

**Operations Committee Meeting Minutes
January 13, 2023**

WDB Office, 1111 Marlkress Road, Cherry Hill (Zoom Conferencing)

COMMITTEE INFORMATION AND ATTENDANCE								
NAME	ORGANIZATION	TRUSTEE MEMBER	21-Jul-22	18-Aug-22	9-Sep-22	14-Oct-22	4-Nov-22	9-Dec-22
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓	X	X	X	X	X	X
Brahl, Ken	Ravitz Family Markets	✓					X	
Buscher, Steven	NJ DOL-Unemployment					X	X	X
Cirii, Frank	Camden County One Stop	✓	X	X	X	X	X	
Connors, Kristi	NJ LWD-Employment Services	✓	X			X	X	X
Deitz, Jeff	NJDVRS	✓	X			X	X	
Jones-Benjamin, Michaela	Camden County Board of Social Services			X				
Maguire, Laurie	Camden County One-Stop			X	X	X		X
McFarland, Salama	Camden County Board of Social Services		X		X	X	X	X
Regensburger, Robert	Lockheed Martin	✓	X	X		X		X
Ludizaca, Raul	NJ Dept. of Labor							
Sinclair, Nidia	Camden County Resource Center		X	X	X	X	X	X
Weil, Bob, BSOT Chair	Connor, Strong & Buckelew	✓		X		X	X	X
Henderson, Bridget	WDB					X	X	X
Levitt, Alex	WDB		X	X	X	X	X	X
Swartz, Jeffrey S.	WDB		X	X	X	X	X	X
Vaughn, Debra	WDB		X	X	X	X	X	X
Williams, Leslie J	WDB		X	X	X	X	X	X

Welcome

Gregg DeBaere, Chair, welcomed attendees and called the meeting to order at 9:15 am.

Approval of Previous Meeting Minutes

Gregg asked for a motion to approve the minutes from the meeting on December 9, 2022. Motion was made by Jeff Swartz and seconded by Frank Cirii. The minutes for the December 9, 2022 meeting were approved by majority vote to the affirmative.

Gregg began with these requests for the purposes of strategic planning:

- Locate and provide the existing Customer Flow diagrams.
- Complete an updated partner matrix outlining services offered as requested by the State.
- Document the current and future programs for Youth. Refer to the past Youth Committee meeting minutes, previous strategic plans and be sure the program offerings are up to date.
- Refer to the 2014 plan for measurable performance outcomes for three years going forward.

Workforce Development Board (WDB) – Planning and SETC Updates

- Triad Associates, based in Vineland, was hired to write the regional plan. They circulated a Survey Monkey to WDB directors and a meeting will be held on January 25th. Triad will have a completed document for public comment by the end of February, and it will then go to the Commissioners for approval in March.
- Carly at the SETC advised Bridget to expect LMI data by the end of the week (today). Monthly LMI data can be utilized for the local plan. The new information will be in a similar format and will reflect broader time frames and include regional information. Gregg stated the LMI (Labor Market Information) data should include literacy data and be compared against the LNA (Literacy Needs Assessment).
- For the One-Stop operator competitive process, the taskforce has been identified and their training has begun.

Jeff Swartz, Executive Director

- New information has been provided for the MOU (Memorandum of Understanding) and IFA (Infrastructure Funding Agreement). The State recently provided new guidance, so they will be worked on simultaneously. The MOU involves making sure that we have all the partner signatures as part of the agreement, which is being worked on. The extension for the current MOU is to run through the end of this year and updated signature documents were sent to all of the partners. The next MOU will begin on January 1, 2024.
- With the IFA, the methodology will be similar to what was used in the past, which is by square footage. Brian Ferguson, and perhaps Scott Stetser, along with the Improvement Authority, may be enlisted to get actual square footages of all of our partners at the One Stop and then a total square footage. The goal is to find out what the total operating costs of the building are, determine how much square footage the partner has and then come up with a number as to what their share of costs is for their space. The IFA put together by this office last year was sufficient and approved by the State. The location has changed but the Improvement Authority and Brian Stetser have the plans for the current facility, so it should not be a difficult process to complete.

