



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

OPERATIONS COMMITTEE MEETING
SEPTEMBER 14, 2018

ATTENDANCE

Member	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	14-Sep-18
DeBaere, Gregg T., CHAIR	X	X	X	X	X	X	X	X	X	X	X	X
Clark, Jeffery												X
Connors, Kristi	X	X	X	X	X	X		X	X	X		X
Deitz, Jeff		X			X	X	X	X		X	X	
Docherty, Joan								X				X
Friedman, Joshua A.	X	X	X	X	X		X	X		X	X	X
Lope, Krista		X					X					
Mayfield, Kathleen S.	X	X										
Medina, Connie	X	X		X	X		X		X	X	X	
Sinclair, Nidia				X		X		X		X		
Thorn, Thomas			X				X				X	
Weil, Bob			X					X	X			X
Swartz, Jeffrey S.	X	X	X	X	X	X	X	X	X	X	X	X
Williams, Leslie J	X	X	X	X	X	X	X	X	X	X	X	X
Varallo, Kathleen	X	X	X	X	X	X	X	X	X	X	X	X

WELCOME

Chair Gregg DeBaere called the meeting to order at 9:12 am, welcomed attendees and asked for round table introductions. Gregg welcomed Jeff Clark, DVRS and Joan Docherty, CCBSS.

• 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. It was decided that all information will be reviewed and ready by September 24th in case it needed for WDB Quarterly meeting on Wednesday, September 26th, 2018 at Camden County College, Blackwood Campus. The Scorecard will mostly like be presented at the quarterly meeting in December.

• ONE – STOP CERTIFICATION.

Jeffrey S. Swartz, Executive Director, WDB, reported that he will be attending an SETC meeting on Tuesday, September 18th at the Law Center in Trenton. Much of this meeting will be dedicated the Workforce Development Board Certification process. Finalized guidance will be distributed at that meeting. Jeff said that he digitally distributed the latest draft policy guidance to the committee. They have established a timeline for when items are due to the State. Local documents are due to the SETC between October and December, 2018. The entire process is to be completed by April 2019. Items such as board membership, the annual budget, meeting minutes and current MOU’s will be addressed. This year’s certification will also require that the WDB evaluate at least one specific function of the One-Stop. Jeff said the Committee agreed, at the last meeting, to do an evaluation of the Youth One Stop. Joshua suggested the evaluation

itself will be in the form of a few paragraphs about each of the new programs we have instituted at the Youth One-Stop. Gregg suggested that we include performance reporting. Jeff said that we are working on the Annual Report to present at the quarterly meeting. It is a document that is also required by the SETC. Joshua said that performance data included in that report will be accurate through June 30, 2018.

Gregg asked if the State signed the Infrastructure Funding Agreement (IFA) and Memorandum of Understanding (MOU). Jeff said we have not heard back or received any documents. He also 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.

YOUTH ONE-STOP UPDATES

- YOUTH ONE-STOP (YOS)

Joshua Friedman, Local Area Operations Director, One-Stop, reported the youth-specific orientation that was implemented back in May, 2018 is continuing to be a success. He said there is not a Tuesday or Thursday, the days of orientations, that there has not been at least one youth pulled out of the Adult orientation and given a package and appointment to meet with a youth counselor. All youth are being given a detailed twenty minute explanation of services and what is needed for eligibility. 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. He also said that a memorandum of understanding is being submitted to the county that spells out the volunteer effort with TD Bank to come into the YOS every fourth Tuesday of the month to teach financial literacy. Lauren Hill, Youth Manager, is working with the counselors to re-connect with past youth customers and bring them back in for the workshops. Kathleen Varallo, Administrative Assistant, WDB, suggested that the language used in the MOU could be used to fill out a grant proposal for TD Bank. They fund ongoing programs. Jeff said that Matt Verney, Youth Chair offered funding to support the workshops.

Joshua reported that the YOS is keeping real time data that tracks youth through the system and uncovers some of the choke points where youth may be exiting. The reports are being submitted to the Youth Committee. The committee is engaged and committed to supporting their efforts.

- 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 Lauren Hill is working with nine of the participants and is following up on some of the participants that were released from the YMCA. There are no new updates at this time.

- **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 another meeting sometime in the fall at Cooper to discuss an Emergency Medical Technician (EMT) Training Initiative. 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 included 90 hours of intensive training and practical experience. The initial meeting, held on June 6th, 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.

