



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

**OPERATIONS COMMITTEE MEETING
MINUTES, SEPTEMBER 20, 2019
1111 Markkress Rd, Suite.101, Cherry Hill, NJ 08003**

ATTENDANCE

Member	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	11-Jul-19	20-Sept.19
DeBaere, Gregg T., CHAIR											
Atlantic Coast Communications	X	X	X	X	X	X	X	X	X	X	X
Clark, Jeffery		X									
Cirii, Frank		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	X		X
NJDVR											
Guzman, Liz										X	
NJDVR											
McFarland, Salama					X	X	X			X	X
Camden County Board of Social Services											
Medina, Connie					X						
Board of Social Services											
Regensburger, Robert			X	X	X		X			X	X
Lockheed Martin											
Sinclair, Nidia	X			X	X	X		X	X		
Director, Camden County Resource Center											
Thorn, Thomas	X										
Camden County Business Services											
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	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 8:35am.

• **ONE – STOP & WDB CERTIFICATION**

Gregg asked Leslie Williams, Comptroller, WDB, if there has been any feedback about the documents for the One-Stop Certification and monitoring submitted to the State Education and Training Commission (SETC). Leslie reported that the SETC did confirm receipt of the documents but there has been no feedback yet. Gregg asked if the State signed the reconciliation bill requiring the SETC to keep their board in similar ratios to the WDB's. Jeffrey S. Swartz, Executive Director, said he has not heard any news about the bill being signed. He said it would be good if the SETC had private sector members on their board.

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

Frank Cirii, Local Area Operations Director, reported that the move to the new location at 101 Woodcrest Road, Cherry Hill, went as well as expected. There were some little glitches but in general the two phase move approach helped a lot. One-Stop and Career Center Services moved first and then the State's Employment Services moved after. There have been some challenges due to delays from the County and State regarding messaging. Messaging and signage is still a bit of an issue. All current customers and contacts have received an email notifying them of the change of address and contact information. Staff reported that 9400 emails were sent out with the new address and phone numbers. Another challenge was to implement a shuttle service to and from locations around the county including the Voorhees Town Center, the Lindenwold bus stop and Patco High Speed Line, Woodcrest Station. Gregg

asked if the South Jersey Transportation Authority (SJTA) have been accommodating and cooperative. Frank said that the schedule process is being worked out and a messaging document with the shuttle, train and bus schedule will be produced and distributed. The schedule will be monitored to count ridership over the next two to three months. The service consists of a loop that runs twice in the morning and afternoon and once during the midday hours. The SJTA, One-Stop, Employment Services and the Board of Social Services are all working together to improve the system of tracking of ridership for TANF, SNAP and Workfirst Customers. The State is in the process of negotiating a contract that will allow these customers to include the train on their transportation card. Frank also said that Kristi Connors, Manager Employment Services, created an online orientation she will be discussing. One of the mandatory questions on the electronic orientation is a question about taking the shuttle service provided by the Career Center/County. Bob Regensburger, Lockheed Martin, said that careful attention needs to be paid to the monitoring of the shuttle service. It will be hard to discontinue this type of service once it is started even if ridership is low and it is expensive to run every day. Camden City residents will have easy access to the new location via Patco stations located at City Hall Station, Market Street and North 5th Street, and Broadway Station (Walter Rand Transportation Center) at 100 South Broadway.

Leslie asked if there was going to be a master phone list issued. She also asked if the old number could direct customers to the new phone number by way of a recorded message. Frank said that all old phone numbers are being completely disconnected. Kristi said that Employment Services phones lines are being forwarded. Frank said all current customers have received the message and there are signs at the old location with the new location information.

