



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

**OPERATIONS COMMITTEE MEETING
MINUTES, OCTOBER 18, 2019
101 Woodcrest Road, Suite 127, Cherry Hill, NJ 08003**

ATTENDANCE

Member	9-Nov-18	14-Dec-18	11-Jan-19	8-Feb-19	8-Mar-19	11-Apr-19	17-May-19	13-Jun-19	11-Jul-19	20-Sept-19	18-Oct-19
DeBaere, Gregg T., CHAIR											
Atlantic Coast Communications	X	X	X	X	X	X	X	X	X	X	X
Clark, Jeffery	X										
DVR											
Cirii, Frank	X	X	X		X	X	X		X	X	X
Camden County One Stop											
Connors, Kristi	X	X	X	X	X	X	X	X	X	X	X
NJ Department of Labor, Business Services											
Deltz, Jeff		X	X	X	X	X	X	X		X	X
NJDVR											
Guzman, Liz									X		
NJDVR											
McFarland, Salama				X	X	X			X	X	X
Camden County Board of Social Services											
Medina, Connie				X							
Board of Social Services											
Regensburger, Robert		X	X	X		X			X	X	
Lockheed Martin											
Sinclair, Nidia			X	X	X		X	X			
Director, Camden County Resource Center											
Thorn, Thomas											
Camden County Business Services.											
Weil, Bob		X	X	X		X		X			X
WDB Chair											
Swartz, Jeffrey S.	X	X	X	X	X	X	X	X	X	X	X
WDB Executive Director											
Williams, Leslie J	X	X	X	X	X	X	X	X	X	X	X
WDB Comptroller											
Varallo, Kathleen	X	X	X	X	X	X	X	X	X	X	X
WDB Administrative Assistant											

WELCOME

Gregg DeBaere, Chair, called the meeting to order at 9:20am.

• **ONE – STOP & WDB CERTIFICATION**

Jeffrey S. Swartz, Executive Director, reported there has been no feedback from the State regarding the One-Stop Certification. Confirmation has been sent that it was received.

• **ONE-STOP AND YOUTH ONE-STOP (YOS) UPDATES**

Frank Ciri, Local Area Operations Director, reported that the move to the new location at 101 Woodcrest Road, Cherry Hill, went well and the staff is generally settling well. There are still some minor data and messaging concerns that are being addressed. He said signage and messaging are still being improved. Frank also said he did a personal search on the county website and looked at every page the One-Stop Career Center is mentioned. He submitted a work order to update each link where the phone number or location address is listed on the less obvious website pages. All official online websites that mention the One-Stop have been updated. Staff have been instructed to direct all facilities concerns to Brian Ferguson, Facilities Manager, and all technical concerns to Scott Stetser, Information Systems Manager.

Frank reported he is working with the County to organize a virtual job fair for the US Census 2020. The goal is to hire over 3000 census takers throughout the county. Online applications can be accessed at the One-Stop, all county libraries, and several non-profit organizations listed on the site. The One-Stop will be hosting information sessions during the week of October 21st-26th. He is coordinating press information with the office of outreach. The jobs

have flexible working hours and positions start at \$16.50 per hour. The 2020 Census is a high priority for the State and the County. It is used to calculate federal and state labor funding allotments. Frank gave the link address <https://www.camdencounty.com/census2020/> Bob Weil, Chair, WDB, asked if there were posters and other promotional materials being used to promote the virtual job fair. Frank said the county has provided flyers, posters and press promotion.

Frank reported that Nidia Sinclair, Director, Career Center, has been working on processes, policies and procedures for the new location. The staff will be re-organized to address the needs of the front desk as well as improve customer service. He said that Nidia is also working on the follow-up unit. He and Nidia are planning for some upcoming staff retirements as well. He has also established a dress code policy. This was re-established at the old location and is being further developed at the new location especially because all staff are much more visible to the customers with the open floorplan of the building. He is encouraging a team environment where the staff understands that while they are paid by different county or state agencies, they can work together as a team. Frank said the staff is continuing to participate in the community coaching modules offered by the State. He is planning to conduct a motivational personality trait theory training for staff to increase cohesiveness with staff members. This training was created by the County. Frank said he is certified to conduct the training.