One-Stop Director and Career Center Updates

Frank Cirii, Local Area Director

- Kristi created a QR code to give people the capability to set their own UI appointments.
- Steps are being taken to increase the One-Stop numbers for in-person services, while still offering hybrid options.
- BSS referrals have not been high, which is reflected in G-Jobs jobs class enrollments.
- The Chromebook Loaner Program is available for SNAP and TANF clients with referrals from the Board of Social Services.
- HiSET/GED Testing – The One-Stop staff continues cross-training staff for HiSET testing and other tasks. The HiSET testing schedule is available on the internet, and testing is available during some off hours and on some Saturdays. Rumors continue that the State is not satisfied with HiSET and may discontinue use in favor of GED testing. The One-Stop had to modify the contract to complete the GED installation requirements of cameras during off hours and to include use of lift equipment.
- Incumbent Worker Training (IWT) – Some issues with the ShopRite contracts have been resolved as it moves into its third cohort. Attendance issues and submittals to MIS of proper program documentation by CCC has been addressed. Bancroft and Goodwill have been advised that they need to submit their applications and required information to MIS in time to start their cohorts prior to June 30, 2023.
- Youth Work Experience – The problem with participants not showing up to take the CASAS is believed to be their intimidation of being tested for reading and math.
- Service Provider Update – Submittal of paperwork from providers is improving. They have agreed to provide their initial paperwork and eligibility documents to MIS, which can also be used as an outreach list. Revisions will be made to make provider forms easier.
- A Zoom meeting with Bancroft turned in to a phone conversation because GOOGLE blocked Zoom.
 - Bancroft inquired about how much money was available. They were asked to submit their application along with any questions they had. They could be requesting over \$400,000.
- The One-Stop will be supporting two job fairs at Cherry Hill Mall. The first will be on March 3rd and the other will be held in the Fall. The attention will be the One-Stop's training opportunities and partner services and on job postings, especially in the public safety related fields. Camden County is in need of recruits for the Camden County police force, juvenile detention officers, corrections officers and 911 dispatching. Public Safety positions are 24-hour operations with shift-oriented positions, and there is constant turnover from retirements. The One-Stop will promote those positions, its own training services and partner services at the upcoming job fairs. Gregg asked that measurables be recorded at job fairs to document how many people attend, the number of employers attending, and how many people are hired after attending the event.

- Career Clubs – The new structure is in place where anyone who requests a packet in person or online is provided with the package. Assistance with completing the packet is provided by reaching out through their generic mailbox. Once the completed packet is submitted, the customer is contacted by a counselor to set a Zoom or in-person appointment. Changes might occur when the counselor is speaking with the customer and completes the eligibility assessment or if the counselor determines that what the customer is interested in pursuing is inappropriate.

Board of Social Services (BSS)

Salama McFarland, Board of Social Services, Administrator

- Rideshare/Uber drop offs have been problematic with clients being dropped off on the wrong side of the building and canceled cars. People have been getting lost because the service agency supplied the rideshare and the client did not know where they were going. Signage or a designated drop-off location would be helpful.
- The BSS satellite office is at 525 Market Street, Camden.
- Key changes in 2023:
 - SNAP changes – The maximum allotment will be discontinued and clients will begin to receive their normal allotment on March 1st. Flyers and mailers will be sent to clients to explain the COVID-related increase that is no longer in effect, resulting in the reduction in benefits.
 - The 211 Hotline will be updated to provide information about food bank locations and other services available for assistance.
 - The system is being updated to reflect the increase in minimum benefit. Efforts are being made to allow a minimum of a \$50 benefit if the client is eligible for SNAP by March 1st.
 - There is a Connect EBT app that clients are being encouraged to download to their cell phone to enable them to their benefit allotment. The app is available in the Google Play Store or App Store.
- There has been a recent uptick in the number of people claiming their benefits were skimmed from their card. There is a federal regulation that states benefits are not replaced if the PIN number was used, but the PIN numbers are being skimmed. The skimming issue is nationwide, and no guidance has come from the State to replenish stolen benefits. Records are being kept of reported losses. Clients have been instructed to file police reports for incidents of benefits skimming.
- Summer EBT is now a permanent requirement in the State. All school aged children will continue to get benefits for the summer.
- An updated version of the MED-1 form is being worked on. Clients who are disabled or have any medical challenges to a work program will have a new form they can submit to their physician.
- There have been increased occurrences of First Amendment auditors coming into government agencies claiming First Amendment rights to be able to record. BSS staff has been notified to avoid confrontation and to notify security. DFD is working with CFS and the legal department to determine how to handle the situations as they arise.
- Requirements for face-to-face meetings may be eliminated. Currently, there is no mandatory requirement for any program for clients to report in person, so a lot of clients have been managed over the phone or via e-mail. If a client requests an in-person appointment, they must be accommodated.
- A new lease has been signed for the permanent BSS satellite office at 525 Market Street in Camden. Overtime is being offered to some of the clerical teams to complete transfer of materials. Modifications are being made to the office in preparation to service clients at that location, with the February 1st for completion.
- The BSS's DFD representative was in their One-Stop complex office on January 3rd and will be in on January 24th. Her presence will alleviate sending documents via email and she can answer questions directly on the days that she is on site. If she is present on dates of time reviews with Catholic charities, she can attend those meetings if she chooses to.

