

**Operations Committee Meeting Minutes
October 14, 2022**

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

COMMITTEE INFORMATION AND ATTENDANCE								
NAME	ORGANIZATION	TRUSTEE MEMBER	13-May-22	16-Jun-22	21-Jul-22	18-Aug-22	9-Sep-22	14-Oct-22
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications	✓	X	X	X	X	X	X
Buscher, Steven	Unemployment							X
Cirii, Frank	Camden County One-Stop	✓	X	X	X	X	X	X
Connors, Kristi	Employment Services	✓	X	X	X			X
Deitz, Jeff	NJDVRS	✓	X	X	X			X
Jones-Benjamin, Michaela	Camden County Board of Social Services					X		
Maguire, Laurie	Camden County One-Stop		X	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
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
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
Williams, Leslie J	WDB		X	X	X	X	X	X

Welcome

Gregg DeBaere, Chair, called the meeting to order at 9:07am and welcomed attendees. Jeff Swartz introduced Bridget Henderson, Program Evaluator. Bridget replaces Theo Primas, for program monitoring and procurement duties at the WDB. Gregg welcomed Steve Buscher, of NJ Unemployment Insurance.

Approval of Previous Meeting Minutes

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

Workforce Development Board (WDB) – Planning and SETC Updates

Leslie Williams, Comptroller and Jeffrey Swartz, Executive Director

- Guidance on the local and regional plan was released on September 29th. The regional plan is due January 2023 and the local plan is due March 2023. Once completed, these plans will be in effect through 2026 and another MOU and IFA will need to be done in Spring 2023.
- The requirements of each plan include changes and will need to be reviewed in detail. The regional WDB directors are responsible for the regional plan, and the local plan is the responsibility of the Operations Committee. Leslie suggested formation of a sub-committee to work on the plan and scheduling a meeting prior to the next Operations meeting.
- Labor market information from Leslie Hirsch's division will need to be collected and analyzed as part of the requirements for the local plan and for our specific area, and a description of our local labor market and specific target populations must be provided. Our local plans are expected to provide an overview of the systems and mechanisms our local area has in place to continually collect, analyze and review LMI data with local stakeholders. Jeff and Gregg agreed the White Paper will be very useful for the local plan.
- Per the minutes of the WDB Directors meeting, procurement for the One-Stop operator will be done in the Spring of 2023.

- The regional committee is scheduled to meet again next week to start its plan. Data will be collected and the format for the plan has already been decided on. It will be proposed at the upcoming meeting that each region's local area allocate funds for regional planning and then put out an RFP for a consultant to write the plan. Jeff mentioned Triad Consultants comes to mind as having familiarity with South Jersey, but the project would have to be put out for bid.
- The last report for the Summer Youth Employment program will be submitted to the State by Monday(10/17). Technically, the program is not over until the end of October.

One-Stop Director and Career Center Updates

Frank Cirii, Camden County One-Stop Career Center, Local Area Operations Director

- The One-Stop continues to serve the public in person or in a hybrid manner with virtual services. The county's procedure for COVID illness, exposure or very close contact is still to communicate with the Health Dept through the email system. Employees who are vaccinated and exposed but not tested positive, can come to work but must be masked and isolated at work. Vaccinated employees that test positive are required to stay home for 5 days and those days out are still considered "COVID Time" and are not charged against accruals at this point. After that, if the employee is symptom-free, they may return to work but must be masked for 10 days.
- The County is promoting COVID and flu vaccinations, with free vaccinations being offered at various locations. (<https://www.camdencounty.com/service/health-human-services/seasonal-flu-shots/>)
- One-Stop outreach is on-site at vaccination locations, at the upcoming job fair at Winslow Twp High School and other local events. The public outreach campaign approved by Ahmad McDougall has launched and will be in progress over the next 60-90 days. The funded outreach campaign will inform the public of the services available at the One-Stop with advertisements on bus wraps, PATCO Speedline, social media, radio spots, and printed material. All advertisements will include the One-Stop's QR code to direct customers to the website for information. The effectiveness of the campaign could be measured with a "how did you hear?" strategy by service partners during initial contact with new customers.
- Unemployment services have been flowing well at the One-Stop. The on-site direct to UI phones and people being able to self-schedule their appointments have been very helpful.
- Frank and Nidia both praised the service of members of the security crew for working so well as a team with the front desk, with customers, and in the computer area.
- The second of ShopRite's IWT cohort started. Carol McCormick (CCC) and Mike Leonetti are working with Goodwill on starting a cohort. The renewal process for IWT cohorts has been fine-tuned for treatment of contract modifications and having participant qualifications verified, with deadlines set for paperwork to be completed by CCC and submitted for review by Mike Leonetti, and then WDB approval prior to submission to Finance and MIS.
- The Chromebook loaner program is on hold until IT is able to create a domain name and a separate network from the county system for internet monitoring, equipment tracking and the ability to disable the Chromebooks when they are lost or stolen. The work to accomplish the task is delayed because of the IT work being done to complete the office space for the Board of Social Services.
- The planned relocation of the Board of Social Services (BSS) on Columbus Day weekend was delayed until Veterans Day weekend because the build-out and pre-wiring of BSS employee workstations has not been completed.
- A meeting was held with South Jersey Transportation Authority and the BSS to coordinate the shuttle service looping the PATCO Woodcrest stop, the One-Stop, BSS and the bus hub at the Echelon Town Center. The anticipated shuttle start date will coincide with the date the Board of Social Services opens its doors at the One-Stop. The funds for the shuttle service are a grant from Family Development for SNAP/TANFFF/GA clients and the transportation grant. The method of tracking client usage of the shuttle will be slips provided by BSS presented to the driver upon boarding.

