



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

**OPERATIONS COMMITTEE MEETING
MINUTES, JUNE 12, 2020**

WDB Office, 1111 Marlarkess Road, Cherry Hill (Conference Call)

ATTENDANCE

Member	11-Jul-19	20-Sept-19	18-Oct-19	14-Nov-19	12-Dec-19	10-Jan-20	14-Feb-20	13-Mar-20	24-Apr-20	8-May-20	12-Jun-20
DeBaere, Gregg T., CHAIR											
Atlantic Coast Communications	X	X	X	X	X	X	X	X	X	X	X
Cirii, Frank	X	X	X	X	X	X	X		X		X
Camden County One Stop											
Connors, Kristi	X	X	X	X	X	X		X	X	X	X
NJ Department of Labor, Business Services											
Deltz, Jeff		X	X	X		X	X		X	X	
NJDVR											
Jones-Benjamin, Michaela				X				X			
Camden County Board of Social Services											
Maguire, Laurie				X							
Camden County One-Stop											
McFarland, Salama	X	X	X		X	X	X		X	X	X
Camden County Board of Social Services											
Regensburger, Robert	X	X			X	X	X		X	X	X
Lockheed Martin											
Sinclair, Nidia					X	X		X	X	X	
Director, Camden County Resource Center											
Weil, Bob			X		X		X		X	X	X
WDB Chair											
Swartz, Jeffrey S.	X	X	X	X	X	X	X	X	X	X	X
WDB Executive Director											
Williams, Leslie J	X	X		X	X	X	X	X	X	X	X
WDB Comptroller											
Varallo, Kathleen	X	X	X	X	X	X	X	X	X	X	X
WDB Administrative Assistant											

WELCOME

Gregg DeBaere, Chair, called the meeting to order at 9:07am. He welcomed attendees to the virtual meeting and asked attendees showing phone numbers to identify themselves for the attendance record. The Committee shared personal experiences with virtual meetings and current working conditions. He reminded everyone the agenda is set up as usual to remind the committee about normal reporting and priorities.

ONE – STOP & WDB CERTIFICATION

Leslie Williams, Comptroller, WDB, confirmed the Partner Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA) were received by the state but there has been no feedback on these documents or certification documents. Gregg asked if any timetable for review or feedback was mentioned. Leslie said that once state staff are back in the office, we may be able to ask those questions.

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

Frank Ciri, Local Area Operation Director, reported the One-Stop is still officially closed to public access until further notice. Frank worked with One-Stop partners and the WDB to write a Covid Response, Local Area Re-Opening Plan. This plan was requested by Hugh Bailey, Assistant Commissioner, LWD, in a memo sent to the WDB on May 19, 2020. The plan has been submitted to the county administration office for approval and then to the WDB before sending it to the state. The County recommended the plan be sent to the County Department of Health. It is currently being reviewed by them. So far, the only comment made about the plan was how remote work will be assigned. Frank said he explained to them it is difficult to mandate because of all the different partner agencies. They will have their own work or scheduling processes. The

One-Stop will work to coordinate staffing so that not too many people are in the facility at one time. Gregg asked if the state is looking at a rolling schedule for their staff. Kristi Connors, Manager, Employment Services, DOL, said she submitted a plan to her state superiors that addresses work schedules and remote work. She will be setting up an alternating schedule that brings 50% of staff in the office while 50% work from home.

Frank said the next step will be to present the plan to the WDB Executive Committee for approval. The plan includes a statement of adjustment so if the Governor does change the rules, the plan can be changed to adapt. Gregg asked about a date for re-opening. Frank said dates are changing and he hoped that signage would not be made public until there is a solid date set for re-opening. These rolling dates are only making customers more frustrated.

Frank reported that part of the plan for re-opening will include the purchase of a new software app program, "Qless" that will help organize appointment scheduling and communication with customers. The application is like scheduling you would see in a doctor's office and hair salons. It can be used by phone or computer. Customers can schedule and check their appointment status all the way up to the actual appointment. The program also offers alerts and updates about any changes or delays to their appointments. It will also track workflow information as well as post the checklist of onboarding documents. It will boost productivity for staff as well.

