



WORKFORCE DEVELOPMENT BOARD

Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Carl A. Donato Jr., Chair

Operations Committee Meeting Minutes
FRIDAY, October 11, 2024, 9:00 AM (Zoom Conferencing)
1111 MARLKRESS ROAD, SUITE 101, CHERRY HILL, NJ 08003

ATTENDANCE

COMMITTEE INFORMATION AND ATTENDANCE									
NAME	12-Jan-24	9-Feb-24	8-Mar-24	12-Apr-24	10-May-24	14-Jun-24	12-Jul-24	6-Sep-24	11-Oct-24
DeBaere, Gregg T., CHAIR	X	X	X	X	X	X	X	X	
Argenbright, Sarah						X			
Buscher, Steven									
Cirii, Frank	X	X		X	X			X	X
Connors, Kristi	X	X	X	X	X	X	X	X	
Deitz, Jeff		X	X					X	
Guzman, Elizabeth									
Maguire, Laurie	X	X							
McFarland, Salama	X	X	X	X		X	X		X
Jones, Michaela								X	
McIntyre, Stephanie					X				
Mendez, Kelly									
Peterson, Jyi	X	X	X		X	X	X	X	X
Regensburger, Robert	X	X	X	X		X	X	Y	X
Romolini, Eric	X			X	X	X	X	X	X
Sinclair, Nidia	X		X	X		X	X	X	X
Weil, Bob		X	X	X	X	X	X	X	X
Wemple, Anita					X	X			
Gutbezah, Maayan	X	X	X	X		X	X		
Henderson, Bridget	X	X	X	X	X	X			
Hardison, Richelle									X
Swartz, Jeffrey S.	X	X	X	X	X	X	X	X	X
Vaughn, Debra	X	X	X	X	X	X		X	X
Williams, Leslie J	X		X	X	X	X	X	X	X

Welcome

Gregg DeBaere welcomed attendees and called the meeting to order at 9:08a.m. Gregg congratulated the Operations Committee and Leslie Williams for being awarded its certification from the State. WDB Program Evaluator, Richelle Hardison introduced herself to the committee members, who then introduced themselves to Richelle. Leslie noted that the new Committee Coordinator, Michelle Rohan, will start at the WDB in the next week.

Gregg asked for a motion to approve the September 6, 2024 meeting minutes. Bob Weil made a motion to approve the minutes with a request to revise a comment to note that Bill Moen has been out on leave in the BSOT updates and seconded by Frank Cirii. With a majority vote to the affirmative, the motion carried and the minutes for September 6, 2024, were approved.

WDB Planning & SETC Status – *Leslie Williams, Chief Financial Officer*

WDB Certification

- The WDB has received its notice of its renewed certification from the State.



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MOU/IFA

- The State has not provided any feedback on the MOU/IFA that was submitted at the end of March 2024.

SETC – Jeffrey S. Swartz, Executive Director

- In a WDB Directors call on October 10th with Keith White and Joan Demarais (NJDOL/SETC), it was mentioned the MOU/IFA is still being reviewed.
- At the suggestion of several WDB Directors, the SETC will be revising the SETC manual, which has not been updated since 2006.
 - Regarding co-enrollment, Jeff commented, from the State’s perspective, the priority is to co-enroll Title 1(WIOA) and Title 3 customers.
- Leslie noted that it is likely that One-Stop Certification will be required in 2025.
- Literacy Grant Application
 - The WDB has submitted an application on behalf of the One-Stop in response to a Notice of Grant Opportunity (NGO) for Literacy Initiatives (formerly the Learning Link) at the end of September. The total amount available through the NGO is \$3,000,000 with a maximum requested amount of \$500,000 per proposal for the grant period November 1, 2024 to June 30, 2026. The initial 20-month grant is expected to be awarded to only 6 local areas.
 - The Learning Link program is undergoing re-branding. The new program will be called HELPP (Hub For Education, Literacy and Personal Progress).

One-Stop Career Center Update – Frank Cirii, CC One-Stop

- The sign that Kristi requested, which will enable people to check in for services on their personal devices without having to go to the front desk or kiosk, has been approved and ordered.
- Facilities-wise, there are no issues to report.
- MIS Director Laurie Maguire returned to work on October 10th.
- One-Stop staff will receive training and gain information on best practices through participation at the upcoming GSETA conference.
- In addition to the Literacy NGO/Camden County’s HELPP application (Hub for Education Literacy and Personal Progress), the State has released multiple NGOs. The State’s failure to communicate the NGOs that it awards to the One-Stop causes issues for the One-Stops to implement training coordination and data entry tasks that are not budgeted staffing expenses.
 - Fund My Future NGO
 - The One-Stop intends to apply for the State’s Fund My Future NGO (FMF). The New Jersey Department of Labor and Workforce Development (NJDOL) is managing the execution of a pilot program to fund the training of unemployed and employed low-income individuals without other degrees or credentials. It is anticipated that recipients will receive up to \$9600 per person for: 1) training, and 2) wrap-around services, such as childcare and transportation, which may be necessary to complete their education and training programs. Recipients will work with a career coach to develop an Individual Employment Plan (IEP) to develop and manage the utilization of their FMF funding and support their success.



