

Operations Committee Meeting Minutes
February 10, 2023
WDB Office, 1111 Marlgress Road, Cherry Hill (Zoom Conferencing)

COMMITTEE INFORMATION AND ATTENDANCE									
NAME	ORGANIZATION	TRUSTEE MEMBER	18-Aug-22	9-Sep-22	14-Oct-22	4-Nov-22	9-Dec-22	13-Jan-23	10-Feb-23
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓	X	X	X	X	X	X	X
Brahl, Ken	Ravitz Family Markets	✓				X			X
Buscher, Steven	NJ DOL-Unemployment				X	X	X		
Cirii, Frank	Camden County One Stop	✓	X	X	X	X		X	X
Connors, Kristi	NJ LWD-Employment Services	✓			X	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	X	X
McFarland, Salama	Camden County Board of Social Services			X	X	X	X	X	X
Regensburger, Robert	Lockheed Martin	✓	X		X		X	X	X
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	X
Henderson, Bridget	WDB				X	X	X	X	X
Levitt, Alex	WDB		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	X
Williams, Leslie J	WDB		X	X	X	X	X	X	

Welcome

Gregg DeBaere, Chair, welcomed attendees and called the meeting to order at 9:10 am.

Approval of Previous Meeting Minutes

Gregg asked for a motion to approve the minutes from the meeting on January 13, 2023. Motion was made by Bob Weil and seconded by Jeff Swartz. The minutes for the January 13, 2023 meeting were approved by majority vote to the affirmative.

Gregg began the meeting asking for an update on the strategic planning project. He asked if any questions were raised regarding the clarity of the information provided to the consultant contracted to draft the plan.

- LMI data, which included information about emerging markets, was provided to Triad Associates for the regional plan and will be incorporated in the local plan.
- The regional plan aligns with the State plan and the local plan will mirror the regional plan, highlighting the operations of the One-Stop with their in-person and virtual services.
- With information gathered and a matrix created by Bridget Henderson, the local plan has been divided among the people best qualified to complete the sections. An outline of services was requested from Frank Cirii (One-Stop) and Salama McFarland (Board of Social Services). The Literacy Needs Assessment has current data that can be used to address literacy, to identify underserved areas in the county which are potential niches to be filled.
- The SETC will require competitive bidding of One-Stop Service and governance training by 12/31/2033. As of 1/1/2024, new MOU's and IFA's will be required. The current MOU was extended through 2023, with the current terms and conditions unchanged. All but one partner MOU extension has been signed and returned to the WDB. The remaining signature due to be submitted is for HACC. While the One-Stop location has changed, the Improvement Authority, Brian Ferguson and Scott Stetser have the plans for the current facility, so it should not be a difficult process to complete the new IFA. They will be able to determine the total operating costs of the building, the square footage each partner has and then calculate the partner's share of costs for their space.

- GSETA contracted with EDSI to provide Governance Training, with each local area contributing. The local areas will have access to training modules on YouTube.

