



*Supporting the Development and Retention of a World Class Workforce*

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

**OPERATIONS COMMITTEE MEETING  
MINUTES, JANUARY 10, 2020  
WDB Office, 1111 Marlark Road, Cherry Hill**

**ATTENDANCE**

Member	8-Feb-19	8-Mar-19	11-Apr-19	17-May-19	13-Jun-19	11-Jul-19	20-Sept-19	18-Oct-19	14-Nov-19	12-Dec-19	10-Jan-20
<b>DeBaere, Gregg T., CHAIR</b>											
Atlantic Coast Communications	X	X	X	X	X	X	X	X	X	X	X
Austin, Keith										X	
NJ Department of Labor											
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	X
NJ Department of Labor, Business Services											
Deitz, Jeff	X	X	X	X	X	X	X	X	X	X	X
NJDVR											
Jones-Benjamin, Michaela									X		
Camden County Board of Social Services											
Maguire, Laurie									X		
Camden County One-Stop											
Martin, Lauwana											
Camden County Board of Social Services											
McFarland, Salama	X	X	X			X	X	X		X	X
Camden County Board of Social Services											
Regensburger, Robert	X		X			X	X		X	X	X
Lockheed Martin											
Sinclair, Nidia	X	X		X	X					X	X
Director, Camden County Resource Center											
Weil, Bob	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
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 9:06am. Gregg wished everyone a Happy New Year and said no introductions were needed. Leslie Williams, Comptroller, WDB, phoned in to the meeting.

**ONE – STOP & WDB CERTIFICATION**

Leslie Williams, Comptroller, WDB, reported there has been no feedback from the State regarding the Regional or Local Plan Updates and the One-Stop Certification Documents but this is 2020 so the WDB will be starting work on the plans for the next cycle. Gregg reported that via the Governance Committee of the SETC, there are 5 local areas that are still in the process of submitting their board certification documents. Gregg said the state plan draft is due to the State on March 2, 2020 and feedback is expected by June or July. He said that's probably around the time the local areas will have to address their local and regional plans.

Gregg asked Leslie to report on the progress of the Partner Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA). Leslie reported she sent the MOU draft out to the committee before the holiday. She did not receive any feedback yet. She said it was decided at the last Operations meeting that Frank Cirii, Local Area Operation Director, would take the lead on the IFA. Most of the preparation of that document will be provided by the One-Stop Fiscal office. Leslie said that Brian Ferguson, Facilities Manager, will be completing the One-Stop Accessibility Assessment. Leslie will be working with Barbara Pape, Fiscal Manager, One-Stop, on the budget portion. Leslie noted that the Camden County WDB was one of the only local areas to submit a required status report of the document progress. The Committee reviewed a copy of the status report included in the meeting materials packet. Leslie said the

report gives the State a timeline of what we are expecting to do. Gregg acknowledged that the committee is still reviewing the documents. He also asked if Frank was comfortable taking full responsibility for him and his staff to complete the IFA. He also asked Frank if he had all the information needed for competition. Frank asked for a template. Leslie said the template is attached to the email she sent before the holiday. Jeffrey S. Swartz, Executive Director, said the use of the square footage in separate areas can be calculated along with the shared areas to justify budget and shared costs. Gregg asked Leslie what input to the MOU she was looking for from the committee. Leslie said this MOU is a little bit different the last one. It's more of a question and answer format similar to the local plan. She asked that the committee review the document on the table before them and look for sections that may apply to their specific areas. She also sent the last MOU to the committee for reference so they would be able to enhance their section with further input. She asked everyone to send their input to her and she would insert the information into the final draft. Leslie said the other areas will be completed by the WDB. She already started completing some areas. Leslie also asked Gregg to review the draft and assign areas of input for his and the rest of the committee by initialing the document. Gregg said he would review the MOU over the weekend and put initials over areas where help is needed with regard to enhancements or specific questions that need to be answered. He will distribute the marked draft via an email back to the committee. Bob Regensburger, Lockheed Martin, asked if the colorization was representative of differences from the previous MOU. Leslie said the red colorization represents insertions she has made to the template. Jeff said last year's MOU was more of a narrative, and the new template is more of a question and answer. Frank confirmed that the State wants the same basic information in the different format. The biggest changes will be to the IFA because the One-Stop moved so all the calculations and assessment will have to apply to the new location.