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- Customer flow/WFNJ Adult:
 - October: 138 referred, 39 attended.
 - September: 106 referred, 35 attended.
- With increasing numbers of people seeking training, classroom space limitations at the One-Stop will be addressed through scheduling changes.
- GED testing: August – 51, September – 31. Approximately 70% of test takers pass the test.
- The One-Stop’s public outreach campaign continues. Eric has met with their marketing vendor, Spark Creative, and will share the distribution numbers via email.
- Incumbent Worker Training (IWT) – Bancroft is the only continuing IWT program. A new IWT partner has not been identified for a program in this fiscal year.
- There will be a number of resolutions for the November Commissioners meeting. Among the resolutions, there will likely be 2 positions posted at the One-Stop, one for a clerk or paraprofessional for MIS and another paraprofessional to assist with the vacancy resulting from the retirement of Ken Rice.
- The September 13th job fair at the Cherry Hill Mall was very successful and one of the busiest and most well-attended, with 258 pre-registrants and plenty of walk-up visitors. The One-Stop will continue to co-sponsor 2 of the 4 job fairs held annually at the Cherry Hill Mall. In addition to County and State agencies, there was more employer participation from a variety of fields than in the recent past.
- The Systems Performance Committee approved an increase in the training tuition cap for vendors from \$4,000 to \$6,000.
- The One-Stop is participating in the regional transportation plan headed by the South Jersey Transportation Authority.
- The First Amendment Auditors will provide training for staff regarding public videotaping, which is legal in all public areas only. Signage will be posted on all doors leading to private areas, where recording is prohibited.
 - Areas of concern are staff desks and computer screens that may have sensitive material visible.
 - New policies will be drafted to prevent legal issues in the future.

Youth One-Stop Update – Jyi Peterson, Supervisor, WFNJ, Youth & Learning Link

Frank Ciri provided the following update:

- Youth One-Stop Orientation: October - 24 attended, September - 6 attended
 - Additional CWEP sites will be needed for an anticipated increase in customer flow.

Board of Social Services (BSS) Update – Salama McFarland, CC Board of Social Services

- The staff is undergoing DFD training in customer service and conflict resolution.
- There was a statewide SNAP meeting to discuss best practices and a corrective action plan.
 - “Snap Navigators” are in place at the South Jersey Food Bank to provide information and assist people in need of benefits with their applications.
 - A challenge for Camden County is paper storage and locating files.
- Staggered hours for staff is under consideration: 8:00a.m.- 4:00p.m., 8:30a.m.- 4:30p.m., and 9:00a.m.- 5:00p.m.



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- Salama is working with the State to identify ABAWD customers from the rest of the SNAP recipients
- Get a Ride, Get a Job Checks
 - Six clients did not receive checks and were prohibited from purchasing their bus pass. A monthly pass must be purchased by the 10th of the month and current check amounts do not fully cover the expense.
 - Clients are not managing their transportation funds well. There will be a discussion to transfer WIOA funds to Financial Literacy for client training.

SEPT 2024 TOTALS	EPDT'S COMPLETED	CSA'S COMPLETED	EMPLOYABLE ACTIVITY REFERRALS	UNEMPLOYABLE REFERRALS OR EXEMPTIONS	G-JOB SCHEDULED	NEW EMPLOYED (CM SUPPORT)
MONTHLY SUB-TOTAL	GA - 88	GA - 93	GA - 79	GA - 20	REPORTED - 26	GA - 1
MONTHLY SUB-TOTAL	TANF - 23	TANF - 102	TANF - 116	TANF - 24	STAYED - 22	TANF - 29
MONTHLY SUB-TOTAL	SNAP - 1	SNAP -	SNAP -	SNAP -		SNAP -
MONTHLY TOTAL	112	195	195	44	106	30

OCT 2024 TOTALS	EPDT'S COMPLETED	CSA'S COMPLETED	EMPLOYABLE ACTIVITY REFERRALS	UNEMPLOYABLE REFERRALS OR EXEMPTIONS	G-JOB SCHEDULED	NEW EMPLOYED (CM SUPPORT)
MONTHLY SUB-TOTAL	GA -	GA -	GA -	GA -	REPORTED - 39	GA -
MONTHLY SUB-TOTAL	TANF -	TANF -	TANF -	TANF -	STAYED - 23	TANF -
MONTHLY SUB-TOTAL	SNAP -	SNAP -	SNAP -	SNAP -		SNAP -
MONTHLY TOTAL					135	

NJDOL/Division of Vocational Rehabilitation Services (DVRS) Update – *Jeffery Deitz, Manager*

Absent/No update provided

NJ DOL/Employment Services (ES) Updates – *Kristi Connors, Employment Services Manager*

- ES will be down four staff members at the end of the month. An interview aide has been recommended. Three interviewers and a counselor trainee are needed.
- AOSOS for vendors is in progress. The Software Modification Team released an RFP. Training will be provided at the end of the month for SimpliGov, which is used for VSC's.
- The Reemployment Service and Eligibility Assessment (RESEA) video has been finalized and posted.



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- The Winslow Job Fair on Saturday, October 5, 2024 at the Bud Duble Senior Center in Winslow Township was a success with 175 attendees.
- The State Operations and Outreach was very impressed by Camden County's cell phone card with the One-Stop's QR code.
 - The phone card will be recommended throughout the state as an example of best practices.
- **ES NUMBERS**
 - *See attached charts*

NJ DOL/Unemployment Insurance (UI) Updates

Updates were provided by Kristi Connors in Steve Buscher's absence

- *See attached charts*
- The committee discussed issues with zip code input for clients that do not have a permanent residence during the onboarding procedure.
 - Two suggestions were made to either use the 08003 or 08000.

Business Services and Outreach Team (BSOT) Updates – *Bob Weil, Treasurer*

There was no update for the committee. The October meeting was canceled due to a conflict in the Chair's schedule. Next meeting is scheduled for November 21, 2024 at 2:00p.m.

