



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

OPERATIONS COMMITTEE MEETING  
MINUTES JULY 13, 2018

ATTENDANCE

Member	10-Mar	7-Apr	11-May	9-Jun	21-Jul	16-Aug	14-Sep	13-Oct	17-Nov	8-Dec	12-Jan	9-Feb	9-Mar-18	13-Apr-18	11-May-18	8-Jun-18	13-Jul-18
DeBaere, Gregg T., CHAIR																	
Atlantic Coast Communications	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Connors, Kristi					X	X	X	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	X	X	X
DoCherty, Joan																	
CCBSS																	
Friedman, Joshua A.	X		X	X	X		X	X	X	X	X			X	X		X
Local Area Operations Director, CCOS																	
Lope, Krista	X		X	X	X	X		X						X			
NIDVR																	
Mayfield, Kathleen S.				X	X		X	X									
Camden County One-Stop Operator																	
Medina, Connie	X	X	X	X	X		X	X		X	X		X		X	X	X
Board of Social Services																	
Sinclair, Nidia										X		X		X		X	
Director, Camden County Resource Center																	
Thorn, Thomas						X			X				X				X
Camden County Business Services																	
Weil, Bob			X		X				X					X	X		
WDB Chair																	
Swartz, Jeffrey S.	X	X	X	X	X	X	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	X	X	X	X	X
WDB Comptroller																	
Varallo, Kathleen		X	X	X		X	X	X	X	X	X	X	X	X	X	X	X
WDB Administrative Assistant																	

WELCOME

Chair Gregg DeBaere called the meeting to order at 9:10 am, welcomed attendees and asked for round table introductions.

• PERFORMANCE MEASURES-WDB STRATEGIC PLAN SCORECARD

The Committee discussed the few more items that will to be added to the Performance Measures-WDB Strategic Plan Scorecard, as more data becomes available. In the absence of State performance data, the scorecard will be presented at the WDB Quarterly meeting on Wednesday, September 26<sup>th</sup>, 2018 at Camden County College, Blackwood Campus.

• ONE – STOP CERTIFICATION.

Leslie Williams, WDB Comptroller, reported that all required documents regarding the One-Stop Certification process have been filed with the State. She said we are waiting for multiple signature pages from the State in various departments as it relates to their operations at the One-Stop and inclusion in the Infrastructure Funding Agreement (IFA) and Memorandum of Understanding (MOU). Joshua Friedman, Local Area Operations Director, One-Stop, said that he spoke to several state representatives including Jerry Calamia, State Technical Support, who said that there may be some suggestions coming by the State in the way of balancing the IFA. Joshua said that the One-Stop will comply with any reasonable suggestions as long as they are documented in such a way that will withstand an audit. Leslie said that once we receive the signed documents, we will be officially able to send our formal request for One-Stop Certification. The certification process will have to be noted or included in any renewal of the One-Stop Operator contract being that the process was not initiated until after the first One-Stop Operator Procurement process took place.

Leslie referred the Committee to draft guidance issued by the SETC on the WDB

Certification process that is completed every two years by the WDB. She said the updated guidance will include the requirement that the One-Stop Certification be included with the WDB Certification. As always, the process will require a review of the balance or required make-up of the WDB Board. This year's certification will also require that the WDB evaluate at least one specific function of the One-Stop. Jeff suggested that the WDB focus on an evaluation of the Youth One Stop. The Committee discussed ideas for the analyzing the functions of the Youth One-Stop including its innovative flow chart that tracks youth as the progress through the One-Stop system. The Committee also reviewed other elements of the WDB Certification draft guidance, including submission of the annual budget, annual report and quarterly meeting minutes.

## YOUTH ONE-STOP UPDATES

- YOUTH ONE-STOP (YOS)

Joshua Friedman, Local Area Operations Director, One-Stop, reported that the youth specific orientation that was implemented back in May, 2018 is going very well. All youth are being given a detailed twenty minute explanation of services and what is needed for eligibility. Each youth is met by a counselor and they walk away on their first visit to an orientation, with a scheduled appointment and full understanding of the process of training qualification. Joshua said he has signed four Youth Request for Training Vouchers (RTV) since July 1, 2018. There is a definite impact being made. He also said Dr. Lauren Hill, Youth One-Stop Manager, is working on new initiatives and the coordination of outreach activities to attract youth to the YOS. Joshua then reported that he is working with the County to purchase gift cards for youth as an incentive or reward for obtaining achievements for training and education or completion of workshops. The gift card cannot be used for recruitment.