- The first Youth Work Experience cohort was very successful. Jyi Peterson has been working to continue with a second cohort, with a goal to start in two weeks after finalizing work sites.
- HiSET was acquired by PSI, and the business has been outsourced to the UK. The transition has not gone smoothly, resulting in inaccessible customer service, logins not working and testing having to be rescheduled. Frank commented that last week, the One-Stop received last minute notice of mandatory training to learn additional software, with short completion deadlines. In addition, a fee of \$10 is now being charged to clients who need to retest, which was not the case in the past. GED is still on hold for required hardware installation.
- There are three resolutions to be presented to the Board of County Commissioners, which are as follows:
 - Chapter 159 Resolution for remaining WIOA funds
 - Executing the WorkFirst NJ area contract for PY 2022
 - Purchase of 91 Dell computers (\$116,000) to replace One-Stop staff computers that are out of warranty. Staff and Learning Link computers were not replaced during the pandemic.

MIS

Laurie McGuire, Camden County One-Stop Career Center, MIS Manager

- There will be a meeting between Nidia, Laurie and youth providers to correct submission issues (July data was incomplete and submitted significantly past the required 30 days). The paperwork may now be submitted electronically through a secure email account, which should result in required submissions received on time. The issue of providers failing to document all barriers and inconsistencies with services named in their proposals to the RFP will also be addressed at a meeting with each youth provider.
- Regarding last year's federal validations, all failures in calendar year 2020 Performance are being excused. During an exit interview, old corrective actions on some fields (from the State) were excused because recording prior corrective actions in the current operating systems cannot be done.
- Jeff thanked Laurie and her MIS team for documenting compelling information for him to challenge some of CCOS' Performance Measures with the State, which resulted in the reduction of specific performance measures to levels which are more in line with realistic outcomes.

Board of Social Services Report

Salama McFarland, Board of Social Services, Administrator

- The State's new website, MyNJHelps.org (<https://www.njhelps.gov>) is a new user-friendly site where people can apply for benefit and has a portal for uploading documents. If an applicant wants to know the status of their application, they can return to that site. The State has notified counties not to ask clients to submit documents if they've already uploaded the information into the online portal and is requiring each county have staff available to retrieve that information.
- A new Division of Family Development Instruction (DFDI) was released yesterday regarding employment and training. Effective October 1st, 2021, New Jersey transitioned from a mandatory to a voluntary New Jersey SNAP employment and training program. A client cannot be disqualified for not participating, but information must be shared with clients to let them know about all the services that are available virtually or in person. The Able-Bodied Adults Without Dependents (ABAWD) clock remains suspended for all 21 counties. Therefore, no New Jersey SNAP recipient shall have their benefits terminated for exhausting the ABAWD time limit during the period of the emergency. That waiver is in place from February 1st, 2022 until January 31st, 2023. Student eligibility was expanded, so more students can receive benefits.
- Regarding the Supportive Assistance for Individuals and Families (SAIF), we are continuing to work with Catholic Charities. BSS is completing time limits it is responsible for while meeting with them at their site in order to do the time limit reviews on those clients. Cases are being closed out for clients that are not in compliance. Catholic Charities is reducing their client load.
- Outreach continues to get clients (primarily TANF and GA intakes) in to-work activities. There is still a challenge getting people into GA Protocol. There are currently 22 people scheduled for Oct 25th and scheduling will begin for Oct 27th. Protocol orientation is offered weekly on Tuesday and Thursday, with a

maximum of 30 clients. The cap is set at 30 because it is manageable and using the NIC system is labor intensive.