Regional Updates/Workforce Development Board Updates – *Leslie Williams for Jeffrey S.*

Swartz, Executive Director

- The ACE Spark Internship Program completed this summer. The WDB will work with an ACE contact on developing a Scholarship program.
- The GSETA Conference will be Oct 23-24, 2024, at the Ocean Resort in Atlantic City. A free app is available in the App Store that will give attendees access to hotel check-in, the event schedule and all of the scheduled programs and activities. Additional training after the conference will be available for staff soon.
- The SETC has not provided any guidance for co-enrolling customers in WIOA and WFNJ.
- In observance of National Disabilities Employment Awareness Month, the Abilities Committee, the Arc of Camden County and Tri-State SHRM, will collaborate to host a Webinar Event, "Inclusive Hiring, Minimal Risk – Big Reward!" on October 30, 2024 at 9:00a.m.
- The next Operations Committee meeting will take place via Zoom on Friday, November 8, 2024, at 9:00a.m. via Zoom.
- The next Quarterly Board Meeting will be in person at Camden County College/Blackwood Campus in Roosevelt Hall/Room 102 on Wednesday, December 18, 2024 at 9:00a.m. Breakfast will be served starting at 8:30a.m. Please RSVP as soon as possible. A quorum is needed to complete business matters.

Adjournment

A motion to adjourn was made by Bob Weil and seconded by Kristi Connors. The meeting adjourned at 11:05a.m.

Submitted by: Michelle Rohan, Committee Coordinator



FY 2025
Camden One-Stop
Customer Check-in

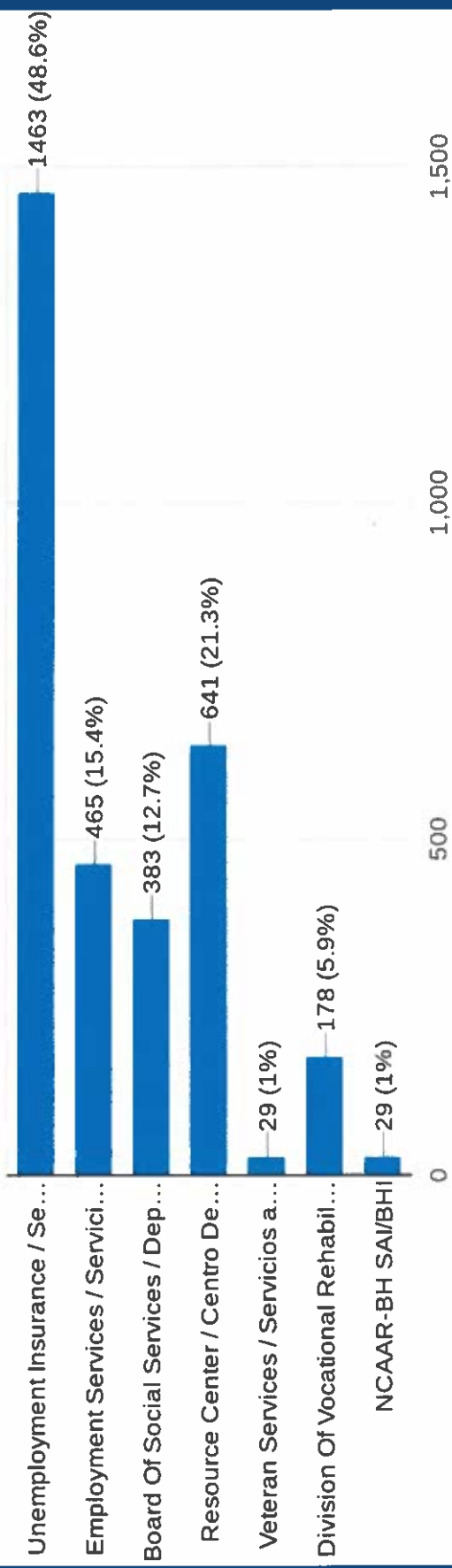
October 2024
3010 Services Provided
Average of 137 Customer Served per Day



