



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

**OPERATIONS COMMITTEE MEETING
MINUTES, DECEMBER 12, 2019
WDB Office, 1111 Marlark Road, Cherry Hill**

ATTENDANCE

Member	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	14-Nov-19	12-Dec-19
DeBaere, Gregg T., CHAIR											
Austin, Keith											
Cirii, Frank	X		X	X	X		X	X	X	X	
Connors, Kristi	X	X	X	X	X	X	X	X	X	X	X
Deitz, Jeff	X	X	X	X	X	X		X	X	X	
Jones-Benjamin, Michaela										X	
Maguire, Laurie										X	
Martin, Lauwana											
McFarland, Salama		X	X	X			X	X	X		X
Regensburger, Robert	X	X		X			X	X		X	X
Sinclair, Nidia	X	X	X		X	X					X
Weil, Bob	X	X		X		X			X		X
Swartz, Jeffrey S.	X	X	X	X	X	X	X	X	X	X	X
Williams, Leslie J	X	X	X	X	X	X	X	X		X	X
Varallo, Kathleen	X	X	X	X	X	X	X	X	X	X	X

WELCOME

Gregg DeBaere, Chair, called the meeting to order at 9:12am. Gregg thanked the committee for their service during the year. He welcomed Keith Austin, Department of Labor.

ONE – STOP & WDB CERTIFICATION

Leslie Williams, Comptroller, WDB, reported there has been no feedback from the State regarding the Regional or Local Plan Updates and the One-Stop Certification Documents have been submitted to the State. Gregg asked if modifications have been made to the Partner Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA). Leslie reported that the new format is being adapted.

Jeffrey S. Swartz, Executive Director, presented a letter sent by Hugh Bailey, Assistant Commissioner, Department of Labor and Workforce Development, dated December 4, 2019. The letter was addressed to Allison Spinelli, President, Garden State Employment and Training Association (GSETA). The letter granted a request to extend the deadline of submission for the IFA and MOU to March 31, 2020. The GSETA Executive Team made the request knowing that the original deadline (December 31, 2019) was unrealistic because of public comment and freeholder approval. The request was granted with the requirement of periodic updates as to the progress of each local area regarding preparation of the necessary documents.

Leslie reported that she has been in the process of completing a draft of the MOU based on the new template sent by the State. She completed nine pages so far. Barbara Pape, Senior Accountant, One-Stop Career Center, has received all the lease and square footages information from the partners and the CC Improvement Authority. Leslie also said that Barbara will work on

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the IFA. Gregg asked for confirmation that all the leases and square footage information has been received. Gregg noted the minutes from the last meeting. Kristi Connors, Manager, Employment Services, said there were a lot more common areas in the new building. Gregg asked if Barbara will be comfortable calculating those common areas. Leslie said that Barbara worked on the original IFA and won't have any problem with the new format. The GSETA team also requested more one-on-one or in person technical support meetings to review certain calculations that are unclear in the guidance. Leslie has also participated in some conference calls and will sit with Laurie Maguire, Manager, Information Systems, to review her input.

Gregg asked the committee to review the time table of fulfilling the requests. He asked Leslie how the committee could help in completing the necessary documents formatted in the State's new template. Leslie said there may be some questions specifically related to the different partner areas. The Committee discussed an action plan. Gregg asked that the next draft be sent out before the January meeting. He will read over the templates and other committee members volunteered themselves for proof reading the documents. Leslie said the IFA will be in the hands of the One-Stop and under the direction of Frank Cirii. Between the Fiscal Agent Staff and the Facilities Department, they will be gathering the lease and ADA information. The documents will be posted to the website for public comment during the month of February and submitted to the March Freeholder Meeting for review and resolution. Bob Weil, Chair WDB, said the ADA compliance building evaluation looked much more extensive. Some of the compliance information may be included in the architectural drawings. Gregg asked if there was a template for that document. Leslie said the format includes a series of questions. Brian Ferguson, Facilities Manager, will prepare the document. Gregg reviewed the timeline again, preparation and review during the month of January, review and public comment during the month of February and submission to the Freeholder on March 5th for approval and submission to the state on March 30. Jeff said in the meantime, WDB staff will provide monthly progress reports to the State.

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

Nidia Sinclair, Director, Career Center reported that the One-Stop has successfully made the move and transition to the new location at 101 Woodcrest Road, Cherry Hill. The One-Stop has received some signage but is still awaiting bigger signage for the windows and directional signage for the parking lot. Bob Regensburger, Lockheed Martin, said signage should be allowable in the sub-lease agreement. He asked if that included space in the monument sign. Kristi said the One-Stop is listed in the monument sign, however, some customers see the 101 address and simply try to report to unit or office 101. The One-Stop suite number is 127. Nidia said some customers are still getting confused. The Committee discussed the building access and signage.

