

Committee Members		27-Jun-18	26-Sep-18	19-Dec-18	27-Mar-19	26-Jun-19
Abrams, Barbara	Jewish Family and Children Services					
Arroya, Rosy	CPAC					
Banks, Evangeline	Juvenile Justice Commission					
Bryant, Janice	Camden County One-Stop					
Cipolla, Joe	JEVS					
Clark, Jeffrey	Division of Vocational Rehabilitation					
Davis, Keith Pastor	Camden Dream Center Technical Training School					
DiRenzo, Patti	Camden County One-Stop					
Forman, Lois	Independent Rehabilitation Jewish Family & Children Services				X	
Knoff, Dick	Marketing Professional					
Lucas, Angela	Jewish Employment and Vocational Services				X	
Maguire, Laurie	Camden County One-Stop, MIS Manager	X		X		
Mayor Thomas Weaver	Clemontton					
McCormick, Carol	Camden County College, Business Services	X	X	X	X	X
McKinsey, Denise	Respond Inc.	X	X	X		
Nicolasa, Medina	Deputy Director, Board of Social Services	X	X			
Newman, Jason	NJDOL, Veteran Services	X	X		X	X
Page-Soncrant, Jeanne	LWD, Business Services			X	X	
Pape, Barbara	Camden County One-Stop, Fiscal Manager			X		
Peterson, Jyi	Camden County One-Stop, Youth Counselor				X	
Rhoton, Daniel	Director, Hopeworks					
Rodgers, Danielle	Camden County One-Stop					
Sinclair, Nidia	Director, Camden County Career Center			X	X	X
Vasquez, Marisol	Camden County One-Stop, Youth Counselor					
Waller, Darchelle	Winslow Township High School	X	X	X	X	
Wardlow-Hurley, Rhonda	HACC Youth Build					X
Wilson, Janea	NJDOL, Business Services					
Guest:		27-Jun-18	26-Sep-18	19-Dec-18	27-Mar-19	26-Jun-19
Allen, Mikala	Camden County One-Stop Career Center	X	X			
Ayscue, Brian	Camden County One Stop Career Center	x	x	X	X	
Baxter, Fred	Camden Health and Athletic Association				X	
Bezich, Lou	Cooper Health					
Bonnette, Darlene	NJ MVC			X		
Brand, Tina	DVR- Camden					X
Burch, Mona	Image and Attitude	X				
Candelaria, Heather	NJCBVI			X		
Cassidy, Kathy	Camden County Technical School	X				
Covington-Hoess, Christine	CFS					
Cerrito, Vincent	RAI	X		X		
Colquitt, Tammy Dr.	Image and Attitude	X				
Corriveau, Anita	Center for Family Services					X
Curry, William	Camden County One-Stop, EO Officer					
Davis, Sunday	Camden County Career Center					
DeLucia, Dan	Keller Williams				X	
Doblick, Duke	Literacy Assessment Fund	X				
Dombrowski, Joseph	LWD					
Draft, Dyon	Camden County Board of Social Services					X
Eisenmann, Kevin	Camden County One Stop	X	X		X	
Ellison, Alexis	Community Options			X	X	
Farmer, Natalice	Camden County Board of Social Services					X
Felch, Lisa	Camden County BSS				X	X
Friedner, Debbie	Camden County College			X		
Fussell, Imani	Camden County	X	X	X		X
Gilani, Raza	America Works of New Jersey, Inc.	X				
Gao, Ni			X			
Grabelle, Lisa	Bags of Books/Love Letters			X		
Guzman, Elizabeth	DVRS	X		X		
Hanna, Kaina	Camden County College		X			
Heidkamp, Maria	Rutgers - Heldrich Center					X
Hewlet, Bryce	Respond Inc.				X	
Hill, Lauren	Camden County Career Center, Youth Manager					X
Iannucci, Susan	Camden County College		X			X
Janowiak, Carol	Camden County Board of Social Services					X
Johnson, Shani A.	Camden County College- Camden City		X			
Kaur, Kinder	America Works of New Jersey, Inc.	X			X	
Kilson, Yvonne	Camden County College					X
King, Druccella	Employment Service				X	
Kinzy, Joann	Camden County College	X	X	X		
Kline, John	Camden County BSS				X	