49% of Total Customer Check-ins Were for UI *

Choose Your Service Provider / Elija Su Proveedor De Servicios

3,010 responses

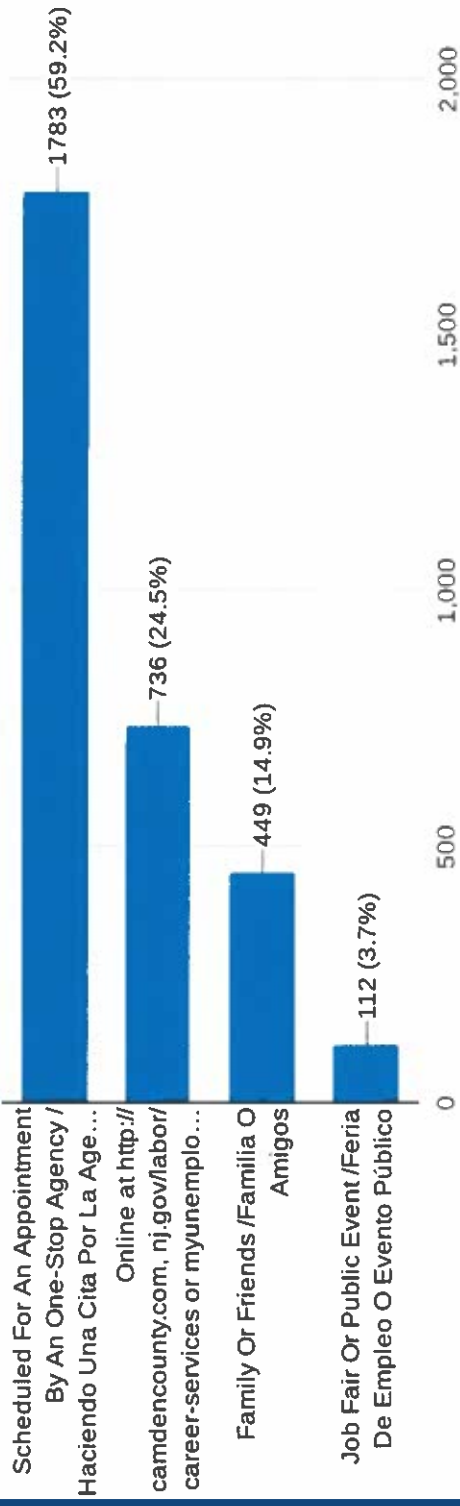


*Totals can equal more than 100% because multiple responses can be chosen

Why Customers Came into the One Stop *59% Had Appts *25% Website Info *15% Family/Friends*

How Did You Hear About Our Available Services? ¿Cómo Se Enteró De Nuestros Servicios Disponibles?

