

Operations Committee Meeting Minutes
FRIDAY, OCTOBER 13, 2023, 9:00 AM (Zoom Conferencing)
1111 MARLKRESS ROAD, SUITE 101, CHERRY HILL, NJ 08003

COMMITTEE INFORMATION AND ATTENDANCE								
NAME	ORGANIZATION	TRUSTEE MEMBER	10-Feb-23	10-Mar-23	12-May-23	9-Jun-23	11-Aug-23	8-Sep-23
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓	X	X		X	X	
Buscher, Steven	NJ DOL-Unemployment				X		X	X
Cirii, Frank	Camden County One Stop	✓	X			X	X	X
Connors, Kristi	NJ LWD-Employment Services	✓	X	X	X	X	X	X
Deitz, Jeff	NJDVRS	✓	X	X	X	X		X
Maguire, Laurie	Camden County One-Stop		X	X	X	X		
McFarland, Salama	Camden County Board of Social Services		X	X	X		X	X
Peterson, Jyi	Camden County One-Stop						X	
Regensburger, Robert	Lockheed Martin	✓	X	X	X	X	X	X
Sinclair, Nidia	Camden County Resource Center		X	X	X	X	X	
Weil, Bob, BSOT Chair	Connor, Strong & Buckelew	✓	X	X	X	X	X	
Wemple, Anita	CPAC	✓					X	X
Henderson, Bridget	WDB		X	X	X	X		X
Levitt, Alex	WDB		X	x	X	X		X
Swartz, Jeffrey S.	WDB		X	X	X	X		X
Vaughn, Debra	WDB		X	X	X	X		X
Williams, Leslie J	WDB				X	X		X

Welcome

Jeff Swartz welcomed attendees and called the meeting to order at 9:05 am. Motion was made by Bob Weil, seconded by Bob Regensburger to approve the minutes for the committee meeting on September 8, 2023. With a majority vote to the affirmative, the motion carried and the minutes for September 8, 2023 were approved.

SETC/WDB Planning Updates

Leslie Williams, WDB Chief Financial Officer

- Regional Plan: The southern region WDBs met with Triad Associates to answer questions raised and address feedback that was provided by the SETC. Narratives were added by Gregg and Jeff. Once reviewed, TRIAD will submit a revised plan.
- Local Plan: The SETC feedback requested further explanation on some points, which will be addressed after the revised Regional Plan is submitted.
- The MOU/IFA deadline has been extended until December. Collecting the signatures of State-required required partners for the MOU will be part of the process. The IFA may only need minor changes and updates. The Accessibility Report will need to be reviewed, with the addition of new people in the One-Stop building. Sections of the IFA will be given to the partners to complete what is relevant to them.
- MOU/IFA guidance is posted on GSETA's YouTube channel. Recent additions were related to budgeting and cost accounting. EDSI, GSETA's contractor for governance training, has diligently posted new local governance modules.
- A plan to complete the MOU/IFA. will be discussed after the GSETA Conference Attention will be given to including the spaces that are occupied by the Board of Social Services and Unemployment Insurance.

One Stop-Update

Frank Cirii, Local Area Director

- Facility Safety:

- Previously reported parking lot issues have improved greatly. One Board of Social Services (BSS) employee continues to be non-compliant.
- Customer flow at the front desk has been good. A homeless client has been non-compliant but the front desk has been successfully diffusing his disruption in the lobby.
- Jim Rhodes has met with the Under-Sheriff regarding intermittent shortage of security staffing coverage at the One-Stop.
- There have been a few cases of COVID among UI staff, but no cause for alarm.
- Commissioner Resolutions:
 - The Future Works contract (used for data analysis for the CC performance reporting system) was removed from the list because the dollar amount is below the requirement for approval.
 - County Counsel submitted an Agreement from the Chief Elected Official for Camden County designating Ross Angilella as the Fiscal Agent under the WIOA Act.
- Learning Link:
 - GED testing has been implemented and accommodations are available to people with disabilities.
 - During test scheduling a selection may be made on GED.com requesting an accommodation for testing and additional information on how to submit an accommodation request will be provided. Each request is considered on a case-by-case basis and typically takes 30 days to process submission of the required forms.
 - Staff is being cross-trained for coverage to maintain the testing schedule in the event of absences, including the selected Saturday testing date.
 - G-Jobs:
 - The most recent class had 31 people, 28 of whom stayed through the first day, and currently has 18 students.
 - Chromebooks are issued to G-Jobs participants who need them. Only TANF clients are allowed have access to the equipment with the program. There are 100 Chromebooks in inventory with 5-10 loaned out at a time.
 - Frank is seeking authorization from the State to incentivize TANF clients who successfully complete their G-Jobs training by giving them the loaned Chromebook. This will also provide a means to overcome barriers to technology for job search and also serve to turn over equipment that would become obsolete in One-Stop inventory.
- Incumbent Worker Training (IWT): Special meetings have been held to resolve some glitches with MIS and ensure that future cohorts meet requirements and follow guidelines. This includes the requirement that the grantee (employer) submits a complete application and no changes are allowed.
 - Bancroft's new pilot program continues.
 - The ShopRite cohort is in its second year. After resolving some issues, the contract for the 3rd cohort has been signed and class will begin this month.
 - The Goodwill cohort has ended.
- Outreach/Job Fair:
 - The County co-sponsored a successful job fair on September 15th at the Cherry Hill Mall. Multiple County agencies participated in the event to offer employment opportunities.
 - Outreach is being done at events around the county, including town hall meetings and immunization events.
 - Eric Romolini will work with Frank Filipek Jr. on methods to promote the services available at the One-Stop to meet WIOA fund compliance and new federal guidance.
 - Podcasting and use of a social media to educate the SNAP/TANF population are under consideration.
- Three of the four new counselors have been onboarded to work with the new customer flow for SNAP/TANF/WIOA customers. The fourth new counselor will begin in the next week.

- Youth Work Experience:
 - Jyi is working on the next Youth Work Experience cohort.
 - Truist Bank has expressed an interest to Nidia to provide a presentation about financial literacy.
 - Several participants in the Youth Work Experience were invited to participate on a panel facilitated by the federal government at their conference in Philadelphia, PA on September 19th. Alyssa Mauer, from Camden County, spoke about mental health. Feedback about the event was positive.

Board of Social Services (BSS)

Salama McFarland, Manager

- The Civil Service will offer its HSS-1 exam on October 17th. Approximately 12-15 clerical staff members are eligible to take the exam, which offers promotional opportunities. The BSS is currently short-staffed in many departments. The potential promotions will turn into vacant positions that must be filled. An HSS-1 training class for the exam may be offered toward the end of December.
- Salama, Mikayla and Ivory will attend the GSETA Conference in Atlantic City on October 18th-19th. DFD (Division of Family Development) Representatives will speak on Wednesday (10/18), discussing SNAP (Supplemental Nutrition Assistance Program)/and WorkFirst NJ work requirements.
- SAIF (Supportive Assistance to Individuals and Families Program) Program - The Case Counselor Conference in September went well.
- The SNAP/ABAWD (Supplemental Nutrition Assistance Program/Able Bodied Adults Without Dependents) waivers are scheduled to end on December 31st. As of January 1st, the clock will begin for people who are able to work to get into an activity. The system was recently updated with 4 new registration codes that were introduced to address exempt populations and age limits have been extended.
- Only GA can be sanctioned at this time.
- The BSS Employee Committee has kicked off a Breast Cancer Awareness Campaign for October. Ribbons can be purchased for \$2 and personalized with the donor name, inspirational messages or special names. The donation ribbons will be posted on a bulletin board in the One-Stop or in the BSS office.
- On September 27th, the DFD issued an instruction for GA protocol.
 - The VOA (Volunteers of America) was confirmed as an acceptable vendor to use for BSS re-entry clients.
 - Work activity shall no longer be a requirement prior to becoming eligible for WorkFirst NJ.

