



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

**OPERATIONS COMMITTEE MEETING
MINUTES, JUNE 13, 2019
1111 Marlkrass Road, Cherry Hill, NJ 08003**

ATTENDANCE

Member	13-Jul-18	14-Sep-18	18-Oct-18	9-Nov-18	14-Dec-18	11-Jan-19	8-Feb-19	8-Mar-19	11-Apr-19	17-May-19	13-Jun-19
DeBaere, Gregg T., CHAIR	X	X	X	X	X	X	X	X	X	X	X
Clark, Jeffery		X		X							
Cirii, Frank				X	X	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	X
Docherty, Joan		X	X	X	X						
Friedman, Joshua A.	X	X	X	X	X						
McFarland, Salama							X	X	X		
Medina, Connie	X						X				
Regensburger, Robert					X	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
Varallo, Kathleen	X	X	X	X	X	X	X	X	X	X	X

WELCOME

Chair Gregg DeBaere called the meeting to order at 8:30am. Gregg thanked the committee for their work and input to the local plan. All documents including the local, regional plan updates and the regional MOU were posted to the website for a 30 day local public comment period. Plan updates can be viewed on the WDB website at the following link. <http://www.ccwib.com/plans.html>

• **ONE – STOP & WDB CERTIFICATION**

Leslie Williams, Comptroller, WDB, reported the WDB received its certification on April 18, 2019. That certification process is complete. All documents to the One-Stop Certification process have been submitted to the State Education and Training Commission (SETC). These will be reviewed by the SETC sometime around the end of June. Receipt of the documents were acknowledged with a return email on June 10, 2019. She said that Theo Primas, Program Evaluator, is still working on the One-Stop monitoring tool/report. Gregg asked if a deadline was established to monitoring the One-stop. Leslie said there is no specific deadline. The fiscal monitoring tool will be modeled after what the State currently uses to complete that process. The SETC has requested each county's WDB monitor their One-Stop. This is not considered a hard requirement.

Leslie reported that the local and regional plan updates are posted to the website for public comment as mentioned by Gregg. Both local public comment periods are 30 days ending for

both by June 30th. Both plan updates have been submitted to the Camden County Board of Freeholders for review and signature of the Chief Local Elected Official. The Freeholder meeting is scheduled for Thursday, June 20th. Gregg asked if there were many changes to the regional plan. Jeffrey S. Swartz, Executive Director, WDB, said that the Regional Committee met on Friday, April 4th and Monday, April 8th at the CCWDB office to review and discuss updates to the regional plan. Allison Spinelli, Executive Director, Cumberland, Salem, Cape May Counties, has taken the lead in making the edits. All local county comments were forwarded to her. Her staff compiled the input and inserted it into the plan. Leslie said there were not many big changes, mostly minor updates regarding new local initiatives in each county and updates to regional activities. She said there were also some changes to the Memorandum of Understanding (MOU). Regional event cost sharing language was defined in the MOU. Gregg asked if any new regional events are being planned. Jeff said that all counties have lots of summer initiatives and certifications to complete so the partners agreed to wait until fall to begin planning another regional event. Bob Weil, Chair WDB, suggested combining some meetings such as a regional board meeting. Jeff said that can be discussed with the WDB Chairs. Bob said it may take effort and time but in the interest of respecting the time of board members in all counties, it could work to increase participation. It could also increase the ability of the regional partners to attract bigger name speakers. The Committee discussed some ideas about regional activities including convening at the Garden State Education and Training Association (GSETA) Conference in October. Jeff suggested a conference call with the WDB Chairs could be organized. All agreed to forward the information to the Executive Committee for discussion at their next regular meeting in July.

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

Nidia Sinclair, Director, Career Center, reported that all Counselors attended the on-line training modules provided to One-Stop staff across the State by the Rutgers University Heldrich Center for Workforce Development, with support from the NJ Department of Labor and Workforce Development. Gregg asked if the training was beneficial. Nidia said it was a very good reinforcement to some of the efforts now in place at the Career Center.