Guest:		27-Jun-18	26-Sep-18	19-Dec-18	27-Mar-19	26-Jun-19
Leonetti, Mike	DMV			X		
Levitt, Jill	DOLWD	X				
Mannino, Maritza	EMR			X	X	
Marchetti, Tony	CCC Retired			X		
Martinez, Marilyn, Dr.	Camden County College, Interim Dean					
MacEwan, Mike	MacEwan Consulting		X			
McGraw, Terry	Public Safety					
McFarland, Salama	Camden County BSS				X	X
McIntyre, Stephenie	CCBSS				X	
McKelvey, Chris	LWD	X				
McLaughlin, Margie	Salvation Army/ Camden KROC Center				X	X
Morris, Robin	Camden County One Stop			X		
Nieves, Aida	EMR				X	
Perez, Angel	Camden County One Stop	x				
Picciurelli, Vincent	Mid Atlantic States Career and Educational Center				X	
Quattrone, Cathy	Camden County Technical School		x	X	X	x
Respes, Avidon M.	BRIODS Mindset Media Music			X		
Reyes, Alice	Guest of Success Story	x				
Rhodes, Jim	Camden County Deputy Administrator					
Robles, Diamond	EMR Success Story				X	
Robinson, Terrenny	NJ Industry Partnerships				X	
Russick, Nancy	EMR			X	X	
Russomanno, Salvatore	Applied Enterprises, LLC	X				
Sayles, Keith	Camden County College			X	X	X
Schwenke, Ron	LAN Associates			X		
Silas, Lestres	Bancroft				X	
Shaffer, Derena	Camden County College			X	X	
Soto, Candy	EMR				X	
Stanford, LeRoy	Camden County College		X			
Strothers, Sandra	NJCC Foundation				X	
Taguwa, Denise	Department of Labor Workforce	X	X	X	X	
Vaccari, Raymond	Manufacture New Jersey	x	x			
Veneziani, Jennifer	DVRS, Business Outreach Coordinator	x	x	X	X	
Venable, Margo	Camden County College			X	X	
Wallace, Jaclyn	Camden County College		X			
Williams, Rev. Michael	Abundant Life Fellowship Church	x	x	X	X	x
Williams, Steve	Camden County Finance					
Wright, Anna Marie	Camden County Purchasing					
Young, Jonathan	Camden County Board of Chosen Freeholders	x	x	X		
Yuen, Paul F.H.	NJ LWD					
Zeck, David	MASCEC				X	

CALL TO ORDER

Chair Robert (Bob) Weil called the meeting to order at 9:05am.

WELCOME

WDB Chair Bob Weil welcomed Board members and guests, thanked them for attending the quarterly Board Meeting and asked for introductions.

INVOCATION

Rev. Michael G. Williams Sr. from Abundant Life Fellowship Church delivered the invocation. WDB Chair, thanked Rev. Williams for giving the invocation.

WELCOMING REMARKS

Bob introduced Donald Borden, President, Camden County College, as host of the meeting, to provide welcoming remarks. President Borden welcomed attendees and said he was happy to host the meeting at the Gloucester Township campus, the mailing address being Blackwood, NJ. He noted that the County Veterans Affairs Office is now located here at the Blackwood Campus. The office is located above the campus library in an outstanding facility. Many of the benefits that Veterans receive are related to education so he sees the partnership very fitting to serving the needs of Veterans in the County. He also thank Jonathan Young, Freeholder, Liaison, for his continued support of the college and the overall of focus of our workforce efforts.

President Borden stated a factoid that there are more people living today than have ever died on the planet. Efforts to find food, housing and livable wages for families is more important than ever. Finding purpose in this effort is a very amazing challenge. We may only play a small part in this world challenge but that should drive us to be ever more motivated and to do an even better job at serving the individuals that come into our respective places of business for help.

President Borden introduced Susan Iannucci, Job Developer, Camden County College, to speak about a new program that is being implemented between the college and senior high school students. Susan presented the Career Now program for High School Students. The program allows students to earn career certifications while attending high school. They can attend classes at four Camden County College, Career and Technical Institute locations around the County. Careers include culinary, welding, mechanical careers, HVAC and others. Students may qualify by obtaining a letter of recommendation from their high school guidance counselor or principal, register for classes and arrange for a student payment plan. Students are offered a discount rate equivalent to 1 college credit. The programs include career counseling, interview skills development and job placement assistance. Students may qualify for college credits that can be applied toward further college education or an Associate's Degree. Susan said she looks forward to working with the community and area schools to offer this opportunity to students who are not sure about attending college or as an alternative career path. More information can be found by contacting the office of continuing education 856-374-4955 or email contact at tradetraining@camdencc.edu.