One-Stop Director and Career Center Updates

Frank Cirii, Local Area Director

- There haven't been any COVID-related illnesses, but there have been Strep and regular flu occurrences. The alert level has been lowered, so masks are no longer mandatory in meetings, however social distancing is advised when possible.
- There is one resolution listed for the upcoming Commissioners meeting for the WDB agreements.
- GSETA's wellness training for six One-Stop employees was canceled. The expense was deemed unnecessary because wellness benefits offered through the One-Stop's EAP Benefits coverage includes the services of a wellness representative who visits the office.
- Training has been provided to staff regarding outreach using social media.
- Staff will be cross-training for implementation of GED testing and proctoring. The GED-required cameras have been installed. Upon submittal of a GED requested reapplication and new inspection to complete the certification process, testing can begin. Some issues have occurred since the change in the ownership of the company, but HiSET appointment setting and testing is going well. Testing during limited off-hours or weekend testing is available. Of five people who tested this past Saturday, one person failed but returned to re-take the failed portion and passed.
- The Chromebook Loaner Program is available for SNAP and TANF clients with referrals from the Board of Social Services.
- Incumbent Worker Training (IWT) – ShopRite has begun its third cohort. Goodwill's application has been submitted and is under review. Bancroft has a more complex, non-traditional application and it is being reviewed carefully to avoid any issues. An unforeseen issue occurred when ShopRite employees participating in IWT incorrectly received a W-2 and will receive proper documentation from CCC. ShopRite is preparing an application for another IWT grant for next year. They are working through the NJ Food Council to put together a cohort for a SORA (Security Officer Training Act) course.
- The One-Stop will hold a job fair at the Cherry Hill Mall on March 3rd from 10:00 am until 2:00 pm. A link will be shared for employers and job seekers to register. A fee will be charged for employers to participate. Another job fair will be held at the Cherry Hill Mall on September 15, 2023.
- UI customer appointment numbers have decreased.
 - Walk-ins and people who are barely late for their appointments prior to closing are being turned away while UI staff are still at their desks.
 - People with ID.me issues are not being assisted.
 - The use of UI customer service phones is now limited to people with appointments only.
 - Irate customers have been escorted out by security.
- The tension arising from the lack of assistance being provided by UI are becoming a safety issue and will be documented for a meeting with Steve Buscher between Jeff, Kristi and Nidia.
- Youth Work Experience – Jyi is working with vendors and WDB staff but not quite ready for next cohort.
 - There has been an influx of youth that do not have their high school equivalency who will be referred to providers for those services.
- Youth Financial Literacy Classes – Providers will offer a financial literacy component as part of their contracts and it is also offered through the Learning Link.

Board of Social Services (BSS)

Salama McFarland, Board of Social Services, Administrator

- Signage or a designated drop-off location has not yet been installed at the One-Stop complex to prevent the Uber/Rideshare issues of clients being dropped off on the wrong side of the building and canceled cars.
- A man was seen looking into windows and checked out by the Sheriff's officer. He was then assisted by BSS staff.

- The BSS satellite office at 525 Market Street is still being prepared for operations. The office at 600 Market Street is still servicing the homeless population or Camden City clients unable to get to the Cherry Hill office.
- SNAP changes – The federal emergency allotment will be discontinued on March 1st. The minimum SNAP benefit for NJ is now \$95.
- On January 17th and 19th, some of the BSS staff attended Protocol. They provided a good deal of feedback that included good suggestions that Salama will compile and provide to Kristi for discussion.
 - Salama expects to add some additional information to the appointment letter because there is some confusion regarding the way that the program works. It will be beneficial to have more information in writing, so that clients can understand what the follow up looks like for them. Kristi will share an informational email that BSS can adapt for their needs.
 - With regard to managing the Zoom, there were some things that were placed in the chat during a class that were not observed and responded to, so some changes need to be made.
 - People have requested to attend G job because they found going to Protocol beneficial. Salama will have G Job training for newer staff.
- The BSS open house at their new One-Stop location on January 25th was a success. Visitors had an opportunity to tour our building and gain insight of the services being offered. On Wednesday of this week, an open house visitor from Wiley Christian stopped in specifically to speak to certain departments and met with Salama, the housing administrator and the interviewing department. They provided an overview of their program, what they do when they service their clients and there was an introduction to their Director and some of their outreach workers.
- Salama noted that she has made changes internally, but there are still improvements to be made and more staff is needed to manage the work.

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

Applications Received							
November - Total CSA's	57	GA		16	TANF	41	
<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	63 Total		GA	9	TANF	54	
Unemployable referrals/exemption from work requirement	55 Total	GA	29	TANF	25	SNAP	1
Referred to G-Jobs	16 referrals	(___ reported, ___ remained in class)		GA	1	TANF	15
G 28-Day Protocol	291 Total	146 - Requested in-person	142 - Requested Zoom	3 - Undetermined			
Provided support for new employment	9 Total		GA	0	TANF	9	

One-Stop/MIS

Laurie McGuire

Regarding data validation, Laurie stated that reports from Salama and Christine Hentisz have been helpful to identify people who have gone to CWEPs that are not in the MIS agreements or in the system.

- WorkFirst, SNAP and E&T data has not been validated. Work is still being done on Crystal Reports and on the procedure to move all referrals to all employment and training contracts through IAR
- The issue is the providers are used to recruiting their own people, making a reverse referral to the case manager and the case manager also makes referrals on their own, and MIS is not included in that process.