Bob R. asked if the MOU is followed by any other type of documents. He said typically, MOU's are non-binding. Jeff said it is a binding agreement because it is signed by the State, Partners and the Board of Freeholders. The MOU describes the process by which the partners will work together and how operational and lease costs will be shared. The IFA spells out the portion-able responsibility of each partner with regards to inhabited space and shared common area costs. Bob asked if the IFA was a part of the MOU. Jeff said the IFA is an attachment to the MOU. Gregg reviewed the next steps with the committee and noted the need to adhere to the next deadline for returning input to Leslie. He requested that all input be sent to Leslie for a final draft to be reviewed at the next Operations meeting on Friday, February 14<sup>th</sup>.

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

Frank Cirii, Local Area Operations Director, reported that the staff are still working on signage inside the facility. Kristi completed and placed signage at the front desk check in area. He thanked Kristi for all the work she has done regarding the public access area and customer tracking. Kathleen Varallo, Administrative Assistant, WDB, said she has been presenting the work flow report to all the WDB committees at their meetings and it has been received very well. Frank said we are waiting for window and outdoor signage from the county office of communications. The management staff will be meeting with Frank Filipek, Director, CC Department of Events and Community Outreach, on Wednesday, January 22<sup>nd</sup> to discuss a signage and press plan for launching the official opening/announcement of the new location. Kristi said more outdoor signage is needed in front of the complex. Some customers are still

entering the Conduit office at 101. Frank said he wants to order more of the stake signs and more signs along the Speedline, Woodcrest Station. The Committee discussed more ideas about signage. Bob R. asked if the One-Stop was named on the main sign. Gregg said yes but the sign is black and white and it does not stand out. Frank said that is the current status and a lot more will be coming with press and signage. Bob R. suggested planning a formal ribbon cutting with local elected officials. He said the facility is very impressive. Frank and Kristi said there will be more information about that forthcoming.

Frank reported about systems development and policy updates. He said the management staff continues to bring staff together for cross trainings. Kristi has done an awesome job in developing the work flow report and helping to organize the staff and customer flow at the front desk. Overall and in general staff are working well together. The dress code policy has been accepted by staff. Gregg asked if the novelty “dress for success” mirrors were found from the old facility and can they be used in the new facility. Nidia and Kristi said the way the new building is set up they would get lost. Frank said he will find out if they were savaged or trashed from the old building.

The Committee discussed the shuttle and transportation pilot program. Frank also reported that 82% of customers traveling to the One-Stop are not using the shuttle service. Gregg asked what steps have been taken to promote this service. He also asked if a decision can be made about ending the shuttle pilot program. It is reaching its three month review. The Committee discussed ideas about helping to promote the shuttle with all agreeing that many customers are not aware it exists. Ideas included posting the schedule to the website, creating a flyer, and including a banner ad on the check in orientation. Nidia said we may be underestimating the customer. They are more resourceful than we give them credit for. Jeff suggested creating some sort of phone app for the One-Stop. Frank said he would rather use funds toward building kiosks or more online services at the One-Stop for orientation and check in. The kiosk could contain add on schedules or banner ads promoting supportive services such as the shuttle.

- LEARNING LINK UPDATE

Frank reported that after meeting with the WDB Literacy Committee, monitoring the results of the satellite Learning Link Pilot Program established at the south county library branch, it was decided to turn efforts back toward directing customers to the One-Stop’s new location. It was a good effort but it did not produce any interest. He said customers would be better served by attracting them to all the services provided at the One-Stop. Work flow reports are showing 11% of customers are visiting the One-Stop from the southern part of the county. The new inner office referral systems allows for a better-rounded customer experience. We understood there was a need in that area. Now that the One-Stop is located more centrally in the county, it makes more sense to stay focused on the core mission of the true career center customer service and counseling/coaching approach. Gregg said that the One-Stop has tried in the past to create some satellite programs and they never seemed to work. Jeff said the Literacy Committee has been working in the southern part of the county and with the Mayors of Lindenwold, Pine Hill and Clementon. He said the outreach, events and promotion of that committee has helped to create more of awareness to One-Stop services. Kristi said customers are visiting from those zip codes and they may have been less likely to travel in to Camden City for services.

