



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

*Gregg T. DeBaere, Chair  
Jeffrey S. Swartz, Executive Director*

**SYSTEMS PERFORMANCE COMMITTEE MEETING**  
**February 19, 2016**

**ATTENDANCE:**

Members		Meeting Dates 2015-2016				
		28-Aug	25-Nov	19-Feb		
<b>Weil, Robert CHAIR</b>	Conner Strong & Buckelew Companies Inc.	X	X	X		
Abusi, Pat	RailRoad Construction of South Jersey			X		
Bryant, Janice	Camden County One-Stop		X	X		
Mayfield, Kathy	Camden County One-Stop	X	X	X		
Pape, Barbara	Camden County One-Stop	X	X	X		
Pranzatelli, Joe	Camden County College, Blackwood					
Volk, C. Ann	NJ Dept of Education, County Superintendent		X	X		
Swartz, Jeffrey S., Exec. Director	WIB	X	X			
Cruz, Wanda	WIB	X				
Primas, Theo	WIB	X	X	X		
Stubblefield, Lelia	WIB		X	X		
Williams, Leslie J	WIB			X		

**WELCOME:**

Chairman Robert (Bob) Weil welcomed attendees and asked for roundtable introductions.

Bob welcomed Pat Abusi to his first Systems Performance Committee meeting. Bob also thanked Ann Volk for returning to her second meeting and continuing to serve on the Systems Performance Committee.

Bob informed the committee that Jeff and Kathy met with the Camden County Library Director, Linda Devlin and the Head of Adult Services, Rosemary Scalse to see what collaborative effort could be made to address our common target population. Kathy said operationally, the One-Stop and the Library are also going to try to combine some of the marketing tools as the Library website gets more traffic than the One-Stop website. Bob requested that Linda Devlin be considered for a Board member position with the WDB.

Kathy explained to the new committee members that last year the One-Stop failed its youth credential standard and we are not doing well with it this year. However, we recently discovered that there are people from the BSS who did not come through the One-Stop system to get their high diploma and we are now in the process of trying to identify them so we can include them in our system.

### MASTER BUDGET REVIEW-BARBARA PAPE

Barbara Pape reviewed the Master Budget, Fund Balance Report and the Contract Analysis Summary. Handouts were given to each member.

- Barbara informed the committee that an additional grant had been received. The Workforce Development Partnership Program (WDP) grant which is not listed on the budget. Leslie suggested listing the WDP grant money on the budget since Camden County has received it. Bob asked if Camden County (CC) is expected to spend the WDP money. Kathy said this additional grant money will not be used because Camden County has to spend the WIOA Dislocated Worker's money first. Bob said since we are not able to use the money, we should take a proactive approach by sending a letter to the State and explain why CC is returning the funds. Bob asked how Camden County was informed of the funding. Kathy said the State sends a Notice of Obligation. Kathy added she will meet with Jeff and discuss returning the funds. Bob will speak with Jeff as well.

Barbara then referenced the Total of all Grant Funds as of 12/31/2015. Camden is spending 40-45% but should be at the 50% range at this time. A slightly lower percentage is understandable however, because there is a contract raise that will be included in January so the percentage should increase by the end of January.

Youth contracts are required to be 70% expended by June 30<sup>th</sup>. As of December 31<sup>st</sup>, they are 23%, 20% and 18% expended. A mid-year review has been done and letters requesting corrective action plans have been sent out to the youth providers. The TANF & GA contracts are required to be 100% obligated by June 30<sup>th</sup> and as of December 31<sup>st</sup>, they are in the 20% to 40% range. Letters requiring a corrective action plan for these contracts were also sent out. The corrective action plans for the WFNJ contracts have already been received. Youth Contract corrective action plans are due February 22<sup>nd</sup>. ITA training agreement transactions have picked up but not enough were they will spend all their money.

Per Kathy, the low WFNJ contracts are due to the changes at the Board of Social Services where they were not getting the granting done on a timely basis. We have been assured that eligibility determinations will be caught up by end of February. However, the overall population is down which continues to result in low numbers. The focus on Able Body Adults Without Dependents (ABAWD) will allow us to use the WFNJ dollars on the ABAWD population. An additional Request for Proposal (RFP) is not currently required to get them a work experience. Kathy said the Board of Social Services (BSS) said about 2400 may meet the ABAWD requirements. We won't know the exact amount until our counselors complete their one-on-one appointments.

The youth performance measures are not being met. Currently, One-Stop staff is trying to go back and determine who came in, what activity are they in and how are they being tracked. Also the delay in the GED testing is having a negative impact on our numbers. Kathy asked the committee if anyone has heard any reasons why overall youth recruitment is down at the One-Stop and at our vendors. Theo said according to OEO, the youth usually have difficulty getting the required documentation or obtain the fees associated with getting a required document. Kathy asked Theo to do some further investigation as to these types of barriers that may be preventing youth from registering.

Theo said he encourages vendors to use youth who have successfully navigated their programs to recruit other youth. Barbara suggested giving recognition to employers and/or customers to highlight the success of youth services provided.

Kathy said the initial purpose of the Youth One-Stop (YOS) was suppose capture the youth walking through the doors at suite 102 looking for services. We also wanted to make the eligibility process easier and simplify the referral process to the provider. However, the YOS is currently working with youth who have already registered with a provider. Kathy, Frank and the Youth Investment Council are evaluating the procedures and processes being implemented at the YOS. We are working on getting accurate numbers that show how many youth we are serving, where they are in the process and do they fall into our targeted population of out of school youth.

We are on track for funding of staff and overhead. We've had 2 retirees and a few new hires. Next year there will be different approach to overhead because of the building project at 2600 Mt. Ephraim Ave. There will be a new building that will house the One-Stop, the Board of Social Services, our State partners and others who are intricately attached to One-Stop services. This will affect next year's resource sharing.