Gregg asked Joshua for two elements that are making the orientation work more efficiently. Joshua said the length of the orientation is shorter and more engaging, making it more compatible to a youth's interest and attention span. The other advantage is the offering of the Thursday workshops. These are soft skills courses designed to stimulate self-reflection, career exploration, job seeking tips and financial literacy. The Committee discussed these new elements of the orientation and how they could be applied to the Adult Orientation and increase its effectiveness. Gregg said that regular evaluation of the orientation should continue, as has in the past, in order to constantly improve outcomes and keep the participants from giving up on the process.

Joshua said that his report to the freeholder included outcomes June 1-30, 2018 for youth. Three youth started training, not including the four he just signed for, and eighteen entered employment. This represents a highly improved outcome for one month. Jeffrey S. Swartz, WDB Executive Director, stressed the importance of tracking whether youth are obtaining a full time position, and if there are sustainable wages paid for those jobs, they can be counted toward WIOA performance measures.

- 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 reported that Nidia Sinclair, Director Career Center, is working with Laurie Maguire, MIS Manager, and making it a top priority to organize the eligibility files of the CCP participants by the end of the program year with the deadline being July 1<sup>st</sup> to report participation. The One-Stop will be able to count some of the participants served by our system. He said that Lauren Hill is working with nine of the participants and is following up on some of the participants that were released from the YMCA. A full update will be forthcoming.

- **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 that Louis Bezich, SVP, Cooper University Healthcare, will be conducting a meeting sometime in August at Cooper to discuss an Emergency Medical Technician (EMT) Training Initiative, with Jeff attending the meeting. Cooper envisions this program as a pathway to other careers, and there are no jobs being promised at this time. Camden County College (CCC) presented a syllabus for this six credit course program. It includes 90 hours of intensive training and practical experience. The initial meeting, held on June 6<sup>th</sup>, included a proposal submitted by Camden County College. The proposal was discussed but needs to be fine-tuned to meet budgetary limits. The WDB hopes to include Hopeworks again as an additional training partner in this proposed initiative.

Gregg asked if the quarterly updates are continuing for the medical coding initiative. Joshua confirmed that the updates are scheduled by Cooper without having to ask. Cohort participants that complete training are still being promised positions at Cooper and Hopeworks has placed other individuals beyond the cohort into positions at Cooper as well.

- **YOUTH MENTORSHIP PROGRAM**

Joshua reported that the Youth Mentorship contract between Rowan College and the County has been fully executed. Dr. Stanley Yodel, Rowan College, is working with Dr. Hill on the first orientation and training for mentors. The program will be evaluated at the end of the term for successful outcomes.

- **RE-ENTRY PROGRAMS FOR YOUTH AND ADULTS**

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 (CCCF). There are many 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, CCCF Jail Population Coordinator, is the lead organizer.

Joshua, reported meetings are progressing and include discussions about new ways the courts and probation can include the One-Stop for referrals to justice involved youth. Once again we have to thank Rosy Arroyo, CPAC, for helping to make connections and move this initiative forward.

- **YOUTH AGING OUT OF FOSTER CARE**

The Youth Aging-Out of Foster Care Committee involves the County Family Court, Court Appointed Special Advocates (CASA), Certified Public Manager Program (CPMP), and the Child Protection and Permanency (CP&P), (formerly the Division of Youth and Family Services, (DYFS). In order to afford work opportunities for this population, the One-Stop is now a part of this committee, which is led by Rosy Arroyo and Rick Alston.

Joshua reported that efforts to schedule visits to the court probation are stalled. The family court judges are in favor of the One-Stop being present, but the Superior Court Security is very territorial when it comes to allowing what they feel may be solicitation. He did spend an hour with Sarah Barbella, Superior Court of NJ, Camden, to plead the case for One-Stop counselor's presence as youth are exiting the system. He stressed to her that every week that goes by means several youth are missing opportunities to be served by the One-Stop. Sarah had many questions about how the One-Stop could help youth as well as adults. He left her with a box of informational materials that is now permitted to be distributed at probation. Leslie Williams, WDB Comptroller, asked if the One-Stop has placed informational materials at the Salvation Army, Kroc Center, Camden. Joshua said that Margie McLaughlin, Kroc Center Outreach, attended a Business Service Team meeting and is now working closely with Nidia to coordinate referrals. He said that Judge Charles W. Dortch, serving NJ Superior Court, Family Division, is continuing to recommend the services of the One-Stop to youth exiting the system.