- BSS will hold an open house at their One-Stop location on January 25th from 9 am to 11 am.

The following numbers are for activity in the month of December:

Applications Received							
November - Total CSA's	27	GA	7	TANF	20		
<i>CSA is an assessment to determine the type of work activity assigned or deferment from the work requirement</i>							
Referred to employable work activities	69 Total	GA	17	TANF	52		
Unemployable referrals/exemption from work requirement	57 Total	GA	27	TANF	29	SNAP	1
Referred to G-Jobs	42 referrals (5 reported, 4 remained in class)		GA	N/A	TANF	N/A	
G 28-Day Protocol	303 Total	155 - Requested in-person	145 - Requested Zoom	3 - Undetermined			
Provided support for new employment	15 Total	GA	4	TANF	11		

**The relocation and the holidays likely contributed to the decline in December G-Jobs numbers.*

Division of Vocational & Rehabilitation Service Update

Jeffery Dietz, Manager

Absent. No update provided.

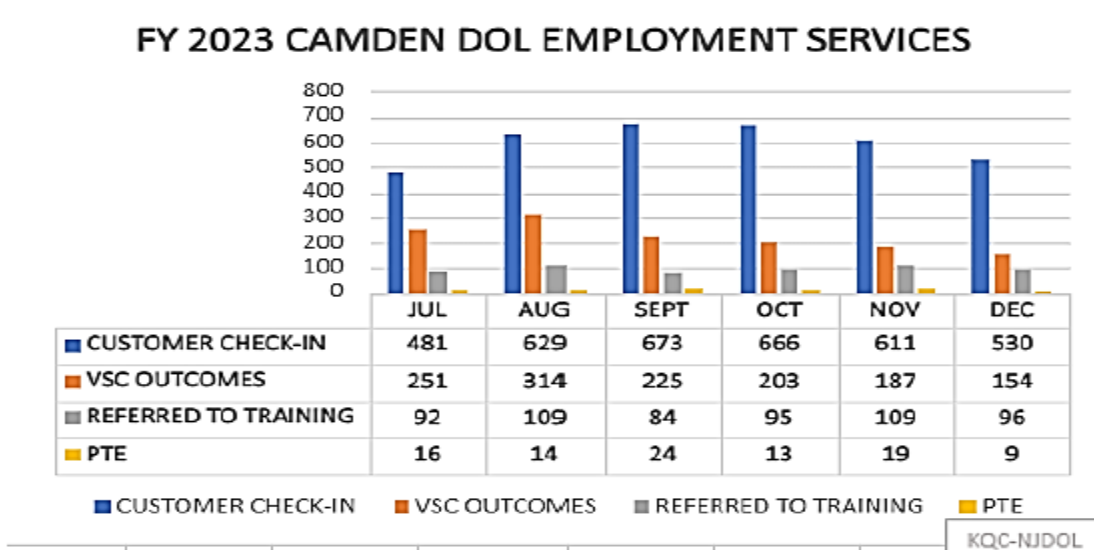
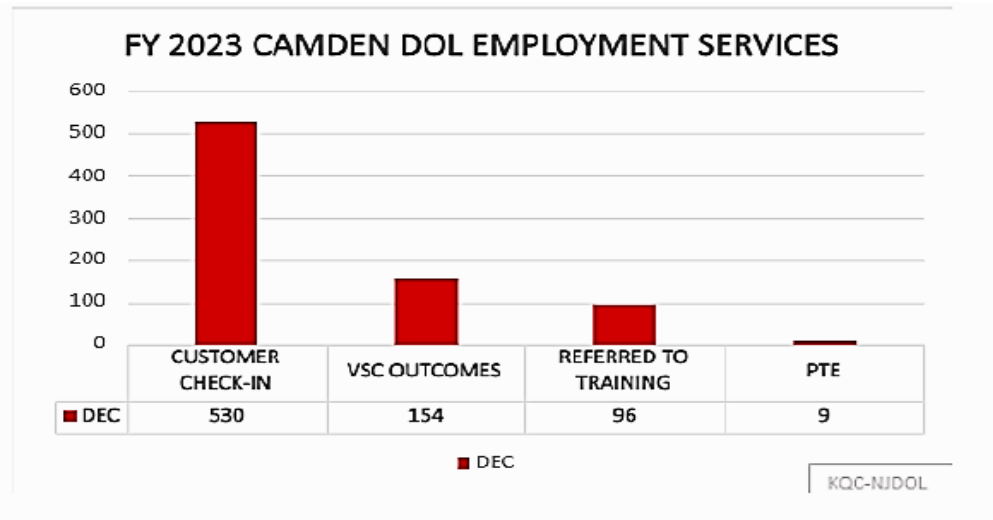
Employment Services-LWD Updates

