



**Camden County
Workforce Development Board**
Supporting the Development and Retention of a World Class Workforce

*Robert Weil, Chair
Jeffrey S. Swartz, Executive Director*

**OPERATIONS COMMITTEE MEETING
MINUTES AUGUST 16TH, 2017**

ATTENDANCE

| Members | | 13-Jan | 10-Feb | 10-Mar | 7-Apr | 11-May | 9-Jun | 21-Jul | 16-Aug |
|---------------------------------|---|--------|--------|--------|-------|--------|-------|--------|--------|
| DeBaere, Gregg T., CHAIR | Atlantic Coast Communications | X | X | X | X | X | X | X | X |
| Deitz, Jeff | NJDVR | X | X | | | X | | X | |
| Campbell, Art | Camden County Commerce | | | | | | | | |
| Clark, Jeffrey | NJDVR | | | | | | | | |
| Connors, Kristi | NJ Department of Labor | X | X | X | X | X | X | X | |
| Connie Medina | Board of Social Services | | | | | | | X | X |
| Mayfield, Kathleen S. | Camden County One-Stop Operator | X | | X | X | X | X | | |
| Potts, John | Graphic Communication M14 | | | | | | | | |
| Joshua Friedman A. | Director, Camden County Resource Center | X | X | X | | X | X | X | |
| Lope, Krista | NJDVR | X | X | X | | X | X | X | X |
| Bob Weil | WDB Incoming Chair | | | | | | X | X | |
| Thomas Thorn | Camden County Business Services. | | | | | | | | X |
| Swartz, Jeffrey S. | WDB Executive Director | X | X | X | X | X | X | X | X |
| Williams, Leslie J | WDB Comptroller | | | | X | X | X | | X |
| Stubblefield, Lelia | WDB Administrative Assistant | | | X | | | | X | |
| Varallo, Kathleen | WDB Administrative Assistant | X | X | | X | X | X | | X |

WELCOME

Chair Gregg DeBaere called the meeting to order at 9:20am, welcomed attendees and asked for round table introductions. Gregg Welcomed Thomas Thorn, Camden County Business Services, sitting in for Kristi Connors, One Stop Manager, Gregg reviewed the minutes from June 9th with the committee. There were no changes.

- **CAMDEN CORPS PLUS (CCP)**

The grant funded program is a collaborative effort between the local government and schools including The Center for Family Services, Rutgers University and Camden County College. It will help young residents between ages 16 and 24 who don't have a high school diploma.

Joshua Friedman, Resource Center Director, reported that the 31 enrollees or participants and there is no new information to report at this time.

- **COOPER HOSPITAL – MEDICAL CODING INITIATIVE (CMCI)**

A consortium including Cooper Hospital, 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.

Joshua reported that the first cohort of 12 individuals will be starting at Hopeworks. Dan Rhotan has tested eligibility with Marisol Vasquez, Youth Manager at the One-Stop. Marisol will serve as the point of contact for Dan at the One-Stop. He did not know which of the 12 participants would be receiving services from the One-Stop. Some of the individuals may be serve through the Camden County Technical School. Jeff said that Cooper producing a full color brochure about the program, and they will be hosting a formal launch at the Camden County College on September 8th. Gregg suggested that the state is made aware that the program will be launching.

Joshua said he was called into a meeting with the Rowan Board of Governors and Camden County College to bring back a program for medical assistants. He said that Hopeworks will be brought into participation with that program. He said the County Board of Freeholders will be recognizing one or two graduates from the first or second cohort. Josh said he expressed his concerns at the meeting about not connecting the program to the One-Stop and how we could have helped make the program more successful. Jeff said the difference between the programs is that the Cooper Program has more engagement by the employer. It's more of an incentive for the participants to know there is an employer willing to hire them upon completion. Jeff said he would bring the program to the attention of the Healthcare Consortium at the meeting on September 8th, to get more employers interested.

- RE-ENTRY PROGRAMS FOR YOUTH AND ADULTS

Joshua reported on the re-entry programs. The County has received a grant to put together a network of organizations, including the One-Stop to assist Adult ex-offenders being released from incarceration at the Camden County Correctional Facility. There are about 25 different agencies represented including DVRS, AS, mental health, Board of Social Services, Social Security, Motor Vehicles and more. The program will serve adults but can include youth as well. Sharon Bean, Jail Population Coordinator is organizing the meetings. They are talking about running an orientation at the facility for individuals nearing their release date. He said that Sharon will wait until January to begin running programs for that staff can be put into place and trained. Jeff said that there was a resource list of places to call for help in connected to services around the county. Gregg said it is good that so many agencies are coming together to plan ahead for the success of the program. Josh said this program is centered on all possible services that customers would need.