Frank said management staff have also been working very hard to digitize services such as orientation and workshops. Gregg asked how much upfront support the software company will provide. He said proper set up and training is essential when introducing a new system into the workplace. Gregg also wanted to make sure that the reports will include information that was being collected in the workflow report that Kristi created before the closures. Frank said it may not include the same exact reporting, but it will be similar. Scott Stetzer, IT Manager, will be leading the installation and will be meeting with each One-Stop partner to set up the software according to their needs. Each partner area will have administrative access to their area's access. Kristi said the app may be able to provide more information than the former workflow reports. She said the application has great potential. Gregg said as long as there is one resident expert in-house to guide the transition, training and application, it sounds like it will be beneficial.

Frank said that he is planning to bring staff back to work at least one week before the actual re-opening date to get set up and trained on all the new safety protocols. Once opening commences, customers will be seen on a case by case basis, in meeting rooms or established cubicle areas. The only close contact with customers will be in the exchange of documents or paperwork. He also said that cleaning schedules will be stepped up and he is looking into barriers for the front of the facility if needed. Signage and ground markings will be handled by Brian Ferguson, Facilities Manager.

Gregg asked Jeff if he has heard any additional updates from Hugh Bailey, Assistant Commissioner, LWD, on his daily calls. Jeff said most of the information has been shared by Frank. The UI concerns are brought up on every call. The State is still reviewing possible protocols and next steps. They are assuring the WDB Directors that they are catching up on the backlog of claims but other than that there are no new updates. Keith Austin, Manager, UI for the local Camden area, has been transferred up to Trenton to handle tribunal or claim appeal cases.

Frank reported the shuttle is still running, although he is not sure how many people are riding it.

- LEARNING LINK UPDATE

Frank reported the Learning Link, is still running with current customers. Counselors are working with participants using remote tools so if customers have computer access, they can be onboarded for services. Gregg asked for confirmation that Patty Beach, Learning Link Counselor is still entering activity and engagement into the ASOS system. Frank confirmed. Frank said Nidia is exploring the possibility or feasibility of becoming a High Set testing site. This is the test of adult basic skills that leads to a GED. This option is being explored because it is not clear when Camden County College will be re-opening. They are the current High Set testing site.

- YOUTH ORIENTATION AND WORKSHOPS

Frank reported YOS management and the WDB participated in a conference call about the Youth Work Experience Program on May 12th. Matt Verney, YIC Chair, led the call. Some of the details about the program are being worked out so that when we re-open, youth can transition into that program.

Jeff reported the State awarded Camden County the grant to run a Summer Youth Employment Program again this year. The WDB will be meeting with YOS staff to decide the feasibility of running the program under the current conditions. There is not much time left in the summer to get the program up and running. The award notice was proposed for back in March of this year. Another challenge is the grant was awarded to the county, so they will have to accept it via resolution at their next Freeholder meeting. Some counties are turning the money back to the state. The WDB will be meeting with One-stop management and county staff to decide how to proceed. Bob Weil, Chair WDB, suggested the WDB explore the possibility of placing more emphasis on the training side and getting some youth involved with Contact Tracing. Most of these positions use phone contact only so the job can be completed safely. The Committee discussed ways to find and place youth in remote working positions. They discussed streamlining the application process, shortening the length of employment, and modifying the proposal with current condition concerns. Bob W. suggested the possibility of partnering with Cooper on a program that helps develop a credential for sanitization inspection. Sanitization standards are bound to be detailed and it will be included in all public access buildings going forward. There will be very specific OSHA and CDC guidelines to follow. Bob Regensburger, Lockheed Martin, suggested extending the term of program into the fall so it will give more time for planning implementation and award students the opportunity to work part time into the fall months.