Nidia reported that the One-Stop and County received its notice of State and Federal funding for program year 2019-2020. Jeff said that the WDB is beginning the process of contracting with training providers since that announcement, however, contracts cannot be awarded until the funding is secure. Nidia also reported that the lease has been signed for the new One-Stop location at 131 Woodcrest Road, Cherry Hill. The staff is organized and ready for the move. We are waiting for certain repairs and building preparation to be completed. Gregg asked if there has been any negative feedback from customers about the move. Nidia said she has heard some grumblings from certain customers who are in the habit of visiting the current location. She remembered the same types of “how are we going to get there?” complaints coming from customers when the One-Stop was moved from Magnolia several years ago. Kristi Connors, Manager, Employment Services, asked if any more transportation arrangements have been worked out for customers with quest or transportation stipends. She also suggested arranging a shuttle to the new location from 2600 Mt. Ephraim Ave. for the first month of opening. She said the move includes a plan to stagger moving departments by a week, so there will be at least a week where services are divided between the 2 locations. The Committee discussed customer communications, transportation and logistics of the move. Advisements and announcements

about the move will be released as soon as concrete and consistent information can be provided. Kristi said that staff movement and placement at the new building will be coordinated between the managers of partner agencies co-located in the new building.

Nidia also reported the State Department of Labor & Workforce Development conducted a monitoring of the One-Stop on Tuesday, June 11th. Lisa Moore, Program Coordinator, LWD, and Laura Black, Executive Assistant, represented the State. They reviewed the system of entry by One-Stop Counselors to the One-Stop Operating System (AOSOS). They complimented how the counselors complete their justification statements. These statements give a complete overview of the customer's established career plan and steps toward training. Nidia said Camden's justification statements were called outstanding and shared with other program monitors around the state. Kristi said that she has heard others at the State level compliment Camden's system of documentation regarding customer career plans interaction. Nidia credited Inocencia Gutierrez, Manager Counseling Unit, for setting the standards of consistent reporting. She assigns Brian Ayscue, Professional Career Counselor, and former school teacher, to review all justification statements for completeness and correctness.

- LEARNING LINK UPDATE:

Nidia reported that the customer orientations for the Learning Link and connection to the Camden County College, Adult Basic Skills (ABS) Literacy and ESL classes are continuing. She said that the ABS announced its graduation ceremony will take place on Thursday, June 27th at the College's Blackwood Campus. The One-Stop referred 14 participants to this program. She also reported that some discussions were held during the State Monitoring about changes to follow-up with the learning link and, after exit, customer tracking. Nidia said follow-up has always and will continue to be a challenge because of changes to the customer's address or contact information. The Committee discussed possible solutions to this ongoing challenge including text messaging and social media methods of contact.

Nidia also reported that staff have completed the CASIS training or new test of adult basic education. This testing program will replace the TABE test. It is a shorter test and the cost is more affordable. In order to make the conversion from TABE to CASIS, the computer system will have to be upgraded to the WINDOWS 10 operating system. The transition will be completed in stages.

Nidia reported that youth orientations are continuing effectively and youth are engaged. There are no changes to report at this time. Gregg asked if TD Bank is still providing a financial literacy workshop for youth participants. Nidia said they are not and that the South Jersey Credit Union is providing workshops for participants of the Board of Social Services. We will be asking them to extend those services to the YOS.

- YOUTH AGEING OUT OF FOSTERCARE

Nidia reported that staff are still attending court sessions and probation, however, there has not been much of a response. Dr. Lauren Hill, Manager, Youth One-Stop, is re-evaluating the schedule in an effort to make a more efficient plan. She observed that something more needs to be done to engage youth who attend probation reporting. Lauren will be meeting with probation officials and wants to recommend some kind of a workshop that will give participants more information. It is not the YOS Counselor's responsibility to take the lead at probation to

make this happen. Nidia said that Sara Barbella, Vicinage Assistant, Chief Probation Officer, is happy to entertain the idea because she realizes there is something missing for the youth. As of now, the youth report to probation, sign in, answer a few questions, and then leave. It was suggested by Lauren that an orientation or workshop would give them options, information and engagement. The general thought is that the agencies that are seated outside of probation could join together in presenting an orientation for youth so that they will understand more of what is available to help steer them toward career paths, counseling or workforce opportunities. The YOS conducts this type of engagement and we want to share it with these youth as well. The idea would include asking the court judges to make attendance to this type of workshop a mandatory step in their probation plan.

Jeff said that many of these ideas can be discussed the upcoming Justice-Involved-Youth Follow-up Event on Tuesday, July 23rd, sponsored by the Annie E. Casey Foundation at the Crowne Plaza, Cherry Hill. The event is intended to discuss actions that have been implemented as a result of the original day of solutions held in October, 2018. Kathleen Varallo, Administrative Assistant, WDB, will be working with a team from the Foundation to plan the event.