Frank said that after the staff is totally unpacked and settled in to the new location his big objective will be cross training. Now that he and Nidia Sinclair, Director Career Center, are together in the same office area they can concentrate on setting improved policies in Finance, Operations, IT and Administration. We will be redefining roles and cross training staff. Customer Service will be improved as well. He said working with Kristi and Nidia, he wants to break down the on-boarding process so that customers don't have to come back and forth to the Career Center three and four times for appointments when it can be one or two. Ultimately, he wants to streamline the process. Even the process of validating training vouchers could be done electronically between finance and the vendor. There is no reason for the customer to have to drive it to the vendor and back to the Career Center. It currently takes 5-6 visits to get a customer to training. He will be assessing the process and working on making it more efficient over the next year. Bob Regensburger asked if it was possible to bring in a college intern to focus on process improvements. He said it might do well to have a fresh set of eyes and new ideas. Kristi said that she has had interns from Camden County College. She would have to make sure the necessary paperwork was filed. The Committee discussed a possible project that could be assisted by an intern from Camden County College or the Rutgers Master's program.

- LEARNING LINK UPDATE

Frank reported that the One-Stop has successfully transitioned from the Test of Adult Basic Education (TABE) to the Comprehensive Adult Student Assessment Systems (CASAS). The Memorandum of Understanding (MOU) was renewed between the County and the Library

System to continue the satellite location at the South County Branch in Winslow Township. Frank said he is continuing to encourage staff development via the coaching modules provided by the Career Coaching Network and Heldrich Center. Gregg asked if the two computers, mentioned at the last meeting, were retired since they were unable to convert to window 10. Frank said they were moved to storage. Gregg also asked about the contract resolutions mentioned at the last meeting. Frank said they were approved and processed. Gregg asked if the SJTA is attending the One-Stop Partners meetings. Frank said that Carol Miller, Associate, SJTA, is attending the meetings. Gregg asked if Management Information Systems (MIS) and Fiscal were working better together. Frank said the first step is that they are now co-located at the new facility. He and Nidia are encouraging more information sharing and cross training.

- YOUTH ONE STOP UPDATES

Frank reported that the Youth One-Stop (YOS) is still getting settled, a separate area in the new facility. The YOS has its own computers and computer rooms. Gregg asked if the Mentorship program would be starting again. Frank said he would check. Jeff said the program was a success. He watched the student mentors interact with youth customers and it was great. There is an MOU between Rowan University and the County that sets the guidelines for the program. Students are provided by Dr. Stanley Yeldell, Professor, Department of Law & Justice Studies, Rowan University.

- 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 he attended the Medical Coding Quarterly Review on Monday, August 19th at Cooper. There are 14 participants currently in the program. Many of these participants are in the internship phase of the program at Cooper Hospital. Dan Rhoton, Director, Hopeworks, developed ten pre-academic programs associated with this initiative. Dan is currently in the screening and development process of a new cohort of 12 participants. Several participants have been hired as patient navigators and two were hired as medical assistants.

- SUMMER YOUTH EMPLOYMENT PILOT PROGRAM (SYEPP)

Leslie reported the SYEPP is completed with 44 participants being placed at 11 work sites. Most of the employers had positive feedback about the program and participants. A closing celebration was held at the Pennsauken County Club on Friday, August 16th. She said she sent a final report to the State and will be completing a financial report. Gregg asked if the report was done in WDB format or the State's format. Leslie said that the State sent a template for the report. It was a spreadsheet and specific questions that she answered in paragraph format. Leslie said the report was sent to Yolanda Allen, Office of Youth Services, LWD. Bob complemented the closing celebration event. The Committee discussed the SYEPP program and agreed that it

worked well and provided a great experience for youth. It is not yet clear whether the State will approve the program next year. There was one participant hired and several were told to check back with their employer after finishing school or college.

- **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, Administrator, Case Management, Board of Social Services, reported that there will be an increase in benefits scheduled for 2020. The State is also looking at how the new higher minimum wage will affect benefit recipients. She said the staff is in the process of making improvements to the files and paperwork for Medicaid and other client services. The goal is to have all files reviewed for error and corrected by October 2019 in preparation for the next quality control visit from the State. The State Division of Developmental Disabilities gives the office notice and a list of which files they will want to review.

