

SYSTEMS PERFORMANCE COMMITTEE MEETING

May 21, 2021

Camden County Workforce Development Board Office (Zoom)

ATTENDANCE:

Members		28-Feb-20	22-May-20	21-Aug-20	20-Nov-20	19-Feb-21	21-May-21
Abusi, Pat, CHAIR	RailRoad Construction of South Jersey	X	X	X	X	X	X
Bryant, Janice	CCOS, Fiscal Manager	X	X	X	X	X	X
Cirii, Frank	Local Area Operations Director, CCOSCC	X	X	X	X	X	X
Doran, Ryan	IBEW Local 351		X	X			
Maguire, Laurie	CCOS, Manager, Information Systems	X	X	X	X	X	X
Pape, Barbara	CCOS, Senior Accountant	X	X	X	X	X	X
Raymond, James	TD Bank	X			X	X	X
Sinclair, Nidia	CCOS, Director, Career Center			X	X	X	X
Weil, Robert	Conner Strong & Buckelew Companies Inc.					X	
Swartz, Jeffrey S., Exec. Director	WDB	X	X	X	X	X	X
Primas, Theo	WDB		X	X	X	X	X
Varallo, Kathleen	WDB	X	X	X	X	X	X
Williams, Leslie J	WDB	X	X	X	X	X	X

SYSTEMS PERFORMANCE COMMITTEE:

The Systems Performance Committee develops the standards and criteria of customer satisfaction and continuous improvement for One-Stop partners, programs and vendors. The committee also provides for the fiscal planning and management for the One-Stop system.

WELCOME:

Pat Abusi, Chair, Systems Performance Committee, welcomed everyone and asked for a roll call of attendees. He also welcomed Tom Johnson, Retired, South Jersey Port Association, attending the meeting to observe the work of the committee. The Committee reviewed the minutes dated February 19, 2021. Pat asked if there were any edits or corrections to the minutes. Pat asked for a motion to approve the minutes. Jim Raymond made the first motion. Frank Cirii made the second motion. By unanimous vote to the affirmative the motion was carried, and the minutes February 19, were approved.

Jeffrey S. Swartz, Executive Director, welcomed Tom and explained to the purpose of the committee. The Committee reviews source funding, budgets, and programs areas to determine how much is dedicated to spending that supports services to customers, how much has been spent, how much needs to be spent and how much needs to be reallocated as needed. He said the committee may use acronyms in many cases and he encouraged Tom to ask for explanation of those as needed. Pat also said he printed a copy of the WDB member handbook for Tom to review for understanding and participation in future meetings. Jeff noted the WDB oversees the fiscal and managerial operations of the Camden County One-Stop Career Center.

FISCAL REPORTS REVIEW

Barbara Pape, One-Stop, Senior Accountant, reviewed the Fund Balance Report through April 30, 2021, and the Contract Analysis Summaries. She reviewed the federal grant funds allocated under the Workforce Investment & Opportunities Act (WIOA) for Youth, Adult and Dislocated Worker.

She reported Dislocated Worker funds were spent and customers have been placed in training. Adult funds were not spent and may have to be returned. She said the new program year 2021 will begin with a large carryover of funds that were not spent as well. It will be a very challenging year to spend all of those funds. Jeff said WDB Directors from around the State are discussing requests to extend the local area's use of those program year (PY2019-2020) funds for another year.

Laurie Maguire, Manager Information Systems (MIS) said she was asked by Nidia Sinclair, Director, Resource Center, to raise discussions about the Federal Government's decision to count Unemployment Benefits as income. No other funding programs count this income in eligibility requirements. This change has significantly affected eligibility when it comes to WIOA Adult funding. She asked if the WDB could address this concern through groups such as the Garden State Employment and Training Association (GSETA) and the State Employment and Training Commission (SETC). She said many pandemic recipients of unemployment will not be eligible for WIOA Adult funds, come September, when these benefits expire. Laurie said budget review of the past years will show significant decreases in the use of funding in this area since this change in policy was put into effect. Jeff said he would try to address this concern at GSETA and SETC meetings.