Kristi Connors, NJDOL, Manager

- The State issued new posters providing information about career services walk-ins and with unemployment information at the bottom of the poster. The messaging was unclear to customers, so Kristi added a note to the bottom of the poster to advise people that they still must have an appointment for unemployment. She inserted a QR code and icon for customers to use on their phone and printed them for hand-outs for the guards, front desk or the unemployment clerks to provide, and customers can make the appointment before they leave the building. Business cards with the QR code are also distributed with the link. Having access to make their appointments has been a means to manage expectations and provide customers with a sense of making some progress to resolving their UI issues.
- The G-Jobs numbers vary between LWD and BSS. The difference is that LWD documents scheduled customers, whereas BSS pulls its numbers from active cases.
- Salama and her case workers have worked with Kristi to provide their feedback on GA-28 Day customer experience. The PowerPoint presentation was updated accordingly.
 - Salama was able to schedule eight people for GA-28 on Jan 17th and ten people on Jan 19th. She and her case workers will receive information as if they were a customer, along with Zoom link emails and instructions to register. They will also receive a NIC appointment via text.
 - With protocols changing, one of the challenges is the fact that there's such a big gap between the time frame when the application is opened and the start of orientation. Cases will be assessed when a person ceases going to training, for a valid reason or not, or if their case is eventually denied, and for what reason.
- Walk-ins are increasing.
 - There have been 62 walk-ins since November 14th.
 - November 14th to the December 31st, there were 38 walk-ins.
 - Month to date, there have been 24 walk-ins for January. ES staff is gathering zip code information to provide a small sample.