Salama also reported that the Educational Data Systems, Inc. (EDSI) is completing a data mapping project for the NJ Department of Labor and Board of Social Services. The project was implemented to improve computer cross referencing and claims systems at the Board of Social Services. Some processes are being changed as a result of the project. Gregg asked if the project was helpful. Salama said it was very helpful. One helpful change is the case managers are pooling clients. She feels this will boost performance. She said that she was able to hire two new staff supervisors and there will be some staff being promoted within the office. The Committee discussed the challenges of getting referrals since the overall unemployment rate is down to 3.2%. The orientation for Catholic Charities is going well. Board of Social Services clients are referred to Catholic Charities before reaching their five year life time limit of benefits. The orientation educates those customers about the services that are available to them at the One-Stop Career Center. Salama said many customers are surprised by the information. She said the office is going to switch over from the Market place network to creating their own network for the 2021 enrollments. Jeff asked if it was a federal mandate or something the State is doing. Salama said it was a state initiative. Gregg asked if other states are making this change. Salama said the State is collecting data from the counties. Camden County is not included in reviewing best practices.

Salama also reported that transportation stipends have dropped to 100 for the next month. There are still 5000 bus passes being held for distribution to customers. They are being reserved for customers who are actively participating in work activities. She said that the SJTA will be offering train passes for transportation to the new one-stop location. Frank said this is still being negotiated. Jeff said the key challenge is to be able to report the data back to the One-Stop about who is using the passes. Participants have a Quest transportation card. It's figuring out a way to properly track usage and otherwise there is no way of controlling usage. The current systems of tracking are not integrated. Salama said she is currently surveying customers to see what their real transportation needs are as opposed to their preferences. Kristi asked if the passes are being distributed for general job activities. Salama said the passes are being

distributed as a customer completes an activity. Gregg asked if there is a timeline on the Data Mapping Projects and will they suggest new processes or let the BSS come up with processes as a result of their recommendations. Salama said they are nearing the end of it. There was mention that it would be completed by October. The consulting firm will generate some type of report and suggested best practices.

- **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 reported that a training is being developed for all DVRS staff statewide. It is scheduled to take place in December beginning with a pilot program for a smaller group. Once that is done, DVRS is hoping to have all counselors and case managers re-trained by the end of February 2020. A good deal of time and effort is being put into the development of this training. Jeff D. said he has been involved with the planning and is the head of the training committee. Gregg asked if a new state director has been named. Jeff D. said they are still in the process of interviewing candidates for the position.

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 Jewish Children and Family Services (JCFS) has been contracted to serve as the training provider for both the TD Bank location and the Jefferson/Kennedy location. Both locations have committed to the program for another year. DVRS counselors and job coaches regularly visit the training locations. Two new groups of participants have been interviewed and selected to start this third round of training. The vendor that dropped out sent a report and tried to charge an exorbitant amount of money for the program. The office is in the process of disputing some of the false charges. He said there is a cohort of 8 participants at the TD Bank location and a cohort of 6 at the Jefferson/Kennedy location.

- **EMPLOYMENT SERVICES**

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, presented a draft copy of the online orientation-intake survey form that will be used to collect data and direct customers to proper services of the One-Stop. She added one-stop agencies that do not work with the one-stop on

a daily basis to the orientation, such as Job Corps and Workforce 55. She also added a field for asking the customer if they used the shuttle bus service. It can be broken down to name the exact shuttle stop. Staff are settling in to the new location. She wants to meet with the five agencies that are located at the front desk and show them how to use the data collected from the online orientation on a spreadsheet. She is hoping that by next week the staff will begin using the new process so each area will be able to track customers and the report will show customer entry information. She said there are 12 public access computers that have an icon located on the desk top screen that will open the online form. There will be a sign to direct customers right to the computer. She would like to have 4 more access points located up front because if 15 customers show up for a workshop it could get backed up. Jeff asked if tablets could be used. Kristi said that there is no WIFI in the building. Frank said there will be WIFI only in the Youth One-Stop area. Jeff said there are 18 tablets left over from the transportation grant. The Committee discussed the idea of using the tablets and mounting them on stations. The tablets could be connected to the internal network. It may not need a WIFI connection. Kristi said the form was created in Google. Frank will take one tablet and show it to the One-Stop technology manager. Kristi presented a sample schedule of workshops and activities to the committee. Kristi also said there is no connectivity in the workshop areas so she is working on power point presentations to suffice for now until connectivity can be established.