Joshua said that he was trying to get more specific language inserted into the Memorandum of Understanding (MOU) about eligibility for these programs. He does not want to run the risk of losing these customers by sending them back and forth between agencies for eligibility requirements. He wants it to be clear and as consistent as possible. Juvenile Justice System runs another re-entry program the One-Stop is also working. It must be conveyed to the customer and or custodian the basic documentation such as a birth certificate or social security card must be obtained in order to receive services.

- **PROJECT SEARCH – KENNEDY HOSPITAL**

Project Search is a national program that has been established locally at Kennedy Hospital. Kennedy 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.

Krista Lope, DVRS reported that the second cohort of 9 new candidates will be coming in for resume writing assistance. Jeff said he will be attending Project Search meetings starting up again on October 6th, 2017. The meetings do include some interaction with the participants. We sometimes coach them on interview skill and help practice for face to face job interviews. Gregg asked if Kennedy is hiring all of the participants. Jeff said that some participants may not fit within Kennedy's criteria for hiring. The participants are still getting help with their job search and opportunities with the right fits for their skills. Gregg wants to find out where the first cohort were placed.

- **YOUTH ONE-STOP:**

Joshua Friedman, Resource Center Director, reported that the Youth Mentorship program is moving forward. We are currently working on the Memorandum of Understanding (MOU) Dr. Stanley B. Yeldell, Associate Professor, Law & Justice Studies, Rowan University. He has met with Jyi Peterson, Youth Counselor and myself to work on details of the program and how it would work at the Youth One-Stop.

- **ONE-STOP COMMUNICATIONS & UPDATES**

Joshua reported that he will be setting up a meeting between the staff and the WDB leadership. Communications are very good overall. He said there are always one or two staff members that will have difficulty in adjusting to the change in leadership and policy. He has tried to make every meeting to guide the transition.

Joshua reported that the Resource Center did post for a Certified Teacher for the Learning Link Department and a Certified Counselor. This first be done internally. We are reviewing and scoring the applicants he interviewed for the positions.

- **CONSORTIUM & TIP UPDATE:**

Jeff Swartz reported The Healthcare Consortium will resume meetings in September, the first meeting being held on September 8th, at Cooper University Halpern Board Room-10th Floor Pavilion. This meeting will follow the Cooper Medical Coding launch at Camden County College.

Jeff continues to attend the TIP meetings. There are two new TIPs starting up for Finance and Transportation and Logistics. The Retail Hospitality and Tourism Talent Network South (RHT), TIP still continues to lead the talent networks in organization and attracting the participation of Employers. We are supporting initiatives that Stacy Forman, RHT

Director is helping to develop regarding a certification for Beverage Producers and another for Wine or Beverage Hospitality. She and Ken Brahl are also working with Camden County College and Ravitz Family Markets to develop a youth training program for deli and meat clerk. Jeff has suggested the RHT develop a credential for food servers. The committee discussed possible outcomes for this kind of credential. Joshua expressed concerns that investing in this type of train would not produce a real sustainable wage.

Jeff said attended WorkFirstNJ Stakeholders Advisory Group on Thursday, July 27th at Rutgers University, 30 Livingston Ave, New Brunswick, NJ. There will be a follow up meeting to the discussions on Friday, September 29th at the same location. The New Jersey Department of Labor and Workforce Development and the New Jersey Department of Human Services have engaged the John J. Heldrich Center for Workforce Development, at Rutgers the State University of New Jersey, to develop a plan of action to strengthen the employment and training components of the state's WorkFirstNJ (WFNJ) program, including the employment and training programs of the Temporary Assistance to Needy Families (TANF).

Jeff said the South Jersey Workforce Collaborative (SJWC) will be hosting a meeting "Understanding the new WIOA Performance Metrics" on Thursday, August 3rd, 2017. The meeting is open to WDB Executive Committee and Committee Chairs of the Southern Counties of Camden, Gloucester, Burlington, Atlantic Salem, Cumberland and Cape May. The event will be held at Rowan College at Gloucester County, Corporate and Business Center, 1400 Tanyard Rd, Sewell, NJ 08080. The purpose of the meeting will be to better understand the new WIOA performance measures and how the data is collected to create the reports. Ken Ryan, FutureWork Systems is the main speaker. His company is responsible for support of the ISOS data keeping systems used by the One-Stops.

The SJWC will host a training for front line staff and managers. We have contracted Darrell Andrews (Coach D). Coach D has made his focus in Workforce Development and is known to be very motivational. The training will be held on Thursday, November 2nd, 2017, at Rowan College at Gloucester County, Corporate and Business Center, 1400 Tanyard Rd, Sewell, NJ 08080. The regional committee will be executing a shared services agreement in order to share the cost of this event, so there is no cost for participants.

Jeff also announced that the Garden State Education and Training (GSETA) Conference will be hosted at Bally's Casino, Atlantic City on October 4th & 5th, 2017. Jeff said that he nominated Holtec International for the GSETA Corporate Partnership of the Year. He was happy to announce that Holtec won the award. There will be a presentation on October 4th at the Conference.