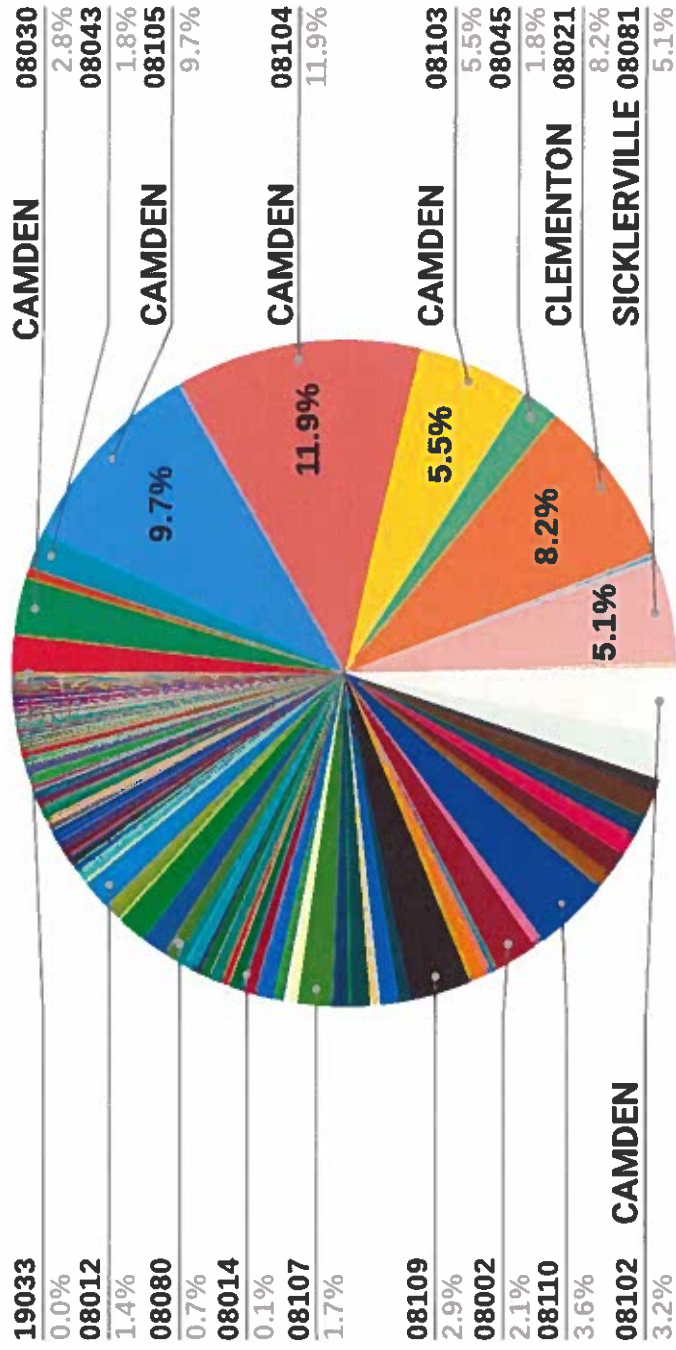
3,010 responses



*Totals can equal more than 100% because multiple responses can be chosen

**TOP ZIP CODES SERVED OF 3010 CUSTOMERS SERVED
 CAMDEN - 30.3% / 912 CLEMENTON/SICKLERVILLE - 13.3% / 400**

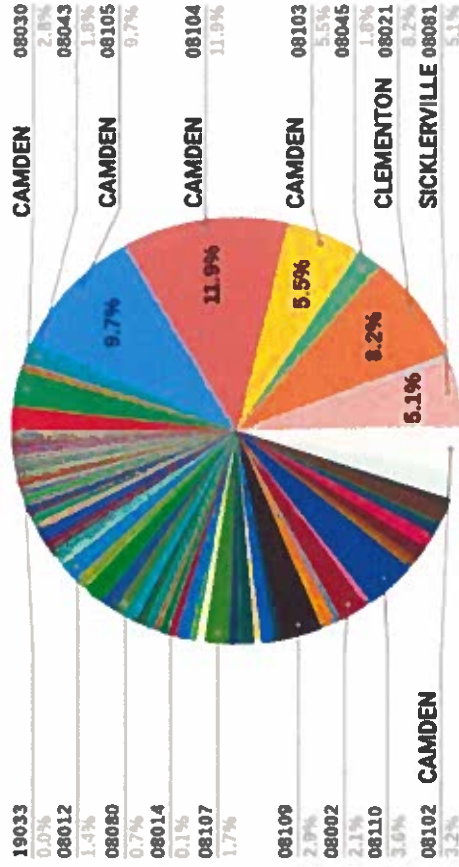
**ZIP CODES OF CAMDEN ONE-STOP ONSITE CUSTOMERS
 OCTOBER 2024**



CAMDEN COUNTY ONE-STOP TOTAL ONSITE CUSTOMERS AND ZIP CODES OCTOBER 2024 COMPARED TO OCTOBER 2023

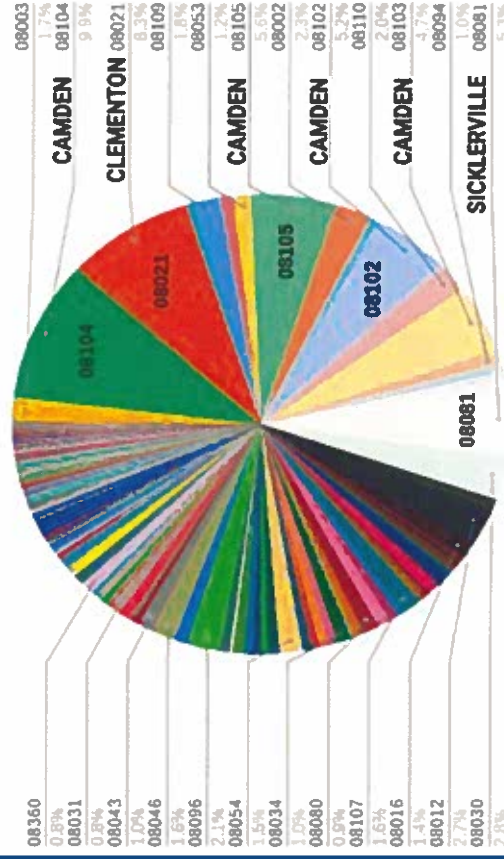
OCTOBER 2024-TOTAL CUSTOMERS-3010
CAMDEN - 30.3% / 912
CLEMENTON/SICKLERVILLE - 13.3% / 400

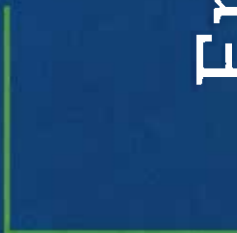
**ZIP CODES OF CAMDEN ONE-STOP ONSITE CUSTOMERS
OCTOBER 2024**



OCTOBER 2023-TOTAL CUSTOMERS-2526
CAMDEN - 25.4% / 644
CLEMENTON/SICKLERVILLE - 13.6% / 345

ZIP CODES OF CAMDEN ONE-STOP ONSITE CUSTOMERS-OCTOBER 2023





FY 2025
Camden NJDOL
Employment Services
and Unemployment

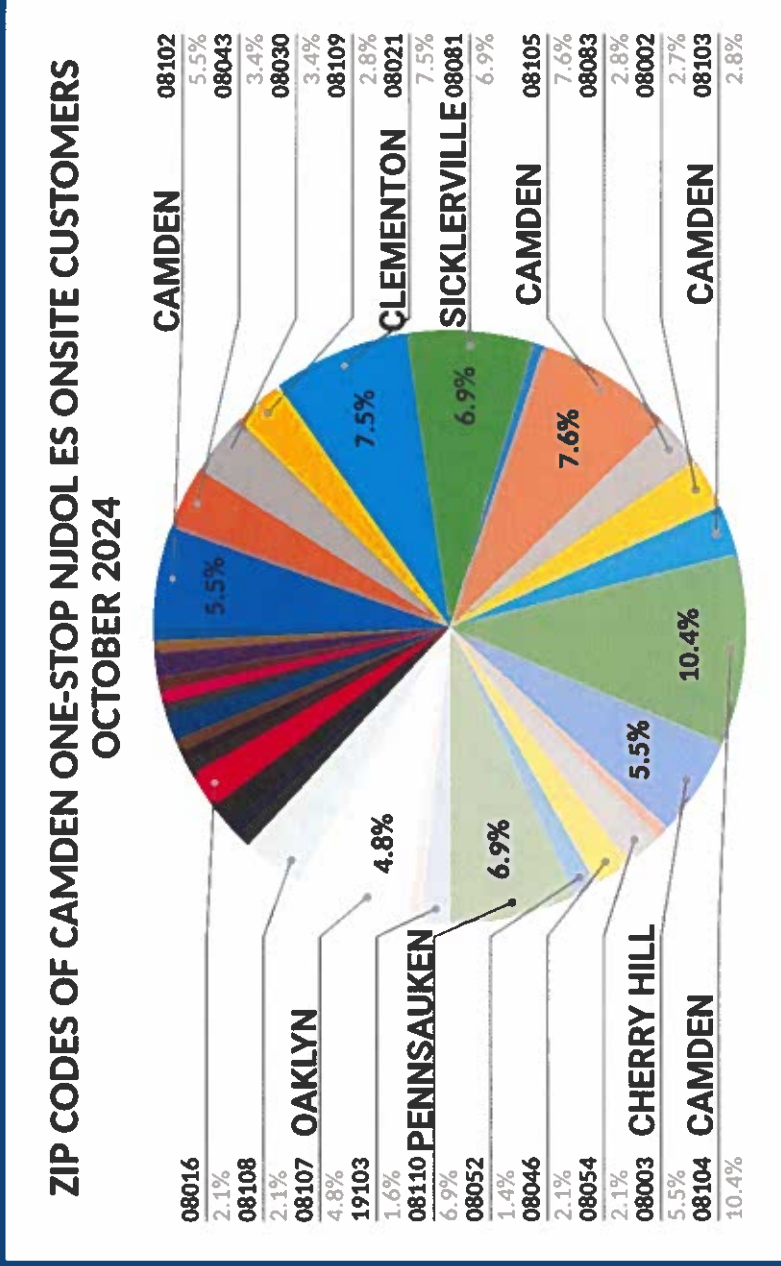
October 2024
Statistics, Charts & FY 2024 Comparisons



