama McFarland, Board of Social Services

*Administrative Updates, Staff & Training*

- The Board staff are busy serving an influx of customers due to benefits being terminated because re-certifications are no longer being automatically extended. Several customers did not complete their re-

application process or their interviews. Staff are working through at least 5 re-certifications a day and some are covering the navigation desk to assist with less urgent needs.

- Salama has been researching what methods are being used in other counties to better engage with customers and encourage participation in work activities.
- The Board is preparing to move to 101 Woodcrest Road in Cherry Hill. A satellite office will remain in Camden on Market Street to service the homeless population. Approximately 500 staff will be moving and less than 15 staff will remain at the current location.
- The Board is also preparing to digital reducing the amount of paper transactions and files currently in use.
- The following numbers are for April's activity:

New Applications Received	1502		
Total CSA's	72	59 - GA	13 - TANF
<i>CSA is an assessment to determine the type of work activity assigned or deferment from the work requirement</i>			
105	Clients were referred to employable activities		
82	Referred to G-Jobs (15 went and 7 stayed)		
12	CWEP referrals		
9	Employed		
72	Unemployable activities/exemption from work requirement		

- May Activity to date:  
For G-Jobs, 45 people were scheduled, 7 people showed up, and 6 people remain in the class.
- Salama suggested giving customers a choice in which work activity they would like to participate may result in greater participation and longer stays in the activity. Other counties provide a work activity orientation where the providers speak directly to the customers so the customers know exactly what to expect from the program.
- Kristi Connors will send everyone a video link from Mercer County demonstrating this method.
- Jeff talked about a model currently being used by North Jersey Partners which provides a 3-part delivery system including analytics provided by LinkedIn, training provided by Skillup and an internship coordinated by Dewey Parker. NJ Partners is using this system primarily in the manufacturing sector but is looking to expand its use in other sectors as well.
- Gregg wants us to give more thought as to how we can make our training and work activities more attractive, how do we encourage people to remain engaged and how do we help our customers make more informed choices?
- Frank and Salama informed the committee that NJLWD is requiring that our local area submit a weekly report which outlines the number of referrals from the BOSS and a flowchart explaining our referral process and programs with SNAP and TANF customers. They want us to include the number of referrals the BOSS sees and how those served get to the One-Stop. This is a requirement in order to remain eligible to keep the funding provided by the three (3) month extension of WFNJ funds. Salama is discussing with Nidia Sinclair and Laurie Maguire possibly using ASOS to gather the information. Salama is working on re-training her staff on how to use ASOS.

### **Summer Youth Employment Program**

Leslie Williams, Camden County WDB

- There have been approximately 20 worksite agreements submitted. There are several employers looking for help. There are 3 employers from the southern end of the county that have submitted

worksite agreements. Usually most employers are from Camden City or the municipalities in the northern part of the county.

- Funding has been approved for 45 participants. To date, only about 15 completed applications have been received. The deadline for submitting applications has been extended from May 13<sup>th</sup> to May 23<sup>rd</sup>.
- The program has been promoted to all High Schools in the county by sending information to guidance counselors, principals or making in-person presentations. Information was sent to Rutgers Camden, County food pantries, churches, synagogues and mosques. We are looking to find ways to motivate young people for summer employment.
- Youth Committee members have been asked to help interview participants as well as assist with the job readiness workshops.
- Participation requirements are the youth must be between the ages of 16 and 24 and must be a Camden County resident. The stipend for each participant is equivalent to \$15 per work-learn hour. \$13.50 is provided by the NJDOL Youth Division and the extra \$1.50 will come from the 3 month extension of WFNJ funds. Separate documentation and reporting is required for each source.
- This year, one of our worksites for 5 interns will be the State/County Department of Health. We have been asked to partner with them to provide interns who will work with their COVID prevention initiative and statistic data collection.