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

Applications Received			
EPDT - 105	GA - 86	TANF - 18	SNAP - 1
Total CSA's - 175	GA - 100		TANF - 75
<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 - 129	GA - 64	TANF - 64	SNAP - 1
Unemployable referrals/exempt from work requirement - 76	GA - 52	TANF - 24	
Referred to G-Jobs - 78	Reported the first day - 26		Remained in class - 15
Provided support for new employment	27	TANF - 27	

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

- Referred to G-Jobs - 95
 - Reported the first day - 28
 - Remained in class - 18

DVRS

Jeffery Dietz, Manager

Absent. No update provided

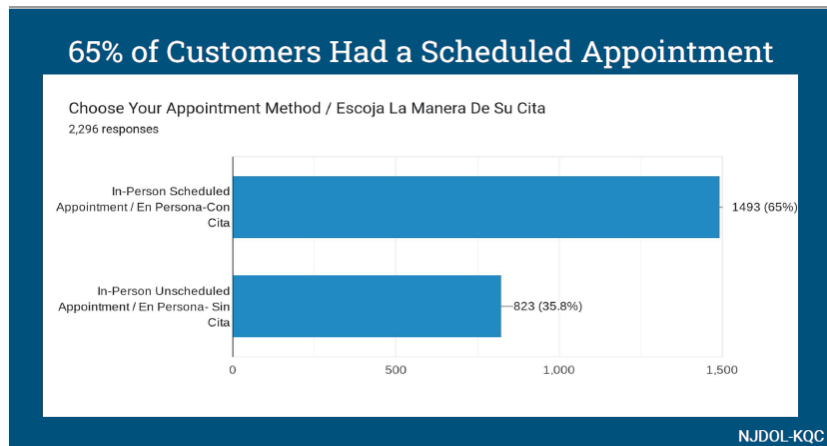
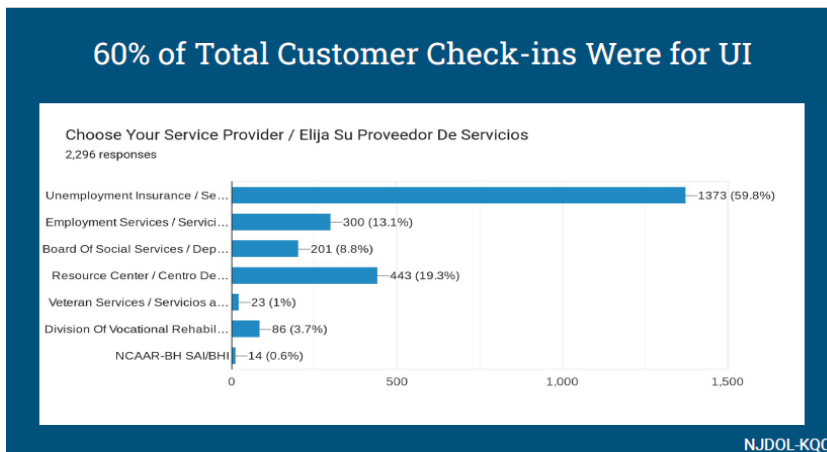
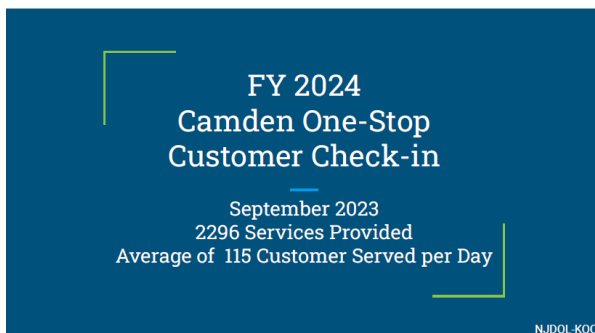
NJ DOL/Employment Services (ES)