- A procedural change is needed in the local plan and in preparing the new RFPs to address the issue of how referrals move to contracted providers.
- With the required change to the future RFPs, people will all have to be referred into G jobs through IAR.
- An interim change to RFPs would require the Systems Performance Committee’s approval and signatures from the County and the service provider.

Division of Vocational & Rehabilitation Service Update

Jeffery Dietz, Manager

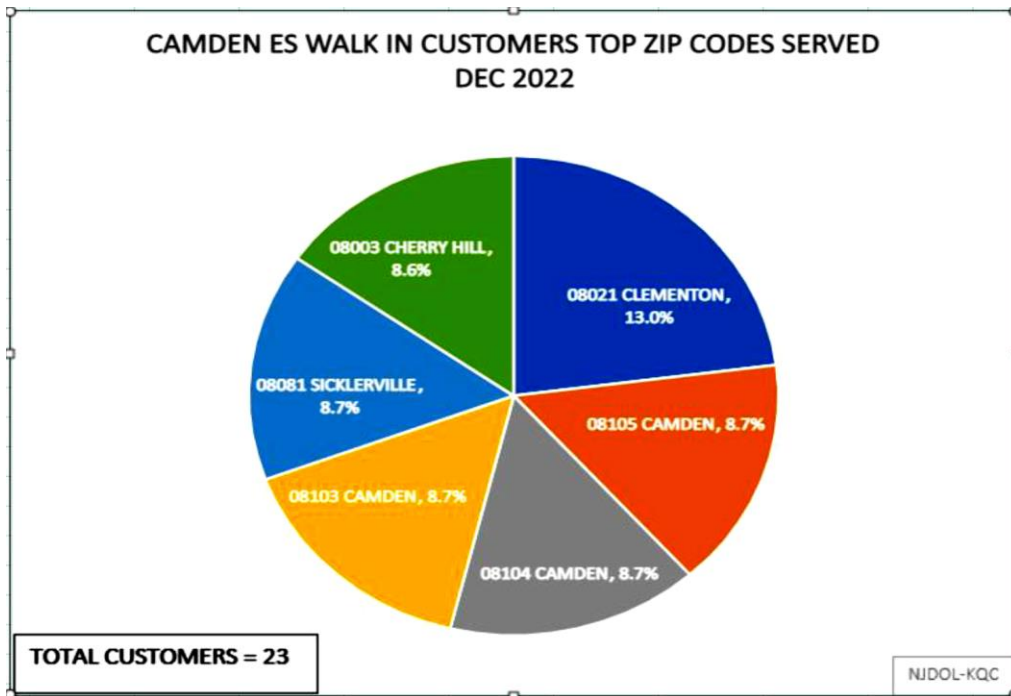
- In-person customer service numbers are returning to closer to pre-Covid levels. Virtual meetings are used when requested by clients, but overall, the foot traffic is increasing.
- Project Search continues at TD Bank and Jefferson Hospital. Due to promotions, new supervisors are being installed in positions through the central office to run the programs.
- The DVRS is seeking to fill positions for a clerk and a rehab aide.
- The Re-Entry Program is still meeting four times a year and DVRS is still involved.
- Consideration is being given to working with people coming through drug court again.
- DVRS visits Veterans Haven monthly to provide services.