Gregg asked if Stephanie Bitner responded to Nidia's correspondence about resuming Financial Literacy Workshops for youth at the YOS. Nidia reported she received a positive response from Stephanie. They will be in contact about the content and schedule of classes.

- 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 Lou Bezich, Senior Vice President, Strategic Alliances, Cooper University Health Care, is still planning on moving ahead with Emergency Medical Technicians (EMT). Hopeworks designed a brochure and support materials. There are no further updates at this time.

- **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, Case Management Administrator, Board of Social Services, (BSS) reported the agency is continuing to operate and are requiring temperature screening before staff or customers enter the building in Camden City. She asked Frank if there is a plan in place for this type of screening at the One-Stop location. Frank said he will defer to the county's policy on temperature screening. If necessary, they will implement the requirement at the One-Stop. Bob W. noted that he sent Frank a tear sheet about a temperature screening device. Frank thanked Bob for the information. The Committee discussed the benefits of screening going into the flu season. All agreed there may be a benefit to this type of requirement. Frank said he will work out the logistics of screening once the county provides guidance. He said all new safety protocols including the scheduling app will serve to improve productivity and customer service going forward.

Salama also reported all staff will be returning to work in July for 35 hours per week. All staff that have been out for school closings will be returning. All staff that are out for medical reasons will have to provide clearer documentation as to why they would have to stay home. More safety measures have been put into place and current funding levels do not allow for the purchase of remote work tools. The office has been very busy and there is a lot of work that needs to be completed. Most workspaces will be reserved for staff only. The first-floor Surrogate area will be open for seeing clients. There is some discussion about setting up special plexiglass screened interview booths but for right now there are telephones set up for communicating with clients. The Case Managers remain at their desk and they dial in to the phone on the desk where the customer is seated. The full-service interview takes place by phone and then paperwork is delivered for them to sign at a safe distance. So far, the state has approved this system of interview. As long as waivers continue, we don't have a mandatory face to face component for any of the programs, WorkFirst NJ or SNAP. The waiver will likely continue until the end of the year. Work Activities are still in the discussion stage, there are many factors to consider before the Board requires work activities again. There is no rush to set up the office differently and we will want to see how much of the activities can be done virtually. The Board is considering best

practices. Some virtual contact has been set up in other offices including Catholic Charities. There are more concerns about some social services such as housing and case management. A lot of those services need to be handled in person. All in all, the Board is trying to balance safety measures with providing adequate service to customers. Gregg asked if everyone is still required to wear facemasks. Salama said yes, they are, and she lifted her face covering to the camera. The rule is to wear masks only when social distancing is not possible but most of the staff are wearing masks all the time.

Gregg said it was mentioned at the last meeting that the Board was experiencing a back log of claims. He asked if this was still the case. Salama said staff is still catching up with some staff working only three days a week. Once they return to full time work in July, there will likely be some overtime hours. The number of intake applications has gone down but there is still a backlog. The re-certifications will be coming due soon so we will have to get those going as well.

- **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 Deitz, Manager, DVRS, was not on the call so there were no new updates reported. Gregg noted that much of DVRS supportive services are dependent on Camden County College being open. He asked if anyone on the committee has received information about a re-opening date. Leslie said colleges could open in July, but she has not heard any definitive dates for CCC.

Kathleen reported that Karen Marks, Jewish Family and Children Services (JFCS) attended the Abilities Committee call and she reported that the Project Search cohort is nearing completion of their internship with TD Bank and Jefferson/Kennedy Hospital. JFCS is the contracted training provider for the program. There are 10 participants in the cohort, and they are receiving remote access to some levels of training.

