



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

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

**OPERATIONS COMMITTEE MEETING  
JANUARY 11, 2019  
1111 Marlgress Road, Cherry Hill, NJ 08003**

**ATTENDANCE**

Member	9-Feb	9-Mar-18	13-Apr-18	11-May-18	8-Jun-18	13-Jul-18	14-Sep-18	18-Oct-18	9-Nov-18	14-Dec-18	11-Jan-19
<b>DeBaere, Gregg T., CHAIR</b>	X	X	X	X	X	X	X	X	X	X	X
Clark, Jeffery							X		X		
Cirii, Frank									X	X	X
Connors, Kristi	X		X	X	X		X		X	X	X
Deitz, Jeff	X	X	X		X	X		X		X	X
Docherty, Joan			X				X	X	X	X	
Friedman, Joshua A.		X	X		X	X	X	X	X	X	
Hagarty, Anna											X
Lope, Krista		X									
Mayfield, Kathleen S.											
Medina, Connie		X		X	X	X					
Regensburger, Robert										X	X
Sinclair, Nidia	X		X		X			X			X
Thorn, Thomas		X				X		X			
Weil, Bob			X	X			X	X		X	X
Swartz, Jeffrey S.	X	X	X	X	X	X	X	X	X	X	X
Williams, Leslie J	X	X	X	X	X	X		X	X	X	X
Varallo, Kathleen	X	X	X	X	X	X	X	X	X	X	X

**WELCOME**

Chair Gregg DeBaere called the meeting to order at 9:03am, welcomed attendees and asked for round table introductions.

• **ONE – STOP & WDB CERTIFICATION**

Gregg asked for an update on the WDB Certification process. Leslie Williams, Comptroller, WDB, reported that she did receive some requests from the State Employment and Training Commission (SETC) to make some clarifications to some Executive Committee and Quarterly Board of Trustees meeting minutes. They found some dates to be out of order and they corrected some language used for voting on motions or approval of minutes. Gregg was encouraged that the SETC gave WDB documents a thorough review. Jeffrey S. Swartz, Executive Director, reported that the SETC informed him that Camden County was the first local area to submit all documents pertaining to the WDB Certification. He thanked the WDB staff for working diligently to prepare and submit all the required documents in a timely manner. The Infrastructure Funding Agreement (IFA) and Memorandum of Understanding (MOU) are still awaiting state signatures.

## YOUTH ONE-STOP UPDATES

- YOUTH ONE-STOP (YOS)

Frank Cirii, Local Area Operations Director, One-Stop, said that in an effort to better promote the YOS, he is working with Nidia Sinclair, Director Career Center, and Dr. Lauren Hill, Manager, Youth One-Stop to consolidate all of the program offerings of the Youth One-Stop (YOS) into one promotional flyer. They plan to supply local high schools, youth groups and faith based organizations with this type of flyer or promotional piece. Leslie suggested that a representative from the YOS could attend summer Youth Bible Conference. The Pastors of many faith based organizations attend this conference. She will get more information about the conference when it is made available to the public.

- 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 the first cohort is ongoing. There was a meeting scheduled for January 7<sup>th</sup> at Cooper to discuss the EMT that program. The meeting was cancelled by Cooper and will be re-scheduled for a later date. There is nothing new to report at this time.

- YOUTH AGING OUT OF FOSTER CARE

The Youth Aging-Out of Foster Care Initiative has been established by the Youth One-Stop in association with Rosy Arroyo, Camden County Youth Service Commission Administrator, and Community Planning & Advocacy Council. This outreach program allows YOS Counselors to be present as Youth attend their final court date and formal release from the Foster Care System. This process usually occurs around the Youth's eighteenth birthday.

Nidia reported that Dr. Lauren Hill is the force behind the continued building of the relationship between the superior court probation and youth aging out of foster care. She has been successful by attending probation hearings for youth as well as adults. Frank said this is an important target area for promoting the services of the One-Stop.

- ONE-STOP COMMUNICATIONS & UPDATES

Frank Cirii, reported that there has been some relocation of partner agencies within the One-Stop Career Center complex due to building repair issues. He said he is being provided with a new set of building plans from the County Building and Operations Department. He also said that this department will be taking over most of the functions that Tony Teti, Facilities Manager, used to handle. Tony Teti retired on December 31, 2018. All primary calls for repairs, security and maintenance will be directed to the Director of Building and Operations. All

tenants and partners of the Career Center have been given log-in information and instructions on how to direct their requests. This system will be more efficient in that it will document requests and track them as well. Staff working under the direction of Tony Teti are being re-directed to other departments. Frank said the overall plan for a temporary move while the new building is being developed is still following the process of approval.