Barbara reported youth spending is also a concern especially in the area of youth work experience. She said youth providers are also held to this performance measure. One provider has fulfilled the work experience piece and the other has not. She reminded the committee that WIOA requires that 20% of youth funding be spent on youth work experience. Jeff said there has been some discussion with the WorkGroup about coordinating more youth work experience through co-enrollment. The Committee discussed the concern. Barbara said the Workgroup is already fulfilling their required 20%, but since the Youth One-Stop has/is a separate program, funded under WIOA, it must serve its own participants. There needs to be more in-house work experience. Barbara said she could allocate funds between June and July to avoid sending back funds. Leslie Williams, Comptroller WDB, asked about the amounts it might save. Barbara said it might amount to around 2% of carryover funding.

Jim Raymond, TD Bank, asked in terms of program funding and allocations that are given on an annual basis are there funds to support employer needs, by providing location based work experience opportunities. He said restaurants, retail, and warehouse employers are having real challenges filling open job positions. He asked if there were specific funds earmarked for those industries. Jeff said there are On-The-Job training programs but the challenge is getting individuals to want to come back to the workforce and give up the extra federal cares benefits under current conditions. Jeff acknowledged the challenges many employers are facing and calling the WDB about. Jim offered his assistance to contact employers to let them know about WDB and One-Stop support programs. Frank Cirii, Local Area Operations Director, said the funding discussed in the budget is majorly allocated for training. The funds are earmarked to send customers to Camden County College Certification programs or to send a customer to get a CDL license. The challenge is getting referrals to get involved in these types of training programs. He said this is how we spend down the funding being discussed today and we can only use these funds to train in high-demand occupations barring some customer choice exceptions where there is an employer waiting to hire that person. In this case a waiver can be obtained through the WDB. The Committee discussed and agreed on concerns and challenges facing referrals and enrollments. Jim's main point was to say that if more employers knew about these training services, they might offer a referral pool of

participants. Frank said state and local Business Service Reps can work with employers. Jeff encouraged Jim to refer employers to the State, County and WDB websites for more information and resources Barbara concluded that we have one more year to spend most of the carryover funding underspent in the last year.

Barbara reported receiving an extension of funding use in the Learning Link. She is waiting for more clarification about when those extensions expire, either August or later. She reviewed other program areas such as Workfirst NJ and the status of current spending versus carryover amounts. The Committee reviewed funding and carryover amounts that were and will be sent back. Barbara reminded the committee that most of the unspent funding was due to low enrollment and current pandemic conditions.

Barbara reviewed the Contract Analysis Reports through May 19, 2021. Barbara said the reports show the prior year and current year activity. She said enrollments are low at OEO due to the lack of referrals. There are still funds in unclaimed benchmarks from the prior year. Barbara reported the TANF and CWEP Providers are facing the same challenges to providing services. These program activities are a bit harder to engage remotely and providers got off to a slow start. Barbara said it is the same challenge with GA, enrollments are low. She said there is not much else to report due to pandemic conditions, all providers are doing the best they can. She noted the Workgroup enrolled 42 participants and OEO enrolled 25 participants

The Committee discussed and agreed on concerns and challenges facing referrals and enrollments. Jeff noted that Theo has been actively seeking ways to offer accommodations so providers can recruit customers on their own and not solely rely on referrals from the Board. There are providers who have found creative ways to drive referrals and the One-Stop is sharing those best practices in their partner meetings. He said Theo asked the college to host a meeting held on February 19th @10am led by Dr. Lauren Hill, Director, Adult Basic Skills, Camden County College. She and her staff members shared best practices and successful ways they were using to promote enrollments.