- **EMPLOYMENT SERVICES, LWD**

Employment Services provides Camden County with Career and Employer services including Temporary Disability Benefits, Family Leave Insurance, Maternity Leave, Unemployment Insurance, Social Security Disability and Workers Compensation. Services for employers included job candidate screening and recruitment. (Follow the link for more information) <https://www.nj.gov/labor/aboutlwd/>

Kristi Connors, Manager, Employment Services, DOL, reported she attended a virtual meeting on Wednesday, June 10th with Hugh Bailey, Assistant Commissioner, and other managers from around the state. It looks like UI will not be in the building upon re-opening the One-Stop, they are still working on a plan and messaging. Other managers on the call were sharing stories of irate customers in the parking lots of their offices, demanding service and help with unemployment claims. They were talking about having extra security placed outside the offices. They were also talking about bringing staff in before the end of the month, however, there has been nothing in writing from Human Capital Strategies. Without a written directive, its hard to bring non-essential staff back to work. Gregg asked if staff coding as non-essential was still up

in the air. Kristi said some staff can be given projects to complete at home. Some managers have directed staff to call labor relations. Kristi said her staff is working well and taking part in online training opportunities. Many of the onboarding to employment services is being set up to be done remotely. The State is using the Career Connections Website to post links to some online services. The State is relying heavily on Microsoft Teams for communication among staff. Kristi said, while there are not concrete updates, the State is aware of the concerns and is working on a plan. She also noted that locally, the team at the One-Stop works well together and they are being pro-active about re-opening preparation and new protocols. Other counties do not have this kind of corporation. Kristi said she is working on a system of tracking service at least until the new QLess system is fully implemented.

Kristi asked if some summer youth could be assigned remotely to help with training on online work programs. There may be some 18-24-year-old youth that may have this type of online computer experience. They might be able to work 20 hours per week on developing some trainings for staff at the One-Stop. Gregg said it is a great time for training and development in general. Leslie said any program changes will have to be discussed. The youth will still need supervision.

- **REGIONAL ACTIVITIES**

Leslie reported for Jeff, the Atlantic City Electric (ACE) Training Initiative, now in its second year of training 2020, is currently on hold due to college closures. Participants have been offered opportunities to take online training from CEWD. ACE has confirmed that there is no contractual breach of agreement due to unforeseen circumstances. All other counties have reported the same holding status.

Lernard S. Thornton, Jr., Senior Workforce Development Specialist, Delmarva, Pepco Holdings, has been newly assigned as the Liaison to the WDB's. He has recommended holding off on conducting an employer information session until he can organize more engagement by ACE Contractors. A Virtual Information Session is being planned for early September with ACE as the host. He also recommended postponing the Line Training until spring of 2021. This action may produce better outcomes for the participants. Conference calls are continuing with ACE, College Instructors involved with the program and WDB Directors.

- **CONSORTIUM & INDUSTRY PARTNERSHIP UPDATES**

Kathleen reported the Health Care Consortium meetings are usually suspended during the summer months. They hope to resume in the fall.

Kathleen reported for Jeff, the South Jersey Industry Partnerships, aimed at the manufacturing sector, is continuing follow-up discussions. She said that Jeff relayed there was some talk about going on to a new employment sector launch, however, he firmly expressed concerns about achieving good outcomes for the current manufacturing sector before starting any new partnerships.

- **BUSINESS SERVICES (BSR)**

Kathleen reported the Business Service Team continues to meet virtually and is receiving weekly updates from Jeanne Page-Soncrant, BSR serving Camden County. Jeanne is having some

success with the BSR “Job Matching” initiative. Jeanne reported to the team that she is sending an average of 2500-3000 emails per week to jobseekers. The process is time consuming. Kathleen said that Jeanne is also working with Wawa, ShopRite and other employer referrals the WDB has received for help with hiring. The Trades Initiative is on hold due to school closings.

QUARTERLY BOARD MEETING

The next WDB Quarterly Board of Trustees meeting is scheduled for Wednesday, June 24 via Zoom conferencing.

NEXT MEETING

The next Operations Committee meeting will be scheduled for Thursday, July 16, at 9:00am via Zoom conferencing. The Committee moved to a summer schedule of meetings.

Submitted by:

Kathleen Varallo

Administrative Assistant