

**Operations Committee Meeting Minutes  
November 4, 2022**

**WDB Office, 1111 Marlkress Road, Cherry Hill (Zoom Conferencing)**

COMMITTEE INFORMATION AND ATTENDANCE									
NAME	ORGANIZATION	TRUSTEE MEMBER	16-Jun-22	21-Jul-22	18-Aug-22	9-Sep-22	14-Oct-22	4-Nov-22	
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓	X	X	X	X	X	X	X
Brahl, Ken	Ravitz Family Markets	✓							X
Buscher, Steven	NJ DOL-Unemployment						X	X	
Cirii, Frank	Camden County One-Stop	✓	X	X	X	X	X	X	X
Connors, Kristi	NJ LWD-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		
McFarland, Salama	Camden County Board of Social Services		X	X		X	X	X	X
Regensburger, Robert	Lockheed Martin	✓	X	X	X		X		
Ludizaca, Raul	NJ Dept. of Labor								
Sinclair, Nidia	Camden County Resource Center		X	X	X	X	X	X	X
Weil, Bob, BSOT Chair	Connor, Strong & Buckelew	✓	X		X		X	X	X
Henderson, Bridget	WDB						X	X	
Levitt, Alex	WDB		X	X	X	X	X	X	X
Swartz, Jeffrey S.	WDB		X	X	X	X	X	X	X
Vaughn, Debra	WDB			X	X	X	X	X	X
Williams, Leslie J	WDB		X	X	X	X	X	X	X

**Welcome**

Gregg DeBaere, Chair, called the meeting to order at 9:07am and welcomed attendees.

**Approval of Previous Meeting Minutes**

Gregg asked for a motion to approve the minutes from the meeting on October 14, 2022. Salama McFarland and Kristi Connors submitted edits. Pending changes for edited information, motion was made by Bob Weil, and seconded by Salama McFarland. The minutes for the October 14, 2022 meeting were approved by unanimous vote to the affirmative.

**Workforce Development Board (WDB) – Planning and SETC Updates**

Leslie Williams, Comptroller and Jeffrey Swartz, Executive Director

- The State revised the due date of the regional plan from January 2023 to the end of February. Michael Dugan (NJ DOL LMI Liaison,) has been providing monthly raw LMI (Local Market Information) data. The framework of the regional plan has been created and will include LMI data that is being collected. A timeline has been created and an RFP has been prepared for an entity to write the final document. The RFP will be published in the Courier-Post newspaper on November 11<sup>th</sup>, as well as all WDB websites and regional newspapers. Proposal submissions will be due by December 15<sup>th</sup>. The Regional WDB Proposal Review Committee will review submissions and the contract will be awarded on December 19<sup>th</sup>. The regional plan document will be due on January 31<sup>st</sup>. The 30-day public comment period will end on March 2<sup>nd</sup>. The document will then be sent to the local commissioners for their approval. The regional plan deadline for the end of February is unrealistic, but efforts will be made to meet it. The local plan is due March 2023 and will include LMI data which mirrors the data in the regional plan.

**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 a hybrid manner, with both in-person and virtual services. In-person services have been incrementally increasing.