CAMDEN COUNTY ONE-STOP NJDOL ES ONSITE CUSTOMERS ZIP CODES

TOTAL CUSTOMERS SERVED - 144

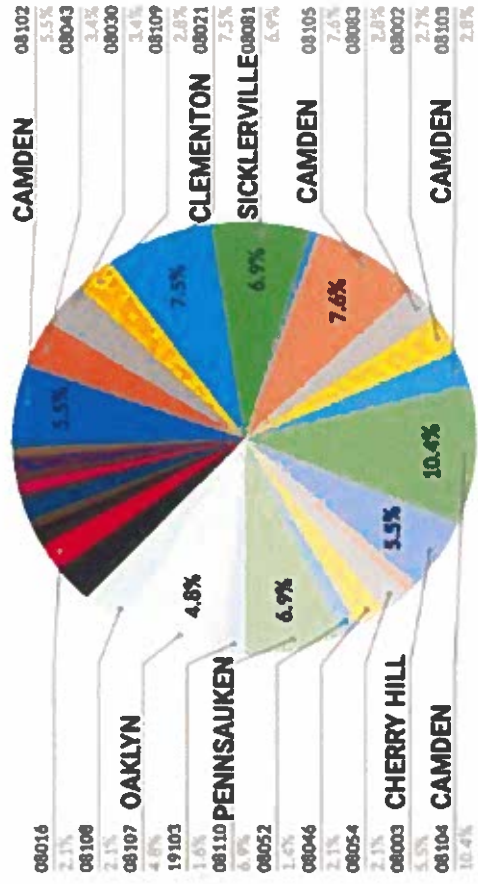
CAMDEN - 26% / 38 SICKLERVILLE & CLEMENTON - 14% / 21



CAMDEN COUNTY ONE-STOP NJDOL ES ONSITE CUSTOMERS ZIP CODES

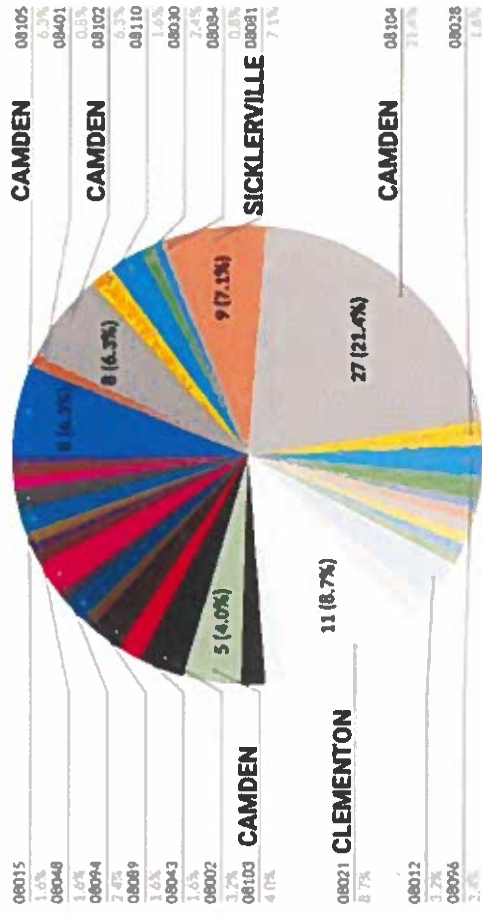
OCTOBER 2024 - TOTAL CUSTOMERS - 144
CAMDEN - 26% / 38
CLEMENTON & SICKLERVILLE - 14% / 21