Bob Weil introduced Jonathan Young, Freeholder Liaison for additional welcoming remarks.

Freeholder Young welcomed attendees and complimented the College's Career Now program. He said that discussions have long been taking place, in the County, about how to connect youth to alternative options to a four year college degree. There is no competition when it comes to providing these types of opportunities. Freeholder Young went on to say that these types of efforts make him proud to serve a county that seeks to reach and fill the needs of every citizen so they can move forward to a sustainable living. The work that is done here in this county is second to none. He takes every opportunity to promote and speak praises, at the state level, about the hard work, dedication and ground breaking initiatives being implemented in Camden County. Last year alone, this county employed almost 800 Camden City residents throughout the County. It has been said that as Camden City is improved and developed, it reaches and effects the entire county and as the county is impacted, it impacts all of South Jersey. Camden County needs not make any apology for making city improvements such as the movement of European Metal Recycling (EMR) into Camden City. This move put 200 residents to work. Two hundred people not only have a job, they have a career with a livable wage, 401K and benefit packages. He said he whole heartily believes in the people here in the room responsible for serving the residents of the County. He knows they believe in him. He thanked everyone again for the great work that is being done and for all the work that will be continued into the future. He said he will continue to support and fight for Camden County and for Southern New Jersey.

BUSINESS MEETING

SUNSHINE LAW

Matt Verney, Vice Chair, read the sunshine law. In accordance with the Sunshine Law and the public's right to know, we are required to provide adequate advance notice of our meetings. This meeting was advertised on the WDB's website and in the Courier Post Newspaper on June 19, 2019. Therefore, the public is welcome to witness the process by which governmental decisions are made and see democracy in action.

APPROVAL OF MARCH 27TH, 2019 MEETING MINUTES

Matt referred to the minutes from the last quarterly meeting of March 27, 2019. These minutes were sent electronically to the full Board of Trustees for review. Matt requested a Motion to approve the meeting

minutes from March 27, 2019. The first motion was made by Frank Cirri and seconded by Matt Riggins. By majority vote of the affirmative, the motion was carried and the minutes were approved.

INSTALLATION OF OFFICERS, PAT ABUSI

Pat read the following motion; As stated in the bylaws of the Camden County Workforce Development Board, Article Six, Section Two-election and terms of officers: The officers shall be elected by the Board at its June meeting. The nominating Committee comprised of three trustees, not wishing to serve as officers, present the following slate of names for installation:

Robert Weil, Chair
Matthew Verney, Vice-Chair
Gregg T. DeBaere, Secretary/Treasurer

Pat asked for any other nominations from the floor. Hearing none, he said each Officer shall hold office for one year commencing July 1, 2019 and ending June 30, 2020.

He requested motion to install the nominated Corporate Officers. The first motion was made by Marlyn Kalitan and seconded by Jim Bresch. By majority vote of the affirmative, the motion was carried and the installation of officers was approved.

APPROVAL OF THE REVISED MASTER BUDGET, ROBERT WEIL

Bob read the following motion; In front of you please find the 2018-2019 revised master budget sent to the full board electronically for review on June 12, 2019. The master budget now includes SUMMER YOUTH EMPLOYMENT PILOT PROGRAM funding shown in the last column highlighted in yellow. In accordance with the New Jersey State Employment and Training Commission policy resolution #2016-03, any significant revisions to the master budget must be reviewed by the Systems Performance Committee and re-presented to the full Workforce Development Board of Trustees for approval.

He asked if there were any questions regarding the budget. Hearing no questions, he requested a Motion to approve the Revised 2018-2019 Master budget. The first motion was made by Donald Borden and seconded by Pat Fitzgerald. By majority vote of the affirmative, the motion was carried and the revised budget was approved.

APPROVAL MOTION TO EXERCISE THE TWO (2) YEAR OPTION TO RENEW THE ONE-STOP OPERATOR AGREEMENT WITH THE COUNTY OF CAMDEN, ROBERT WEIL

Bob read the following motion; Effective for PY 2017-2018, WIOA law mandated the One-Stop Operator position be competitively bid. The Camden County WDB assembled a taskforce to review and score submitted proposals. Based on the results of the scoring, the taskforce made a recommendation to the Executive Committee for Camden County to be the One-Stop Operator for PY 2017-2018 and PY 2018-2019. The Executive Committee accepted and approved the recommendation from the taskforce.