Kristi Connors, Employment Services Manager

- Candidates were interviewed and recommended for the DVOP (Disabled Veterans Outreach Program) Specialist position and for the ES Trainee position. There has not been a new DVOP representative hired in almost two years.
- Kristi asked if it was possible to obtain an intern from Camden County College or another partner to serve as a customer navigator to assist at the check-in desk. Although the Workforce 55+ people and guards help out, a dedicated intern could be valuable on busy days. It's possible an intern can be provided with a stipend or course credit for a student. An alternate source for an intern could be a candidate from CWEP or the Youth Work Experience Program. Jeff asked Kristi to provide a scope of service that she would like the intern to provide as a "customer navigator." Salama commented that BSS' CWEP clients would not be eligible.
- Geoffrey Taylor, DVOP Specialist, went to Home of the Brave and Veterans Haven and was able to give services to 9 veterans. He participated in three well-attended job fairs this month:
 - Cherry Hill Job Fair, co-sponsored by Camden County.
 - Stand Down South Jersey at the Cherry Hill National Guard Armory.
 - African American Chamber of Commerce Job Fair.
- Kristi created handouts that look like small cell phones and have a QR code that allows people to connect to CamdenCounty.com/One-Stop as well as Career Services. The link enables customers to see the directory and fill out a form for ES services. Kristi is looking into having the cards done professionally.
- NJDOL/Employment Services named Poo Lin as the new Chief. Mr. Lin was the manager in New Brunswick and has been part of Kristi's candidate interview panels.
- Two ES managers are retiring (Robert DeMarco, Gloucester County and Veronica Jones, Mercer County) so Kristi expects movement in the managerial staff.
- There has been indication from GSETA MIS that Crystal Reports are being considered by the State for Employment Services. The county has always had Crystal Reports. The State is trying to come up with parameters for State services. Kristi assigned a supervisor to do an AOSOS file review for quality control purposes. Services provided to customers are documented, so verification that data is accurate is important. Among the QC review findings:
 - Errors of missed checking off Selective Service and entering that information. Selective Service entry is required for people to qualify for training.
 - Errors of not changing the assignment of the office from Trenton to Camden, which means any service provided by Camden County ES is credited to Trenton.
- There have been meetings with the Division of Women and DCF (Department of Children and Families). The first meeting included Nidia Sinclair and Jeanne Page-Soncrant and the second meeting included Jeff Dietz and Liz Guzman from DVRS. The Division of Women is trying to determine how to dovetail services with the One-Stop for their domestic violence and sexual violence customers. They have been invited to the upcoming Partners Meeting (10/17) to discuss their organization and the services they offer.
- Simply-Sign is going very well. Unlike DocuSign, Simply-Sign is customer-driven and seems to be more user-friendly. The customer gets instructions to go to the website and start the process of completing and signing required documents, whereas ES sent the customer a DocuSign envelope.
 - Customers are being texted and prompted to complete documents which have been trimmed to five questions about work searches, as opposed to 20 questions. The system is streamlined to the least amount of data required to be compliant. The expected result is that, just as with GA-28 Day, sending

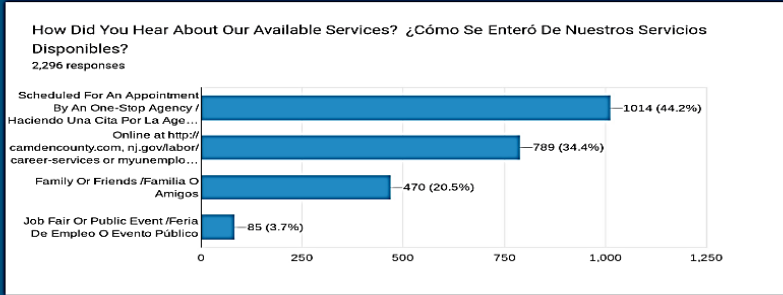
a reminder text to the customer with a link to sign on will provide better attendance outcomes and provide needed data.