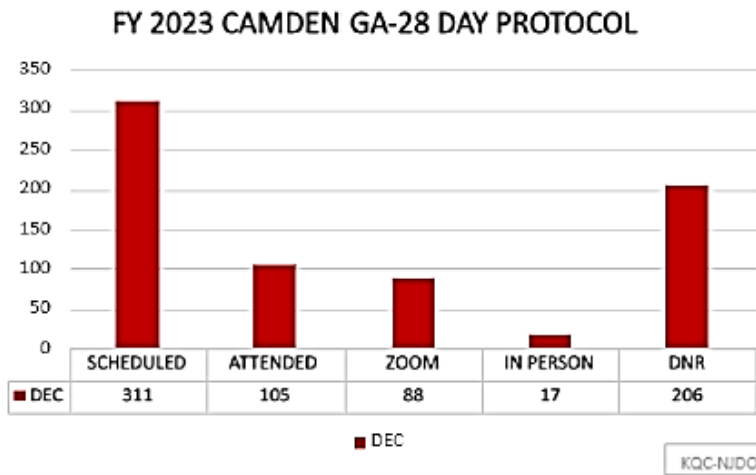
- The Software modification team’s RFP is due in two weeks. It looks like they are leaning toward GS Solutions. Jacqueline Novatin, Chief-Workforce Data Reporting retired on December 31st.
- Kristi worked with the county to help make edits and corrections to the training orientation and for the Camden County One-Stop website.
- There are two new re-entry grants that rolled out at the end last year and this year, JOBS and APEX, dealing with justice-involved customers. A probation officer visited Kristi for an understanding of available programs. Basically, a provided intake form for the re-entry liaison is returned and entered into ASOS with the program JOBS or APEX.
- The DVOP went to Veterans Haven, seeing 5 people for outreach. He also visited Home of the Brave and met with 8 veterans. The feedback provided is that veterans attend the meetings but are not actively seeking employment because they are concerned employment would affect their SSI or SSD. The DVOP does speak to the veterans about support resources available to them.

FY 2023 CAMDEN NJDOL ES, GA-28 DAY, and UI STATS YTD DECEMBER 2022



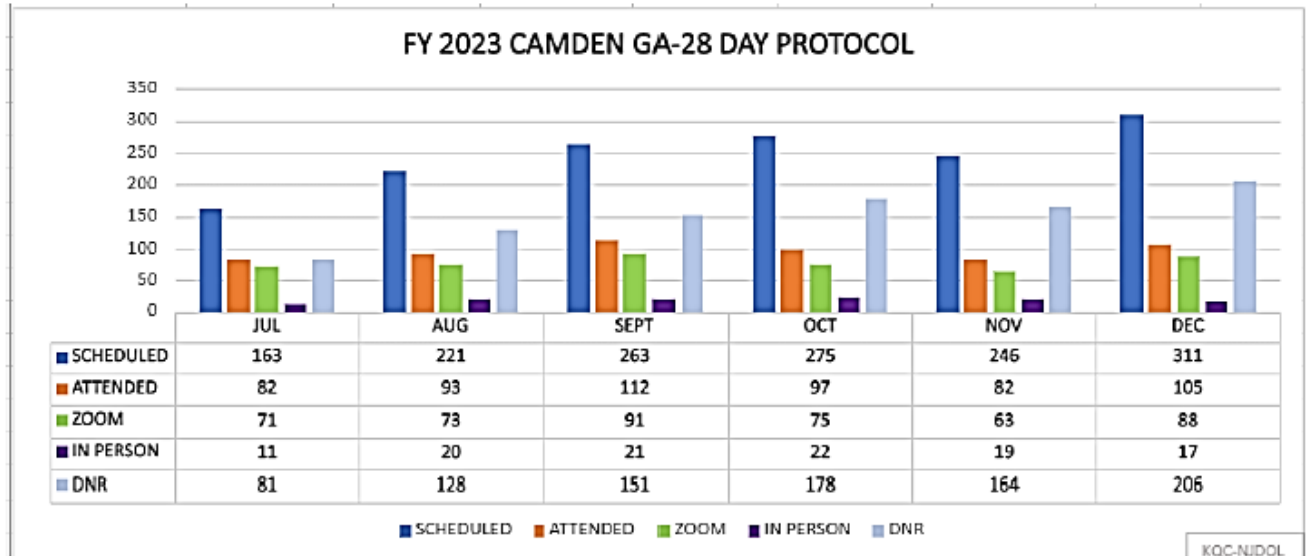
FY 2023 CAMDEN DOL EMPLOYMENT SERVICES							TOT-YTD	AVG
	JUL	AUG	SEPT	OCT	NOV	DEC		
CUSTOME	481	629	673	666	611	530	3590	598.3
VSC OUTC	251	314	225	203	187	154	1334	222.3
REFERRED	92	109	84	95	109	96	585	97.5
PTE	16	14	24	13	19	9	95	15.8