Per the Request for Proposal and the Agreement between The County of Camden and the Camden County Workforce Development Board (CCWDB) effective August 2, 2017, the CCWDB has the option to renew the contract for an additional term of two (2) years, to June 30, 2021.

The members of the Procurement Taskforce and the Executive Committee have voted to exercising the option to renew the One-Stop Operator Contract with the County of Camden for a term that shall commence on July 1, 2019 through to and including June 30, 2021.

Bob requested a motion to ratify the action to exercise the option to renew the One-Stop Operator Contract with the County of Camden for another two (2) year period? The first motion was made by Pat Abusi and seconded by Bob Schiavianato. Frank Cirii, Local Area Operations Director, abstained from voting. By majority vote of the affirmative, the motion was carried and approved.

REGIONAL AND LOCAL PLAN UPDATE 2019 - REVIEW

Gregg DeBaere, Treasurer, and Operation Chair, WDB presented the local plan and regional plan update 2019. He reported that the Operations Committee was charged with the task of overseeing the task of reviewing the plans and answering a selection of questions as per the State Education and Training Commission (SETC) guidance released February 28, 2019. The questions included a review of programs to see what worked and what did not work as well as stating any new processes or initiatives implemented since the original plan of 2016. The plan updates have been posted to the website for a 30 day public comment period and presented to the Camden County Board of Freeholders for review and signature of the chief local elected official. There is no vote required. The plans will remain posted to the website at ccwib.com. He also reported the WDB Certification process is complete. Camden County was one of the first WDBs to receive this an approved certificate on April 18th at the SETC general Board Meeting.

CAMDEN COUNTY ONE-STOP CAREER CENTER, REPORT

Bob introduced Frank Cirii, Local Area Operations Director. Frank reviewed the following report.

WIOA Performance Reports, Program Year 2018 (July 1, 2018 through June 30, 2019):

- Adult, Dislocated Worker, and Youth (WIOA Title I):
 - *Employment Q2* and *Median Earnings* are based on participants who exited the program between 7/1/17 and 6/30/18.
 - *Entered Employment Q4* and *Credential* are based on participants who exited the program between 1/1/17 and 12/31/17.
 - Performance Target results:
 - Adult (A) - Exceeding 4 of 4 measures;
 - Dislocated Worker (DW) - Exceeding 3 of 4 measures, Met 1 measure;
 - Youth - Exceeding 3 of 3 measures, *Median Earnings* not available.
 - Data not available for *Skill Gains* measures under A, DW, and Youth.
 - PY18 Data through Quarter 3; Quarter 4 not included as of 6/26/19.
 - Credential data is not accurate in current report; LWD continues to address this issue.
 - Career Counseling services since July 1, 2018 total 1,248.
 - Training service levels since July 1, 2018 total 290 participants approved for training with more than 350 participants completing a training program by June 30, 2019.
 - Youth levels of service currently reflect 143 with 39 receiving training grants.
- Wagner Peyser (WP), WIOA Title III:
 - Performance Targets
 - WP Exceeding 3 of 3 measures.
 - Over 7700 participant services have been provided so far since July 1, 2018.
 - More than 758 interviews were conducted through Employer Recruitment Events.
- WorkFirst NJ (WFNJ):

- More than 404 participants enrolled since July 1, 2018 with an additional 337 program completions.
- Smart Steps enrolled an additional 6 participants with 12 participants completing the program since July 1, 2018.
- Workforce Learning Link (WLL):
 - More than 95 participants received basic literacy services since July 1, 2018.
 - A total of 16 participants achieved a High School Equivalency.
 - More than 44 improved basic literacy skills.
 - More than 27 participants expected to enter advanced training prior to June 30, 2019.
 - LWD plans to create new WLL reports to align with WIOA performance.

Frank formally announced to the full board that the One-Stop Career Center and Partners will be moving to a new location at 131 Woodcrest Road, Cherry Hill, NJ. A lease has been signed and the county has access to the building. Staff have been busy organizing and preparing for the move. A specific move date has not been announced. Consistent public and customer messaging is also being prepared. Frank complimented One-Stop staff and Kristi Connors, Manager Employment Services, for the great team effort on mapping out technical needs and services at the new location.