Barbara reported the procurement process is complete and new program year contracts are being finalized. There is some unused funding being sent back by both providers. Leslie asked and Barbara confirmed that JEVS dropped out of programing and closed their contract after one voucher. Jeff asked and Frank confirmed that Theo Primas, Program Evaluator did follow up with JEVS. Laurie said JEVS used HopeWorks, Camden, as a feeder program and most of their participants turned out to be in-school youth and the requirements are that participants be out-of-school youth. Barbara reported the WorkGroup clothing services contract showed no activity. She also reported there were only 24 out of 160 slots filled in TANF programs. Frank noted this is due to lack of referrals from the Board of Social Services. Jeff noted, for new members, that the State has extended waivers to mandatory participation in work activities, normally required to retain extended public assistance through Temporary Assistance for Needy Families. (TANF). This has caused a dramatic reduction in enrollments and this is as discussed due to the pandemic, so these recipients can stay home and not look for employment. Jeff said the local Board started a voluntary call program that contacts their client base and makes them aware that participation in training will not affect or cause a loss in benefits. The call program has produced some referrals. The Committee discussed other reasons for individuals to turn down work activities such as school closings and child care, workplace fears and transportation.

Barbara reported she is waiting for estimates and cost to prepare the annual budget for review at the next meeting. She asked if there were any further questions. Hearing none, Pat asked for a motion to approve the fiscal reports. Jim Raymond made the first motion; Jeff Swartz made the second motion. By unanimous vote to the affirmative the motion was carried and the fiscal report was approved. Pat thanked Barbara and her team for their work on the fiscal reporting.

PROGRAM EVALUATOR REPORT

The Committee reviewed the Program Evaluator Report submitted by Theo Primas, WDB Program Evaluator. Theo reviewed his updates as follows.

(68) 2020 contract packages have been sent out. Packages are still being processed.

(37) ITA providers are currently eligible to receive CCOS referrals

Theo reported he is waiting to hear about the approval of resolution #49, on the agenda of the Camden County Board of Commissioners meeting, Thursday, May 20th, to approve various ITA contracts. The master contracts and packages are ready to be sent out with the resolution number in place once confirmation of approval is received.

Theo reported the WIOA and WorkFirst NJ provider procurement process began back in April with the release of the Request for Proposals (RFP) and Tech Conference. The WDB received 4 WorkFirst proposals which encompassed nine service components. Two WIOA proposals were received with two service components. Those proposals were reviewed remotely to accommodate for the COVID situation. Theo said it worked out very well and the scoring rubrics were also reviewed remotely by the review committee. He received and tallied the scores and sent them to the One-Stop and they very quickly turned them around for recommendation and the offers were sent out yesterday, May 20th. No proposal was disqualified based upon the components. Every proposal was deemed eligible for funding. The proposals will translate into separate contracts based on the various components.

Theo reported he received acceptance letters from the various providers including the Center for Family Services, Camden County College and the Workgroup. Once all acceptance letters have been received Theo said he will be able to complete the procurement and contracting process. He will copy Jeff, Frank and Pat on the documentation of the process. The Fiscal Department will develop the budgets and worksheets along with the slot and funding allotments. All the functions will be coordinated over the next few weeks. Theo said all the offers are contingent upon receiving funding awards by the State and assuming that funding will be received on time; service can begin on time for the new program year starting July 1st. Theo thanked the One-Stop review and fiscal team for their work on this annual procurement process.

Theo reported monitoring is still in progress for the CWEP providers because of late starts to enrollment due to pandemic conditions. They needed more time to get started with services before being asked for monitoring files. He said the youth monitoring process is complete and reports have been filed. There were no mandatory corrective actions that needed to be addressed. Theo concluded his report and asked if there were any questions.

Hearing none, Pat asked if there was any other business that needed to be discussed. He thanked Theo for his report. He thanked Tom Johnson for attending the meeting and he thanked Frank Cirii for his quick response to work related unemployment fraud concerns. He thanked everyone on the

committee for preparing the information and presenting their areas of expertise and for review and discussion at today's meeting. He thanked Kathleen Varallo, Administrative Assistant, for the preparation of the minutes. He wished everyone a safe and healthy summer. Pat asked for a motion to adjourn the meeting. Jim Raymond made the first motion; Leslie Williams made the second motion. By unanimous vote to the affirmative the motion was carried and the meeting was adjourned at 9:55am.

The next WDB Quarterly Meeting is scheduled for Wednesday, June 23rd @8:30am, via Zoom.

The next quarterly meeting of the System Performance Committee is scheduled for Friday, August 20th, 2021 @9:00am via Zoom conferencing.

Submitted by,

Kathleen Varallo

WDB Administrative Assistant