- **BUSINESS SERVICES**

Jeff reported that Jason Newman has officially shifted to his new position with the Department of Labor as the Veteran Business Services Representative (BSR) for Burlington, Gloucester and Camden Counties. He said Jason seems to be very enthusiastic about his new position and wants to do good job. Jason has not yet received much direction from the state so he is teaming up with Janea Wilson, Business Service Representative for Camden and Burlington Counties, on meeting with Employers.

He sent both Jason and Mike Leonetti to an employer after he passed a hiring sign outside of the Aramark office just down the street from the WDB office. They had a short positive meeting with the Human Resource person there and agreed to follow up with them to set up a future recruitment at the One-Stop. Both Jason and Mike said the employer was not aware of the One-Stop but was happy to hear about the recruitment service offerings. Jeff said that teaming BSR with different skill sets can be an effective way to boost outreach efforts. Mike seems more experience with networking, while Jason has more technical experience. Jeff said he was able to coach the two of them about walk-in visits. Leslie Williams, WDB Comptroller suggested that the BSR's visit the Wawa store when they are posting hiring signs.

Gregg asked about positive employer recruitments. Joshua said that they have been very busy with recruitment. He said the One-Stop will be conducting a big recruitment for Marshalls on August 22nd, 23rd and 24th. Marshalls expects to hire over 120 employees for their new location in Cherry Hill. Josh also reported that Camden County College will be running another cohort for Holtec starting in January. He expressed concerns that the course does not result in a welding credential. The cohort is designed to extend to Holtec International for further on-the-job training as a Manufacturing Support Assistant. The course does not result in an actual welding credential. If Holtec chooses not to hire an individual for one reason or another, that person is left with incomplete training. He wants to discuss this further with the College to come up with a reasonable solution by perhaps another way to complete the training with other employer who engage in welding service. He also suggested the College create a completion course.

- Sales Force – Jeff said he received two licenses and offered one of them to the One-Stop. He thinks we will only need one for the WDB and why waste the other if it can be used more effectively by the One – Stop.
- **ONE-STOP CERTIFICATION (OSC)**
WIOA Section 121, requires that local One-Stop Career Centers shall be certified. The law links such certification to the ability to receive potential infrastructure funding for the One-Stop. Such certification shall be based on established criteria and the extent to which the One-Stop provides programs and services in the local area that have enabled that area to satisfy or exceed performance and quality service criterion. New Jersey's One-Stop Certification process will be put into effect as of July 2017.

Under this policy local workforce boards must establish a local process of review that may include a qualified group of non-conflicting local board members or a qualified third party. All local areas will have the responsibility to ensure that the group established locally is qualified and able to perform such work.

A local workforce area will submit a request for local One-Stop Certification. The area will show to document that they have satisfied requirements by documenting that all pre-requisite matters and the Certification Checklist, or a similar document that satisfies the specific requirements of the Checklist and more, are completed. Those responses will be shared with the SETC/LWD which will review the request, assess its credibility and

determine whether the request should be brought to the full SETC for considerations.

Leslie presented a One-Stop certification check list to the committee. The following documents are required to be submitted by each local Workforce Investment Area seeking One-Stop Certification. These may be considered gateways to certification consideration.

1. A completed cover document/letter of transmittal requesting State of New Jersey One-Stop Certification (OSO)
2. Current/Full Workforce Development Board Certification.
3. Verification of meeting disability/accessibility standards
4. Verification of meeting grievance/complaint standards
5. A Local Memorandum of Understanding (MOU) between the Workforce Development Board and its local One-Stop partners
6. A completed Quality Benchmarking Tool
7. A completed Minimum Standard Service Delivery Checklist.

The committee reviewed the guidance and samples from other states recently received by the State. These included a very detailed resources sharing agreement that budgeted costs by a square footage calculation. Leslie said the local MOU was completed and sent to the state in January. The Physical and Programmatic Accessibility Assessment was completed and received by the state on June, 9th. The committee called in Brett Water, One-Stop EO and Customer Service Manager to the meeting to review the requirements of the requirement number 4, grievance complaint standards. He will complete that document for review by the committee. Joshua said he and his staff will review and re-adapt the current Resource Sharing Agreement to the new examples submitted at this meeting. The committee discussed the document and agreed the best practice was to follow the example closely to match what the detail that the state is looking for in this requirement. He and Kristi Connors, One-Stop Manager will complete the Service Delivery Checklist and Quality Bench Marking Tool. Leslie said the WDB will complete the letter of transmittal requesting the OSC.

It was agreed that the Operation Committee will review all completed drafted documents at the next meeting and continue to guide the One-Stop Certification Process to its completion and submission to the State.

NEXT MEETING

The meeting was adjourned at 10:37A.M. The next committee meeting is scheduled for Thursday, September 13th, 2017 9:00 A.M. at the WDB office, 1111 Marlkress Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

Kathleen Varallo

Administrative Assistant