- The State Rep was contacted about in-house questions regarding management of clients since they are not completing protocol within their 30-day application. Clients are being denied, or their benefits are being delayed. Once clear guidance is received from the State, the challenge can be appropriately addressed. BSS has a high volume of applicants. The State Rep noted that other counties are also struggling with having enough slots available for clients that need to participate with protocol.
- The new target date for the move to the One-Stop is Veterans Day on November 11th. The plan for this location is for people to check in at a kiosk and there will be a receptionist available. The waiting area is very small and the goal is to service more people virtually, online or over the phone. Applications can be completed online with an electronic signature and over the phone. Telephonic signatures will be allowed until the end of the year.

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

Online Applications Received 1934			
September - Total CSA's 77	GA 38	TANF 39	
<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	201 Total	GA 106	TANF 95
Unemployable referrals/exemption from work requirement	85 Total	GA 50	TANF 35
Referred to G-Jobs	144 referrals (23 reported, 9 remained in class)		
G-28 Protocol 141 Total	42 - Requested in-person	95 - Requested Zoom	4 – Undecided/NA
Provided support for new employment	17 Total		

****Still using IAR for G-Jobs and printing rosters from CRM system***

Division of Vocational & Rehabilitation Service Updates

Jeff Deitz, Division of Vocational Rehabilitation Services, Manager

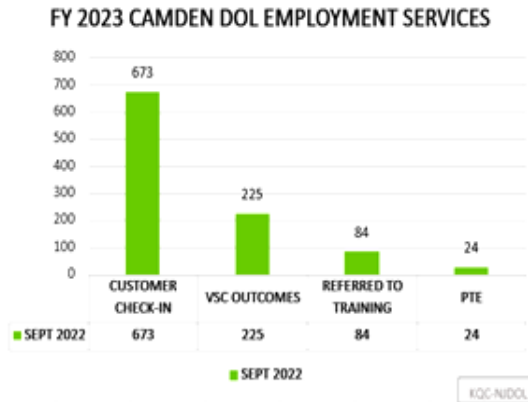
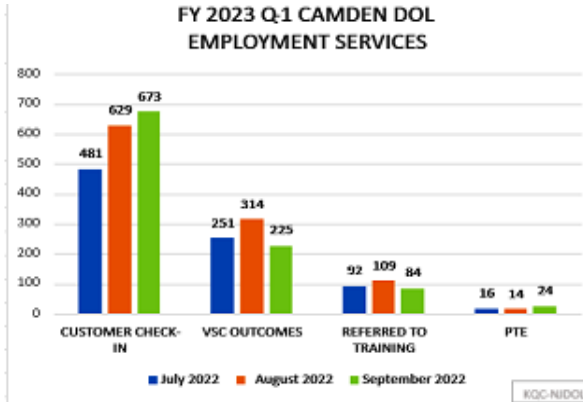
- A majority of DVRS' clients are being seen in person, which will continue unless COVID numbers rise.
- The DVRS has established a presence at Veterans Haven in Hammonton (Ancora Hospital), which offers veterans housing for up to two years, counseling, and vocational programs. There is a problem with transportation, but options are being explored to get people to the Avondale bus center and then to the facility.
- Project Search has a total of 10 students with 5 at TD Bank and 5 at Jefferson, and all students are on-site now.
- Jeff commented that he is still getting calls from clients that are having problems with services or counselors and they are being assisted by personal contact.
- A new clerk has been hired, but the head clerk position has not been posted yet.