Nidia reported that she is meeting with all One-Stop Partners using the CASAS test to coordinate and discuss ways of improving outcomes. The test is showing concerning differences between the math and reading scores. She also said that the library system is referring participants through the Literacy Volunteers of America (LVA) office located at the One-Stop. They are also connected to the County Library System. Frank said that he mandated that all para – professionals be cross trained to administer the CASAS test.

Frank reported Dr. Lauren Hill, Acting Manager, Learning Link, is moving on to a new position with Camden County College as Director, Adult Basic Skills. He complimented and thanked Dr. Hill for her contributions and service to the One-Stop Career Center and Learning Link program. He also reported that Patti Beach returned to the One-Stop after leaving for a few years to California. She is a certified instructor to the Learning Link program.

Frank reported the youth orientations are rolling along. The Youth One-Stop (YOS) saw some returning youth after the holiday which is a good sign toward retention. Frank said the outreach efforts to get referrals from the family court seeing justice involved youth have not produced any results. Nidia said the One-Stop is committing until the end of the program year, June, 2020. Frank said that One-Stop information was presented to the Police Chief's association by Chief Harry Earle. He has retired but did pass along the information. This information will be presented to individuals being released from incarceration as a resource for help.

Nidia reported that she and Dr. Hill met with Alex Levitt, Administrative Receptionist, WDB, about how the Youth Work Experience Program will work. This includes how youth will be referred and how counselors will coordinate with the WDB to match youth with the pool of employers. Jeff said the employers who participated in the summer youth employment pilot program will be invited to participate in the youth work experience program. The WDB will conduct an employer information session to review the criteria and differences between the two programs. The Youth work experience program will include 20 hours per week of work for a period of ninety days. Nidia said that Youth Counselors will do an assessment to see if their customer would benefit by a work experience, then the information will be channeled to the WDB for job placement. The Committee discussed the work experience policy and how best to administer the program. The program will also include some skills development, tracking and continuing workshops at the YOS.

Gregg asked if there were any updates to the Youth Mentorship Program with Rowan Students. Frank said there is no update at this time. Gregg also asked if there were any new policy changes sent down from the State. He said it was mentioned at the last Operations meeting that there might be some system and policy changes. Nidia said there hasn't been any changes as of yet. Leslie said there was a policy update about how the WDB reports fraud and there is a policy update regarding monitoring that Theo Primas, Program Evaluator, is working on.

- **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.

Frank reported that an update meeting is scheduled for Thursday, January 16<sup>th</sup>, at the conference center at Cooper in Camden. Lou Bezich, Senior Vice President, Strategic Alliances, is also going to be speaking with the partners about an EMT program that would be designed in a similar way as the medical coding program.

- **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, Case Management Administrator, Board of Social Services, (BSS) reported the state homeless hotline went live in January 1, 2020 and there were 156 calls state-wide on the first day. So far that seems to be doing ok.

There is a pilot program being launched in Mercer County for the Workfirst NJ program. The pilot program includes contacting the customer by phone and doing phone interviews to establish or assess the needs of the TANF and GA population in that county. The customer will still have to visit the office for intake and case management services but the initial applicant interview will be done over the phone.