- LEARNING LINK UPDATE

Frank reported that the One-Stop has successfully transitioned from the Test of Adult Basic Education (TABE) to the Comprehensive Adult Student Assessment Systems (CASAS) however there is a problem with the Aztec program support vendor. The program is not aligning properly with CASAS and it is creating some false positive testing results. Customers are going through the skills development modules and their skills are not showing as improved. The problem is being worked out. Gregg asked if anyone is having a problem completing the test in the time allowed. Frank said customers are able to complete the test in the time allowed.

- YOUTH ONE STOP UPDATES

Frank reported the youth orientations are going well. Frank said that there was some legal paperwork issues with the renewal of the Mentorship Memorandum of Understanding (MOU) with Rowan University. The paperwork was corrected and re-submitted to the college. Going forward, it will serve as a template to the annual renewal of the MOU. The Youth Mentor students are provided by Dr. Stanley Yeldell, Professor, Department of Law & Justice Studies, Rowan University. The program will likely start up again during the next semester of classes.

Frank also reported the Gloucester Township Police Chief Harry Earl agreed to start a pilot program to make referral to the One-Stop part of the justice involved youth parole plan. The offering of services at the One-Stop Career Center is going to be included in his process. Once he sees some positive outcomes from this initiative, he will recommend it to be incorporated to other counties. Gregg suggested that information about this initiative be discussed with the regional WDB Directors. Kathleen said that Dr. Lauren Hill, Manager, Youth One-Stop

presented a report on a workshop she conducted for probation offices in Camden County on July 30th at the NJ Court office, at the last Youth Committee Meeting on October 16th. The meeting was coordinated in cooperation with Sarah Barbella, Vicinage Assistant Chief Probation Officer, Juvenile Drug Court and Intake Units. The workshop was conducted to offer insights on how referral to the Youth One-Stop could effectively help justice involved youth. The report included a copy of an email that was sent to Dr. Hill, from Sarah Barbella, in appreciation of the successful engagement with the probation officers in attendance.

- **SUMMER YOUTH EMPLOYMENT PILOT PROGRAM (SYEPP)**

Jeff reported that 41 youth were employed in an eight week summer work experience at 11 worksites located around the county. The Camden County program was unique in that most of the employers were private sector businesses. Jeff said it has not been made clear yet whether the State will run the program again in 2020. Gregg asked if there was any feedback on the final report sent by the WDB. Jeff said he spoke with Yolanda Allen, Assistant Director, Office of Youth Programs, LWD, and her only question was concerning the number of participants served. The target amount, according to the proposal, was 80 youth. Jeff said he spoke to her about the quality of positions offered in Camden County versus the quantity. She complimented the screening process Camden County used for hiring which included the youth employment package, essay and scoring rubric. Kristi asked if the youth participants were recorded in the ASOS system. Frank said youth were entered with a special code number.

- **COOPER HOSPITAL – MEDICAL CODING INITIATIVE (CMCI)**

A consortium including Cooper University Healthcare, Camden County College, Hopeworks, the Camden County One-Stop and the Camden County Workforce Development Board have organized to create a certificate program in Medical Coding offered by Camden County College and approved by the American Health Information Management Association as an appropriate training platform, with the addition of certain life skills training provided by Hopeworks. Hopeworks will qualify participants for the positions and the career ladders will be identified by Cooper. This will further enable the participants to advance academically towards securing associate and baccalaureate degrees.

Frank reported that the program is going well, there are between 4 and 8 participants moving through the program. Some of the participants are in the internship phase of the program at Cooper Hospital. Gregg asked what positions the interns are filling at Cooper. Frank said they are called Patient Navigators. Bob asked if the participants are still trained in the medical coding process. Jeff said the College provides the participants with the medical coding training and Hopeworks provides the participants with the work-readiness and soft skills training. Gregg asked if the partners were confident that the medical coding curriculum was the most up to date required training. Frank said it would have to be in order to pass the standardized testing for certification.

- **BOARD OF SOCIAL SERVICES UPDATE**

It is the mission of the Camden County Board of Social Services to provide timely, efficient, cost-effective delivery of social, medical and economic programs in a compassionate and financially responsible manner.

The Camden County Board of Social Services is accessible to disabled persons. (Follow the link for more information. <http://www.camdencounty.com/service/social-services/>)

Salama McFarland, Administrator, Case Management, Board of Social Services, (BSS) reported she was able to promote two new supervisors and they started on October 7th and she is currently interviewing candidates for assistant supervisor positions. Gregg asked if the two supervisors have been with the Board for a while. Salama said they have been with the BSS for at least ten years and they had prior experience in case management as well as budgetary management.

