

**Operations Committee Meeting Minutes
January 14, 2022
WDB Office, 1111 Marlkress Road, Cherry Hill (Zoom Conferencing)**

| COMMITTEE INFORMATION AND ATTENDANCE | | | | | | | | | |
|--------------------------------------|---|----------------|----------|-----------|-----------|-----------|----------|-----------|--|
| NAME | ORGANIZATION | TRUSTEE MEMBER | 6-Aug-21 | 10-Sep-21 | 12-Oct-21 | 12-Nov-21 | 9-Dec-21 | 14-Jan-22 | |
| DeBaere, Gregg T., CHAIR | Atlantic Coast Communications | ✓ | X | X | X | X | X | X | |
| Cirii, Frank | Camden County One Stop | ✓ | | X | X | | X | X | |
| Connors, Kristi | NJ Department of Labor, Business Services | ✓ | X | X | X | X | X | X | |
| Deitz, Jeff | NJDVRs | ✓ | 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 | X | X | |
| Ludizaca, Raul | NJ Dept. of Labor | | X | | | X | X | | |
| Sinclair, Nidia | Camden County Resource Center | | | | | | X | | |
| Weil, Bob, BSOT Chair | Connor, Strong & Bucklelew | ✓ | | X | | X | X | X | |
| Levitt, Alex | WDB | | | | | | X | x | |
| Swartz, Jeffrey S. | WDB | | X | X | X | X | X | X | |
| Williams, Leslie J | WDB | | X | X | X | X | X | X | |

Welcome

Gregg DeBaere, Chair, called the meeting to order at 9:01am and welcomed attendees.

Approval of Previous Meeting Minutes

Gregg reviewed the minutes from the November 12, 2021 meeting and asked Alex to make the corrections. Bob Weil made the motion and Jeff Swartz seconded. By unanimous vote to the affirmative, the motion carried, and the minutes from November 12, 2021 were approved.

WDB Planning and SETC Updates

Per Leslie Williams, no official guidance has been provided for the regional local plan. The submission deadline has not been disclosed.

One-Stop Director and Career Center Updates

Frank Cirii, Camden County Career Center, Local Area Operations Director

Facility Update

- The Career Center remains open to the public both virtually and in-person for One-Stop Career Services. State services are by appointment only. Health Department inspections continue to go well. The State-provided porter has been very effective in keeping high-touch and high-occupancy areas clean throughout the day. All employee exposures have been the result of personal contacts outside of the office.
- The lease extension for the current location of the One-Stop is still pending, but approval is expected. The current lease expires September 1, 2022.

Staff Training, Meetings and Learning Link

- The QLess contract was extended, and the DocuSign contract is in the process of being renewed. County staff is using QLess and the State is using another scheduling system software.
- The One-Stop is now an approved GED and HIGH SET testing site by the New Jersey Department of Education.

UI Updates

- Kristi Connors suggested that Microsoft Bookings is free, intuitive, and part of the MS Office Suite. Another feature that makes MS Bookings a good option for the One-Stop over QLess is that it populates appointments to the calendars of the customer and the counselor, which QLess does not do. Also, training for MS Bookings is available on Metrix SkillUp.

Virtual Service

- Jonathan Young, Camden County Commissioner, will be promoting One-Stop services on the cable news program, Comcast News Makers. He will discuss virtual services, Incumbent Worker Training, as well as One-Stop's resources for employers and walk-in customers. The One-Stop Youth video will be uploaded to the County website and social media links when all edits have been discussed and approved at the next Youth Committee Meeting on February 23, 2022.

Incumbent Worker Training

- Camden County College is actively seeking employers to utilize the services and available funding. It has been challenging finding employers in a position to take advantage of the program because their focus is now primarily on filling vacant positions.

Youth One-Stop Update

Laurie McGuire, MIS Manager

Youth Engagement & Virtual Services Updates

- Laurie McGuire is going to submit a 90-day plan to the Youth Committee outlining how the Youth One-Stop can enhance existing programs. Supportive services for things that are not a covered expense in their existing program (i.e., masks) can be provided through the Youth One-Stop system.
- Getting youth in the door for in-person services has been challenging. Youth customers tend to be less engaged and easily distracted during virtual appointments.
- There is a substantial amount of money available for Youth Work Experience. Laurie raised the following questions:
 1. What form of payment will be given to the youth?
 2. Who will generate the payments?
 3. How will the youth receive their payments?