Barbara told the group to review the contract analysis summary if they are interested in any specific contract activity or levels. Both the current year and the previous year are included. Bob asked Kathy to review the contract process for Pat Abusi. Kathy explained that provider contracts are 50% cost reimbursement and 50% performance based. This requirement is spelled out in the Request for Proposal and the initial contract the providers sign. The purpose of this stipulation is to be able to move funds from non-performance contracts to those that are working. The Youth contract period for new enrollments runs 3 years which is why there are multiple program years in the contract analysis report. Again Kathy reiterated that 70% of the youth funding must be spent by the end of the first year of services. Barbara further explained how to read the contract analysis report. Barbara explained that most of the youth programs are six months so at this point you won't see them hitting all their benchmarks early on. Providers have until March 30<sup>th</sup> to submit expenses, related to their remaining balances, for contracts that started in program year 2014.

Barbara then reviewed the current TANF contracts. These programs are doing better than the youth numbers because these programs are shorter so they have completions to measure. Some of the vendors will over enroll their contracts which gives them a better chance of making their benchmarks. For Workfirst contracts, Kathy explained that Benchmark 1 is from enrolled customers completing 35 hours in seven consecutive days, Benchmark 2 is customers go to next activity with no break in service and Benchmark 3 is customers enter employment. Theo suggested, one way to increase the numbers of those successfully meeting benchmark 3 is to slide more money toward employment. However, Kathy said the numbers are not significantly low so she is inclined to leave the process as is. Using this benchmark method acts as an early warning system to providers who are under performing and allows us to move monies to vendors who are being more successful serving customers and reaching their benchmarks.

## PROGRAM MONITOR REPORT

Theo is waiting for analysis from MIS to respond to a Truck Driving School provider concerning the hold that remains on them receiving referrals from the One-Stop.

However, Kathy said she has completed the analysis already but this provider is still not moving people through the process and getting them licensed. Kathy acknowledges the problem with scheduling the certification test with the State but the provider's corrective action plan did not address their curriculum deficiencies and the over enrollment issues. Per Anne, testing is only offered two times a year and the test has become more difficult due to the inclusion of engine and maintenance knowledge. This issue is not just a New Jersey issue but it is a National Issue. The change in testing is a result of New Jersey having to ensure compliance with federal guidelines. Kathy said we can't continue to send customers into a bottlenecked system. The Operations Committee has asked Jeff to find out what are the new requirements for CDL training and licensure.

Kathy asked Theo to modify his comment on the Monitor's report.

Theo provided to the committee a list of training providers for which he conducted a site visit. The order in which the visits were done was based on the number of customers. Theo visited ITA's in December and then the WIOA contracts in January to coincide with the mid-year reviews done by the fiscal department. All site visit reports are complete and distributed.

The only inconsistencies found included issues getting customers registered on Jobs 4 Jersey. Theo asked vendors to include in each customer file a print out of the registration confirmation to prove registration. For those vendors whose files did not include proof of registration, Theo gave them a certain period of time to go through their entire active roster to register everyone. Theo said initially there was some confusion as to where the customer could register for Jobs 4 Jersey. He explained to them that the registration could be done at the vendor website. Theo informed the vendors that registration on Jobs 4 Jersey is contractual. Theo also mentioned a possible language barrier as Job 4 Jersey is not available in Spanish. However, per Kathy the page can be translated into Spanish for registration purposes.

Kathy asked if any vendor from the Workfirst contracts mentioned TABE testing. Per the One-Stop legislative requirement, every Workfirst customer must be assessed. The One-Stop uses the TABE test to make this assessment. This is called the pre-test. This assessment must be done before sending customers out to a provider. If a customer goes to the provider prior to being TABE tested, the provider should contact the One-Stop to have the customer TABE tested before scheduling them for service. However, some providers after providing services are calling the One-Stop to do the post test. Kathy said providers must be notified that if post testing is part of their contracted services, then they are responsible to conduct post testing, not the One-Stop.

Concerning WIOA and Workfirst procurement, Theo suggested for these two classes of RFP's that we make the simple adjustments to the Workfirst RFP's, get them out, and start that process first. Then focus on the more complex adjustments that need to be made on the WIOA

youth RFP's. Kathy was in agreement. Kathy's only concern was whether or not the State would require a separate RFP for the ABAWD population. Kathy said we will move forward with the current General Assistance (GA & SNAP) RFP inclusive of language to address the ABAWD population.

The WIOA RFP will be a bit more challenging to modify due to changes in the youth eligibility requirements. There are now 14 required program elements under WIOA as opposed to 9 under WIA. There are also changes to the youth assessment and the use of youth funds. The State sent what they thought to be a workable Individual Service Strategy (ISS) but operationally it doesn't work because it doesn't match our data input screens. Per Kathy, Camden County is going to put together a different ISS which will work better for our data collection system.

Kathy also mentioned that the requirements for the youth procurement seemed to indicate that the RFP's can no longer require a provider to do all 14 program elements. Theo said he did not interpret the guidance that way but knows, based on discussions with those around the State, Camden County is one of the few counties that require all youth providers to offer all 14 elements. Other areas procure just for a specific component of the youth program. Kathy said let's look closely at the youth procurement guidelines before we put out the RFP. Per Kathy, the other major change for youth is the performance standards. Nothing is measured in the first quarter after exit.

The next System Performance Committee meeting is scheduled for May 20, 2016 @ 9:00 at the WDB Office in Cherry Hill, NJ.

Submitted by,

*Leslie Williams*

Comptroller/HR Coordinator