Salama said she attended the Garden State Employment and Training Association (GSETA) Conference on October 1-3 in at Bally's Hotel in Atlantic City. She said it was her first time attending the conference and it was very eye-opening and informative. The conference brought out some state initiatives that are still in the planning stages. Gregg said the conference is in many cases the first time staff and management get knowledge of new programs. The Committee discussed highlights of the conference and discussed information they derived from the workshops. All agreed the workshops were very informative. Jeff said the GSETA will be re-establishing its Professional Development Institute. GSETA will offer a series of workforce development staff trainings over the next year. Salama said that she will bring more staff members to next year's conference now that she understands the value of the workshops. Kristi asked if the trainings will be requested through the State. Jeff said that all offerings will be announced and requested directly through GSETA. The trainings may be held at regional location and will have CEU credits associated with each session or workshop.

Salama also reported that the State put in another request for a waiver for 2020 the ABAWD program. Customers will still be required to participate in a work activity because it is component of receiving SNAP benefits. All SNAP customers are supposed to be referred to the work program but it is a requirement that has not been fully implemented yet. For ABAWD there is a time limit of three months that customers can be outside of their limit. Customers basically have to be in a work activity for at minimum of 20 hours per week in order to remain on assistance. If they fall below that minimum requirement, it is only allowable within three months. Gregg asked if a work activity could include some type of training. Salama said employment training can be included as a work activity. Jeff said there are many part time job positions being posted this season including the Salvation Army Kettle Campaign. They are hiring bell ringers. Job seekers can request a limited amount of working hours. He also said the US Census is hiring interviewers. This type of job can be completed on a part time basis as well.

Salama reported that everything has been going well with transportation stipends. The transportation assistance funds are being uploaded to the customer's Family First Card. Those customers that are not receiving the funds on their card are receiving bus passes and or Patco train tickets. Customers receive a return ticket whenever they show up for work activities at the new One-Stop location. Kristi said she thought there may be a drop in customers but attendance has been holding steady and staff are seeing a slight increase. Gregg asked if tracking data is being monitored. Jeff said there has been a little bit of an issue due to an additional shuttle that is running specifically for employees of the Conduit Company located in the same complex as the One-Stop. Conduit contracts separately with SJTA for this service. Some customers are boarding this shuttle. The drivers are being asked to check identification. The Committee

discussed the shuttle pilot program and agreed that minor glitches are being worked out and it is making access to the new One-Stop location smooth and easier for most customers. Frank said that signage is making access easier as well.

Salama reported that the Division of Child Services finished re-organizing their field representatives. They named Michelle Lowe as supervisor over 4-5 field reps making it more of a staff pool approach. The staff will conduct a joint meeting to find out more details about how this new customer approach will work. Gregg asked when this re-organization would go into effect. Salama said a week to ten days.

Gregg asked about the Data Mapping project. Salama said this is an ongoing process. The consulting firm has reached about 2-3 counties so it is taking a lot longer than originally anticipated. She said it will probably continue in to the new-year before the results will be seen.

- **DVRS UPDATES & PROJECT SEARCH – JEFFERSON/KENNEDY HOSPITAL**

The Division of Vocational Rehabilitation Services provides counseling, training, education, transportation, job placement, assistive technology and other support services to people with disabilities. (Follow the link for more information) <https://www.ncdhhs.gov/divisions/dvrs>