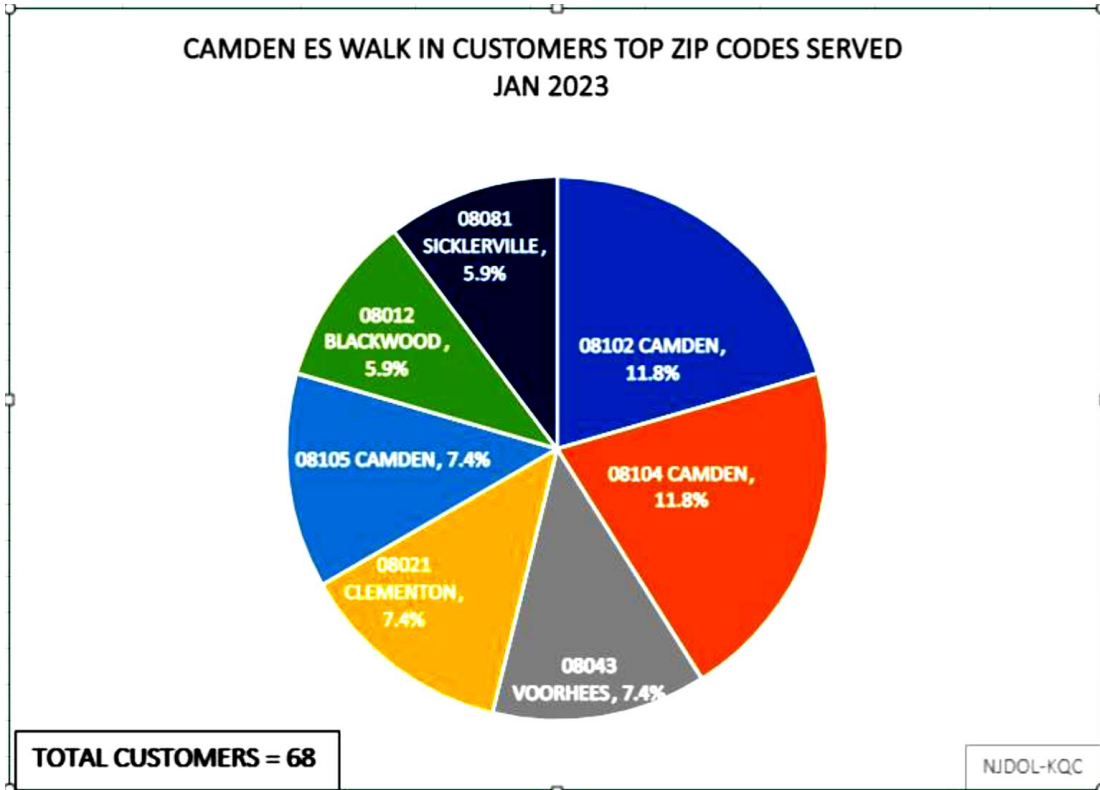
Employment Services-LWD Updates

Kristi Connors, NJDOL, Manager

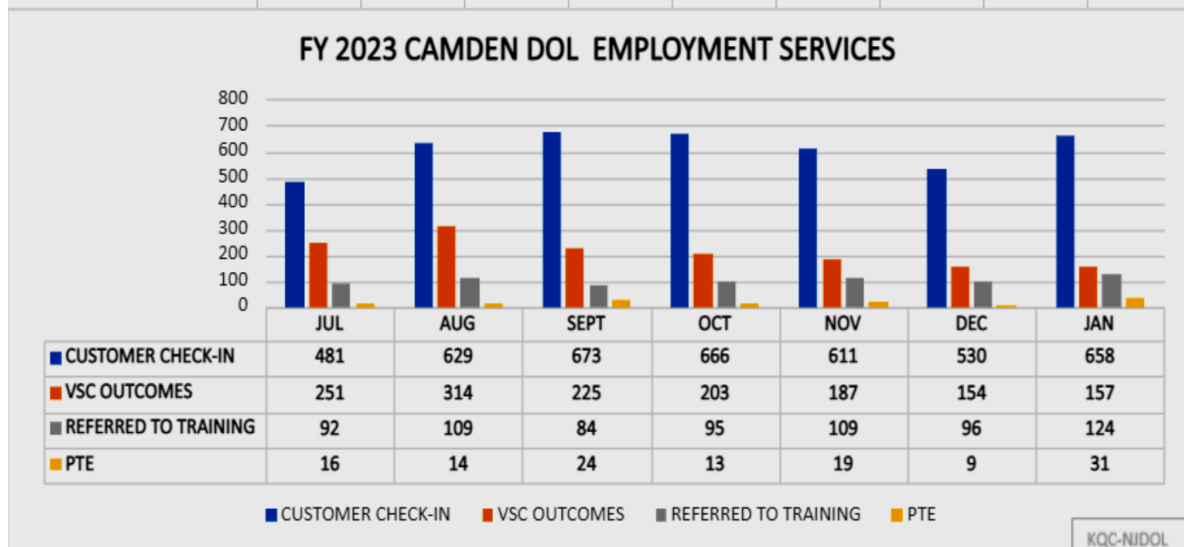
Kristi provided charts for review and discussion. Jeff noted her data would be valuable in writing the local plan. Nidia commented that she has also been tracking numbers of the customer coming into the One-Stop for services.