GA-28 Day	DEC
SCHEDULED	311
ATTENDED	105
ZOOM	88
IN PERSON	17
DNR	206



SHOW RATE-34%
 BY ZOOM-84%
 IN PERSON-16%
 DNR-66%

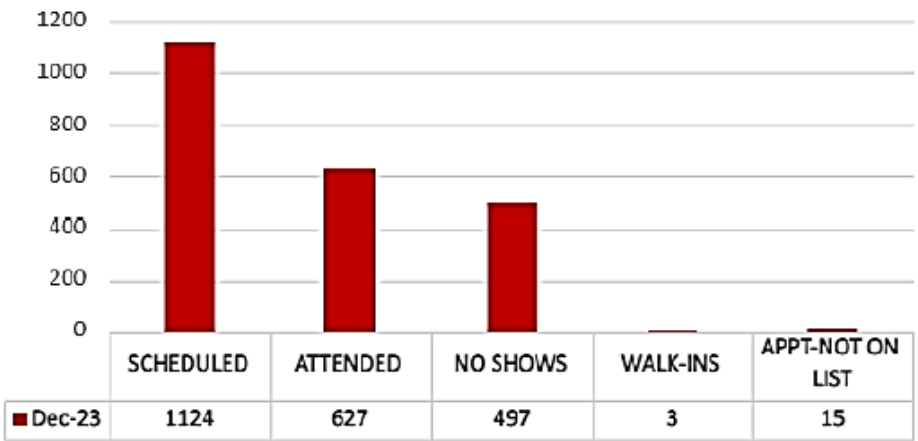
KQC-NIDOL



KQC-NIDOL

FY 2023							TOT	AVG	
GA-28 Day	JUL	AUG	SEPT	OCT	NOV	DEC			YTD
SCHEDULED	163	221	263	275	246	311	1479	246.5	SHOW RATE-37%
ATTENDED	82	93	112	97	82	105	571	95.2	ZOOM-81%
ZOOM	71	73	91	75	63	88	461	76.8	IN-PERSON 19%
IN PERSON	11	20	21	22	19	17	110	18.3	DNR-63%
DNR	81	128	151	178	164	206	908	151.3	KQC-NJDOL