Jeff Dietz reported that interviews for a new State Director have been completed and the appointment will be announced soon. The Counselor training is still on target to launch on December 4th. A pilot training was conducted for new counselors and they were very happy with the program. The training program is very interactive and actively engages the participants. DVRS is hoping to have all counselors and case managers re-trained by the end of February 2020. A good deal of time and effort is being put into the development of this training. Jeff D. also reported that he is working with Jennifer Veneziani, Program Planning and Development Specialist, NJ Division of Vocational Rehabilitation Services (DVRS), USDOL, on a training for staff at the Fort Dix Federal Prison. We will be doing a presentation about how ADA compliance relates to the prison. They will also be meeting with Tony Luke Jr. Tony Luke owns several take-out restaurants in the Philadelphia region. He spoke at the GSETA Conference about losing his son to addiction and his efforts to start a program for ex-offenders and individuals in addiction recovery. Jeff D. and Jennifer will be educating him about DVRS services and finding out more about how they can help him in his efforts. Jeff D. also said he would like to conduct a cross-training of all staff at the One-Stop, now that the staff is co-located. He sees the benefit of a cross training meet and greet that includes getting to know each other and cubical etiquette. Gregg said the type of training aligns with the dress code and professionalism that Frank is encouraging at the new One-Stop location. Salama said that some of her staff members were a little uncomfortable with the cubical set up. She agreed this training would be beneficial for all staff. Jeff D. suggested that a committee of Managers could contribute to the idea and work using a presentation he conducted in Bridgeton at his former position there. Frank thought it was a good idea to drive the program with different presenters at the management level. The Committee discussed the idea and agreed that the cross training was an important idea to encourage co-location. Kristi suggested offering the program along with a lunch.

PROJECT SEARCH is a national program that has been established locally at Jefferson/Kennedy Hospital. The Hospital is working with a cohort from the Yale School. These are high-functioning students on the Autism spectrum. The Autistic students are being trained through On-the-Job Internships. Another cohort is attending TD Bank University, 4140 Church Rd; Mount Laurel, New Jersey. It is being conducted in association with Camden County Special Education Services Commission.

Jeff D. reported that Jewish Children and Family Services (JCFS) is doing a much better job as the training provider for both the TD Bank location and the Jefferson/Kennedy location. There is currently a cohort of eight participants being trained at each location.

- **EMPLOYMENT SERVICES**

Employment Services provides Camden County with Career and Employer services including Temporary Disability Benefits, Family Leave Insurance, Maternity Leave, Unemployment Insurance, Social Security Disability and Workers 'Compensation. Services for employers included job candidate screening and recruitment. (Follow the link for more information) <https://www.nj.gov/labor/aboutlwd/>

Kristi Connors, Manager, Employment Services, reported that she is working on new processes and training with Scott Stetser to see how a computer tablet that the WDB provided could be used in the check-in process at the One-Stop. She said that eight computers, stationed near the entrance, are programmed with the online orientation-intake survey form. The electronic form will be used to collect data and direct customers to proper services of the One-Stop. There is an issue with access to the Google sheet the orientation was created on. As of now the forms can be manipulated by anyone. The theory was good but in practice, the sheet has to be protected in order to maintain the integrity of the data. She has been in contact with the State regarding the process. There are four different agencies represented at the main front desk entrance area. The rotation of staff make the amount of people with access to edit the form upwards of 18 people. There needs to be two staff members designated, trained and approved to run the data collection reports. Jeff said it was discussed that there may be too many people at the front desk. Kristi said initially this has been needed because the Board of Social Services and DVRS are very specific services. Questions customers might ask about these services cannot be answered easily by the normal front desk receptionist. Kristi recommended that there needs to be one sort of air traffic controller who directs customers and who is in charge of the data collection. As it is set up now, one person could mistakenly miss entering important data or wipe out the entire form. The Committee discussed Kristi's concern. She spoke about the possibility of an intern. The State is not approving that option at this time. It was suggested that the customer could be given a written form and all data would be entered at the end of the day. Kristi said that defeats the purpose of streamlining the process. All agreed that she will work with two appointed staff members and train them to be able to edit the form. Kristi said overall the staff seems to be adapting well to the new environment and working well together. All are definitely happier with the structure and safety of the new location.

Gregg asked if connectivity has been established in the workshop areas. Kristi said that most of the workshop areas are connected with technical lines, TVs and WIFI.

Kristi reported that 52 customers were referred and scheduled for the September G-Job work activities and 20 showed up. She said for whatever reason there is usually a 37-38% turn out rate between those schedule and those who actually show up. Employment Services ended up with 12 participating. The move did not deter those twelve from showing up at the new location.

Kristi also reported that Hugh Bailey, Assistant Commissioner, LWD, announced at a quarterly meeting, that the new state website would be launched in December or January. She said the name will be New Jersey Job Network. She sent updates for the website and is still working on making sure all phone lines and messaging are corrected.