- **PROJECT SEARCH – JEFFERSON/KENNEDY HOSPITAL**

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 Deitz, DVRS, reported the Project Search graduation took place on Monday, June 11<sup>th</sup> @ 6pm at Jefferson/Kennedy. The cohort was tough to place this year. One participant was hired by Jefferson hospital and another was hired by McDonalds. One participant exited the program for personal reasons. The next cohort of four participants have been placed on hold until September due to internal organizational issues that need to be resolved. TD Bank hired a new training vendor, Employment Network Team of New Jersey (ENT-NJ), for their next cohort. They are based in Trenton, NJ.

- **YOUTH WORK EXPERIENCE PROGRAM**

Joshua reported that he is in the process of re-organizing the Youth Work Experience Program. He has a plan to insist on a stipend or card system for a flat two hundred dollars per week that would not interfere with social services benefits being received by youth. He is considering reaching out to community non-profit or private sector organizations to include them in the program. County Agencies have not fulfilled requests to complete job descriptions for the participants. The revised program will not change the policy approved by the WDB. The One-Stop is currently fulfilling some of its work experience obligated funds by working with Lori Godorov's Work Group participants. The Work Group is now contracted as the clothing voucher provider for the One-Stop and does an excellent job creating these types of opportunities for youth through their thrift shop program.

- **ONE-STOP COMMUNICATIONS & UPDATES**

Joshua reported that Nidia Sinclair, Director Career Center, will be setting up a staff and manager's meeting sometime before the end of July.

- **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 values the rights and worthiness of all customers and staff. The success of this mission requires the cooperation, commitment, active participation and ideas of all employees. The Camden County Board of Social Services is accessible to disabled persons. <http://www.camdencounty.com/service/social-services/>

Connie Medina, Deputy Director, Camden County Board of Social Services, reported that participation rates have jumped from 26% to 29%. She said the new staff changes and training are really making a difference. The Partner meeting at the Kroc Center, Camden on June 13<sup>th</sup> went very well. Connie said she would forward a list of attendees. A presentation of services was made and it was followed by opening up for questions and answers. She said it was a great awareness experience for all who attended.

Connie also reported that her staff participated in ASOS training in Trenton. She met with Kristi Connors, Manager Employment Services, and other key staff on June 18<sup>th</sup> at the One-Stop. They reviewed glitches in ASOS and some solutions that could be added to the system such as a drop down list, regularly updated with active CWEP sites that would serve to balance referrals. Joshua is working on coordinating a method of tracking and flagging those that are inactive with tech support staff. Connie said she would conduct another training once the new program year starts and new contracted vendors are loaded into the system. The training will include any changes in protocol for referrals in the new program year to Supplemental Nutrition Assistance Program (SNAP), Abled Bodied Adults Without Dependents (ABAWD) and Group Job Search (GJOBS)

- **CONSORTIUM & TIP UPDATE:**

Jeff Swartz said the Healthcare Consortium Meetings are usually suspended for the summer months. They will resume in September.

Jeff reported that the Retail Hospitality Tourism (RHT) led by Stacy Foreman, Director RHT South, will be hosting an RHT Industry Summit, at the Camden Aquarium, on Monday, September 24, 2018.

The Construction and Utilities Talent Network – South, will be hosting a meeting in August, (TBA). Jeff said he was able to make a short presentation about the Atlantic City Electric Training Initiative at their meeting on June 26<sup>th</sup> in Rowan Camden Campus, 129 North Broadway, Camden, NJ. Robert Tumas, Director of that TIP, expressed an interest in getting involved the WDB. He would like to be added to the invite list of the WDB Quarterly meetings.

