

**Operations Committee Meeting Minutes
June 16, 2022**

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

COMMITTEE INFORMATION AND ATTENDANCE										
NAME	ORGANIZATION	TRUSTEE MEMBER	12-Nov-21	9-Dec-21	14-Jan-22	11-Feb-22	11-Mar-22	8-Apr-22	13-May-22	16-Jun-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				
Maguire, Laurie	Camden County One-Stop								X	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
Ludizaca, Raul	NJ Dept. of Labor		X	X						
Sinclair, Nidia	Camden County Resource Center			X		X	X	X	X	X
Weil, Bob, BSOT Chair	Connor, Strong & Buckelew	✓	X	X	X	X	X	X	X	X
Levitt, Alex	WDB			X	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	X
Williams, Leslie J	WDB		X	X	X		X	X	X	X

Welcome

Gregg DeBaere, Chair, called the meeting to order at 9:07am and welcomed attendees.

Approval of Previous Meeting Minutes

Gregg DeBaere asked if there was any discussion or corrections to the May 13, 2022 meeting minutes. Gregg asked for a motion to approve the minutes pending edits and grammatical corrections. Jeff Swartz made the motion to seconded by Salama McFarland. The minutes were approved by a unanimous vote to the affirmative.

WDB Planning and SETC Updates

Gregg asked Jeff Swartz to elaborate on the MOU requirement the State has requested regarding the visually impaired. Jeff responded that the State would like an addendum added to the current MOU which would include the Commission for the Visually Impaired. Leslie Williams commented that the addendums are already included with the Commission as a partner.

Regional and Local Plan Update

Jeffrey Swartz, Camden County Workforce Development Board

Jeff Swartz stated that nothing will happen until the NJ plan has been approved at the Federal level, which should be upcoming. The timeframe for guidance by SETC will start in July, providing an execution window of 6 months. Gregg commented that guidance for local and regional plans has been delayed for just about a year.

The White Paper

Gregg asked if anyone had received any feedback on any distribution of the White Paper. Jeff Swartz stated that he forwarded the White Paper to the Commissioner, Hugh Bailey, The Heldrich Center, and Aaron Fichtner at the Collegiate Consortium. To date, there has been no feedback provided from anyone who received a copy of the document.

One-Stop Director and Career Center Updates

Frank Cirii, Camden County One-Stop Career Center, Local Area Operations Director

There are 9 resolutions for discussion at the upcoming Commissioners meeting, a majority of which were budget related. There was slight increase in the total budget of \$118,928. WIOA increased by \$158,928 but the Leaning Link budget was cut by \$33,000. The cut to the Learning Link did not come as a surprise, as it is largely the result of the fact that the funds come from the Unemployment Trust Fund, which was decimated by the claims resulting

from the pandemic. Opportunities for alternative funding sources and budget distributions for the Learning Link will be explored going forward. Literacy is the cornerstone of employment success for the people served by the One Stop and the Learning Link is a critical part of those services.

- One-Stop operations remain open with no major problems. The Unemployment Insurance (UI) has seen a substantial decrease in daily scheduled appointments over the past week and a half, for reasons unknown. The previous daily average of 65 in-person appointments is now at 35 per day. The UI phones are still active to service walk-ins. There have been no recent reported Covid infections among staff since the Spring. There has not been a permanent replacement named for Keith Austin.
- In-house and GSETA-provided training continues for staff. Cross-training for Learning Link tasks has met with some resistance to additional work responsibilities, but the training continues to ensure operations without interruptions due to vacations and absences. An on-call schedule of trained staff will be maintained to guarantee continuity of services.
- CASAS and HiSET trainings are live and GED Testing will commence when all the technical requirements are met. The marketing plan will kick off once GED Testing is ready to go live. Testing fees for One-Stop clients are covered by the county. As a regional testing center, fees paid by customers from outside agencies cannot be used for Learning Link purposes, as those funds will be paid directly to the State.
- After the next Youth Committee meeting, Youth One-Stop marketing will include Alex's video under youth services,
- CDL and Medical training remains active, given the relatively short training period and the income potential. CDL test scheduling remains an issue with the State motor vehicle services.
- The Incumbent Worker Training program (IWT) has started with a conglomerate of ShopRite markets. The County has also expressed interest in a CDL incumbent worker training program for its parks and municipal public works employees. Newly passed State regulation requires laborers must have a CDL license, so a cohort is being considered to meet those needs.