ZIP CODES OF CAMDEN ONE-STOP NJDOL ES ONSITE CUSTOMERS
OCTOBER 2024



OCTOBER 2023 - TOTAL CUSTOMERS - 128
CAMDEN - 39% / 48
CLEMENTON & SICKLERVILLE - 16% / 20

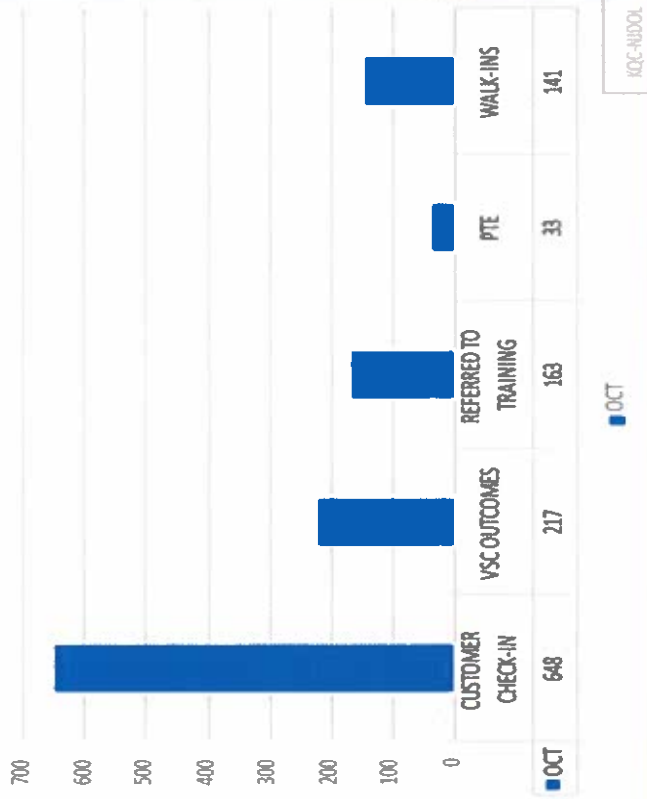
ZIP CODES OF CAMDEN ONE-STOP NJDOL ES ONSITE CUSTOMERS
OCTOBER 2023



CAMDEN COUNTY ONE-STOP NJDOL ES HYBRID SERVICES

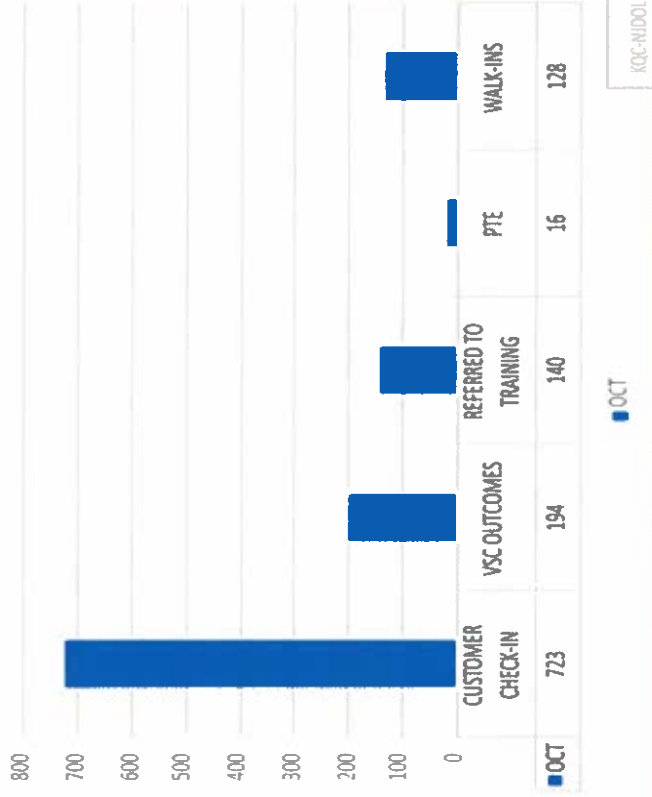
OCTOBER 2024 - 648 ES SERVICES DELIVERED
78% VIRTUALLY / 22% IN PERSON

FY 2025 CAMDEN DOL EMPLOYMENT SERVICES

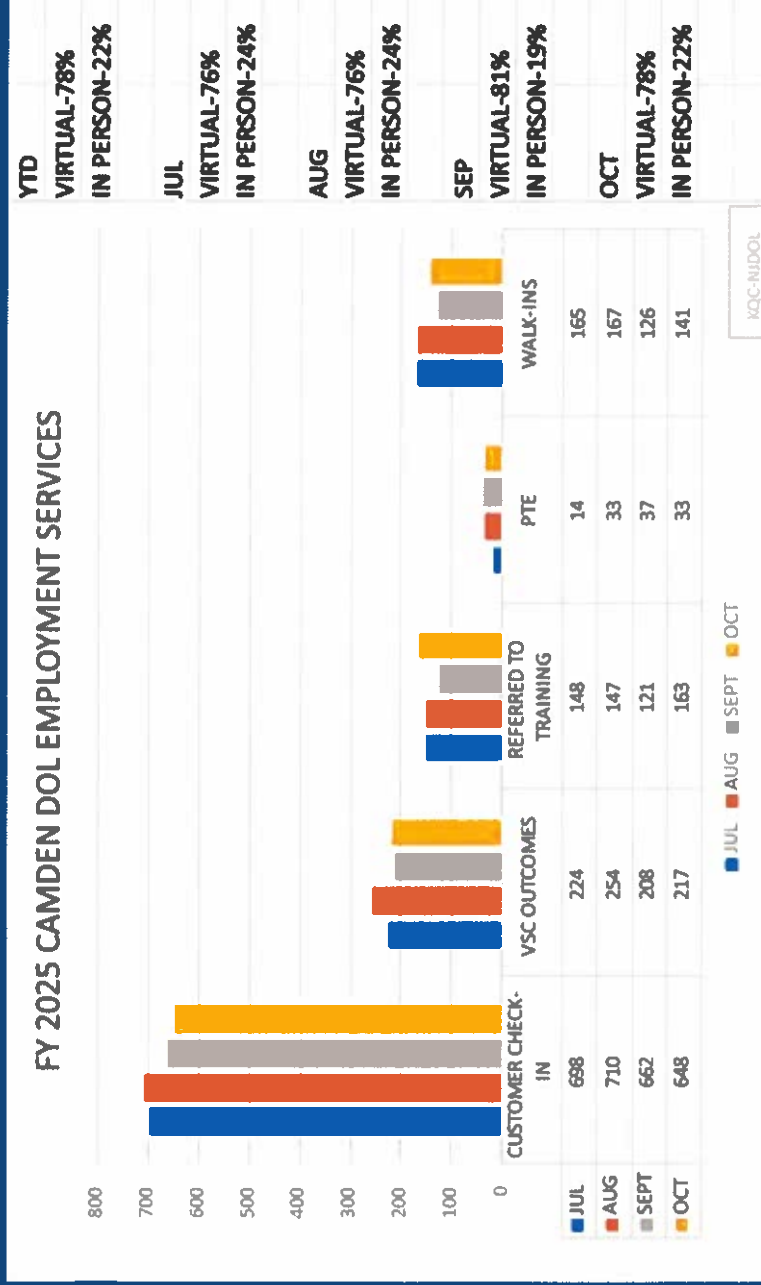


OCTOBER 2023-723 ES SERVICES DELIVERED
82% VIRTUALLY / 18% IN PERSON

FY 2024 CAMDEN DOL EMPLOYMENT SERVICES