- **BUSINESS SERVICES (BSR)**

Jeff reported that the Business Service Team met on Thursday, July 12<sup>th</sup>. Jeanne Paige-Soncrant, Camden County Business Service Rep., reviewed the status of many of the Employer Recruitments being hosted at the One-Stop including UPS, Bayada, Source for Teachers, Conduit (formally Xerox) and European Metal Recycling (EMR). Margie McLaughlin, Kroc Center Outreach, attended the BSR meeting. She is going to meet with Jeanne and Nidia at the One-Stop to discuss ways the Kroc Center can partner with the One-Stop and refer customers.

Gregg asked how the Kellogg's information session, held on June 20<sup>th</sup> was received. Jeff said that he would follow up with Jeanne to get a report on outcomes of the recruitments. He requested that Jeanne create a report similar to the one Kristi Connors, Manager Employment Services, submitted to the committee, with the addition of a total number of attendees included in the report. When he spoke to Jeanne, she said that employers do not always report back to her how many job-seekers are actually hired as a result of the recruitments. Kathleen reported that a recruitment was held for Hydro-Chem at their facility, as they wanted to hire individuals that lived close nearby, and they were very happy with the turn out. At the meeting, Jeanne reported that even though some recruitments are not getting the turn outs we hope for, the employers are happy because the turn outs are better than they have been able to attract on their own, and employers are repeating recruitments. Kathleen also said that Wawa hired a regional manager as a result of a recruitment held at the One-Stop. Jeff said that 54 people turned out for the Department of Corrections information session.

Jeff also reported that the South Jersey Workforce Collaborative WDB Directors have been meeting weekly via conference call to discuss the Atlantic City Electric (ACE) Initiative. WDB staff have been organizing and leading the calls. Lee Wasman and Conrad Samuels, ACE have attended the calls as well. The Math Remediation Program is designed to prepare participants for a test that will be conducted by Atlantic City Electric at the end of the course. The WISE program is designed to introduce Women to career paths in sustainable energy. Instructor rolls, schedule and locations are still being developed. ACE has provided the grant partners with instructor job descriptions, as well as jobs that participants may qualify for as a result of training, and templates for promotion materials. All grant partners are still negotiating with their local colleges to teach these courses. Kathleen reported that

ACE will be involved with the classes in that they will present possible job opportunities at a class and will provide a team to administer the testing at the completion of the course. They may recommend some instructors, but will not be teaching the entire course. They will also be available to attend the information sessions that will be held regionally for the purposes of recruiting the first cohort. There will be two information sessions. One for Instructors and one for participants. She said that ACE also provided the partners with example template flyers that explain some pre-requisites for participants.

Jeff said Atlantic and Camden County are the two counties that will be teaching the Line and Equipment Skills Training. Rhonda Lowery, WDB Atlantic County, is taking the lead in organizing the location for this training mainly because Atlantic Cape Community College has, in the past, taught a similar line training for South Jersey Gas. She has been in touch with Roy Foster, Local 359. Atlantic and Camden counties also requested use of the ACE training facility in Mays Landing as an alternative location. This will involve a transportation plan for the Camden County Cohort.

- **NJ State Employment and Training Commission (SETC) UPDATES**

Jeff reported that the State Combined Plan, with revisions and modifications have been sent to all counties and are posted in the State's website. Regional and local plan guidance will be forthcoming shortly. The SETC will issue official WDB Certification guidance as of September, 2018. The SETC, Shared Youth Vision Statewide Committee, invited Camden County to make a special presentation about the Youth One-Stop on Wednesday, September 26<sup>th</sup> in Trenton. Dr. Lauren Hill will represent the CCYOS. Jeff said there is a WDB Directors Webinar scheduled on Thursday, August 23<sup>rd</sup>.

- **QUARTERLY MEETING UPDATE**

The WDB Quarterly was held on Wednesday, June 27<sup>th</sup>, @9am at the Camden County College, Blackwood Campus. Jeff reported that the speaker, Dwight W. Threepersons, M.S.Ed., Project Director of the Construction & Utilities Talent Development Center at The New Jersey Institute of Technology, was well received. He seemed to make many contacts with attendees at the meeting. The Committee agreed the meeting went well.

### **NEXT MEETING**

The Committee discussed and agreed to suspend the August meeting due to member summer business and vacation schedules. The meeting was adjourned at 11:05A.M. The next Operations Committee meeting is scheduled for Friday, September 14<sup>th</sup>, 9:00 A.M. at the WDB office, 1111 Marlkress Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

*Kathleen Varallo*

Administrative Assistant