



**Camden County  
Workforce Development Board**  
*Supporting the Development and Retention of a World Class Workforce*

*Gregg T. DeBaere, Chair  
Jeffrey S. Swartz, Executive Director*

**SYSTEMS PERFORMANCE COMMITTEE MEETING**  
**November 13, 2017**  
**Camden County Workforce Development Board Office**

**ATTENDANCE:**

	Members	Meeting Date								
		25-Nov-15	19-Feb-16	20-May-16	17-Aug-16	2-Dec-16	24-Feb-17	19-May-17	18-Aug-17	13-Nov-17
<b>Abusi, Pat, CHAIR</b>	RailRoad Construction of South Jersey		X	X	X	X	X		X	X
Bryant, Janice	CCOS, Fiscal Manager	X	X	X	X	X	X	X	X	X
Mayfield, KathLeen S	Camden County One-Stop Operator	X	X	X	X	X	X	X		
McGuire, Laurie	CCOS, Manager, Information Systems								X	
Pape, Barbara	CCOS, Senior Accountant	X	X	X	X		X		X	X
Sinclair, Nidia	CCOS, Director, Career Center									
Volk, C. Ann	NJ Dept of Education, County Superintendent	X	X	X				X	X	
Friedman, Joshua A.	Director, Camden County One-Stop					X		X		X
Weil, Robert	Conner Strong & Buckelew Companies Inc.	X	X	X	X	X	X	X	X	
Swartz, Jeffrey S., Exec. Director	WDB, Execitve Director	X		X	X		X	X	X	X
Primas, Theo	WDB, Program Evaluator	X	X	X	X	X	X	X	X	
Varallo, Kathleen	WDB, Administrative Assistant				X	X	X	X	X	X
Williams, Leslie J	WDB, Comptroller		X	X	X	X			X	X

**WELCOME:**

Pat Abusi, Systems Performance Chair, welcomed attendees and asked for roundtable introductions. He thanked the committee for adjusting to the date change of the meeting.

Barbara Pape, One-Stop, Senior Accountant, presented fiscal reports to the committee. The committee reviewed the Master Budget year to date, 9/30/2017, Grant Funding Summary, Contract Analysis Summary and Expenditure Analysis Through 10/31/2017.

Barbara reported that the budget reflected funds that were sent back to the state and all expected funding is included in the budget. Full contract balances and salary, fringe and EO costs projected through 6/30/2018 are included in the obligations column. The Expense and Obligations column should be in the 20-30% range at this time. The Paid/Accrued column reflects amounts paid and payable as of 6/30/2018. We are working on spending obligated funds through the end of the fiscal year.

**CONTRACT ANALYSIS SUMMARY**

- The Contract Summary provides a snapshot of what each of our individual contractors have been doing. Barbara explained that the “Potentially Payable” amount represents the amount paid out if every student currently enrolled achieved every benchmark resulting in the balance or “Amount Not Utilized” or lost.

The WIA Youth Contractors are required to be at least 70% expended as of 6/30/2018. At this point in time, none of the contractors are on track to meet this target. The Contract Accrual Report provides current detailed information for review.

The WorkFirst NJ Cwep/Brem contracts are shown as 100% obligated, however payments are dependent upon performance achievements. She said the contractor's expected expenditures are not on track. The committee reviewed the details of contract info included in the Contract Accrual Report.

The Individual Training Agreement (ITA) enrollments remain extremely low except for youth. The 2017/2018 Youth ITA dollars are almost fully expended in the 1<sup>st</sup> quarter.

The WIOA Youth funds have a Work Experience mandate equal to a minimum of 20% of program funding. We passed that 20% of funding requirement to the Youth providers, and some are spending these funds. The balance of the money not contracted also has that requirement. These funds are subject to recapture if not spent. The One-Stop is implementing a Youth Work Experience program as of January 1<sup>st</sup> 2018. The Work Experience Policy will be approved by the board at the December 20<sup>th</sup> quarterly meeting. Joshua Friedman, One-Stop Career Center Director, said the Board of Freeholders has approved the Work Experience program. We are making a few minor revisions to the policy and we have county agencies who have agreed to host youth. Barbara said that some youth funds will stay in reserve for the Cooper Medical Coding Initiative. Jeff said that this initiative is currently being funded in total by Hopeworks. We will only use those funds as needed in case there is a small portion not covered. This will be done on a case by case basis.

Barbara noted that the total TANF enrollments are very low for the year so far.

Jeffrey S. Swartz, WDB Executive Director posed the question of low enrollments to the committee. Customers may not be coming in for our services because they are working for cash wages or "under the table" jobs. He said it would be worth checking to see if enrollments at the Community College are low as well. Leslie Williams, WDB Comptroller, said that big companies like Amazon are moving into the area with offers of career opportunities and overtime options. The wages are starting to rebound a bit so the desire to get training is put on the back burner for most individuals. She said that there is a lot of temporary work to be had now as well so some individuals may be working two or three jobs. Leslie asked if we have looked at other counties to see how they are doing in these areas.

Barbara said that we should consider releasing another RFP to replace Robeson, a training provider that has dropped off or closed. Jeff said it might be a better investment at this time to re-allocate funds from YMCA who has little to no current enrollments to a provider such as the Work Group. It will be difficult to attract new vendors who will want to adhere to our current contract requirements.