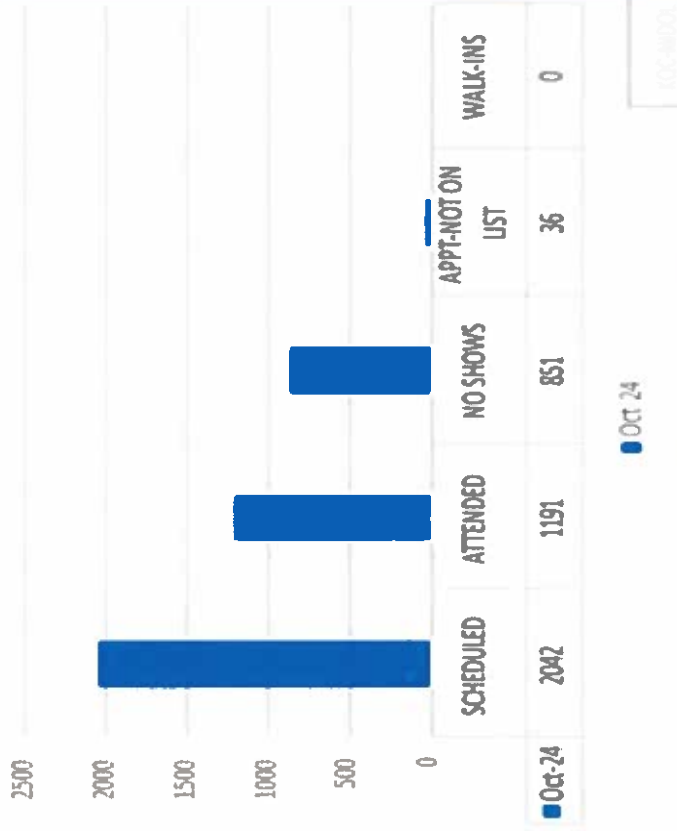
FY 2025 NJDOL ES TOTALS YTD - OCTOBER 2024
CUSTOMERS SERVED - 2718
AVERAGE CUSTOMERS PER MONTH - 680
AVERAGE OF PROVIDED SERVICES - 78% VIRTUALLY / 22% IN PERSON



CAMDEN ONE-STOP ONSITE UI CUSTOMERS

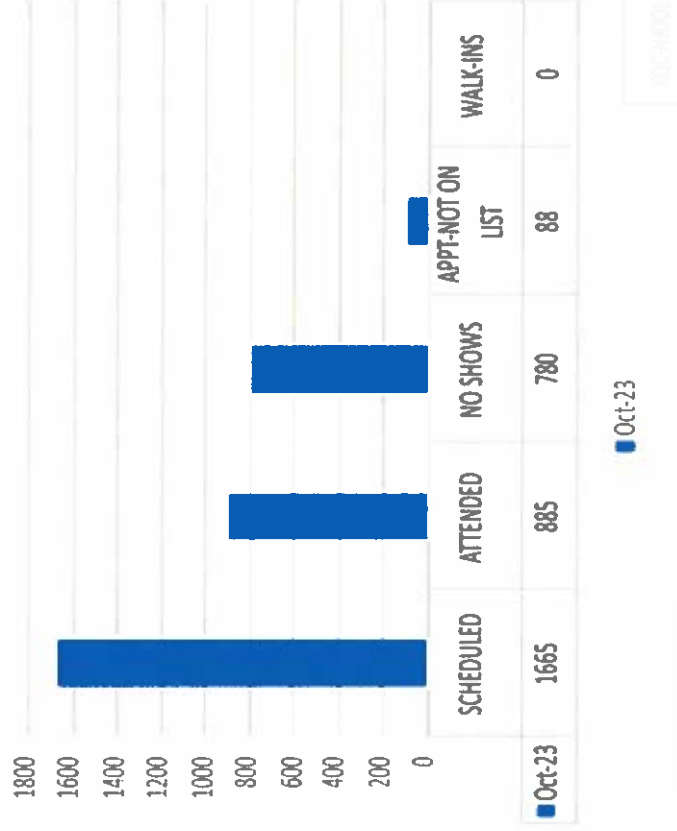
**OCTOBER 2024 - 58% SHOW RATE
TOTAL CUSTOMERS SERVED - 1191**

FY 2025 UI IN PERSON APPOINTMENTS



**OCTOBER 2023 - 53% SHOW RATE
TOTAL CUSTOMERS SERVED - 885**

FY 2024 UI IN PERSON APPOINTMENTS



FY 2025 NJDOL UI TOTALS YTD - OCTOBER
ONSITE CUSTOMERS SERVED - 4383
AVERAGE CUSTOMERS PER MONTH - 1096
AVERAGE SHOW RATE - 56%