Salama said changes to SNAP E&T program are on the horizon. *The Supplemental Nutrition Assistance Program (SNAP) is the largest federal nutrition assistance program. SNAP provides benefits to eligible low-income individuals and families via an Electronic Benefits Transfer card. This card can be used like a debit card to purchase eligible food in authorized retail food stores. The SNAP Employment and Training (SNAP E&T) Program helps SNAP participants gain skills, training, or work experience to increase their ability to obtain regular employment that leads to economic self-sufficiency.*

Salama reported staff attended a state-wide training in January. Some of these changes were announced at the Garden State Employment and Training Association (GSETA) conference in October. The training revealed many system errors that will be corrected in the coming year. She is still waiting for the instructions to come in from the State as to how to implement the changes. There will be a new emphasis on a supervised job search as a criteria for SNAP benefits. Keeping track of customers up to 90 days after employment will be another measure implemented. Case Managers will be required to reach out to customers to find out how they are doing in their job, if they are facing any challenges, and how they can be supported. This type of follow through with the customer will be done on a regular basis. She also said that the Board of Social Services has been and will be referring more customers over the One-Stop for job search and work activities. The waiver for ABAWD may end as of April 1<sup>st</sup>. Kristi asked if there was a

mechanism developed for referrals to G-Jobs work activities. She said Employment Services is still only getting a sparse amount of referrals to G-Jobs workshops. She felt there still seemed to be some disconnect about the waiver in that it might have been thought to be a waiver from work activities. Salama said there will be another training session provided so case managers can be aware of how and when to make referrals to work activities. We don't want to wait until April 1st, we want to get our systems in place now so that everything is flowing correctly throughout the agency. Nidia asked if Salama was aware of the number of clients/customers the Board is serving. Salama said they typically interview about 1100 applicants per month for SNAP. The number drops to a few hundred who actually qualify. The Committee discussed ways to improve the referral system and retention of attendance to the G-job work activities.

Salama reported there are no new updates to the Data Mapping Project. The Data Mapping project is continuing. Some of the findings included the recommendation of a universal data/tracking system that would communicate more efficiently with the Board and the One-Stop as well as cutting down on the use of multiple forms. The BSS is not currently utilizing the ASOSS system in a way that coordinates system coding between agencies. The division or assignment of partner responsibilities are also being assessed and further defined.

- **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 Karen Carrol has been appointed the new State Director of the Division Vocational Rehabilitation Services. She provided oversight of the New Jersey Division of Vocational Rehabilitation Services (NJDVRS) Community Rehabilitation Programs (CRP). Gregg asked if she might be a good candidate for speaking at the next WDB Quarterly Board of Trustees meeting. Jeff said he would contact her with that request and get back to the WDB.

Jeff said counselor training was launched on December 4<sup>th</sup>, 2019 and is continuing. There are a few more weeks of training and the feedback has been very positive.

Jeff D. reported that he attended a meeting regarding the Project Search program at Jefferson/Kennedy in January. The hospital is on board for continuing the training program. There is new construction taking place at the Cherry Hill location so the next cohort will be transported to the Philadelphia location for some of their training. There may be new jobs opening for placement of the cohort as a result of the renovations and that is good news for participants. Gregg asked if TD Bank is still on board. Jeff said TD is still participating in the program.

Jeff D. said his staff has dwindled over the last two years due to promotions. He also said that applications to their office are down as well. There is more outreach planned. Gregg asked if staffing is directly related to customer flow. Jeff said it is not related. Kathleen said the Abilities

Committee is making it a goal for 2020 to promote the services of DVRS. They felt that many county residents are not aware that this service is available at the new One-Stop 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 the work flow reporting generated as a result of the electronic intake or check-in form implemented at the One-Stop. Customers are directed to computer stations to fill out the brief survey so the front desk can understand their needs and direct them to the right service. The form also tracks such information as mode of transportation and the zip code a customer is traveling from. There are eight computers, stationed near the entrance, programmed with the online orientation-intake survey form.

Kristi reported the customer check in area is working out really well. She is still in the process of cross training divisions to understand the new system of inner office referral. Most of the staff are adapting very well. Managers and Supervisors are working together and seeing the benefits of the new system. She said that Unemployment Insurance (UI) has been very busy due to seasonal worker lay-offs. Retail, bus drivers and cafeteria workers make up a big portion of the seasonal lay-offs. She would like to see more of UI staff attend the check in area to answer customer questions specific to their agency. There are two rows of chairs at the check in area reserved for customers while they are waiting for appointments, UI phone use or use of the computers. Customers have been very cooperative but right now it's a bit like adult musical chairs. When one customer gets up, the others get up and move closer to the phone or computer station. She is working on a better system of "air traffic control" so that customers can be directed, called or moved up in a more comfortable manner. This is a work in progress.