Employment Services-LWD Updates

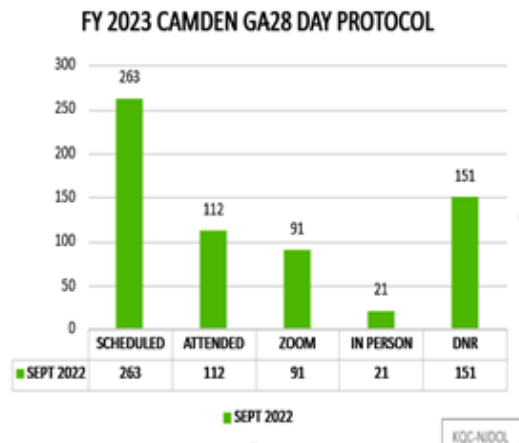
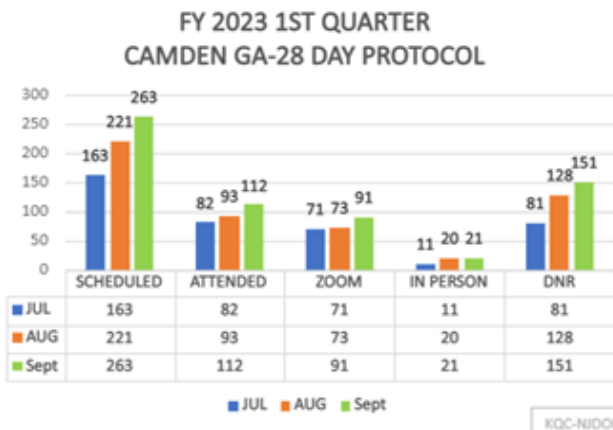
Kristi Connors, Labor and Workforce Development, ES Manager

- The new PowerPoint presentation, created for customer viewing on the lobby monitors, features services located locally, such as ES training and other information. The QR code for One-Stop services appears on 20-second slides, shown on a continuous loop.
- The Assistant Director asked Kristi to create a presentation or process plan on how GA 28-Day is done by Camden County, for distribution to other counties that are only providing in-person service and not utilizing technology available (Zoom, MS Forms, the Owl camera, etc.). Zoom is labor-intensive but offering the option of virtual services has been increasing the participation rate.

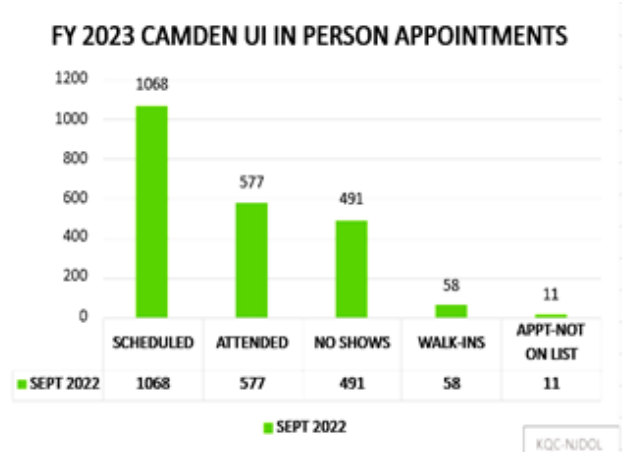
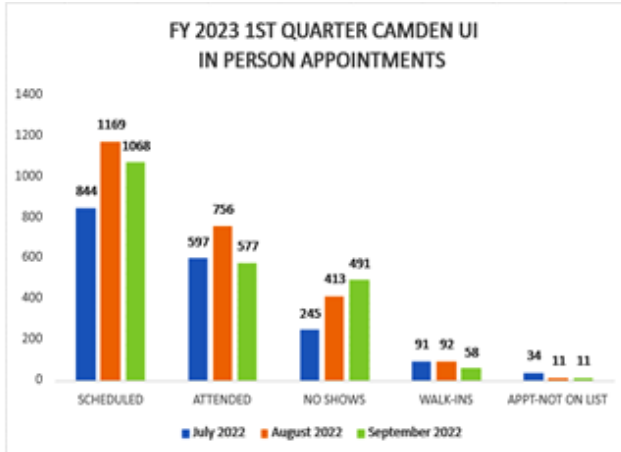
- Google will be blocked because the content cannot be viewed or blocked on Google Drive. MS-365 will be used for the foreseeable future.
- DVOP Specialist Geoffrey Taylor has been visiting Veterans Haven and Home of the Brave for the last two months. He obtained information, which has been entered into the system, and provided resumes.
- September G-Jobs, 8 resumes were created for customers that attended, with information provided by Kenny Rice.