FY 2023 CAMDEN UI IN PERSON APPOINTMENTS



FY 2023 DEC

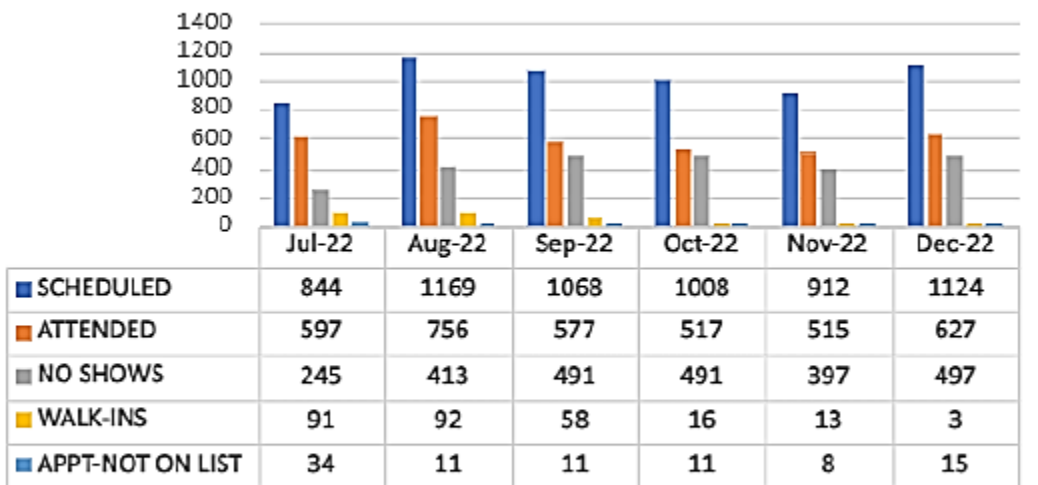
SHOW RATE-56%

DNR-44%

Dec-23

KQC-NJDOL

FY 2023 CAMDEN UI IN PERSON APPOINTMENTS



■ SCHEDULED
 ■ ATTENDED
 ■ NO SHOWS
 ■ WALK-INS
 ■ APPT-NOT ON LIST

KQC-NJDOL

FY 2023 CAMDEN UI IN-PERSON APPOINTMENTS

	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	TOT	AVG
SCHEDULED	844	1169	1068	1008	912	1124	6125	1020.8
ATTENDED	597	756	577	517	515	627	3589	598.2
NO SHOWS	245	413	491	491	397	497	2534	422.3
WALK-INS	91	92	58	16	13	3	273	45.5
APPT-NOT ON LIST	34	11	11	11	8	15	90	15.0

YTD-DEC 22

SHOW
RATE-59%

DNR-41%

NJ DOL, Unemployment Insurance

Steve Buscher, Manager

Absent. Update provided by Kristi Connors, NJDOL, Manager

- UI continues to schedule 65 people per day.
- As of January 12th, the next available date to schedule a UI appointment is February 16th.
- For the month of December:
 - 1124 scheduled - 627 attended. 497 no-shows, 3 walk-ins
 - December Show Rate show rate was 56% with 44% DNR.
 - Year-to-Date Show Rate - 59% with 41% DNR
- There are limited phone lines, so people with appointments who are referred to the phones may still have a wait time.
 - There is a kiosk with a camera for people who have an ID.me issue. A clerk on site can send a link for an ID representative to the customer's e-mail. ID.me assistance is still being provided at UPS stores but a link or QR code is generated with an appointment for a specific UPS store.
- For December, the daily average of people scheduled for their UI appointment was 56.2 with 31.4 actually attending.

Business Services Outreach Team

Jeff Swartz for Bob Weil, Chair

- With the return of Jeannie Page-Soncrant, Ray Guzman has been assigned to the Central NJ region.
- The proposed EMT training program is back on track. State approval is pending for the certification at the Board of Governors Building training site in downtown Camden. CCC will provide the training for the certification program and Hopeworks will be part of the program.
- John Steiner of CCC and Rick Rohrbach, EMS Director for Cooper Health Care. will oversee the program. The first cohort of 12 will cost \$1,340 per student, (approximately \$1,500-\$1,600 with books included). Most of the funding will be provided by Hopeworks. Site approval by the State is anticipated on January 23rd. A PR brochure is being created by Cooper University Hospital.

Workforce Development Board

Jeffrey Swartz, Executive Director

- The Atlantic City Electric Initiative – The Line School candidates completed their training. Employment is eminent in the utility field with PECO, ACE or PSE&G.
- Jeff was on a call with Rachele Dorsey of ACE and Waltasia Mansano of PSE&G. PSE&G has positions available now in northern NJ, while ACE may not have immediate opportunities.
- Atlantic City Electric is now promoting a paid summer internship for young people and also a summer paid externship for teachers who are interested in teaching curriculum over a three-week period over the summer. Rachele has been working with local companies (American Water, Subaru and Campbell Soup, among others) that will hire the participating young people. ACE will pay the stipend of about \$3,000 over the term of participant internships. The WDB's promotional activities and outreach efforts for the energy and sustainable energy program, will start up again probably next year.

- The State has released its RFP for summer youth employment. Leslie and Alex spoke with Patricia Jordan, and Leslie participated in a technical assistance session. The WDB will be submitting an application for its summer youth employment program.
- The RFP for the regional plan has been published. The local plan writing is in progress.
- Camden Works continues in its efforts to serve the residents of Camden County. A job fair is planned in February or March.
- Several requests for letters of support have been or will be written (Rutgers University and Camden County College for Nursing grants).

Chair Comments

- Gregg asked Jeff to keep the committee informed about the progress of the regional plan.

Adjournment

Gregg DeBaere asked for a motion to adjourn. The motion was made by Bob Weil and seconded by Jeff Swartz. The meeting adjourned at 10:47 am.

The next Operations Committee meeting will be on Friday, February 10, 2023, at 9:00 am via Zoom.

Submitted by:
Debra Vaughn
Assistant to the Executive Director