Frank also reported that he is continuing to conduct regular monthly senior management team meetings at the One-Stop. Some changes are being implemented. One of the biggest changes is in the area of scheduling. All staff are now being required to change their scheduling so that it is more in line with the core hours that customers are in the building which is 8am – 4:30pm.

The One-Stop has scheduled a Workfirst NJ Orientation on January 30 and 31. The Orientation will review the overall processes of the Workfirst program, communication, and eligibility requirements of the Welfare System in New Jersey. Nidia Sinclair, Director, Career Center, said the Board of Social Services, Case Management, Employment Services and One-Stop staff will participate in an annual orientation or information session to review the overall processes and any changes that have come into effect. The vendors that work with the One-Stop are invited and included in the discussions.

Frank announced the New Jersey Department of Workforce and Development (LWD) will be conducting its annual fiscal audit during the week of February 19<sup>th</sup> through the 22<sup>nd</sup>.

Frank said that the Learning Link Pilot Program has been launched at the South County Regional Library Branch in Winslow Township. It has been a challenge to get interested participants to enroll in the program. Jeff said that the Literacy Committee discussed some ideas about how to promote the program such as including it on the County website and promoting it in the Library newsletter that is released in the spring. It will take some time and effort to get the word out that the program can be made available at that library. Frank said the One-Stop is in the process of getting county approval for a bi-lingual Learning Link Manager. Gregg asked if there has been any more discussions regarding Camden County College Adult Basic Skills Consortium teaching English as a Second Language (ESL) at the One-Stop, on certain days of the week. Nidia noted that it will be important to have a Learning Link Manager in place before pursuing the goal of bringing ESL classes in-house to the One-Stop. The Committee discussed scheduling a meeting with the college to implement an in-house program that will complement the Learning Link program and that does not exhaust the funds that a customer might be eligible to use for other career training.

- **REGIONAL ACTIVITIES**

Jeff reported that the Atlantic City Electric (ACE) Training Initiative is progressing. The fourth and final information session was held here at the WDB Office on Thursday, January 10, 2019. Leslie and Kathleen ran the session for 9 interested candidates. The WISE training is scheduled to start on Wednesday, January 23<sup>rd</sup> at the Camden County College, William G. Rohrer Center, 1889 Marlton Pike East, Cherry Hill, NJ. There is still some pre-testing being conducted at the One-Stop on Tuesday January 15<sup>th</sup> and Wednesday, January 16<sup>th</sup>.

Final selection of participants will be reported by Camden County College, who has been contracted to teach the following programs:

The Women in Sustainable Employment (WISE) Pathway is a course designed for women to explore non-traditional, in-demand jobs in the construction, gas, water, electric, and energy industries. The program is a 40-hour curriculum that provides women the opportunity to learn about career paths in these related fields.

The Get into Energy Math and Boot Camp workshop is focused on applied math skills specific to the energy industry and teaches concepts that are critical to success for energy industry job opportunities. The workshop provides individuals with the necessary math concepts required to successfully complete employment testing for jobs in the energy industry. Participants of this class will be prepared to take the Construction and Skills Test (CAST). A team from Atlantic City Electric will administer the test at the culmination of the course.

Leslie said that all the candidates will be taking both the WISE & GIE program. Atlantic City Electric has named class sponsors who will be attending the training midway through the course with special presentations and at the end of the training once the final test has been administered. A few of the candidates were referred to Gloucester County. They were interested in daytime classes because they are currently working full time. It looks like the college will have about 20 participants in the cohort. Jeff reminded the committee that the program will be repeated each year for six consecutive years so it can continue to be promoted.

Gregg asked for an update about the Line Training. Jeff said that Conrad Samuels is still working with Exelon in Maryland to develop the modified or condensed curriculum. Those candidates that pass the condensed version of the course will have the opportunity to go on the more specific training if and when they are hired by Atlantic City Electric. All positions with the Company start out at an apprenticeship level.