- A few employees have recently tested positive for COVID. The county's procedure for COVID illness, exposure or very close contact is still to communicate with the Health Department. 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.
- Unemployment services have been flowing well. The on-site UI phones, as well as the ability of customers to schedule their own appointments have been very helpful.
- There are no resolutions to be presented to the Board of County Commissioners for November. There are no personnel actions.
- HiSET was acquired by PSI, and the business has been outsourced to the UK. The transition was problematic but online access for appointment scheduling for testing is now working well. There were issues with testing and billing but they are being worked out. Mandatory training for staff is scheduled for November 9<sup>th</sup>. GED hardware installation is scheduled for Veterans Day.
- The Chromebook loaner program is expected to launch in two weeks, after the challenges of domain names and licensing problems are resolved. Only some of the 150 licenses could be activated at the time the new equipment was registered. It was discovered the vendor only has a record of 5 licenses, not the 150 purchased. The work on the Chromebook issues is delayed because IT is working to complete the office space for the Board of Social Services. Initially, the Chromebooks will only be checked out at the One-Stop. Nidia, Scott and Brian are working on the process for loaning the equipment. A recent meeting determined that clients who are solely GA clients are ineligible for loaner Chromebooks (per Ahmad McDougall). It will be clarified whether GA clients who are also SNAP clients would be eligible. Scott Stetser and Brian Ferguson will be points of contact for signing out Chromebooks to referred clients. The referred borrower's name, case number, and work activity must be documented.
- The funded outreach campaign to inform the public of the services available at the One-Stop with advertisements on bus wraps, PATCO trains, social media, radio spots, and printed material has been launched. All advertisements include the One-Stop's QR code to direct customers to the website for information. A request has been made to add the Board of Social Services to the announcement for PATCO passengers on approach to the Woodcrest station., which currently announces the Camden County One-Stop Resource Center. A method to measure effectiveness of the outreach campaign was not part of the consulting contract.
- The second cohort of ShopRite's IWT started. Participant feedback for the current course has been outstanding. Carol McCormick (CCC) and Mike Leonetti are working with Goodwill on starting a cohort. Bancroft School is also interested in participating in the IWT program. Ken praised the IWT program and expressed enthusiasm for the addition of SORA training (Security Officer Registration Act) to ShopRite's IWT.
- The first Youth Work Experience cohort was very successful. Jyi Peterson has been working on a second cohort, with the goal to start in two weeks after finalizing work sites. A number of the employers from the first cohort were very pleased and would like to continue participating. A few of the employers retained their interns after the program period ended.

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

- In Laurie's absence, Frank Cirii stated a meeting was held between Nidia, Laurie and Lori Godorov to discuss issues (late submission, processing of data, incomplete records/student onboarding).
- There are no monitoring issues to report, but two non-finding issues were identified in the program year 2021 validation:
  1. One data entry error was identified when a staff person entered a Skills Gain for the Workforce Learning Link as a credential. The recommendation was to not use the Training Outcomes tab for the Workforce Learning Link.

2. In the prior year’s validation (PY’20), MIS was to delete all fields from an outdated Outcomes tab; AOSOS would not allow MIS to delete all of the participant fields. Attached is the email notifying the State and federal validation unit that the PY’20 corrections could not be made in all cases. However, some of the problem participant fields were included in PY’21 and mentioned in this year’s report.

**Board of Social Services (BSS)**

Salama McFarland, Board of Social Services, Administrator

- Administrative updates:
  - On October 17<sup>th</sup>, Stephanie McIntyre was temporarily promoted to Supervisor, pending State test results.
  - On November 17<sup>th</sup>, two Specialists will be starting at permanent status and going through their 30/60/90 reviews. There are still vacancies to fill.
- Regarding the Supportive Assistance for Individuals and Families (SAIF) Program, a schedule was set with Catholic Charities to determine a timeframe for time limit reviews. Their main issue was not knowing what forms they needed, causing pushback from the State for submitting incomplete packets. They have since received information from DFD (Division of Family Development) and things are now going well. There were questions regarding procedures and implementing certain policies but Catholic Charities has provided good feedback. With the retirements during and after the pandemic, it has been a period of adjustment and working though changes together. Cases are being closed out for clients that were not in compliance, enabling Catholic Charities to continue to reduce their case load for each case manager they have.
- Waivers remain in place for SNAP ABAWD (Able-Bodied Adults Without Dependents) waiver and work activities until January 31, 2023.
- The move to the One-Stop is scheduled for Veterans Day, November 11<sup>th</sup>. Friday through Monday, a majority of the administrators will be working. On Monday, a limited number of staff will be reporting to work to assist with preparing for operations on Tuesday morning.
  - The 600 Market Street office in Camden City will be remain as a satellite office to serve city residents, the homeless, or anyone who needs immediate assistance.
- The November GA 28-day Protocol class is being scheduled. BSS is still using IAR for G-Jobs and printing rosters from CRM system