FY 2023 CAMDEN DOL EMPLOYMENT SERVICES												TOT-YTD	AVG	
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE		
CUSTOMER CHECK-IN	481	629	673										1783	594.3
VSC OUTCOMES	251	314	225										790	263.3
REFERRED TO TRAINING	92	109	84										285	95.0
PTE	16	14	24										54	18.0



FY 2023														TOT	AVG
GA-28 Day	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN			
SCHEDULED	163	221	263											647	215.7
ATTENDED	82	93	112											287	95.7
ZOOM	71	73	91											235	78.3
IN PERSON	11	20	21											52	17.3
DNR	81	128	151											360	120.0



FY 2023 CAMDEN UI IN-PERSON APPOINTMENTS													TOT	AVG
	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23		
SCHEDULED	844	1169	1068										3081	1027.0
ATTENDED	597	756	577										1930	643.3
NO SHOWS	245	413	491										1149	383.0
WALK-INS	91	92	58										241	80.3
APPT-NOT ON LIST	34	11	11										56	18.7

Attendance Rates:

- September - 43%, with 81% by Zoom and 19% in person
- Year To Date - 44%, with 82% by Zoom and 18% in person.

DOL, Unemployment Insurance

Steve Buscher, Manager

- Currently, there are 52 self-schedule appointments available per day. People check in with the security guards and then see a representative for assistance or are guided to the designated phones to the call centers. Approximately 260 people a week are assisted in this manner. Appointment schedules are currently two weeks out and people with ID.me issues can be assisted by appointment at UPS locations across the state for in person verification by UPS-trained staff.
- At this point, UI is working on backlogs, corrections and payments for people. The 3 million case backlog from the onset of the pandemic has been significantly reduced. Efforts are concentrated on analyzing, fixing payments, getting extensions done and people with ID.me issues or who are having problems with misapplied extensions or money that's missing, and unpaid benefit weeks.
- Expanding the UI presence at the One-Stop with more staff on-site is under consideration.

Business Services Outreach Team

Jeffrey Swartz for Chair, Bob Weil

- Ray Guzman, DOL BSR continues to furnish a weekly list of jobs in the county.
- There are a number of upcoming outreach events, such as job fairs or information sessions. Jeff and Carl Donato attended the Stand Down event in Cherry Hill for veterans. A week from this Saturday (on 10/22), the Camden County Prosecutors Office is hosting the Unity Fun Day at Cooper River Park from 10am to 2pm. There will be free food, music, entertainment and agencies which provide services for Camden County residents there. The event is an opportunity for residents to engage with vendors who can provide information about services and career opportunities with the county.
- There will be an expo and career fair at Winslow Township High School, which will be attended by WDB and One-Stop staff.
- The Department of the Navy awarded a contract to Rhoads Industries and Aker Philadelphia Shipyard to build the next generation of submarines. They have reached out to all the community colleges in the region, including Camden County College(CCC). CCC will develop a curriculum for a certain component of that facility, such as welding. Jeff stated he would attend upcoming meetings.

Workforce Development Board

Jeffrey Swartz, Executive Director

- Regarding the ACE Initiative, the Line School is about to start. After multiple delays, 8 of 26 people originally enrolled actually started the program.
- Atlantic City Electric announced a Summer youth internship through its SPARK program, as well as a teacher externship. During the summer, they will offer \$15 per hour for 25 hours per week, for 6-8 weeks. The Spark Youth Internship is offered to high school youth and recent post-high school students. The externship is offered to teachers for 3 weeks. IBEW Local 351 is involved in the program.
- CamdenWorks canceled a recently scheduled call. There has been no confirmation or any details provided about their proposed job fair for October.
- The GSETA Annual Conference is virtual on October 18th and 19th.
- Quarterly Meeting: The meeting will be held on December 14th at 8:30am. It will be an in-person meeting at the Roosevelt Room on the campus of Camden County College in Blackwood. A full breakfast will be served. The program will include a presentation of the updated Literacy Needs Assessment and the featured speaker will be Larry Abrams, Founder of Book Smiles. BookSmiles is a nationally recognized literacy organization and a video from a recent CNN hometown heroes feature story will be shown. Invitations to the meeting will be extended to literacy organizations in the region.

Adjournment

Gregg asked for a motion to adjourn. The motion was made by Bob Weil and seconded by Kristi Nichols. The meeting adjourned at 11:07.

The next meeting for the Operations Committee will be on Friday, November 4, 2022, at 9:00am via Zoom.

Submitted by:

Debra Vaughn

Assistant to the Executive Director