- **YOUTH MENTORSHIP PROGRAM**

Joshua reported that the Youth Mentorship Program is up and running. He met with three college students that will be serving as youth mentors. An orientation was conducted for the students and Dr. Hill coordinated with the students as well to visit the YOS on orientation days to meet with youth. Jyi Peterson, Youth Counselor, will serve as supervisor to the youth mentors. The mentors have been coached on encouraging youth to not give up on the youth programs that will lead to training and career paths. The college students are taking sociology and justice courses at Rowan. They are being required to write a term paper about their experiences with the program.

- **JUSTICE INVOLVED YOUTH SUMMIT**

Kathleen reported that the Annie E. Casey Foundation approached the WDB about hosting a Justice Involved Youth Summit to discuss solutions to involving at-risk youth who may have minor offences with the court system. The foundation intends to present data about these youth and the barriers that they face when it comes to probation and documentation. Presentations will be made by the State and County Probation Department and the Department of Labor. The invitation will be coming from the Workforce Development Board as follows;

Camden County has been working to safely and significantly reduce out-of-home placements for youth involved in the juvenile justice system, especially those youth most disproportionately represented in the system – youth of color. Juvenile justice placement rates have been declining. To continue this progress, it will be important for Camden County – in collaboration with state leaders – to enhance the local network of community-based services, supports and programs for system-involved young people.

To achieve this goal, the Camden County Workforce Development Board (CCWDB) is convening a meeting of key local, state, and federal stakeholders this fall. The meeting will aim to lay the foundation for expanding workforce development opportunities for juvenile justice system-involved youth by addressing the systemic barriers to their full participation in youth programs funded under the federal Workforce Innovation and Opportunity Act (WIOA). CCWDB is partnering with the Annie E. Casey Foundation (“Casey”), the National Youth Employment Coalition (NYEC), and the National Office of Youth Advocate Programs, Inc. (YAP) on this effort.

Invitees to this “Day of Solutions” will include those positioned to make and follow through on commitments to action, including federal, state and local leaders representing juvenile justice, the judiciary, public defender’s office, probation, law enforcement, young people, families, community based organizations and workforce development.

Following welcoming remarks, we envision a morning working session that reviews the relevant data and further examines the barriers identified by Casey, NYEC, and YAP in preparatory interviews. In the afternoon, partners will work to address the barriers and develop a joint statement or set of agency-specific commitments to action.

The event will be held on Wednesday, October 17th 2018, at 8:30am to 3:00pm at the Crowne Plaza Hotel, 2349 West Marlton Pike, Cherry Hill, NJ 08002. Continental breakfast and lunch will be served.

- **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 Youth Counselors have received permission to be present at juvenile probation at the Cherry Hill Executive Campus on two Wednesdays per month. Nidia Sinclair, Director Career Center, and Lauren Hill, Youth Manager, attended yesterday, September 13th and said it was amazing. They were able to engage seven foster care youth. We are also receiving more support from the State in that if we begin to serve one of these youth and they move out of the State or County, we do not receive a negative outcome.

- **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 Clark reported that the new cohort of five participants has started at Jefferson/Kennedy

Hospital and a cohort of eight have started at TD Bank. There was a signing celebration on Thursday, September 6th at Jefferson/Kennedy Hospital, 500 Marlboro Ave, Cherry Hill. Gregg asked if the Yale School is still providing the participants. Jeff said that they are.

- **YOUTH WORK EXPERIENCE PROGRAM**

Joshua reported that he is in the process of reevaluating the Youth Work Experience Program. There was some consideration of putting the program out as a Request for Proposal RFP. We have been given permission by the State to pay the participants using gift cards as an alternative to a stipend that might interfere with their benefits. WIOA is a little less restrictive when it comes to giving youth a stipend for work experience or educational achievements. The Committee discussed ways the gift cards could be used to incentivize youth to participate in activities that are designed to create a work like environment for them. All agreed that further criteria for the use of gift cards could and should be developed.

ONE-STOP COMMUNICATIONS & UPDATES

Joshua reported that staff at the One-Stop met with John Bicica, LWD WDB Coordination and Support, on Thursday, September 13th at the One-Stop. The goal of this meeting was discuss ways we will have to change processes when providing supportive services to youth. We will be scheduling an in-service day in order to re-train staff in certain areas of data entry. We will be having a supervisors meeting on Monday, September 17th to plan for this upcoming training.

