

SYSTEMS PERFORMANCE COMMITTEE MEETING

May 22, 2020

Camden County Workforce Development Board Office (Zoom)

ATTENDANCE:

Members		15-Feb-19	17-May-19	23-Aug-19	15-Nov-19	28-Feb-20	22-May-20
Abusi, Pat, CHAIR	RailRoad Construction of South Jersey	X	X		X	X	X
Bryant, Janice	CCOS, Fiscal Manager	X	X			X	X
Cirii, Frank	Local Area Operations Director, CCOSCC	X	X	X	X	X	X
Doran, Ryan	IBEW Local 351	X					X
Maguire, Laurie	CCOS, Manager, Information Systems	X	X	X	X	X	X
Pape, Barbara	CCOS, Senior Accountant	X	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	X
Primas, Theo	WDB, Program Evaluator	X	X	X	X		X
Varallo, Kathleen	WDB, Administrative Assistant	X	X	X	X	X	X
Williams, Leslie J	WDB, Comptroller	X	X	X	X	X	X

WELCOME:

Pat Abusi, Chair, Systems Performance Committee, welcomed attendees and thanked them for taking time out of their schedule to attend the meeting (via Zoom). Leslie Williams, Comptroller, WDB made a roll call of attendees. Attendees discussed personal work status during the state of emergency.

The Committee reviewed the minutes dated February 28, 2020. Pat Abusi asked if there were any edits or corrections to the minutes. Pat asked for a motion to approve the minutes dated February 28, 2020. The first motion was made by Ryan Doran, Barbara Pape 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 Contract Analysis Summary through May 6, 2020 and the Fund Balance Report through April 30, 2020.

Barbara reported all reports are current. She said WIOA funds are in a unique position where there is funding that may be returned. It was hoped that SNAP recipients would be referred by the Board of Social Services for training using Adult fund but that did not happen due to the pandemic and waivers. The reports are showing accruals. Looking at the top of the Fund Balance Report, the first four lines include last year's funds. Those funds need to be spent by June 30, 2020. Some funds were sent back from provider who did not claim the funds. Some funds can be moved into other areas, but the top funds will be sent back for sure if they are not spent. She suggested moving some funds so they might be carried over. Notice of Awards (NOA) have not been received yet for the coming program year 2020-2021. The Committee reviewed Barbara's suggestions and agreed to let her analyze the accruals and move funds accordingly as allowed by WIOA reporting guidelines. She said if the funds are not spent in other areas she may have to move them back at year's end. Jeffrey Swartz, Executive Director asked if funds can be spent to upgrade systems for virtual services such

as an online orientation etc. Barbara said they can and are being used to upgrade systems. There must be a specific reason for the use of funds. The funds can also be used for supportive services that would help participants get to online services, but they must be eligible and coded in the AOSOS system. In other words, we need customers. Theo Primas, Program Evaluator, WDB, shared information he received from the WorkGroup about their plans for some upgrades to their online programming going forward. They queried a request to use some of the extra slot funding left over from WIOA funds to purchase additional supportive services such as headsets and microphone for chrome books they were able to purchase with other funding. She said that may be possible if the participants can be registered through our system. She told Theo to tell the WorkGroup to coordinate through the fiscal office. She will also research what items are allowable costs. Jeff also asked about the purchase of portable or stationary tablets at the check in area of the One-Stop. Barbara said it would most likely have to be a stationary device that is controllable. Jeff said there has been much discussion about the purchase of Kiosks for the One-Stop that would enhance information and walk-up self-service. The Committee discussed options for stationary devices that would enhance check-in services at the One-Stop. Frank Cirii, Local Area Operations Director, was not in favor of tablets or purchases that are not useable for WIOA customers. General One-Stop customer reception or public access area equipment would be another discussion and are not allowable expenditures of WIOA funds. He said if the funds were used to purchase equipment for Learning Link customers or youth customers served by the Resource Center, that would be something to discuss. Frank said he would like to see a more robust onboarding plan incorporated into the cost of any hardware purchase. He recommended the purchase of a scheduling and onboarding app that could be used by the One-Stop to schedule and safely space out customer appointments. This type of app could be used by phone by customers to access WIOA services. If this were an allowable expense, that would be awesome. The Committee discussed more options and agreed to research allowable applications for more efficient scheduling, tracking, and onboarding. Barbara noted that funds must be spent by June 30th and there is no way a purchase order can be set up by then. This type of purchase would have to be planned for the new program year. Her hope is that funding will be able to be carried over for reasons of the pandemic. We need to get customers into training.