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

Applications Received 1917				
October - Total CSA’s	91	GA	23	TANF 68
<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	202 Total		GA 106	TANF 96
Unemployable referrals/exemption from work requirement	179 Total	GA 138	TANF 34	SNAP 7
Referred to G-Jobs	104 referrals (17 reported, 14 remained in class)		GA 59	TANF 45
G 28-Day Protocol	98 Total	29 - Requested in-person	68 - Requested Zoom	1 – Undecided/NA
Provided support for new employment	21 Total		GA 6	TANF 15

**November**

Referred to G-Jobs	69 referrals (16 reported, 5 stayed in class)	GA 34	TANF 35
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**Division of Vocational & Rehabilitation Service Updates**

Jeff Deitz, Division of Vocational Rehabilitation Services, Manager

- DVRS held its biennial transition event at Camden County College. Every school district in Camden County is invited to the event, which offers information about training and other resources. The full day event, DVRS’ largest, went well and received good feedback.
- Monthly visits continue at Veterans Haven (Hammonton/Ancora Hospital) to work on cases with veterans there.
- Jeff made his annual Disability Month presentation to the staff of Ft. Dix Federal Prison on disability awareness and disability etiquette, and to provide an update on services the DVRS offers.
- DVRS continues to be a part of the Camden County Re-entry Program, attending monthly meetings. The number of referrals to assist ex-offenders is increasing.
- The number of in-person meetings and interviews continue to increase.

**Employment Services-LWD Updates**

Kristi Connors, Employment Services, Manager

- The State announced that the One-Stop offices would reopen to the public on November 14<sup>th</sup>, although Camden County never stopped serving the public. UI at Camden County is accepting 52 appointments daily, with walk-ins being seen and direct-access UI phones available.
- The public access PowerPoint presentation is being updated to be shown on a loop in the lobby. A dual monitor will be showing the services available and QR codes for available services. QR codes can be created for partner services. Two computers have been requested for public access and will be dedicated to training orientation, with people being able to go to the front desk to pick up a training package.
- GeoSolutions software, currently used by multiple states, is under consideration to replace AOSOS. MS 365 has replaced the use of Google by ES.
- DVOP Specialist Geoffrey Taylor visited Veterans Haven, with 6 veterans attending for the second time.

FY 2023 CAMDEN DOL EMPLOYMENT SERVICES					TOT-YTD	AVG
	JUL	AUG	SEPT	OCT		
CUSTOMER CHECK-IN	481	629	673	666	2449	612.3
VSC OUTCOMES	251	314	225	203	993	248.3
REFERRED TO TRAINING	92	109	84	95	380	95.0
PTE	16	14	24	13	67	16.8

FY 2023 CAMDEN GA-28 DAY PROTOCOL					TOT	AVG
	JUL	AUG	SEPT	OCT		
SCHEDULED	163	221	263	275	922	230.5
ATTENDED	82	93	112	97	384	96.0
ZOOM	71	73	91	75	310	77.5
IN PERSON	11	20	21	22	74	18.5
DNR	81	128	151	178	538	134.5

**Attendance Rates:**

- October - 35% show rate, with 77% by Zoom and 23% in person  
*\*Show rate decreased from 43% in September*

- Year To Date - 42% show rate, with 81% by Zoom and 19% in person.

Zoom is labor-intensive but attendance and engagement has improved.

Jeff noted that the Zoom participation data will be useful for the local plan and requested the information captured by zip code.