Joshua reported that he has drafted a Supportive Services Policy that will be presented to the full board for approval at the next quarterly meeting. Supportive Services are “services such as transportation, child care, dependent care, housing and needs-related payments, that are necessary to enable an individual to participate in activities authorized by WIOA. Youth will be covered by this policy. WIOA will now allow us, after a customer has exhausted all other benefits, to put eye glasses on a person that now has to go back to school for training and has no other resources to pay for them. Once approved, this policy will allow us to not only be able to put customers into a career, but to also make sure they are able to keep that career by providing a need such as housing, clothing or equipment assistance. The new WIOA law allows the counselors to create the relationships and do the kind of work they have been doing, but now with a little more help in the area of real personal needs. The policy will include the language that spells out the criteria for youth gift cards. Gift cards will be given out under specific conditions such as achieving the GED attainment or maintaining a job. We will be starting out on case by case basis to get a gage on what the real customer needs are.

Joshua also reported that the launch of the Learning Link pilot program making the program available at the South County Library Branch in Winslow Township will be implemented as of September 29, 2018. Participants will be able to sign up for the program and sign-on to computers at the library. Counselors will be able to monitor participants remotely and will be available as needed at the library to guide participants through the application process. Laurie Maguire, MIS, Learning Link manager is working with the Literacy Committee and County Library System to implement this opportunity.

- **REGIONAL ACTIVITIES**

Jeff reported that the South Jersey Workforce Collaborative, WDB Directors Meeting have been meeting weekly via conference call to discuss Regional Activities including 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. Atlantic City Electric has provided the curriculum for the training initiative along with grant funding for this six year program. 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, job lists 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. The training initiative will be offered in Atlantic, Camden, Gloucester, Cape May, Cumberland and Salem Counties. The trainings will be offered free to participants. Atlantic County and Camden County will also be teaching a Line Training Course. This course will review the safety measures and practice of working in the field such as the use of safety equipment and climbing electrical poles. We are having some difficulty identifying a location to host the training. It has been agreed that one training location may be used so there may be some transportation costs involved in getting participants to the training site.

A Public Relations (PR) introductory conference call was held on Tuesday, August 24th. The call included participation of WDB Directors, local county PR designated representatives and Frank Tedesco, Senior Communications Specialist at ACE. Sandy Kelly, SKL Partners, CCWDB member, and Ron Tomasello, Camden County Public Affairs, will be representing Camden County. Debra Sellitto, Communications/Public Information, County of Gloucester, is supposed to lead the regional PR efforts. As of now, a regional press conference that will include invites to the State Commissioner of Labor and Governor is planned for October 12 at the Atlantic County Technical Institute. The PR team agreed with the WDB Directors that more information needs to be confirmed before any public announcement can take place. The PR team will also help promote an information session for the instructors as well as local information sessions to recruit participants.

The Committee discussed the benefits and concerns of the program. Bob Weil, WDB Chair, said the program should prepare students for high paying career paths in the Utilities Industry. It will be important to follow the program closely. Gregg expressed concerns about the line training program. Location and logistics are a concern and the training will only result in an apprenticeship as will all union starting positions in this field. Jeff said we are still waiting for Camden County College to submit a proposal to conduct the trainings. We did receive a proposal from Burlington County College who has successfully taught the WISE and Math programs. They are willing to teach the program in Camden County as required by the contract. Kristi Connors, Manager, Employment Services, suggested that we connect Burlington County College with Camden County College since they are already experienced in running these programs.

Jeff also reported that the South Jersey Workforce Collaborative is communicating and

promoting a regional effort to work with Amazon They will be hiring over 2000 employees for their fulfillment centers in West Deptford and Logan Township, NJ. They will also be building another fulfillment center somewhere in Camden County.

Jeff announced the dates for the Garden State Employment and Training Association (GSETA) Conference. The Conference is organized each year by this organization to offer workshops designed to provide Department of Labor updates and topics of concern to Workforce professionals such as case management ideas, customer service, board development, and the introduction of successful workforce programs. The conference is scheduled for October 2nd – October 4th at Bally's Hotel in Atlantic City. WDB Staff and Executive Board Members are encouraged to attend.

- **PERFORMANCE MEASURES NEGOTIATION**

The Committee reviewed a letter of advisement of the performance goals for the local area's Workforce Innovation and Opportunity Act (WIOA). The statewide WIOA performance goals for program year 2018 and 2019 were approved by the United States Department of Labor (USDOL). At the direction of the Executive Committee, Jeff also presented a letter he addressed to David Ramsay, Director, Workforce Research & Analytics, Office of Research Information, Department of Labor and Workforce Development. (LWD). The letter respectfully disputed the performance goals that have been set at higher targets. The reasons stated were errors in the data collection that helped establish the new goals. The committee also reviewed the letter sent by David Ramsay upholding State's position on the announced goals. Bob Weil, WDB Chair, suggested that another letter be sent to Ramsay restating our concerns about the higher goals. Jeff said he would follow up and send out another letter.