Barbara reviewed other funding areas including the Learning Link, TANF and GA and SNAP. She said those areas are looking good. Performance is better than last year. Some of those funds will have to be sent back but its improved over last year.

Barbara reviewed the Contract Analysis reports. OEO funds are back in the budget as mentioned earlier because they did not access the funds. Current payments will be moved back so they can be moved forward. The Workgroup is still operating and likely submitting another reimbursement invoice before the end of the program year. Enrollments are low in all areas except for Center for Family Services. Jeff noted that the program year has been extended through September 30, 2020. Leslie said she was told year end has been extended but the program year will still start July 1,2020. The Committee discussed concerns about which funding will be extended or when the funding announcements would be made and what funding might receive budgetary cuts in the coming year. No written guidance has been received. It was agreed that written announcements and notices would be shared. Janice Bryant said all funding is not usually confirmed until it is submitted for resolution to the County Board of Freeholders. Theo said he would like to begin preparing Provider Offers as soon as possible because those contracts must be submitted for Freeholder approval by the June meeting to be approved intime for the start of the new program year. Barbara suggested

that Theo make the same offers as last year since the estimates are about the same. Theo said adjustments need to be made due to the second term renewal and added incentive agreed to at the last meeting. Barbara said adjustments in the level of service calculations can balance it out so that it matches the dollar amount of last year's offer and said she would review that with him prior to sending out the offers. Barbara discussed some technical aspects of the second term renewal option. She asked if anyone had any more questions about her report. Hearing no question, Pat asked for the next item on the agenda.

PROGRAM EVALUATOR REPORT

Theo Primas, WDB Program Evaluator. He referred the committee to his report submitted along with the meeting material. He reported as was mentioned earlier Individual Training Account (ITA) are in a holding pattern due to the pandemic. Some Vendors have gotten approval for online training. The Counselors are not writing any new vouchers for training. Having said that, he is awaiting resolution numbers from Freeholder approval for contracts submitted on the May meeting agenda. He said as soon as receives the numbers, the new program year contracts can get rolling. He will be sending out 40-60 contracts packages out. He is not sure how many will respond due to current conditions and there may be some new vendors requesting contracts as well. Barbara asked if a cover letter is included with the contracts. Theo said he always includes a cover letter that directs the vendor to what assurances and other items need to be included with the return responses. Barbara suggested including some language that pertains to the amiability of online training and we should also be encouraging vendors to note that on the ETPL. Theo said most vendors who are currently approved by the ETPL are set up for online learning. Some that are not have simply shut down and some have always conducted all their training online. Theo said he leaves it the vendor's approval by the Department of Education to be on the ETPL.

Theo reported the Think Tank Meetings for WorkFirst on March 5th and WIOA on March 10th were held. The group did as it usually does, an exhaustive page by page review of the prior RFP's. As a group, he was very impressed with some of the improvements they came up for the RFP and then Covid-19 happened. Looking down the line at the RFP process, he knew the logistics would be very difficult or unsafe to complete the usual procurement process. Theo said he approached County Council with the second term renewal option. The had some questions that were answered, and they approved the renewal with modifications, so the changes made to last year's RFP during the Think Tank Meetings became the Modifications for this year's second term renewal. The ideas the group came up with such as the cost per unit and extra benchmark incentives became part of those modifications. The only thing not completed was the procurement of any new providers. The positive changes will be reflected in the new contracts for WorkFirst NJ and for WIOA.