Gregg asked about systems development and policy updates or changes. Nidia reported that the management staff is still in the process of developing and writing some policy and procedures as it relates to the new location. The State is also sending some policy and procedural changes. The staff has not received them yet.

The Committee discussed the dress code policy. Kristi said each of the partners has their own internal dress code policy. They are similar but different. Nidia said that some staff have been

dressing a certain way for years because they generally do not see customers. She said that Frank has been trying to set a consistent business-like standard. The Committee agreed that all staff members directly serving customer should dress accordingly in a businesslike manner as an example to how a customer would dress going on a job interview. Clothing items such as political or designer tee shirts, flop flops, and rippled jeans would not be permissible under the standardized dress code policy. Jeff said there were mirrors at the other location that gave customers tips on how to dress for success. The mirrors were displayed throughout areas where job seekers would attend. He suggested these mirrors be displayed at the new location. Leslie said that business casual must now be considered by various generations as well.

Gregg asked about holiday and vacation coverage mentioned at the last meeting. Nidia said the customer services areas are always covered. Staff may be light during the holiday but customer traffic is light as well. Kristi said that seasonal layoffs will be coming and the One-Stop will have to be prepared for that influx of customers.

The Committee discussed the shuttle and transportation pilot program. They reviewed the weekly data information collected as a result of the new check in orientation that all customers fill out upon entering the new location. The orientation questionnaire was created by Kristi Connors and her staff. The report shows such information as purpose of the visit, numbers of customers being served, the zip codes where customers are coming in from around the county and use of the shuttle service. Gregg asked if the shuttle service is being used. Kristi and Nidia said that most customers are not using the shuttle. Gregg asked who's decision it will be to keep or discontinue the service. Gregg asked that an email blast be sent out to make customers more aware of the service and include a schedule. Kristi said that the schedule is still being adjusted. She also said that Frank will work with the South Jersey Transportation Authority (SJTA). Nidia said one particular route is supposed to be for TANF customers. Bob R. cautioned again that it would be hard to discontinue shuttle service once it is started and the public will have concerns regarding its usage. Kristi suggested that a brochure or flyer could be given out at workshops. Some of those customers travel by Uber and may benefit by the shuttle. That is why the data is important and close attention should be paid to the program. All agreed that a concerted effort must be made to promote the shuttle before any decisions can be made about its discontinuance. The Committee also discussed more ways of tracking ridership including a driver log that customers could sign upon entering the shuttle or some sort of card swipe that might be installed in the shuttle. All agreed that the One-Stop will continue to meet with SJTA and resolve a system to track ridership because the State will be following up on grant reporting.

- LEARNING LINK UPDATE

Nidia reported that the One-Stop has successfully transitioned from the Test of Adult Basic Education (TABE) to the Comprehensive Adult Student Assessment Systems (CASAS) They are pulling the reading and math scores separately to measure them against the new program and they will also be purchasing a new version of CASAS that will include some work-readiness training. The new program will be tested in January. Nidia also reported the Dr. Lauren Hill, Acting Manager, Learning Link and Manager, Youth One-Stop, will be leaving the One-Stop to take a new position with Camden County College. Nidia also reported that counselors will be attending some state issued process training on December 13th and 19th in

Ewing Township, NJ.

- YOUTH ONE STOP UPDATES

Nidia reported that the probation outreach initiative has not produced any referrals. The One-Stop will give the program more time since Lauren Hill did conduct a workshop for probation officers. The One-Stop will consider discontinuing this outreach if no results are seen by June, 2020.

Gregg asked about the Youth Work Experience Program. Nidia reported that the program has been redefined and is moving forward. Jeff said he reviewed a draft of the revised program with Lauren Hill. It was reviewed at the last Executive Committee Meeting on December 4th. The WDB would control the funding for the program and reimburse the employers for the youth experience because of the county's issue of paying youth via a stipend. Leslie said she is waiting for the One-Stop fiscal office to confirm the amount of funds being set aside for the program. There will be some administrative costs. The new policy will be approved by the full board at the next quarterly meeting on December 18th.

Nidia reported the youth orientations are going well. They are still waiting for signed paperwork from Rowan for the renewal of the Mentorship Memorandum of Understanding (MOU) with Rowan University. The Youth Mentor students are provided by Dr. Stanley Yeldell, Professor, Department of Law & Justice Studies, Rowan University.

- 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.

Jeff reported the program is going well. Lou Bezich, Senior Vice President, Strategic Alliances, is planning on scheduling a meeting with the partners about an EMT program that would be designed in a similar way as the medical coding program. The meeting was scheduled then cancelled and will be scheduled sometime after the first of the year 2020.