#### UI Numbers:

FY 2023 CAMDEN UI IN-PERSON APPOINTMENTS					TOT	AVG
	Jul-22	Aug-22	Sep-22	Oct-22		
SCHEDULED	844	1169	1068	1008	4089	1022.3
ATTENDED	597	756	577	517	2447	611.8
NO SHOWS	245	413	491	491	1640	410.0
WALK-INS	91	92	58	16	257	64.3
APT-NOT ON LIST	34	11	11	11	67	16.8

*\*An average of 42 appointments were scheduled in July*

*\*An average of 51 appointment were scheduled in August*

*\*An average of 51 appointment were scheduled in September*

*\* An average of 50 appointment were scheduled in October*

#### NJ DOL, Unemployment Insurance

Steve Buscher, Manager

- Darlene Wilson has been named Regional Manager and will serve Camden County.
- UI will continue to primarily use the Local Office On-Line Payment System (LOOPS).
- A staff of 6 are stationed at the One-Stop to provide service for 52 self-schedule appointments per day, serving approximately 260 people a week. Walk-ins will not be turned away and the courtesy phones will be available. Appointment schedules are currently two weeks out.
- The pilot program for the current hybrid employee schedules expires on June 30, 2023. There is no indication of changes through official channels.

#### Business Services Outreach Team

Bob Weil, Chair

Business Services met on October 20<sup>th</sup> for a brief meeting.

- Ray Guzman, DOL BSR continues to furnish a weekly list of jobs in the county. FedEx is looking for permanent and holiday help, and USPS is planning to hold virtual recruitment events. 151 Foods was assisted with job matching and results are expected in November. Ray anticipates following up with employers in December for updates about hires as a result of job matching and virtual recruitment events. Ray expects to be working with Holt Logistics toward the end of November and anticipates inquiries from retail businesses for the holidays.
- The transportation problem of getting inner city youth to employment opportunities in the suburbs is an on-going subject for discussion at BSOT meetings. Jeff Swartz suggested inviting someone from Cross County Connection and SJTA to a BSOT meeting to speak to the transportation issue. Frank noted that the second cohort of the Youth Work Experience will begin and participants will be placed in paid work experience slots in various parts of the county. He said he will speak to Jyi about transportation support or allowances, but stated the participants receive a stipend that can be used for transportation expenses.
- Mike Leonetti mentioned Bancroft School is getting involved in the Incumbent Worker Training (IWT) Program.

- JEVS and DVRS held it NDEAM (National Disability Employment Awareness Month) Event at CCC on October 25<sup>th</sup> at the Connector Building.
- Lockheed Martin still in need of engineers and computer science candidates. Their partnership with Rowan University's Rohrer College of Business will enable its employees and others to pursue their MBA degrees.
- The WDB's new Program Evaluator, Bridget Henderson, was introduced.

### **Workforce Development Board**

Jeffrey Swartz, Executive Director

- Regarding the ACE Initiative, the Line School has started. Fran Kuhn provided photos which will be posted on the WDB website. Jeff stated he was informed the instructor is extremely pleased with the candidates with whom he is working. Employment will be available upon completion of the program. Approximately 26 people are in the que to participate in next Line School class. The GIE and WISE programs will resume next year.
- WDB staff will be at Winslow Township High School and several other high schools around the county to promote the newest ACE initiatives. Atlantic City Electric announced a Summer youth internship through its SPARK program, as well as a teacher externship. During the summer, the interns will be paid \$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 certified teachers for 3 weeks. The information about the youth internship and teacher externship are posted on the WDB website.
- CamdenWorks continues to promote opportunities for Camden City residents. NFI, EMR and ResinTech are currently hiring.
- The GSETA Annual Conference debrief is in progress. Overall, the event was well-received. The conference will be in person next year at the Hard Rock Casino Hotel in Atlantic City. The GSETA Institute offers trainings to frontline staff in the State, which are also open to private sector employees for a fee.
- The quarterly board meeting will be held on December 14<sup>th</sup> at 8:30am. It will be an in-person meeting at Roosevelt Hall (Room 102) on the campus of Camden County College - 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. Attendance needs to be confirmed with Alex to ensure a quorum and adequate catering.

### **Adjournment**

Gregg DeBaere asked for a motion to adjourn. The motion was made by Salama McFarland and seconded by Bob Weil. The meeting adjourned at 11:07am.

The next Operations Committee meeting will be on Friday, December 9, 2022, at 9:00am via Zoom.

Submitted by:

Debra Vaughn

Assistant to the Executive Director