- Three people have been assigned from UI to be dedicated to RESEA (Reemployment Service and Eligibility Assessment). If someone indicates that they are not looking for work or are not available for work, there is a direct pipeline to UI’s RESEA designated staff.
- ES has been testing a Simply.gov pilot for creating IEPs (Individual Employability Plan).
- The One-Stop Customer Check-in is going well.
 - ES is trending 81% virtual services (telephone and Zoom) and 19% in person.
 - The One-Stop is averaging 723 people checking in, including instances of one person with multiple check-ins over day (July was 677, August was 817, in September 676). Seasonal employment that has begun for the holidays is a likely factor to the lower number in September check-ins.



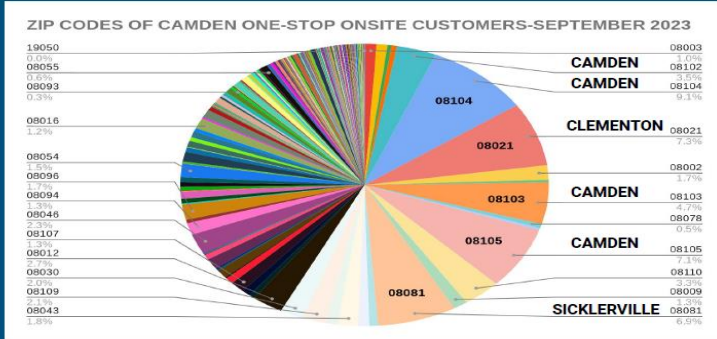
Why Customers Came into the One Stop

*44% Had Appts *34% Website Info *21% Family/Friends



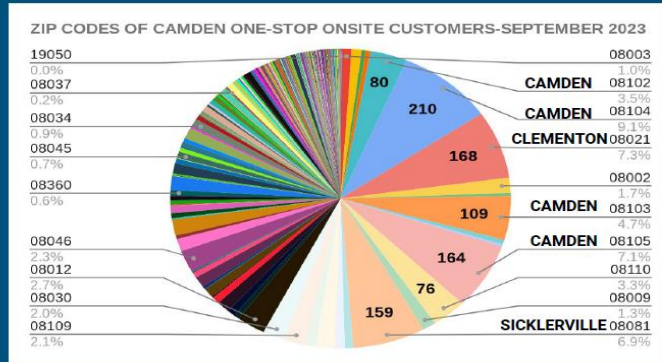
NJDOL-KQC

TOP ZIP CODES SERVED: CAMDEN-27.9% CLEMENTON/SICKLERVILLE-14.2%

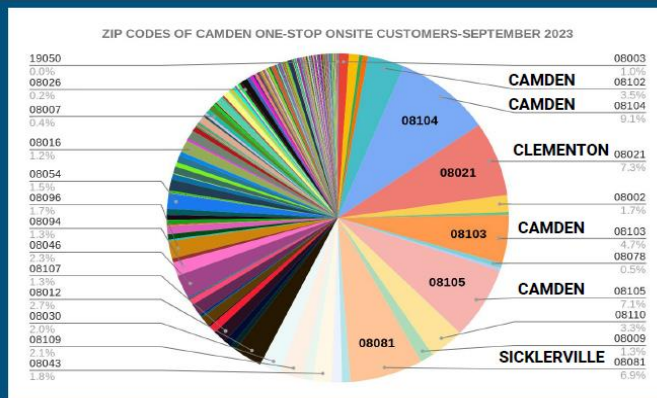