- 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, Case Management Administrator, Board of Social Services, (BSS) reported that the state waiver for the ABAWD/SNAP program legislation has been approved. The waiver has been extended to April 1, 2020 and at that time the BSS will have to re-apply. Jeff asked for further clarification as to why the waiver was introduced. Salama said basically there are not enough jobs to hold customers accountable for being out of compliance for a three month period. Customers are still accountable to complete the work activities but they do not have that additional layer of having only three months and then be cut off from benefits. Bob Weil understood it to be a waiver for customers who have been actively looking for employment but have been unable to gain employment within their 3 month extension. Leslie said they must remain in compliance with the work activity requirement but if an individual is actively looking for work and is unable to find it they are considered for an extension. Kristi said that GJobs workshops are in place to fulfill work activity requirements. This is a one month program. Once the original waiver was approved, the pipeline of referrals dwindled. The Committee discussed their concerns about the waiver. All agreed there are lots of jobs available and that considerations for waivers might be decided on a case by case basis instead of a blanket policy for all recipients. Salama said a statewide training was conducted in December so that counselors would understand the policy better and encourage their customers toward work activities. The Committee also discussed some ideas for work activities including apprenticeships or internships. Kristi suggested that the One-Stop and Board Management find out more about how apprenticeships can be applied to work activities. Jeff said that he would contact Donna Scalia, Apprenticeship & Training Program Specialist, U.S. Department of Labor - Office of Apprenticeship to schedule a training in the New Year.

Salama also reported that the Data Mapping project is continuing. Some of the findings included the recommendation of a universal data/tracking system that would communicate more efficiently with the Board and the One-Stop as well as cutting down on the use of multiple forms. The BSS is not currently utilizing the ASOSS system in a way that coordinates system coding between agencies. The division or assignment of partner responsibilities are also being assessed and further defined.

Salama reported that two new Assistant Supervisors started on December 2nd. There has also been a new office location in Lindenwold proposed within the next 18-24 months.

- **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 Swartz reported that Karen Carrol has been appointed the new State Director of the Division Vocational Rehabilitation Services. She provided oversight of the New Jersey Division of Vocational Rehabilitation Services (NJDVRS) Community Rehabilitation Programs (CRP). The Counselor training is still on target to launch on December 4th. There are no new updates at this time.

- 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, presented the first full week of work flow reporting generated as a result of the electronic intake or check-in form, implemented at the One-Stop. Customers are directed to computer stations to fill out the brief survey so the front desk can understand their needs and direct them to the right service. The form also tracks information such as mode of transportation and the zip code a customer is traveling from. There are eight computers, stationed near the entrance, programmed with the online orientation-intake survey form.

According to the report dated December 2nd through December 6th, 2019, with no holidays and all partners participating, there were 775 customers that checked in to the One-Stop for services. There were 415 customers that checked in for unemployment services. She is anticipating a surge in claims at the end of the month due to retail sector and seasonal layoffs. Management is working on a system of referral between career orientation, unemployment services and employment services while customers are still in the building. She said that, by and large, the system is working out very well but it's also a matter of acclimating staff to a new cross referral system. The Committee reviewed the workflow report and were very pleased that the One-Stop is now able to account for how many customers are entering the building for services. Kristi said she has the content for an orientation that could be video-taped and aired in the customer waiting area. Kristi also suggested that the WDB request an intern to help with the filming of the orientation. The State is not currently allowing internships. Jeff said the bigger concern is getting the staff to connect customers with different services while they are visiting the One-Stop. He suggested the WDB convene a meeting with the Managers and Directors of Unemployment and Employment Services to facilitate a new program that creates a cross referral of customers. Kristi said that an orientation could be the first step in customer relations and a flyer listing services or a form letter could be given to every customer. Jeff said that the requirement of attending an orientation after filing an unemployment claim could be re-instated. The Committee discussed the orientation and ways to refer customers to different services. Kristi said logistics of time, space and staff will have to be worked out but it is doable. Management has been encouraging staff coordination. A staff meet-and-greet and a pot luck luncheon is planned during this month of December. Jeff said he would follow up and schedule a meeting with the management staff after the first of the year. The meeting will be held for the purposes of organizing a focused referral effort between partner agencies so that customers filing unemployment claims get more immediate opportunities to avail themselves to training, workshops and job search assistance. Kristi said the meeting will also help to organize a book of information about each of the partner services located in the building so that anyone working the front desk/public access area will be able to answer customer questions. Gregg asked if the video orientation will need final approval from the State. Kristi said it will include standard information and did not think it would need any major approvals but she will present it to Joe Dombrowski, Assistant Director, Employment

Services.