MIS, WIOA, Youth Work Experience

Laurie McGuire, Camden County One-Stop Career Center, MIS Manager

- Laurie McGuire discussed the youth engagement, noting that Jyi has seen 30 youth participants with 5 dropping off. CASAS seems to be a drop off factor. Eight of the youth are receiving virtual services, which also tends to be an area of high drop off because it is difficult to maintain engagement. Fifteen are actively enrolled in WIOA program. A few people were classified as ineligible with one person ineligible for any services because they are employed. A few people are in follow-up, and one is actively in training. Jyi is working on the Youth Work Experience Program, which is a cohort of 10, starting on July 11th. Laurie thanked Jeff and Leslie for providing a way to pay the youth and get the program started.
- Laurie stated that partnering in a cohort with Camden Dream Center will be limited to a discussion of offering supportive services because Jyi has a full schedule with the Youth Work Experience. Ten are ready to start and another fifteen waiting to be placed. The Hope Work/Camden Dream Works partnering will be removed from the agenda for the July meeting.
- Provider data entry has been assigned to MIS to free up Jyi. Diana Plaza has returned and will be assigned to supporting Jyi for youth coming through the program. There has been an uptick in registrations, which coincides the time of year that typically brings an increase of youth coming into the One-Stop.
- The Youth Commission - The current RFQ does not allow enough funding for a work experience program.

Summer Youth Employment Program

Leslie Williams, Camden County Workforce Development Board, Comptroller

- Forty-five youth participants are enrolled, and orientation started at Camden County College. There are a record number of employers (23-25) participating as work sites, including the Department of Health. Atlantic City Electric has partnered with the Summer Youth Program to fund two additional youth participants.
- Jeff Swartz noted that the youth seemed to be engaged and very excited about the program, and a number of parents attended the orientation and appear to be involved as well. He thanked the WDB staff and the people

who volunteered to participate in the orientation and work-readiness training. Alex thanked Laurie for her assistance in scheduling the intern interviews.

- Leslie stated that she will be undergoing direct-deposit training to process summer youth intern payments. Intake forms for the youth will be hand-delivered to Laurie McGuire for entry in the ASOS system for state-required identification number. She asked Laurie to provide banking information for the participants of the Work Experience, so she can process their direct-deposit payments.

Board of Social Services Report

Salama McFarland, Board of Social Services, Case Management Administrator

Administrative Updates, Staff & Training

- The Board staff is busy preparing for the agency relocation and, also working on their process improvement plan. Under consideration for the plan: identifying the necessity and efficiency of current practices, identifying the mapping process and who will be the first point of contact, and the determination of what forms will be used and to whom the forms will be handed off.
- The referral process is under review. Mandatory requirements and protocol will begin on 7/1. Salama is looking at the numbers of who is being serviced and considering what methodology will be most effective to manage the process, complete the paperwork and maintain communication to avoid losing a customer. Gregg asked if the outreach efforts used during the pandemic helped to update the agency files and made it easier to maintain the information and if there were any lessons learned from the operations methods used. Salama responded that the agency adopted practices to manage customers over the phone, but the hand-off process was different and the return to protocols and in-person scheduled appointments means adapting operations to meet those needs.
- Salama stated that the agency has a need to hire additional staff for the sanction unit. She also has positions to fill because of retirement and promotions. She is also seeking training for staff who are unfamiliar in some of the systems and getting them up to speed with the ASOS system.
- Salama, Nidia Sinclair and Kristi Connors are working on what methods will work best for the referral process to address the delays in information being securely transferred between the agencies efficiently.
- As of 7/1, clients assigned to an appropriate activity but do not participate are sanction eligible, but efforts will be made to avoid sanctions for non-compliance.
- The following numbers are for May's activity:

New Applications Received in May	1600	YTD Applications Received	8473
Total May CSA's	- 42	GA	- 29
		TANF	- 13
YTD Total CSA's	- 762	YTD GA	- 492
		YTD TANF	- 270
<i>CSA is an assessment to determine the type of work activity assigned or deferment from the work requirement</i>			
		May	YTD
Employable activities		67	296
Unemployable referrals/exemption from work requirement		57	489
Referred to G-Jobs		45 referrals (9 reported, about 5 remained in class)	174 referrals (31 reported, 17 remained in class)
CWEP referrals		11	60
Employed (received support from case management)		5	44

- June Activity to date: For G-Jobs, 19 people were scheduled, 3 people showed up. The number remaining in the class is unknown.
- Salama stated that converting agency files to digital format was supposed to commence on June 1st but has not started to date. Once the file digitization plan is in place and staff are in place with training, a report will be submitted to the State for approval to begin to destroy documents.

Division of Vocational & Rehabilitation Service Updates

Jeff Deitz, Division of Vocational Rehabilitation Services, Manager

- DVRS has hired 2 counselors, bringing to full staffing, with one starting in June.
- Project Search: Next year 5 interns will be assigned to Jefferson Hospital and 5 interns will be assigned to TD Bank. Washington Township School District has obtained a license to run a Project Search but there was not enough interest so two Camden County youth will be assigned to Gloucester County to fill their program. Jeff noted concern about having three programs within the regulated proximity. Lenape Regional High School District is back with TD Bank.
- A new work schedule has been instituted in the DVRS office, which entails three options of a hybrid work schedule, an alternative where you work nine days and get one day off, and the regular work schedule.
- The DVRS customer service numbers are starting to increase. New referral sources are being sought and involvement in re-entry is considered another way to increase service numbers.