- **REGIONAL ACTIVITIES**

Jeff reported the Atlantic City Electric (ACE) Training Initiative will be starting its second year of training. The WDB will be conducting five information sessions in the local area during the month of November into December. The sessions will be scheduled at a local Camden County library, the One-Stop, the Camden County College, Camden City Campus, and the College's Cherry Hill Campus. The dates are set with Camden County College to provide the training starting in mid-January at the William G. Rohrer Center in Cherry Hill.

It was decided by Atlantic County and Camden County to hold up on the line training until the spring of 2020. The poles have been delivered to the Anthony Canale training yard in Egg Harbor Township. They have not been placed yet. The fact that the day light hours are shorter means it will be difficult to conduct the training at this time. Both sessions for the line training will run concurrently in the spring. The line training candidates have been notified. In the interim, Atlantic City Electric has provided additional funds that can be used to provide an online course for these participants. The online program is approved by the Center for Energy and Workforce Development (CEWD) and provides a certificate of completion that can be added to the resumes of the participants. The program will be offered as a bonus to the cohort waiting for the line school. There is a total of approximately 20 individuals, between Atlantic and Camden County, which passed the CAST test and are interested in taking the line training. Jeff also said that he will be attending a career night at the Pennsauken High School to speak about the ACE program. Jeff said he was also invited to speak to an undergraduate class, in community development, at Rutgers University, about workforce development and its initiatives.

- **CONSORTIUM & INDUSTRY PARTNERSHIP UPDATES**

Jeff said he attended the Health Care Consortium meeting on October 11th at Rowan University, Camden Academic Building, 129 N. Broadway, Camden. He promoted the upcoming "Strategies for Workplace Inclusion" event being hosted by the WDB, Abilities Committee at the Camden County Boathouse, 7050 N. Park Drive, Pennsauken, on Tuesday, October 22nd. The event will feature four workshops for Human Resource Professionals that will cover practical tips about starting inclusive hiring programs for individuals with disabilities.

Jeff reported that he is continuing to attend conference calls regarding the Industry Partnerships. Each of the local southern counties is being asked to provide a list of employers in the manufacturing sector. It was decided that the focus of the southern counties is going to

be to establish an industry partnership consortium in the manufacturing sector. The State intends to approach one or more businesses such as Lockheed Martin or Subaru to lead discussions or a convening meeting about their industry needs. The Committee discussed the challenges of gathering a group of manufacturing companies.

- **BUSINESS SERVICES (BSR)**

Jeff reported that the Business Service Team reconvened on Thursday, October 10th at the new One-Stop location. The September meeting was postponed due to the move. Jeanne Page-Soncrant, Business Service Representative, Camden County, is working very hard to host positive hiring recruitments at the One-Stop. Gregg asked if she would contact the new Lidl Grocery Store on Cuthbert Blvd. Jeff said there are a few new businesses opening in Camden including a new Hilton Garden Hotel. He will be directing Jeanne to contact them to see what their hiring needs are in management, hospitality and maintenance. He said there may be 100 or more jobs for Camden City Residents. Kathleen said the trade's initiative is being included with visits to the schools. A representative from Pennsauken High School attended the last BSR meeting. Jeff also presented to the School Superintendents October Roundtable meeting on October 11th at the Conference Center of the Technical School. He was invited by Lovell Pugh-Bassett, Ph.D, Executive County Superintendent of Schools. Kathleen said that invitations to attend career events at local high schools are coming in as a result of Jeff's presentation. Gregg asked if Freeholder Liaison, Jonathan Young, might be included as a spokesperson for the Trades Initiative. Jeff said that Jonathan Young does speak about the trades. Kathleen reported that Arthur Barclay, Para Professional, One-Stop, will be getting involved with the trades and ACE initiative. He will be attending an information session. He may be a good candidate for engaging more employers from the utilities industry to consider hiring the ACE training participants.

- **QUARTERLY BOARD MEETING**

Kathleen reported that the South Jersey Workforce Collaborative will host a Regional Board Meeting on Wednesday, December 4, 2019, 9:00 AM – 11:00 AM, Rowan College of South Jersey, Performing Arts Center, 1400 Tanyard Road, Sewell, NJ 08080. The meeting is being sponsored by the Workforce Development Boards of Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester and Salem Counties. The guest speaker will be Dr. Ali A. Houshmand, President, Rowan University.

NEXT MEETING

The next Operations Committee meeting will be scheduled for Thursday, November 14, 9:00 A.M. at the WDB office.

Submitted by:

Kathleen Varallo

Administrative Assistant