Robert Asaro-Angelo, Commissioner, LWD, visited the new location on September 19th. He wants to conduct the next Department of Labor Town Hall meeting in November at the new location.

Frank said that he is working on creating a follow-up unit to be assigned to contact customers. Kristi assigns staff to follow up on the Individual Employment Plan (IEP) to make sure common measures are being met. She said the staggered move went well. Employment Services staff only had a day to make the move.

Kristi reported that since the On-Ramp website was taken down her staff is using Philly Works to direct customers to resume building. The New Jersey Labor exchange is now the American Job Network. It's really only a spreadsheet that included jobs throughout the state. There is no word on a new website to replace Career Connections.

- **REGIONAL ACTIVITIES**

Jeff reported the Atlantic City Electric (ACE) Training Initiative will hopefully conduct the line training at the Anthony Canale training yard in Egg Harbor Township, sometime in September. The training poles have been delivered to the site. A subcontractor to Atlantic City Electric will be installing the poles. The staff is in the process of organizing the information sessions for the next round of WISE and GIE Math programs. Camden County College will be contracted to teach the second round training in Camden County sometime in January. The goal is to conduct 5 information sessions before the end of the year. Participants will be prepared to take the CAST test sometime in March, 2020.

- **SETC & GSETA UPDATES**

Jeff reported the Garden State Education and Training Association (GSETA) is in the process

of planning the annual Employment and Training Conference, October 1-3, 2019 at Bally's, Atlantic City. The workshops being planned this year will have an added feature in that they will include credit hours toward counselor certification. All One-Stop Counselors are required to complete 15 hours of continuing education (CE) in order to maintain their certification. The workshop schedule is posted online. Gregg said he would be attending the conference. Jeff said he attended the SETC WDB Directors Meeting on September 17th at the New Jersey Law Center, in New Brunswick. He said it was a light meeting. There was a presentation by Andrea Levandowski, Consultant, Small Business Development & Technology, New Jersey State Library, about the role of Libraries in Workforce Development.

- **CONSORTIUM & INDUSTRY PARTNERSHIP UPDATES**

Jeff said he attended the Industry Partnership Academy scheduled for September 12th and 13th at the Robert Wood Johnson Conference Center, 3100 Quakerbridge Road, Mercerville, NJ. The State's consultant conducted focus group sessions on creating a new model of employer-driven consortiums. The southern region will be starting a consortium of employers in the manufacturing industry sector. Employers will be sitting around the table of discussion and WDB staff will be seated behind them. The program turned out to be very interesting. The consortium of manufacturers will be similar to the type of food manufacturing businesses that convened in Camden County several years ago. Kathleen attended the Healthcare Consortium meeting on September 13th at Virtua/Lourdes Hospital. She said the Health Care Consortium is the perfect model for a consortium. The information sharing is valuable.

BUSINESS SERVICES (BSR)

Jeff reported that he and Kathleen met Heidi Daunoras, Director of Curriculum and Instruction, Pine Hill Public Schools, and a guidance counselor on Wednesday, August 28th at the Overbrook High School. We presented the Trades Initiative and the Atlantic City Electric Training Initiative to her. The school is interested in running some type of career night. Kathleen said that Billy Snyder, Pennsauken High School, attended the BSR meeting on September 11th at the WDB office. She was surprised to find out how many programs they are teaching in the trades. He was very receptive to the WDB presenting the ACE and Trades Initiative at one of their school career nights. She said that employer recruitments slowed for the month of August and September due to the move.

NEXT MEETING

The next Operations Committee meeting will be scheduled for Thursday, October 18th, 9:00 A.M. at the One Stop 101 Woodcrest Road, Suite 127, Cherry Hill, N.J.

Submitted by:

Kathleen Varallo

Administrative Assistant