Laurie will review previous notes concerning the operation of the Youth Work Experience Program to see if the agreed upon methods are still viable options.
- The Youth One-Stop is seeking employers who will agree to be worksites for the Youth Work Experience Program. There is \$159,000 in available funds. It needs to be determined how much must be expended and/or disbursed by the fiscal year end and how much would be available for the summer months. It may be possible to increase the wages of those who are Summer Youth Employment Program participants if the participants are WIOA eligible. These participants would count toward our youth work experience numbers as well.

Board of Social Services

Salama McFarland, Case Management Administrator, Board of Social Services

Administrative Updates, Staff & Training

- Began a hybrid schedule on Jan 5th to slow potential COVID activity. Clerical workers and administrators are on-site every day. Specialists, supervisors, and workers are on-site every other day.

SNAP/ABAWD Waiver End & Work Activities Referral Plan (Extension updates)

- A CWA (County Welfare Agency) labor meeting took place on January 4th to discuss upcoming changes with work requirements. SNAP ENT is now a completely voluntary program. Recipients will be informed of the services available to see if they are interested in participating. Support

services such as transportation and childcare will be provided to them as needed. For WFNJ (WorkFirst NJ), the CSA’s (Comprehensive Social Assessments) are being completed on customers and they will be scheduled for activities with the One-Stop. Protocol activities will be set up to commence on Feb 1. G-Jobs will start with a March class.

- The program the State is offering Work Force customers will be highly suggested but not mandatory. SNAP recipients still do not have a mandatory work requirement. There will be no sanctioning of food supplements for individuals who choose not to participate. WFNJ will be mandatory effective February 1st.
- Salama stated the that after February 1st, new applicants will be sent through the 28-day protocols to receive GA (General Assistance). New WFNJ recipients will have mandatory work activities. After Feb 1st, new recipients can be sanctioned for non-participation in work activities.
- See chart below for Board of Social Services Outcomes as of December 2021:

| Board of Social Services Outcomes | | | |
|--|------|------|-----|
| | SNAP | TANF | GA |
| Total Outreach | 2000 | 155 | 864 |
| Referred to a work activity | 212 | 11 | 8 |
| Not Interested or available | 348 | 46 | 30 |
| Participating | 1 | 25 | 57 |
| Referred to employment | 3 | 18 | 2 |
| Childcare Vouchers | 0 | 3 | 0 |
| Transportation Vouchers | 0 | 6 | 6 |

Total Applications in December for the Agency was 1,416

- New Board of Social Services training started on Jan 27th. HSS1 employees are not on the hybrid schedule and must report to work daily.
- Waiver end date is 1/1/2023.

Division of Vocational & Rehabilitation Service Updates

Jeff Deitz, Manager, Division of Vocational Rehabilitation Services

Project Search

- Project Search continues. TD sold their Project Search license to Lenape Regional High School District, and it is rumored that they will not participate in the program in the future. Finding another employer by the time the next school year starts will be challenging and the future of Project Search is in jeopardy.

Administrative Updates & Staff Training

- DVRS currently is understaffed due to a combination of COVID-19 issues and staff members being promoted. There are currently seven positions to be filled.

Employment Services-LWD, Updates

Kristi Connors, ES Manager, Labor and Workforce Development

Administrative Updates and Staff Training

- A hybrid staffing schedule (2 days on-site, 3 days remote) will remain in place through January 31st. Inclement weather caused late start hours on-site, but people did work remotely during the gap time.