- YOUTH MENTORSHIP PROGRAM

Nidia reported the program has ended for the year. A request has been made to the Board of Freeholders for a resolution to continue the mentorship program for another year. A request has also been made to Rowan University to provide youth mentor interns starting in the fall semester.

- SUMMER YOUTH EMPLOYMENT PILOT PROGRAM

Jeff reported the Camden County Workforce Development Board has identified qualified employers to participate in a 2019 Summer Youth Employment Pilot Program (SYEPP). He said he was very impressed with the youth candidates. Leslie said the WDB qualified 49 out of 59 applicants to be placed in a summer employment experience. The SYEPP Committee collectively reviewed the scored applications and made placement assignments at their last meeting on June 7th, at the WDB office. The WDB received 18 additional applications from the Camden City Summer Youth program. Those applicants are in the process of completing the same process as the WDB required for their applicants. This includes completion of the WDB application, an essay, 2 letters of recommendation and interview. All candidates that completed the process and showed up for the interview were considered for placement. If they were already working, lived outside the county, or refused their placement, they were disqualified from the program. Leslie said the WDB has been very thorough in following the process established by the State and has documented all interactions with the youth.

Jeff said the WDB staff have worked very hard on this initiative. Leslie said Dr. Hill, Manager, Youth One-Stop, are preparing a mandatory orientation that will be conducted on Monday, June 24th and Tuesday, June 25th at the Community Planning and Advocacy Council, 2500 McClellan Ave # 110, Conference Room A&B, Pennsauken Township, NJ 08109. Leslie said a program celebration event for participants, parents and employers is scheduled for Friday, August 16th, at the completion of the program. (Details to follow) The employers are being asked to send a follow-up evaluation of the program before receiving their final reimbursement.

- **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 said that the program is progressing in a positive way. There are no new updates at this time.

Jeff reported that discussions are continuing with Propel America and Camden County College to create a similar type of training initiative for Certified Medical Assistant (CMA) and Pharmacy Technician (CPT) careers. Propel America is conducting a pilot program in some local area high schools that introduces senior students to career paths in the Healthcare Industry. Camden County College and American Training Center will be the training providers. Jeff said that both training providers have submitted applications for the Pre-Apprenticeship In Career Education (PACE) grant to support the cost of the training. Jeff continues to ask for updates about grant awards from the State office of Apprenticeships. Currently, there are only eight students who qualified for the program. Propel America is continuing to follow the proper procedures so the One-Stop can establish eligibility for the 8 participants to receive a training grant through WIOA Adult or youth funds as an alternative plan. The WDB will closely monitor the outcomes for these youth. The success of the program greatly hinges on real job opportunities and placement for these youth.

- **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/>)

Gregg asked if the SNAP transportation stipend had been implemented. The standard funding allotment is ninety dollars (\$90.00) per month. The funds are designated to assist participants' travel costs to attend work activities. Kristi and Nidia said they were made aware that the program is being implemented on a case by case basis.

- **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) reported that a Field Chief has been hired. Her name is Helen Liu. Some of the duties of a Field Chief include the following;

- Provide leadership and direct management of DVR's Field Services Team.
- Oversee the delivery of DVR services statewide and assure compliance with the federal Rehabilitation Act and related federal and state laws, regulations and policies.
- Participate in development of the DVR State Plan and DVR Strategic Plan.
- Participate in and/or lead various departmental, divisional and interagency activities affecting the delivery of integrated DVR services within the Workforce Development System.
- Act on behalf of the DVR Director, when assigned, to attend various meetings, events and functions.

Jeff D. said a State Director has not yet been named.

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 D. reported that a meeting was held on Tuesday, June 11th at Jefferson/Kennedy Hospital to name a new training provider for the TD Bank training site. Jewish Children and Family Services has been contracted to serve both the TD Bank location and the Jefferson/Kennedy location. Both locations have committed to the program for another year.

- **EMPLOYMENT SERVICES**

Kristi Connors, Manager, Employment Services, reported that there has been no movement by the State to approve the hiring of new staff. She is lobbying for some type of clerk position. Many of employment services professional staff are doing their own data entry. This is not an efficient use of their time. It would be more cost effective to have a person on staff, at a much lower pay rate, to keep up with data entry.