The Line School course covers the fundamentals of line work and provides class participants with training in the areas of bucket truck and equipment operations. The reason for the changes is that most utility companies will provide the more in-depth training with their own entry level or apprentice positions. Participants must pass the Construction and Skills Test (CAST) before going on to the line training.

Gregg asked if there was a feedback requirement built into the contract with Atlantic City Electric. Leslie said the WDB will have to submit semi-annual progress reports to ACE. Bob Regensburger, Lockheed Martin, asked if ACE is approving the curriculum. Jeff said that ACE is providing curriculum they have approved and used in Maryland and Virginia. Kathleen said that the WDB passed on the concerns of the Operations Committee that the curriculum and instructor be certified. Bob Weil, WDB Chair, asked if ACE has provided

more information about the selection process they use for hiring. Kathleen said they have provided job descriptions and requirements of the job. Leslie said they will go through their standard interviewing process. Participants are coached on the interview process during the class. The College is contracted to organize a targeted hiring event after the classes are complete for those that are not hired by ACE.

- **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 Dietz, Manager, Division of Vocational & Rehabilitation Services, (DVRS) reported that TD Bank is referring their cohort to the neighboring Marriot Hotel for training. The Project Search Steering Committee is not happy with this change. The contract with TD Bank and Jefferson/Kennedy will be ending this year so the continuation of the entire program is in question after the current cohort completes their training. There are eight participants at training through TD Bank and six Yale students training at Jefferson/Kennedy. He said the current program is still a positive experience for those enrolled.

- **SETC & GSETA UPDATES**

Jeff reported that he is attending regular monthly meetings. Gregg asked if there was any new legislation introduced to change the composition of the SETC Board. Jeff said new standards are being developed that mirror the board member ratios that the local area WDB's are required to maintain in order to be in compliance. These would include private sector members balanced with public sector members.

Jeff attended the GSETA monthly meeting on Wednesday, January 9<sup>th</sup>. The meeting included a presentation about a new software program called Launchpad. It is a client case management type of system that was built on the popular Sales Force platform. The unique aspect about Launchpad is that it gives the user real time data about the customer. In order for the program to work it will require merging the current ASOS system into it. The State is not prepared to make that kind of costly change at this time. Jeff said the GSETA leadership team will be meeting with the Robert Asaro-Angelo, Commissioner of Labor, on January 28<sup>th</sup> at the Law Center and they will discuss this option further. He said that other states are successfully using the Launchpad system. Jeff also said that the GSETA Conference Committee conducted a post-event review of the annual Garden State Employment and Training Conference, held in October at Atlantic City. They set goals to get information out about the workshops earlier on in the promotion of the event. The overall feedback about the conference was great. Good workshops and good presenters. There was a record of over 700 attendees at the last conference. The 2019 Conference will be held on the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> of October at Bally's in Atlantic City.

- **EMPLOYMENT SERVICES**

Kathleen reported that she spoke with Howard Miller, Chief of Business Services, about establishing a policy for working with staffing companies such as Integrity Staffing who is contracted to do the hiring for Amazon. She said that Howard relayed to her that there are many changes happening at the state level regarding Business Services. The subject of staffing companies will be discussed further once new management is put into place. He said current policy is that the staffing company must be vetted through the State as follows;

Business Service Representatives may work with staffing agencies but the agency can't just come in and 'collect clients' (by just interviewing anyone for 'anything').

If they have a particular job in mind, though, a recruitment can be hosted. All employers must post their openings on National Labor Exchange/New Jersey Division website first. With Staffing Agencies, there are additional requirements that must be completed.

- The agency should be registered with the Office of Consumer Affairs and licensed to do business in the State of NJ. (Consumer Affairs phone: 973-504-6370.) ALL 'brick & mortar' sites must be registered.
- The agency must complete a non-financial agreement provided by the State and returned to the Trenton Office.
- The jobseekers should have been pre-registered and screened by Employment Services before being interviewed by the staffing agency.

Kathleen said Howard relayed to her that it is up to the Business Services Representatives (BSR) to protect the process of recruiting that is already in place. The Committee discussed the concerns when a recruitment takes place outside of the One-Stop or off-site. The BSR should only be sending candidates that have been pre-registered with the One-Stop. Leslie suggested running a wage report on registered candidates. Kristi Connors, Manager, Employment Services, said she discussed the issue with Hugh Bailey, Assistant Commissioner, LWD. She can assign a person to frequently run wage reports and manually enter the hiring information in order to track positive outcomes. Leslie also suggested talking to other local areas that host Amazon sites in their Counties to see if their procedures are any different from what's already been tried.