Nidia said there were some issues with the UI phones being cut off by 11:30am or noon everyday due to general state volume. It has been left to those staff manning the front desk to explain to customers why this happens. She said there is still a need for more UI staff to be out at the front desk area to help with the situation. Kristi said the increase in volume happens during this time every year and customers want help even when phones are shut down. Now that we are able to track the volume, we are seeing that 80% of customers walking in are there to get help with unemployment claims. Some advance planning for the seasonal lay-off flow and process is needed. Gregg said that Hugh Bailey, Assistant Commissioner, Department of Labor, was very involved with the planning of the flow in the new location. He was adamant about customer service and the triage. Kristi said the county deemed this year, "The Year of the Customer" There was even a whole cultural shift in the Department of Motor Vehicles because they realized how important customer service and flow affects the system. Kristi asked for the assistance of the WDB to help take customer service concerns to the State. Nidia said customers have a right to know how and why UI phones are cut off by a certain hour. The Committee discussed the concerns associated with UI volume and agreed that Jeff and Frank would bring these concerns to the State with a request for additional guidance and support for

the new model of customer service established at the new location. Frank said the work flow report is our greatest tool to achieving a new level of customer service at the One-Stop because now we can track our level of service.

Kristi said the current phone system is redirecting calls to the UI call center. That's when customers shift back and hit the Employment Services extension. Customers are not understanding why they cannot be helped by her staff. This volume of calls is also putting a burden on her staff. She suggested disconnecting the call forward or redirect to the call center and redirecting calls to the local UI office so that local staff could field and answer customer questions. She also asked for support by management for staffing in the public access area. Some staff are thinking that customer triaging is a silo project created solely by Employment Services. If every agency would offer some staffing as their schedule allows, at peak times, 8:30-10:30am, and 1:00-2:00pm, it will show a unified effort and focus toward better customer flow and service. Nidia said she is making staff available. Kristi requested that Management sit and put together a schedule that does not overlap and covers peak services hours in the public access area. Bob R. asked if any of these concerns could be addressed in the MOU. The MOU could be the vehicle for fully establishing roles and responsibilities. He said a lot of these concerns are operational. Jeff D. said the Commissioner of Labor is aware and making customer service a high priority. All agreed the MOU can make the roles and responsibilities of the partners more specific when it comes to the support of public access areas. Nidia said she is assigning staff to at least one hour per week so they can get a sense and understanding of what happens in the public access area. She said all staff should be encouraged to participate in this way. Frank said participation can be documented. The Committee discussed more ideas about how to encourage better participation by all partners in the new One-Stop Career Center model.

Kristi reported that 37 customers (18-GA, 15-TANF 4-SNAP) were scheduled for G-Job workshops, and 13 attended (7-GA, 5 TANF, 1-SNAP). She also reported that more staff are retiring and she will be down to a staff of 11, two of which can only be Veterans with significant barriers, so that brings it down a staff of 9. She is working on getting a bi-lingual employment service trainee. She has someone lined up to interview for an internship position. She also on-boarded a 55 plus Work First person to help in the public access area. There are more state supervisors being hired and more people for monitoring however "boots on the ground" staff have not been approved. The Committee discussed the advantages of the work flow report and complimented Kristi for her work on this process. The WDB can use the report to make the case for more help now that it can track actual participation and the report is also showing service to residents in the southern part of the county including Clementon, Pine Hill and Lindenwold. Jeff said these are targeted areas of focus for the work of the Literacy Committee. Gregg said the numbers give us the power to make better decisions. He said we have a major irony in Camden County, in the year of the customer, and now the concern can be backed with a report that tracks the work flow. This is something the Camden County One-Stop never had before.