She also reported that a State monitoring uncovered a best practice being used in Camden County which is to bring ITA grantees back to employments services at their 50% point in training for resume services. She was instructed to write a summary of this practice which also includes the language, for that requirement, in the contract with Training Providers. She requested a copy of the contract be sent to her by WDB staff. Kristi also requested that the Information Management office track and follow up with the training providers, to allow three hours of time to each grant funded participant to complete a Career Connections resume lab assignment. Once the lab assignment is complete, it is sent to employment services. Employment services staff work with the participant to edit their resume and prepare it for posting. Their chances of job placement are enhanced by this process. Nidia said that once the move to the new location is complete, it is her goal to set up a follow-up unit specifically trained for these types of customer connections. There are some follow-up measures now in

place, however, she wants to increase their efficiency and consistency. Kristi and Nidia agreed to work with the information management office, AOSOS, to accomplish this goal.

Kristi reported that Hugh Bailey, Assistant Commissioner, LWD, led the quarterly meeting of the Department of Labor and Workforce Development on June 4th in Trenton at the department office. She said Robert Asaro-Angelo, Commissioner, LWD, and other department leads were present at the meeting. The department wants to review current customer workshops for quality and consistency. Some review of the Summer Youth Employment program was discussed.

Kristi also reported that the State coordinator for ex-offenders attended a workshop in Camden County. The re-entry information session is conducted by employment services staff. The State is intending to make this orientation or information session a best practice for the State. She also reported that the Career Connections website will be replaced by the New Jersey Career Network website sometime after July 1st.

- **REGIONAL ACTIVITIES**

Jeff reported the Atlantic City Electric (ACE) Training Initiative is progressing. WDB staff, along with Atlantic County WDB staff, visited the Anthony Canale training yard in Egg Harbor Township, NJ. Atlantic City Electric staff met there as well. The training center is willing to host the training and Atlantic Cape Community College is willing to contract as the Training Provider for the program. The instructor will contract with the college. The college will provide the training for both counties and Atlantic City Electric will provide and set the poles for the climbing exercises. A general meeting about the program has been scheduled for Tuesday, June 18th at the Luciano Conference Center, Cumberland County College Business Campus, 3322 College Drive Vineland, NJ 08360.

- **SETC & GSETA UPDATES**

Jeff reported he and Leslie attended the Garden State Education and Training Association (GSETA) Retreat on Wednesday and Thursday, June 5th and 6th. The annual retreat was held for the purposes of planning the GSETA mission and vision and the annual conference in October. Topics on the agenda included Successes and Challenges in WorkFirst NJ Programs, Follow-up Procedures and Youth Programs and Services. Reporting Tools and Strategies were also discussed. Hugh Bailey, Assistant Commissioner, LWD, attended the retreat. GSETA is very focused on aligning with the goals of the new LWD administration. He also said that this year's retreat shared many best practices from around the state.

- **CONSORTIUM & INDUSTRY PARTNERSHIP UPDATES**

Jeff will attend the Healthcare Consortium meeting on Thursday, June 13th at Virtua Hospital in Camden. He continues to attend these meetings regularly and gives updates about what's happening around the County in the area of workforce development. He also reported that he attended a conference call on June 4th to discuss the next generation New Jersey Industry Partnerships. Discussions are still in the planning stages. The State is planning some kind of two day Academy for some time in September 2019. The plan is to convene a meeting led by employers, educators, economic and workforce development professionals. He said the State

has hired a consultant that is modeling the program after other similar programs run in other states. More information will be forthcoming.

- **BUSINESS SERVICES (BSR)**

Kathleen reported the Business Service Team will meet today Thursday, June 13th, 2019 at the WDB office. The team is continuing discussions about conducting a Trades Initiative or Career Day at a local High School. Jeff said he and Kathleen met with Art Campbell, WDB member, on June 12th to discuss this initiative to get more of an idea of his thoughts and direction. A meeting will be set up with the principal and superintendent of the Overbrook High school. The idea will be extended to them to host a trades or career day with the support of the WDB. Jeff said Art felt that the school should dictate the type of event it would be in favor of us hosting. The WDB would support the event with speakers, data and information about career opportunities in the trades or non-traditional career paths.

- **QUARTERLY MEETING UPDATE**

The WDB Quarterly Meeting will be held on Wednesday, June 26th, @9am at the Camden County College, Blackwood Campus. Jeff confirmed that Maria Heidkamp, Director, Program Development & Technical Assistance, Heldrich Center for Workforce Development, Rutgers, The State University of New Jersey, will speak about the Career Coaching Network.

NEXT MEETING

The next Operations Committee meeting is scheduled for Thursday, July 11th, 8:30 A.M. at the WDB office, 1111 Marlkrass Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

Kathleen Varallo

Administrative Assistant