Kristi reported that G-Job referrals by the Board of Social Services to Employment Services have not had much impact so far. Only 12 customer were referred last week with only eight attending the workshops. Four customers had personal issues and did not return.

- **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/>

Anna Gagarty, Camden County Board of Social Services, reported that the new Administrator for Case Management has not been announced yet. She also reported that a waiver was established for Abled Bodied Adults Without Dependents (ABAWD). They were automatically discontinued from receiving aid after three months. Some instances of discontinuation were due to improper coding of work activities that had nothing to do with the customers. The Committee discussed continuing concerns about the possible build-up or lack of referrals. An additional transportation stipend will be added to benefits in order for participants to attend work activities. There is no system of tracking whether the additional funds are being used for this purpose. The Committee discussed ways to incrementally add transportation funds as the participant shows up for a work activity. All agreed there is no call to action or way of forcing participants to use transportation funds in order to fulfill their requirement of participating in work activities.

- **CONSORTIUM & TIP UPDATE**

Kathleen reported that Jeff will be attending a Healthcare Consortium meeting on Friday, January 11th at Cooper University (Halpern Board Room - Robert's Pavillion, 10th Floor), Camden. He continues to attend these meetings regularly and gives updates about what's happening around the County in the area of workforce development.

Kathleen reported that the State is re-organizing the Targeted Industry Partnerships. (TIP) The TIP's will be brought in-house to offices of the Department of Labor and Workforce Development. They will be called New Jersey Industry Partnerships. There are a few Talent Development Networks that have been subcontracted out to State and Community Colleges. These will remain in operation until the end of the program year, June 30, 2019. There are no new TIP events being scheduled at this time.

- **BUSINESS SERVICES (BSR)**

Kathleen said that the Business Service Team met yesterday, January 10<sup>th</sup> at the WDB office. The meeting was well attended with great discussions about the Trades Awareness Initiative. There was more of a focus toward planning a career day that would include a discussion about the Atlantic City Electric Initiative. This would mean going into an area high school instead of middle school. There was also some discussion about finding ways to create more awareness about the need to upgrade the quality of training or equipment used for training young individuals in advanced manufacturing. The current training equipment is not measuring up to the technology that is needed to operate robotic or new types of assembly. The Committee may plan some facility tours to gain operational intel and employer skills demands. Bob Regensburger said that he visited a manufacturing plant and spoke to an employer who expressed concerns about hiring recent graduates from area Technical High Schools. They are lacking even basic knowledge such as how to read a micrometer. (a.k.a. screw gauge)

Leslie asked if the feedback from specialized training companies such as Lincoln Tech was the same. Bob said generally yes, these graduates are also lacking certain skills. He said the committee now has a combined challenge. It's a great thought to want to lead more young individuals toward pursuing career paths in the trades, however, they must get the proper training when they get there. The Committee discussed employer feedback and how the Workforce Innovation and Opportunities Act (WIOA) was designed to track positive outcomes as well as get feedback from employers about retention or skills concerns. All agreed it will take a well-planned strategy to create the kind of awareness that will upgrade the level of training needed to properly prepare students in non-traditional career paths. Kathleen said that hosting a facilities tour for educators and local elected officials may be the best way to create awareness. Explaining new technology standards with a visual demonstration may be more effective way of creating awareness.

Kathleen said she will be assisting Jeanne Page –Soncrant with an evening recruitment for the US Census Bureau on January 22<sup>nd</sup>, at the South County Regional Library Branch in Winslow Township. Child Care Associates and Pepsi-Cola will be returning for repeat employer recruitments.

- **QUARTERLY MEETING UPDATE**

The WDB Quarterly Meeting will be held on Wednesday, March 27th, @9am at the Camden County College, Blackwood Campus. Kathleen reported that Hugh Bailey, Assistant Commissioner, NJ Labor and Workforce Development, is scheduled to speak.

**NEXT MEETING**

The next Operations Committee meeting is scheduled for Friday, February 8th, 9:00 A.M. at the WDB office, 1111 Marlkrass Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

*Kathleen Varallo*

Administrative Assistant