### **Business Services Outreach Team (BSOT)**

Robert Weil, Chair

- The most recent BSOT meeting was on Thursday, April 12<sup>th</sup>. Committee updates include the following:
  - The County Library System has received a grant for small businesses to borrow computer equipment.
  - The Camden County Regional Chamber of Commerce is looking to partner with the libraries for office space for in-person meetings.
  - NJDOL held a virtual recruitment. 124 people registered. 10 people attended.
  - Amazon held a recruitment event. 76 people attended. While hiring continues for many Amazon locations, hiring has slowed for the Bellmawr location.
  - Stockton University will hold an event on May 18<sup>th</sup> to promote wind energy career opportunities.
  - Camden Works will hold a job fair at the Freedom Mortgage Center on May 25<sup>th</sup>. This event will be done in partnership with the Camden Community Partnership (previously Cooper's Ferry). Representatives from the CCWDB and the One-Stop are scheduled to attend.
  - All Risk, a restoration company within the insurance industry, is looking to set up incumbent worker training.
  - Bob Regensburger said that Lockheed Martin is bringing employees back in-person to their Moorestown and Camden Campuses. Lockheed is working with Rowan University's School of Engineering, Math Departments and Computer Science Departments for research and development opportunities.
  - Bob Weil said that Connor, Strong & Buckelew are looking to hire insurance professionals
  - The next BSOT meeting is on May 19<sup>th</sup> at 2pm.

### **Division of Vocational & Rehabilitation Service Updates**

Jeff Deitz, Manager, Division of Vocational Rehabilitation Services

- DVRS is getting close to being fully staffed with the recent hire of 2 individuals. DVRS has hired a bilingual counselor.

- Appointments are still virtual. No date has been given for the return of in-person appointments.
- The State is continuing to do ID's again.
- Project Search: Lenape Regional High School District has purchased the Project Search License from TD Bank. TD Bank completed their program evaluations from their last cohort. Jefferson Hospital in Washington Township has purchased a Project Search License. There are currently 5 participants waiting for the Washington Township cohort and 5 participants waiting for the TD cohort.

### **Employment Services-LWD Updates**

Kristi Connors, ES Manager, Labor and Workforce Development

- Kristi met the RESEA Coordinator to review files and the use of DocuSign in preparation for their State audit. There are two staff co-leads who are tech savvy and are ensuring the system is working properly. The email notifications have been disabled which allows staff to run their own reports as needed.
- Staffing is down by one DVOP as he has moved to another job, working for Rutgers in North Jersey. However, a new Veterans Business Rep, Robert Brown, has been hired to cover Burlington, Camden and Gloucester Counties.
- There is a AAA CDL training that will start on May 30<sup>th</sup> for the OPG program. There are 10 in this fourth cohort. Ten per cohort is the maximum allowed.
- For GJOBS, 6 people were referred to Employment Services for resume writing and development.
- See Employment Services Outcomes below:

<b>Employment Services Outcomes</b>		
	<b>Month</b>	<b>YTD</b>
<b>Check in</b>	<b>593</b>	<b>5860</b>
<b>Provide Outcomes to Virtual Services</b>	<b>350</b>	<b>4091</b>
<b>Referred to Training</b>	<b>82</b>	<b>998</b>
<b>Referred from Training Counselor (Path to Employment Referrals)</b>	<b>16</b>	<b>104</b>
<b>Voluntary Work Campaign</b>	<b>4</b>	<b>120</b>
<i>*Path to Employment – MIS is starting to send people to the Career Connections Lab. Training participants are given 3 hours to provide their resume for assistance with revisions and update s with newly obtained credentials.</i>		