FY 2023 CAMDEN NJDOL ES, GA-28 DAY, and UI STATS YTD JANUARY 2023

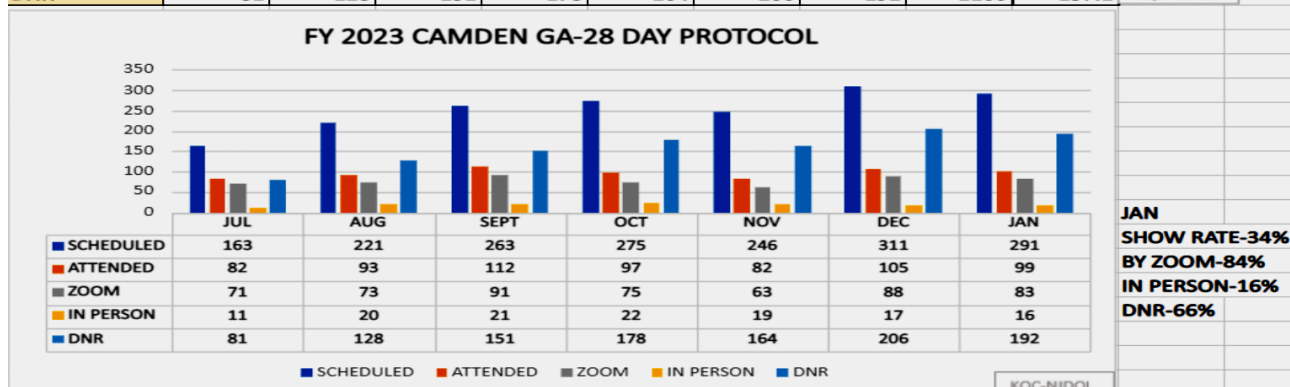




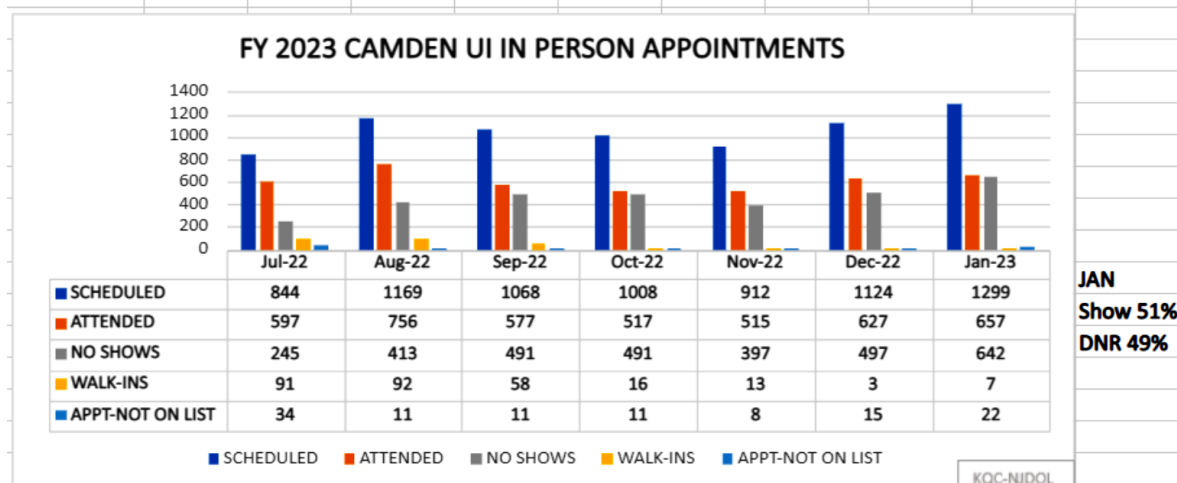
FY 2023 CAMDEN DOL EMPLOYMENT SERVICES								TOT-YTD	AVG
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN		
CUSTOMER CHECK-IN	481	629	673	666	611	530	658	4248	606.9
VSC OUTCOMES	251	314	225	203	187	154	157	1491	213.0
REFERRED TO TRAINING	92	109	84	95	109	96	124	709	101.3
PTE	16	14	24	13	19	9	31	126	18.0