Employment Services-LWD Updates

Kristi Connors, Labor and Workforce Development, ES Manager

- Kristi stated that preparation is underway to prepare for GA-28 Day in a hybrid way with many moving parts to be worked out. Virtual docs, Zoom sessions and Owl technology (camera follows the speaker) are tools that will be utilized to make it easy for people to complete work search without having to make multiple visits to the One-Stop for follow-up.
- The State has purchased software to block excessive personal use of Google Suite and email. The change is also interfering with the customers who use Google Suite for free to access to Google Docs for services. The software conflict is presenting a problem for Kristi to work with Google docs, and she is working around it while seeking a resolution to the problem.
- ES is going to a hybrid schedule with staff working remotely 2 days starting on July 1st. There are four optional schedules for staff to choose from, which seems to be good for morale. She stated that she believes the staff is more productive on a hybrid schedule. Staff meets weekly on MS Teams.
- Options to moving away from ASOS are being explored by the Modernization Team. Geo-Cities and Salesforce are being considered.
- TDI (Temporary Disability Insurance) info-sessions are being held on June 22nd to explore a presence for outreach in the One-Stop.
- OSHA held a Forklift Safety Certification class. Three people enrolled and earned the certificate.
- See Employment Services Outcomes below:

Employment Services Outcomes	Fiscal Year 2021 - 5700	
	May 13 – June 15	YTD
Customer Check in	507	6367
Virtual Service Center Outcomes	265	4356
Referred to Training	73	1071
Referred from Training Counselor (Path to Employment Referrals)	7	111
Voluntary Work Activity Campaign	1	121
<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 updates with newly obtained credentials.</i>		

- As DVRS gets back up to full operations, the availability of their interview rooms will be limited, and ES will need to use classrooms to meet with people.
- Keith Austin’s position was posted 10 days after he retired. A Chief position was posted and will be named ahead of the hiring of Keith’s replacement, so they will part of the interview process for managers. Steve Buscher is the current acting UI Manager. He has applied for the permanent position, but applications are not expected to be acted on until the Chief is named. Jeff and Gregg agreed that the acting UI Chief should be invited to WDB meetings.

Business Services Outreach Team (BSOT)

Robert Weil, Conner, Strong & Buckelew, Business Development Executive

The most recent BSOT meeting was on Thursday, May 19th. The next BSOT meeting is on June 15th at 2pm.

- Ryan Thompson chaired the May meeting in Bob's absence.
- During the May meeting, reports were provided by Business Services and DVRS regarding business activities.
- Jeff Swartz noted that a job fair was held by Camden Works at the Freedom Mortgage Center on May 25th. He commented that there is an uptick of employers looking for new hires, but they are still unable to fill the positions. A jobs report from the Labor Department revealed 229,000 first time claims filed, above the expected 227,000 but less than last week. The national rate is hovering at about 3.9%.

Regional Updates

Jeffrey Swartz, Camden County Workforce Development Board, Executive Director

- Atlantic City Electric Initiative: The 2022 cohort is now underway with classes at Camden County College.
- Atlantic City Electric now has a new initiative to fill positions for a contract with CCI to replace 500,000 meters in Atlantic, Cumberland, Gloucester and parts of Camden counties. The positions will be affiliated with Electrical Union Local 351 and will pay a starting rate of \$30.90 per hour. The training will start in July and 40-50 positions are expected to be filled in August. The contract length is approximately 18 months to complete the replacement of 500,000 meters.
- The safety equipment is on site in Egg Harbor Township for the Physical Abilities program of the Line School. There are approximately 26 participants in the program.
- Camden Works hosted a job fair at the Freedom Mortgage Center on May 25th which was fairly well attended. Arthur Barclay manned the county's booth. High school students attended in the morning with all others attending in the afternoon.
- GSETA: The GSETA conference will be held virtually in the Fall. The conference committee has been meeting and information will be provided at a later date.
- WIND Industry Conference – A job fair was held in Atlantic City offering opportunities for people who are at least 21.
- SETC: Gregg stated that three more boards were approved at a recent SETC meeting. A new development is that the SETC frowns on the policy having 2 individuals from the same company on the board. This may or not be an area of concern for Camden County WDB because two Camden County board members are from Truist Bank, but they work in different lines of business.
- Jeff reminded the meeting attendees that the Quarterly Board Meeting will be held virtually on June 22, 2022. The meeting will include elections of officers and committee chairs will provide updates for the year.

Operations Committee

Gregg DeBaere, Chair, Operations Committee

Gregg congratulated the Workforce Development Board on the Summer Youth Program.

Adjournment

Gregg asked for a motion to adjourn. The motion was made by Bob Weil and seconded by Jeff Swartz. The meeting adjourned at 10:45am.

The next meeting for the Operations Committee will be on Thursday, July 14, 2022 at 9:00am.

Submitted by:

Debra Vaughn, Assistant to the Executive Director