NJ DOL- KQC

CUSTOMERS SERVED: CAMDEN-563 CLEMENTON/SICKLERVILLE-327

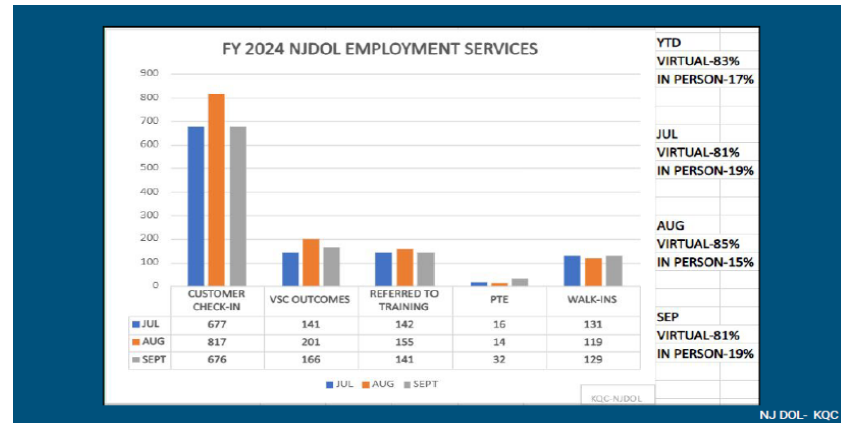
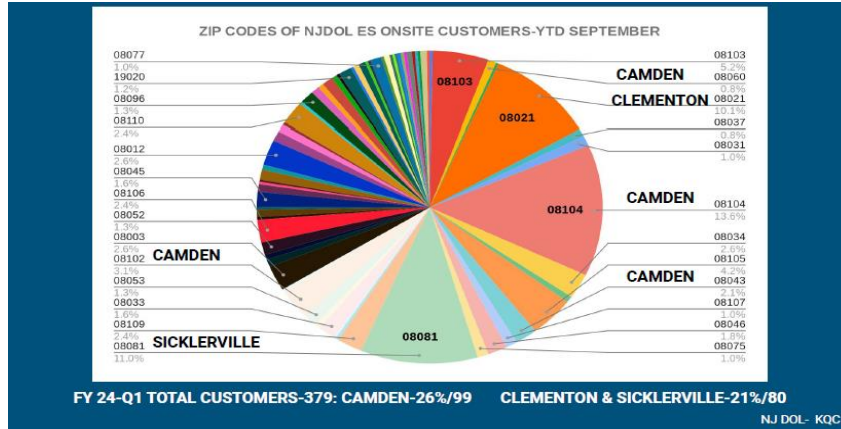


NJ DOL- KQC



TOTAL CUSTOMERS-129 CAMDEN-24%/31 CLEMENTON & SICKLERVILLE-14%/18

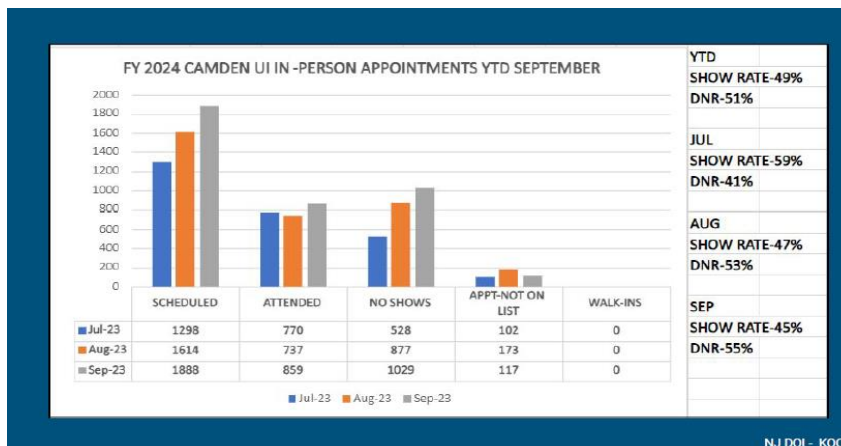
NJ DOL- KQC



Total ES Customer Check-ins=2170 Average Per Month=723

FY 2024 CAMDEN DOL EMPLOYMENT SERVICES				TOT-YTD	AVG
	JUL	AUG	SEPT		
CUSTOMER CHECK-IN	677	817	676	2170	723.3
VSC OUTCOMES	141	201	166	508	169.3
REFERRED TO TRAINING	142	155	141	438	146.0
PTE	16	14	32	62	20.7
WALK-INS	131	119	129	379	126.3

NJ DOL- KQC



Total UI Onsite Customer Check-ins=2366 Average Per Month=789

FY 2024 CAMDEN UI IN-PERSON APPOINTMENTS					
	Jul-23	Aug-23	Sep-23	TOT	AVG
SCHEDULED	1298	1614	1888	4800	1600.0
ATTENDED	770	737	859	2366	788.7
NO SHOWS	528	877	1029	2434	811.3
APPT-NOT ON LIST	102	173	117	392	130.7
WALK-INS	0	0	0	0	0.0

NJ DOL- KQC

NJ DOL/Unemployment Insurance (UI)

Steve Buscher, Manager

Steve was absent. Kristi provided a UI update during her comments.