- **REGIONAL ACTIVITIES**

Kathleen reported the Atlantic City Electric (ACE) Training Initiative will be starting its second year of training in January, 2020. The WDB and Camden County College hosted five information sessions to recruit participants. There was better attendance at the last two

sessions thanks to an email blast sent out by Jeanne Page-Soncrant, Business Service Representative, Camden County. As of now, 21 participants have passed the CASAS test, a pre-requisite to starting the classes. The classes are scheduled to start on January 24, however, the College scheduled the classes on Friday nights. There is a conference call scheduled with the college later today to discuss this concern. The WDB felt it was not in the best interest of class retention to conduct the classes on a weekend night. The WDB is also working out a better referral system, to the One-Stop, for those who did not pass the CASAS test and are requesting remediation to help increase their scores so they might qualify for other training opportunities.

Atlantic Cape Community College will be conducting the Line Training at the Anthony Canale Training site in Egg Harbor Township, NJ. Bob Clark, ACE former certified line instructor, and will be contracted by ACCC to teach the curriculum. Bob Clark is reviewing the curriculum and will order the equipment for both the Atlantic County and Camden County WDB's.

The conference calls are continuing. Conrad Samuels, ACE Point of Contact, has left the company. Kelly Ann DeCurtis, Sr. Talent Management and Organizational Development, will be taking his place. Kathleen said she sent Kelly all back up materials for the Training Initiative from the WDB perspective since Conrad's computer crashed before he left.

Kathleen also reported that the Summer Youth Employment Program RFP will be announced shortly. The program will be run again this summer and will be offered State-wide but proposals will be scored in a competitive process and may not be awarded to every county.

Kathleen reported that Jeff received guidance regarding the State Combined Plan. There will be a series of eight group meeting discussions offering the WDB Chairs, members and Directors a chance to provide input to the plan. These meetings will be scheduled over the next few months. The regional and local plans will follow the completion and public comment period of the State Plan.

- **CONSORTIUM & INDUSTRY PARTNERSHIP UPDATES**

Kathleen reported that Jeff left the Operations meeting to attend the Health Care Consortium meeting today, Friday, January 10<sup>th</sup> at the Rowan University Rutgers Camden Board of Governors Joint Health Sciences Center, 201 S. Broadway, Camden. He continues to attend these meetings on a regular basis. They provide valuable Intel about the Health Care Sector in the local area.

Kathleen reported that the Office of Labor and Workforce Development continues to plan the implementation of Employer Driven Discussions and the Industry Partnership model. Jeff participates in conference calls and meeting for the South Jersey Industry Partnership focused on the manufacturing sector. The launch will take place sometime in February, 2020. The Industry Partnership Model will include a table of manufacturers seated to discuss policy and industry needs. Educators and WDB Professionals will be seated behind the table to record the intel and offer support to the manufacturers as well as help carry out the findings and establish policy.

- BUSINESS SERVICES (BSR)

Kathleen reported that the Business Service Team did not meet during the month of December. They will resume meetings on January 16<sup>th</sup>, 2020. The County Board of Freeholders is very focused on hiring Census Takers for the upcoming 2020 Census. The Business Service Team will be supporting this effort by hosting information sessions and hiring events at the One-Stop. She said Jeanne has been working with a rapid response team to address the major lay-offs coming as a result of several AC Moore stores closing. One of their corporate headquarters offices is located in Berlin, NJ. Gregg asked if a BSR contacted the new local Lidl grocery store opening in the local area. Kathleen said she would check at the next meeting. Kathleen said she and Jeff have met with a few more local schools to offer WDB services, share curriculum and advance the Trades Awareness Initiative. Kathleen said she reached out to Camden County Technical School to arrange a training for Apprenticeship with John Hourani, Apprenticeship Coordinator, Camden County. He works at the school. Kristi said she would be very interested in providing her staff with more information about how to connect customers with apprenticeship opportunities. She said there has never been a level of understanding on how to share apprenticeships by counselors. Kathleen said she will coordinate a small group training sometime over the next few months.

- QUARTERLY BOARD MEETING

The next WDB Quarterly Board of Trustees meeting will take place on Wednesday, March 25<sup>th</sup> at the Camden County College, Blackwood Campus.

NEXT MEETING

The next Operations Committee meeting will be scheduled for Friday, February 14th, 9:00 A.M. at the WDB office.

Submitted by:

*Kathleen Varallo*

Administrative Assistant