- For unemployment, there were an average of 54 people served daily for the month of May and an average of 56 people served daily for the month of April. Out of 1,359 UI appointments scheduled, 1,103 came to their appointment and 256 were no shows. That is a show up rate of 81%. With the 1,103 who showed up for their appointments plus the 14 who had confirmed appointments but were not on the schedule, UI served 1,117 people in the month of April.
- Appointments are being scheduled for 30-minute segments instead of 15 minutes.
- The UI Manager position and the UI Chief position have been posted and will close on May 26<sup>th</sup>. A new UI Manager should be hired by the end of June.
- Kristi gave Bergen County an overview of our processes along with our check-in forms. Bergen has not responded to date.
- Kristi also mentioned the links in the emailed version of the White Paper are not working.
- Gregg asked, will QLess, Google Docs or some other application be used to capture data concerning the number of people being served in each area? Kristi said to date, the State has left that decision up to the local areas. However, no official decision has been made.
- Concerning conducting hybrid classes, OWL camera technology has been provided to employment services to use in the classrooms. This will allow the camera to follow the instructor as they move across the front of the classroom so online viewers can be synchronous versus asynchronous.

- The governor's office has requested from each division a list of names who are eligible to work from home so that a possible hybrid schedule can be developed. The names are due by June 1<sup>st</sup> with an anticipated hybrid schedule start date of July 1<sup>st</sup>.

### **Regional Updates**

Jeffrey Swartz, WDB Executive Director

- Atlantic City Electric Initiative: The 4<sup>th</sup> cohort of GIE and WISE classes have started. The Physical Abilities Prep Class (formerly the Line School) has not yet started. All the safety equipment has arrived, however a bucket truck has not yet been secured.
- Chris Kolluri, the CEO of Camden Community Partnership, has been selected to oversee the Gateway Project which is a reconfiguring of the Hudson Tunnel. He was selected because of his experience as a former NJ Commissioner of Transportation. Camden Community Partners hired another staff person by the name of Quinton Law.
- The year-to-date stats for Camden Community Partners is as follows. There has been 1 new entry from 4/25 to 5/7. There are 810 people in the database. Of the 810, 683 are Camden City residents. 451 have been placed in jobs and 145 are not interested. There have been 27 new viable candidates identified in the database.
- The 2022 Fall GSETA Conference will be virtual. The dates will be announced shortly.
- Jeff has been asked to make a presentation to the Collegiate Consortium on June 8<sup>th</sup> about the partnership that exist between the CCWDB and Camden County College. Jeff has also been asked to give remarks at the Camden County College Adult Basic Education graduation on June 16<sup>th</sup>.
- Jeff reminded everyone about the Abilities Event scheduled for June 7<sup>th</sup> discussing PTSD in the workplace. It will be from 8:30 AM to 12:30 PM at the Camden County Boathouse. Registration is required.
- The Literacy Needs Assessment update is in progress. A graduate student has been retained to update the assessment with 2020 Census information along with any other information updates that may be pertinent to usefulness of the assessment. The intern has been providing monthly reports to the Literacy Committee. Ken Brahl, Chair of the Literacy Committee is satisfied with the intern's progress.

### **Operations Committee White Paper and Other Business**

Gregg DeBaere, Chair, Operations Committee

- The White Paper has been uploaded to the CCWDB website and send to committee members, Assistant Commissioner Hugh Bailey and Commissioner Robert Asaro Angelo.
- Bob Regensburger thanked everyone for their hard work on the paper. Bob stressed the importance of documenting innovation and the excellent results that are yielded from innovation, the importance of rethinking process and process flows and how people and staff are deployed. Bob said he believes this information was well captured in the white paper.
- Gregg asked if we could make an adjustment to the meeting date and times for the summer months. Everyone agreed to change the meeting dates to the third Thursday at 9:00 AM for June, July and August. Our next meeting date is Thursday, June 16<sup>th</sup> at 9:00 AM

### **Adjournment**

Gregg asked for a motion to adjourn. The motion was made by Salama McFarland and seconded Kristi Conners. The meeting adjourned at 11:04 AM.

Submitted by:  
Leslie J. Williams  
CCWDB Comptroller