Frank presented the WIOA and Peyser Performance Reports that showed positive achievements in all areas except youth attaining credential and one measure in Adult Dislocated Worker. He said this is a common challenge throughout the state. He complimented Nidia Sinclair, Director Career Center, Laurie Maguire, Manager Information Systems, and staff who have been working diligently to improve data keeping and documentation. A State monitoring by the Department of Labor and Workforce Development showed very positive outcomes. The State will be using Camden as a best practice for the state when it comes to efficiency of AOSOS. He complimented Dr. Lauren Hill, Manager, Youth One-Stop and acting Manager, Learning Link, for improvements made to Learning Link services as well as expansion of this service to a satellite location at the South County Branch, Camden County Library System, Winslow Township. He thanked the One-Stop staff for their hard work and dedication. He also thanked the Workforce Development Board for their service and dedication to all types of workforce initiatives being development by their volunteer committees. While there is a big push in the state to get more involvement by private sector business, Camden County serves as a model thanks to the volunteerism of WDB private sector members and of course the public agency partnerships as well. He thanked Freeholder Young and the Camden County Board of Freeholders for their active support of the Career Center and its partners.

INTRODUCTION OF THE GUEST SPEAKER-ROBERT WEIL

KEYNOTE SPEAKER

Maria Heidkamp Director, Program Development and Technical Assistance and Director, New Start Career Network

Maria Heidkamp is Director of Program Development and Technical Assistance at the Heldrich Center. She is also the Director of the New Start Career Network. She is involved in research and technical assistance projects on issues affecting dislocated workers, older workers, the long-term unemployed, and persons with disabilities. She is currently researching promising community college-employer partnership models and career pathways initiatives. She is also conducting several evaluations of programs to help the long-term unemployed and adults with disabilities. Before joining the Heldrich Center, Ms. Heidkamp worked overseas for the U.S. Department of Labor and the U.S. Agency for International Development as the director of the Labor Market Transition Project in Hungary and served as a technical advisor on dislocated workers, customized training and economic development in transition economies. She has worked as a policy analyst for the National Governors

Association covering a range of workforce issues and served as director of the Wisconsin Labor-Management Council. She has a degree in government from Cornell University and was awarded the first Random House Publishing Studies fellowship at New York University, where she earned a Master's degree.

Maria spoke about some of the ways the Heldrich Center is working with the Department of Labor and Workforce Development to create programs that serve the jobseeker in the State including the development of the Career Network Coaching Community of Practice. These initiatives are made possible by Governor Murphy's Economic plan priority which is to invest in building a stronger and fairer economy for the people in New Jersey. The goal of the NJ Career network is to;

- Reinvigorate NJ's public workforce system, including creation of a NJ Career Network emphasizing career coaching and responsive services, both in person and virtually
- Provide state-of-the-art digital tools, coaching, and training to help connect job seekers and employers and assist gig workers
- Create improved access to lifelong learning and career management opportunities.

She went on to present the results of research that show how poverty, unemployment and scarcity can overwhelm people and make them less able to absorb and act on information. It has been found that coaching can improve motivation and employment outcomes especially in the age 50 and over population. Coaching can support individuals to understand more of what they need to know and ways to improve their skills and adapt in situations of job displacement or a layoff. She encouraged attendees to sign up on the Career Network and take advantage of the Virtual Lunch and Learn Sessions. The Career Network is open to New Jersey's One-Stop Career Center Staff, Libraries, Nonprofits, Educational Institutions and Businesses. Matt Riggins, Riggins Oil, commented that many co-workers come to his company with certain barriers. He often takes on the role of coaching in his workplace.

Maria spoke about a beta study that will use virtual online coaches to answer certain questions a participant might have about barriers to employment. The virtual coaching would test how far a person would be able to progress before requesting a live coaching session. Many of the attendees to the meeting had mixed comments about how this type of coaching might negatively impact real person to person counseling. Frank Cirii made note that the One-Stop staff have been participating in the Lunch and Learn Virtual sessions and had positive feedback. Maria answered questions and said that she would send the presentation to the WDB office for digital distribution to attendees to the meeting and the full board.