- **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/>

Joan Docherty, Camden County Board of Social Services, reported that their offices were closed for two days due to a fire. No data or computers were lost as a result of the fire, however there was a lot of catching up to do with processing customers. The Board hired twelve new employees that will be starting training. This was to replace staff members who are retiring. There have also been some promotions from within the organization. Our participation rates dropped to 25% in the last two months. She said she is waiting for the latest updates to see if that percentage changes. Some staff members attended a safety meeting in Trenton today, September 14th. The processing units are working on getting new coding procedures in place. Kristi said that there are coding issues and many files will have to be re-coded in the computer system. Many Supplemental Nutritional Assistance Program (SNAP) recipients will have to be brought back in and re-certified and be placed in work or

training activities in order to retain benefits. Kristi said these program glitches have effected enrollments to G-Job activities. She said that training is ongoing in the new systems.

- **CONSORTIUM & TIP UPDATE:**

Kathleen 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. Jeff excused himself from the meeting to attend a Healthcare Consortium meeting, today, September 14th, 11am at Rowan University, Camden Academic Building, 129 N. Broadway Ave., Camden.

The Construction and Utilities Talent Network – South, will be hosting their annual summit on Tuesday, October 2nd, at the Chamberlain Student Center, Rowan University, 225 Rowan Blvd., Glassboro, NJ. Kathleen said that Jeff will be attending.

Gregg said there is a new hotel being built at the old Omega Institute site in Camden. He suggested making Stacy Forman aware so she can be in contact with them.

- **BUSINESS SERVICES (BSR)**

Kathleen reported that the European/Eastern Metal Recycling (EMR) recruitments went well with great feedback. They hired 6 jobseekers out of 23 in attendance. EMR is returning for another recruitment on Tuesday, September 18th. She also reported that Aleph returned for another recruitment during this past week. Aleph is a division of the Jewish Children and Family Services. They were looking for certified home health aides. August recruitments included Conduent (Formally Xerox) and Hydrochem. Source for teachers attracted 54 attendees to the information session hosted at the One-Stop on August 10th.

The Camden County Job Fair is scheduled for Thursday, October 11, 2018, 9:00am-2:00pm BB&T Center, One Harbour Blvd. Camden, NJ 08102. There is no cost for employer or attendee participation. She said that Mike Leonetti gave notice to the One-Stop in order to accept a position as manager of the Department of Motor Vehicle, Camden location. He will be missed when it comes to recruiting employers for the Job Fair.

Kristi reported that a new Disabled Veteran's Outreach Professional (DVOP) was hired by DOL to serve Camden County. She presented a flyer to the committee promoting an event for Homeless Veterans. "Stand Down 2018" is an event organized to provide services and assistance to Veterans such as employment, social security, housing, medical, haircuts, welfare, and VA benefit counseling. She said her two DVOPS will be in attendance at this event. The event is being held on Friday, September 21st, 8:00am-1:00pm at the Cherry Hill National Guard Armory, Grove St. and Park Blvd. Cherry Hill, NJ. Kristi also reported that Sharon Bean hosted a tour of the One-Stop for the re-entry committee on Wednesday, September 5th. The Re-entry Committee is 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. Sharon Bean, CCCF Jail Population Coordinator, is the lead organizer. Uplift

Solutions, Westville was also in attendance. Uplift is a national nonprofit that addresses the complex dynamics that keep people in poverty and unhealthy: access to fresh and healthy food, healthcare, economic opportunity and employment. They operate a mobile unit bringing resources into the community. More information can be found by visiting their website <http://upliftsolutions.org/>

- **QUARTERLY MEETING UPDATE**

The WDB Quarterly Meeting will be held on Wednesday, September 26th, @9am at the Camden County College, Blackwood Campus. Kathleen reported that Jeff asked Nicholas Toth, newly appointed Assistant Director, Office of Apprenticeships, NJ Labor and Workforce Development to speak about the State's new focus on Apprenticeship Programs.

NEXT MEETING

The next Operations Committee meeting is scheduled for Friday, October 19th, 9:00 A.M. at the WDB office, 1111 Marlkrass Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

Kathleen Varallo

Administrative Assistant