Theo brought up another item he wanted to discuss regarding accommodations. He approached the One-Stop Fiscal and MIS office with some modifications to the ways a provider could continue serving their participants virtually during the shutdown, measure performance and report skills gains. These special accommodations would allow the provider continue operation with assurances and bill for costs reimbursements. He said this really helped to keep the providers in business and saved some jobs. He presented the modifications included in his report. The providers submitted their plans for remote engagement and contact with their participants. The providers were required to document how they were staying in contact with participants and reporting to

the Management Information System (MIS), then they could continue to bill for cost reimbursement. Theo thanked all the staff and those in attendance for pulling together for the Think Tanks and or during times of crisis. He is proud of the work and solutions that are accomplished by the group. State and Federal representatives have often commented to him about the caring and accomplished efforts put forth by Camden County. There were some wrinkles with WorkFirst NJ customer waivers. They were told that work activities participation was voluntary during the pandemic. Providers have followed up with most of those participants. Theo noted another wrinkle in the system was that some of the benchmarks were time sensitive or in other words had to be achieved by a certain date such as GED attainment. Since the testing stopped, it impacted the provider's ability to report the achievement on schedule. Theo took a benchmark renegotiation plan to the State and FED for guidance. He said it took awhile but they approved the plan. Again, he thanked the group for pulling together to help with the renegotiation efforts. He noted that Laurie Maguire, Manager MIS, created the chart by which the benchmarks were measured in this new formula of timeframes and requirements. He directed the committee's attention to the three-page chart created by Laurie. The Committee reviewed the chart. Theo explained some of the cross references with the original RFP.

Theo said as a procedural matter, the renegotiated accommodations must be approved by the Systems Performance Committee and the recommended for ratification and approval by the WDB Executive Committee. It is a very comprehensive, yet easy to understand the requirements of achievement. Theo asked if there were any questions. Barbara noted that the 60-40 rational cannot be adjusted is included the prior year. The new contract but not so the performance-based contract piece only applies going forward from July 1, 2020. Theo said he would include the pages in the second term renewal modifications and note the dates of allowable adjustments from the prior and new program year term on another document. He did not want to complicate the chart. All agreed. Laurie suggested some other minor edits to make things clearer. All agreed. Theo also suggested Laurie check the number is the chart.

Jeff suggested the Committee review the document and approve it pending the suggested changes. Leslie said she will send it back to the Committee for final review with changes and then send it the Executive Committee for an electronic vote. Once it is approved, it can be sent to the Vendors and ratified at the next WDB Quarterly Board of Trustees Meeting scheduled on Wednesday June 24th. Laurie also suggested an edit in dates at the top of the document. They do not appear to clearly state carry over participation from PY 18-19. Barbara said both contract periods could be listed separately in the heading of the chart. Theo said he and Laurie would make further adjustments when it known the if the document would be carried into another program year.

Pat asked for a motion to approve the Out-of-School Benchmark Adjustments for Youth enrollees as of March 9 the per discussion pending minor edits. Barbara Pape made the first motion Pat Abusi made the second motion. By unanimous vote to the affirmative the motion was carried, and the motion was approved.

Pat asked if there were any other concerns for topics or discussions for the good of the order of the Systems Performance Committee. Kathleen confirmed the actions to be taken mentioned by Leslie earlier in the meeting to carry the motion forward and ratify it at the next Quarterly Board of Trustees meetings. He thanked everyone for doing a great job with the "Think Tank" Meetings and

coming together to provide workable solutions that helped keep services going during these stressful times. On a personal note, he wished everyone would be safe and stay healthy.

The next quarterly meeting of the System Performance Committee is scheduled Friday, August 21, 2020 @9:00am via Zoom conferencing.

Submitted by,

Kathleen Varallo

WDB Administrative Assistant