Virtual Service Updates and Referrals

- DocuSign is now being utilized for the Re-Employment Services and Eligibility Assessment (RESEA). Staff are receiving training and desk aides/reference guides have been created to help with the new process. So far, the roll out has gone smoothly.
- The GA 28-day process will be modeled after RESEA and done virtually. The start date for this process is tentatively February 1st. Clients will have the options of a Google form, mailed forms, or be called to complete the forms over the phone.
- The State scheduling system is for in-person services only, so adjustments will be made to update calendars for counselor appointments.
- See employment services outcomes below:

| Employment Services Outcomes | |
|--------------------------------------|-------|
| Year to Date Check In | 3,786 |
| Provide Outcomes to Virtual Services | 2,830 |
| Referred to Training | 668 |
| Referred from Training Counselor | 74 |
| Voluntary Work Campaign | 27 |

- The entry level Employment Service position is closed, but Kristi has not received any resumes to schedule interviews. Burlington County One-Stop is currently conducting interviews. The Veterans Business Rep position is now closed, and interviews may be conducted by the Central Office with the Coordinator of Veteran Services and the Business Services Chief.
- LWD in Trenton is operating on a hybrid schedule.
- Docu-Sign for RESEA is working very well at this point.

Regional Updates

Jeffrey Swartz, WDB Executive Director

- Atlantic City Electric Initiative: A 2022 Cohort will start with information sessions in February. A meeting is scheduled with Margo Venable and members of the college to discuss procedures and policies to kick off the program this year. Alex has been regularly emailing the people who have expressed interest to keep them informed about the upcoming information sessions. The Line School is still waiting for some equipment in order to safely start the program in April. The 2022 Cohort is expected to commence in late February, or early March. Two candidates who completed the program have been hired by ACE.
- Camden Works: Of the 597 people in the database, 369 have been hired through the Camden Works Initiative, with 261 being Camden City residents. Approximately 124 individuals were no longer interested in the program. In the week of December 14th to December 21st, there were four new entrants. Brian Bauerle, Vice President, Coopers Ferry Partnership, is spearheading goal-setting objectives for future meetings.
- SETC and GSETA continue to meet. The upcoming SETC meeting is expected to provide more guidance regarding local regional plans as well as direction in terms of openings.
- Grant Applications: A letter of support has been signed for Center for Family Services for a GAINS grant. Kim Rommen's training center group is also applying for a GAINS grant. Their application is being reviewed now in order to obtain a letter of support.
- Kathleen's replacement, Debra Vaughn starts on January 18th.

Business Services Update

Robert Weil, Business Service and Outreach Team Chair

- The December BSR meeting was not held. An update on the Job Matching Program should be available at the February meeting.
- Jeff stated that Amanda Modale, LWD, continues to send updates about potential worksites seeking employees. He shared his ongoing involvement in the South Jersey Energy Partnership and promoting opportunities in the energy field. An event will take place in Atlantic City in March or April promoting training and employment in the energy sector.

Best Practices Documentation Updates & Review (White Paper)

Gregg DeBaere, Chair, Operations Committee

Committee Discussion

- Bob Regensburger has revised the Executive Summary. Kristi Connors has submitted a revised version of the document to Gregg. Gregg will forward it to Bob R., and they will meet next week to discuss for review. A copy of the revised White Paper will be sent to the WDB and other committee members for review. Gregg acknowledged the links that Kristi Connors included in the White Paper. Kristi noted that the links must be opened with an updated version of Google Chrome. Gregg then raised the question of whether one on one phone contact with youth was better than Zoom or a group setting. Laurie McGuire said it was problematic with youth contact as they are easily distracted. Mandatory camera use is not effective in the initial contact phase because there is no leverage since they are not yet enrolled in the program. Kristi Connors noted that, for RESEA with dislocated workers, people are more forthcoming and willing to engage in a one-on-one environment.
- The mission statement has been removed from the meeting minutes to condense the document.
- Jeff Swartz noted that the next Executive Committee meeting is scheduled for Wednesday, January 19th. @9:00am. Carl Donato and Ken will not be available for the meeting.

Adjournment

Gregg asked for a motion to adjourn. The motion was made by Jeff Swartz and seconded by Leslie Williams. The meeting adjourned at 10:35am.

The next meeting of the Operations Committee is Friday, February 11, 2022, at 9:00am.

Submitted by:
Debra Vaughn
Administrative Assistant to the Executive Director