INTRODUCTION OF THE ONE-STOP SUCCESS STORY-JEFFREY S. SWARTZ

WDB Success Story; Alexia Norris

Jeff introduced Nidia Sinclair, Director, Career Center, who introduced Carolyn Demo Janowiak, Board of Social Services, speak about Alexia Norris, June 2019 Camden County Workforce Development Board Success Story. She read the following success story statement;

Alexia Norris has worked for the Camden County Board of Social Services as an intern under the Community Work Experience Program or better known as a CWEP. She work at both the 600 Market Street and 2600 Mount Ephraim Avenue locations on and off over the last few years.

Early in 2018, she applied and was awarded a training grant to attend ASI school. She graduated in December with a Certified Medical Assistant Certification. While looking for work she was placed back at the Camden County Career Center as a CWEP. Her personality and work skills were exemplary. Her hard work and

determination exudes confidence. She is a team player and exhibits excellent customer service. She was an asset to both agencies.

Her day begins between 4:00-4:30am in the morning, before leaving for her work she makes sure her children are ready for school, she makes breakfast for them and gets herself ready to go to the bus stop to travel to Camden from the southern end of the county on public transportation. Alexia was always on time most often before time to her CWEP activity.

A few weeks ago an opportunity arose that Center for Family Services was hiring. Alexia applied and was given the position of an Administrative Assistant. Her transferable skills that she attained during her time as a CWEP helped her obtain a position with the Center for Family Services.

Alexia's personality was such that she was a part of the staff from the beginning of her assignment at suite 105. Alexia was an active participant during last year's county cook off. Alexia always has a smile on her face, hums or sings and never refused to perform any task given.

Alexia is loved by all at The Camden County Board of Social Services and the Camden County Resource Center. Her road to follow was not easy but she persevered and now is a success story for The Welfare to Work program. We are excited about her new endeavor and wish her well.

Alexia was a bit heartbroken when she was informed that she would have to be reassigned to another CWEP site if she did not find a job in June, fortunately she was scheduled for GJOBS in June and the vacancy was discovered at Center for Family Services for an Administrative Assistant to which she applied. She wanted to be with the staff of suite 105 when we moved she almost didn't make it but her wish came true, she will be moving with us to our new facility.

Jeff presented a Certificate of Achievement to Alexia Norris from the board and membership of the WDB. Nidia said that Alexia is a great example of how the staff of the One-Stop Career Center dedicates themselves to the coaching and development of each and every willing customer they serve.

Jeff recognized Geoffrey Taylor for his recent national award and read the following statement;

Geoffrey Taylor has worked for the Department of Labor for over four years and currently case manages 41 veterans. Geoffrey's dedication to the veterans that he serves is beyond reproach. From the minute he walks in the door until he packs up for the day, Geoffrey is helping veterans at his desk or on the phone. He advocates for his clients so they have access to the supportive services they need to overcome their significant barriers to employment. Through his work, Geoffrey has helped many disabled veterans in our county achieve self-sufficiency. In recognition of Geoffrey's outstanding service to veterans, the New Jersey Department of Labor has selected him to receive the 2019 Jobs for Veterans State Grants (JVSG) Incentive Award. The award is attendance at the annual National Association of State Workforce Agencies (NASWA) Veterans Conference to be held this August in Washington, DC. At the conference, Geoffrey will network with colleagues from around the country enabling him to expand his best practices and procedures. Congratulations to our Camden County DVOP-Geoffrey Taylor.

Jeff and Bob presented a Certificate of Appreciation to Geoffrey from the board and membership of the WDB.

ADJOURNMENT

Before Bob closed the meeting by thanking Freeholder Young, Maria Heidkamp and all attendees for their continued support of the WDB. He thanked President Borden for hosting the meeting at Camden County

College and for their continued partnership with the WDB. A Motion to adjourn the meeting was made by Gregg DeBaere and Marlyn Kalitan seconded the motion. Motion carried. The meeting was adjourned at 10:35A.M.

MISSION STATEMENT

To create the BEST customer driven delivery system for employment, training and education-related programs and services by providing strategic management, planning, implementation and evaluation in order to enhance the regions long term economic success for all citizens and organizations.

- *To provide leadership in all workforce issues.*
- *To provide a holistic delivery of services.*
- *To continually improve the quality of services for all customers.*
- *To empower customers to make informed choices and take control of their careers.*
- *To provide and guarantee universal access to employment opportunities.*
- *To provide quality workers for all of the regions employers.*
- *To create partnerships and collaboration in the government, private and non-profit stakeholders.*

Submitted by,

Kathleen Varallo

Administrative Assistant