Kristi also reported that one of her staff members, Tom Thorn, Employment Services, is retiring and she is working on getting a bilingual trainee. She is still hoping the WDB will help by providing an intern, she is down to 12 employees in her department.

- **REGIONAL ACTIVITIES**

Jeff reported the Atlantic City Electric (ACE) Training Initiative will be starting its second year of training in January, 2020. The WDB and Camden County College hosted five information sessions to recruit participants. The first two information sessions were lightly attended. There are a few more women attending the information sessions. Kathleen said that the BSR team really promoted the second two sessions and there was a much bigger turn out. There were about 40 individuals that attended the information session at the Camden County College, Cherry Hill, Campus on Monday, December 9th. There is one more information session scheduled at the One-Stop today, December 12th at 2:30pm. Jeff said the Camden County WDB is ahead of schedule or the first to recruit for the 2020 program. The WDB will refer individuals to the other counties once the local cohorts are filled.

The poles have been set at the Anthony Canale Training site in Egg Harbor Township, NJ. Bob Clark, former instructor, ACE and will be contracted by Atlantic Cape Community College (ACCC). ACCC is reviewing the curriculum and will order the equipment for both the Atlantic County and Camden County WDB's. Both counties will split the costs associated with the training yard preparation. There is no charge for the use of the training yard, however, it is asked the counties share the costs associated with security. The counties will pay for the participant equipment separately. Both the 2019 and 2020 cohorts will train simultaneously starting in April of 2020.

- **CONSORTIUM & INDUSTRY PARTNERSHIP UPDATES**

Jeff said Theo Primas will represent the WDB at the next Health Care Consortium meeting on Friday, December 13th at the Cooper Medical School of Rowan University, 401 S. Broadway, Camden, NJ 08103.

Jeff reported that he attended an Industry Partnership meeting on November 18th Rowan College of South Jersey- Gloucester Campus, Workforce Development Center, 1492 Tanyard Rd, Sewell, NJ 08080. The purpose of the meeting was to discuss the launch of the South Jersey Industry Partnership focused on the manufacturing sector. The State is asking each county to identify an industry champion to lead discussions about the employment needs of manufacturers in the southern region of the state. The launch will take place sometime in February, 2020. Jeff said he will be joining Burlington County in a meeting with the Puratos Corporation. Puratos creates products and raw materials for the bakery, patisserie and chocolate sectors. Some other manufacturers are expressing an interest in getting involved. The Industry Partnership Model will include a table of manufacturers seated to discuss policy and industry needs. Educators and WDB Professionals will be seated behind the table, record the intel as well as offer support to the manufacturers and help carry out the findings and policy.

Jeff reported that he will be attending an SETC WDB Directors webinar on December 19th and there is a regular board meeting scheduled in January, 2020.

- **BUSINESS SERVICES (BSR)**

Jeff reported that the Business Service Team is gaining participation from area high schools wanting to connect with employers. Billy Snyder, Director Program, Pennsauken Schools has been attending meetings. Jeff also met with Joe Hejlek, Camden Promise Charter School, to discuss workforce training opportunities. He is interested in getting involved with the BSR Team. Bob W. said that he connected with the Camden Promise Charter School several years ago. Their focus was to get students to attend college, however he suggested that the school also discover ways to get students, who are not college ready, into apprenticeships. Jeff said that the WDB has made presentations to several local high schools, over the last few months, about the trades initiatives and alternative choices to a four year degree. Bob W. said the message should include alternative choices as a compliment to college. Kathleen said the WDB has been promoting the idea of getting a career and let the career pay for further education.

Jeff also reported that Jason Newman, Veterans Services, is back from an extended leave of absence. Jeanne Page-Soncrant, Business Service Representative, Camden County, is busy organizing positive hiring recruitments at the new location since the move. There has been a concerted effort being made by the County to promote the hiring of Census Takers for the upcoming 2020 Census. The County realizes the importance of census information and how it effects the level of funding allocated to public programs as a result of census data.

- **QUARTERLY BOARD MEETING**

Kathleen reported The WDB Quarterly Board of Trustees meeting will take place on Wednesday, December 18th at the Camden County College, Blackwood Campus. Kris Kolluri, Chief Executive Officer, Coopers Ferry Partnership will speak about the Camden Works Initiative. Several Camden City Businesses are joining with Coopers Ferry to sponsor an initiative focused on placing Camden City residents into city job opportunities.

NEXT MEETING

The next Operations Committee meeting will be scheduled for Friday, January 10, 9:00 A.M. at the WDB office.

Submitted by:

Kathleen Varallo

Administrative Assistant