The UI show rate dropped down to 45% for September with 55% DNR. UI has been calling people ahead of their appointments and been able to resolve their issues, but the customers are not canceling their scheduled appointments because they're concerned that if they call the next time, there will be a problem. Overall, the show rate for the year is 49% and DNR 51%.

- There was a security breach (10/12) with Salesforce, preventing the Business Services Division or UI from using it. UI uses Salesforce heavily.
- Steve has been trying to get additional phones installed and wants to get a dedicated cubicle/privacy setup (i.e., election booths) onsite for people trying to resolve ID.me issues. Jeff suggested contacting the Election Board.
- A One-Stop security guard has been very good with assisting small groups of people with ID.me issues, enabling them to get ID-proofed using the laptop and camera that is onsite.
- Kristi suggested positioning a larger, professionally made sign with a QR code to sign in on their phones. Frank Cirii advised Kristi to contact Brian Ferguson about having the sign done.

Committee Member Updates

- Jeff Swartz provided the update for the Business Services and Outreach Team (BSOT)
 - The Business Services and Outreach Team (BSOT) continues to meet and grow. Jeanne Page-Soncrant, NJDOL Business Services Representative, continues to update the committee on hiring events in Camden County.
 - There were no new developments on the Camden County College/Navy Yard project. The College continues to offer its Underwater Welding course.
 - Jeff participated in CCC's Workforce Development Day at the Rohrer Campus on September 22nd. He spoke to employers about workforce development and incumbent worker training. Bridget attended to provide promotional material to event attendees.

Regional Updates/Workforce Development Board

Jeffrey Swartz, Executive Director

- Atlantic City Electric Initiative: The Line School has concluded its first cohort and another will start soon. The GIE /WISE (Get Into Energy/Work in Sustainable Energy) program has been suspended. The challenge has been that there are not enough employment opportunities at this time for candidates.
- ACE has turned its focus to their SPARK Program which provides paid internships for high school students and externships for teachers and will also assist with the ACE scholarship program. The scholarships will assist students with college tuition or training school expenses. The contract between

ACE and the WDB has now been changed to the WDB focus on the promotion of ACE's SPARK internship and scholarship programs.

- Camden Works has been running its Camden Loop transit program. To date, the transit service has provided over 7000 rides to Camden residents, with one "virtual stop" outside of the city at the Garden State Pavilion for shopping.
- GSETA Conference: Over 600 people are registered to attend the upcoming 2-day conference at the Hard Rock Hotel in Atlantic City.
- WDB staff will attend several outreach events in the coming weeks. Jeff welcomed committee members and meeting attendees to join staff at the events or provide materials for distribution. The scheduled events are:
 - Disability Inclusion Resource Fair at JFCS on Thursday, October 19th.
 - Career & College Expo at Haddon Heights High School on Wednesday, October 18th.
 - Winslow Twp Job Fair at Bud Duble Senior Center on Saturday, October 21st.
 - Annual Career Fair/Trade Expo at Winslow Twp High School on Friday, October 27th.
- The upcoming Quarterly Board Meeting will be in person on December 13, 2023 at 8:30 am at Camden County College/Blackwood. Breakfast will be provided. Suggestions for a guest speaker are welcomed.
 - The new NJDOL/Employment Services Chief, Poo Lin was offered as a prospect for guest speaker.

Adjournment

Gregg asked for a motion to adjourn. The motion was made by Bob Weil and seconded by Kristi Connors. The meeting adjourned at 10:36 am.

The next Operations Committee meeting on Tuesday, November 14, 2023, at 9:00 am via Zoom.

Submitted by:

Debra Vaughn, Assistant to the Executive Director