We will be taking a look at our contracts to see if we can make them more business friendly for the providers. The County still has the final word on the contract language. There are some very stringent benchmark rules in the contract that could be more balanced. We may be able to ease some of the requirements by making some modifications such as achieving full time employment for youth before final funding is released. Most youth are rarely initially hired as a full time

employee. A part-time job with a career opportunity is still meaningful employment. It will take a thorough review of the contract and the RFP. Barbara explained how some of the current benchmark requirements were inserted over the years. The committee discussed taking a look at other counties in the region to see what their best practices are regarding benchmark requirements and how their contracts or RFP addresses them. The committee agreed that a thorough review of the contract and RFP is in order. Jeff said Theo Primas, WDB Program Monitor, will lead the review and report recommendations to the System's Performance Committee at the next meeting in February 2018.

### *Program Evaluator's Report to Systems Performance Committee 11/13/17*

- NJLWD 2017 Procurement and Contracting Review

The following are the preliminary findings for Camden County's WorkFirst New Jersey (WFNJ) and Workforce Innovation and Opportunity Act (WIOA) Procurement and Contracting review.

- Camden County Procurement/RFP PY2017 and Contracts PY2016 were reviewed on September 25<sup>th</sup> & 26<sup>th</sup>, 2017.
  - The (Camden County) local area is conducting competitive "Request for Proposal" (RFP) processes for awarding of WFNJ and WIOA Youth programs. Procurement processes for WFNJ and Youth programs/services are to be conducted in accordance with the requirements set by the State's Local Public Contracts Laws (*N.J.S.A. 40A:11-1 et seq*), whereby the application process is available to any member of the general public.
  - All Requests for Proposal/Contracts for WorkFirst New Jersey and Workforce Innovation and Opportunity Act Youth were reviewed for compliance with current regulations. The review found no issues that warrant a Corrective Action.
- Training Provider Contracts (ITA)
    - Procurement
      - (38) ITA vendors are currently eligible to receive CCOS Career Center referrals.
    - Monitoring
      - Abundant School 9/21/17
      - REE Camden 9/22/17
      - CCC Academic 9/27/17
  - Workfirst
    - Robeson CDC is out as a CWEP provider due to substantial discrepancies revealed by the County auditor. See attached letter.

- Monitoring
  - Camden County College - TBD
  - Center for Family Services – TBD
  - Image and Attitude – TBD
  - OEO - TBD
- WIOA
  - Monitoring - YMCA on 9/20/17 (see attached notes below)

YMCA Youth Services - Exit Interview Issues Discussed:

- I asked Jen Segelken and Corrien Green-Elmore about recruitment, eligibility and enrollment. They expressed that the challenges of Camden County were different than in Burlington County. They have been connecting with the Camden City Bd. Of Ed., the County Family Court System, a number of churches, and several other community organizations. There is also an effort to reach youth who are ageing out of the foster care system.
- I offered to facilitate a dialogue with other local area youth providers regarding their own practices, which was enthusiastically received
- I was presented with only two student files for review. (There were two additional students in orientation at the time of my visit.)
- The files I did review were Dante Rodgers and Jarell Polhill. I found the attendance forms to be incomplete; the ISS were insufficiently documented; and Enrollment/Exit and Benchmark Attainment forms were missing.
- Corrien has advised me of the following:
  - ✓ Effective Monday, September 9/18, the YMCA of Burlington and Camden Counties, has made several changes to personnel that directly affect program operations for the REACH program contracted under the Y-02-17. These changes include dismissal of Amani Klass, Case Manager (Assistant Director) and resignation of Jacob Camacho, Academic Coach.
  - ✓ The Case Manager position is an integral part of our daily program operations and administration. The impact of their leave forced our program start date to be pushed to September 18th and placed a short hold on our recruitment. Through these personnel changes we have taken note of glaring inefficiencies in our student case files including missing information and/or documentation and incomplete paperwork.
  - ✓ In an effort to correct this both my Supervisor, Jen Segelken, VP of Strategic Advancement, and I have put in place internal corrective action measures that will allow for programming to operate as scheduled and successfully meet all contractual obligations. At this time all responsibilities associated with Case Management and Program Direction will fall on myself as well as a temporary part time case manager to be hired no later than September 30th. In addition, Ikem Morah, REACH Coordinator, will assist with daily program operations and program coordination. A new Academic Coach has also been hired and will begin on Monday, September 25th.
  - ✓ Both Jen and I anticipate our program files and any operations issues to corrected and/or abated by Friday, October 13th.

New Mandatory Corrective Actions:

- The WDB Program Evaluator will make an unannounced site visit in approximately 45 days (early November).
- All student files will be reviewed and MUST include the following:
  - ✓ Individual Attendance Records (appropriately completed)
  - ✓ Enrollment/Exit Status form
  - ✓ Benchmark Attainment form
  - ✓ ISS (reviewed and updated on an ongoing basis)
  - ✓ Case notes

Leslie reported for Theo who is on vacation. She said that he has conducted several meetings with YMCA to guide them through paperwork and their transition in leadership. These issues have contributed to their low enrollment. The committee also read the letter presented in Theo's report that the County sent to the Robeson Community Development Corporation. The County announced they will be withholding any additional payments as they relate to the grant until an audit is completed and discrepancies are resolved.

Pat summarized the objective of the committee will be to conduct review sessions of the contract and RFP, include prior feedback from current vendors and look at best practices of other counties. We will review suggested changes at the next meeting and then make any applicable modifications before our next program year procurement.

The tentative schedule for 2017-2018 System Performance Committee meetings is as follows:

Friday, February 23, 2018@ 9:00am

Friday, May 18, 2018 @9:00am

Submitted by,

*Kathleen Varallo*

WDB Administrative Assistant