FY 2023								TOT	AVG	
GA-28 Day	JUL	AUG	SEPT	OCT	NOV	DEC	JAN			YTD
SCHEDULED	163	221	263	275	246	311	291	1770	252.9	SHOW RATE-38%
ATTENDED	82	93	112	97	82	105	99	670	95.7	ZOOM-81%
ZOOM	71	73	91	75	63	88	83	544	77.7	IN-PERSON 19%
IN PERSON	11	20	21	22	19	17	16	126	18.0	DNR-62%
DNR	81	128	151	178	164	206	192	1100	157.1	KQC-NIDOL



	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	TOT	AVG	
SCHEDULED	844	1169	1068	1008	912	1124	1299	7424	1060.6	YTD
ATTENDED	597	756	577	517	515	627	657	4246	606.6	Show-57%
NO SHOWS	245	413	491	491	397	497	642	3176	453.7	DNR-42 %
WALK-INS	91	92	58	16	13	3	7	280	40.0	
APPT-NOT ON LIS	34	11	11	11	8	15	22	112	16.0	



- There have been recent postings statewide for a Counselor Trainee, a Veterans Business Service Rep, a DVOP and an OJT Writer. Kristi is aware of people considering retirement and has requested 2 Counselor Trainees. There have been shuffles and reorganization in the DOL central office and in business services. Key positions have been vacated due to retirements.
- On a Feb 2 visit to Veterans Haven, 6 people participated, seeking resumé assistance and job leads in the Winslow/Hammonton area, where transportation is an issue. The veterans are seeking work that will not interfere with their benefit payments. Jeff mentioned that Jeanne Page-Soncrant has been working with Kellogg on filling open positions.
- Forklift Certification – A new rep will be starting and new dates are expected for training.
- A recent software modification meeting indicated a recommendation for Geo-Solutions is close to submission.

NJ DOL, Unemployment Insurance

Update provided by Kristi Connors, NJDOL, Manager

- For the month of January:
 - 1299 scheduled - 657 attended. 642 no-shows, 7 walk-ins
 - December Show Rate show rate was 51% with 49% DNR.
 - Year-to-Date Show Rate - 57% with 42% DNR
- With limited phone lines, people with appointments are referred to the phones but still have a wait time and walk-ins are not allowed to use the phones.
- Kristi commented that Steve is trying to get a designated area at the One-Stop for people with ID.me problems. Jeff requested a meeting with Steve.

Business Services Outreach Team

Jeff Swartz for Bob Weil, Chair

- Jeannie Page-Soncraut and Ricky O'Hara provided updates. Bill Moen provided an update on the Navy submarine/ship building project and the CCC certification program.
- The Atlantic City Electric Initiative – The Line School candidates graduated. Employment is eminent in the utility field with PECO, ACE or PSE&G. The GIE/WISE initiative is suspended because the openings are filled.
- Atlantic City Electric is now promoting a paid summer internship for young people and also a summer paid externship for teachers who are interested in teaching curriculum over a three-week period over the summer. Rachele has been working with local companies (American Water, Subaru and Campbell Soup, among others) that will hire the participating young people.

Workforce Development Board

Jeffrey Swartz, Executive Director

- On June 8th, the Abilities Committee will partner with Cooper Hospital to present an event to assist veterans with supportive services and employment. The event will take place at a Cooper Hospital conference facility between 10 am to 1 pm.
- On April 20th, the Literacy Committee will host an event with the Clementon/Pine Hill/Lindenwold partners to promote literacy. The event will be at the Clementon Library from 3 pm to 6 pm. BookSmiles will be on site to distribute and collect books.
- Camden Works continues in its efforts to serve the residents of Camden County. A job fair may be planned for March, unless they are partnering with the county job fair at the Cherry Hill Mall on March 3rd.
- SETC/GSETA – The GSETA Conference will be in-person and held in October at the Hard Rock Casino Hotel in Atlantic City. Jeff will serve as Chairperson for the event.

Chair Comments

- Gregg asked committee to review the State guidance on the local plan and start outlining their assigned areas for the next meeting. Bridget will funnel information given to her into the plan template.

Adjournment

Gregg DeBaere asked for a motion to adjourn. The motion was made by Bob Weil and seconded by Salama McFarland. The meeting adjourned at 11:18 am.

The next Operations Committee meeting will be on Friday, March 10, 2023, at 9:00 am via Zoom.

Submitted by:

Debra Vaughn,

Assistant to the Executive Director