

SYSTEMS PERFORMANCE COMMITTEE MEETING

February 18, 2022

Camden County Workforce Development Board Office (Zoom)

ATTENDANCE:

COMMITTEE INFORMATION AND ATTENDANCE								
Name	Organization	Trustee Member	20-Nov-20	19-Feb-21	21-May-21	20-Aug-21	19-Nov-21	18-Feb-22
Abusi, Pat, CHAIR	Railroad Construction of South Jersey	✓	X	X	X	X	X	X
Bryant, Janice	CCOSCC		X	X	X	X	X	X
Cirii, Frank	CCOSCC	✓	X	X	X	X	X	X
Cream, Aaron	CCOS, Fiscal Team							X
Doran, Ryan	IBEW Local 351	✓					X	
Johnson, Tom, Vice Chair	Independent	✓				X	X	X
Maguire, Laurie	CCOSCC		X	X	X	X	X	X
Martin, Lynne	CCOSCC							X
Pape, Barbara	CCOSCC		X	X	X	X	X	X
Raymond, James	TD Bank		X	X	X	X		X
Sinclair, Nidia	CCOSCC		X	X	X		X	X
Weil, Robert	Conner Strong & Buckelew Companies	✓		X				X
Levitt, Alex	WDB Staff		X	X	X	X	X	X
Swartz, Jeffrey S., Exec. Director	WDB Staff		X	X	X	X	X	X
Primas, Theo	WDB Staff		X	X	X	X		X
Vaughn, Debra	WDB Staff							X
Williams, Leslie J	WDB Staff		X	X	X	X	X	X

SYSTEMS PERFORMANCE COMMITTEE

The Systems Performance Committee develops the standards and criteria of customer satisfaction and continuous improvement for One-Stop partners, programs, and vendors. The committee also provides for the fiscal planning and management for the One-Stop system.

WELCOME

Pat Abusi, Committee Chair, welcomed the attendees and called the meeting to order at 9:05am. He noted that Matt Verney would be joining the meeting to go over the waiver agenda item.

APPROVAL OF PRIOR MEETING MINUTES

Pat requested a motion to approve the November 19, 2021, Systems Performance meeting minutes. Jim Raymond motioned, seconded by Frank Cirii. By unanimous vote to the affirmative, the motion carried, and the minutes recorded for November 19, 2021, were approved. Alex Levitt, WDB Administrative Assistant did a roll call of those in attendance for the record.

MASTER BUDGET REVIEW & DISCUSSION

Barbara Pape, Senior Accountant, One-Stop Career Center

- Low spending due to low enrollment continues to be an issue. There are carryover dollars in both the Adult, Youth and Dislocated Worker funds, as well as the current year money. The Incumbent Worker Training Program will help increase spending from the Adult and Dislocated Worker grant funds (*Frank Cirii, Local Area Operations Director explains the Incumbent Worker Training program below*).
- The WorkFirst NJ is also left with a lot of money left to spend. There is very little enrollment on CWEP contracts (as of December, SNAP – 2 enrollments, TANF – 5 enrollments). The lack of referrals from the Board of Social Services has a huge impact on the CWEP placements, and vendors are not using their own means of recruitment to fill open slots for services.
- Barbara commented that we will not meet our expenditure goals, and that more creative measures must be employed by the vendors because referrals are not coming in the number that they did pre-COVID.

- Jim Raymond asked how the training programs are selected. Jeff Swartz responded that programs are based on in-demand occupations in Camden County and stated that the issue is not the programs, but rather the lack of referrals because the State is not sanctioning people who are refusing to participate in training programs. Jim commented that society and business is changed forever because of COVID. Frank stated that 90% of the client engagement at the One-Stop has been virtual due to COVID.
- Pat expressed gratitude to Barbara for her 45 years of service to the WIB Board and the Systems Performance Committee. Barbara introduced her replacement Lynn Martin, who comes with 14 years of County finance experience, and gave her assurance that Lynn is capable and ready to take over in her new role. Pat welcomed and congratulated Lynn on her new position.

PROGRAM EVALUATOR REPORT

Theo Primas, Program Monitor

- Theo began with congratulating Barbara on her retirement.
- Contracts remain in place even though the vouchers are not being used due to low enrollments. Vendors still want to contract with individual training accounts.
- Theo stated all monitoring for WorkFirst and WIOA site visits were essentially completed in December, residual documentation was submitted to his satisfaction in January and the reports have been finalized and distributed. The exception to a completed monitoring report was for Clothing, which had zero referrals on two contracts.
- OEO has been having difficulties with the retirement of its long-time program director, Gerri Taylor, so much so that she has been brought back on a part-time basis. The organization is struggling with the CWEP programs with only 2 enrollees, both TANF, which are active and have been extended.
- Turning his attention to procurement for WorkFirst and WIOA, Theo stated he has used the County's 2022 RFP template with the current rules and regulations and created a first draft of an RFP. Once the money structure is decided, he is confident he can complete the RFP and have it ready submit it in March. The three primary CWEP providers, Camden County College (4 contracts), OEO (2 contracts) and Center for Family Services (1 contract, a TIP Contract, dealing with new and expectant mothers) are asking for an increase in the contract split from 60% cost reimbursement and 40% benchmark based contract to 80/20 and a maximum unit cost increase, because referrals from the Board have drastically decreased. Accommodation was granted for CWEP vendors to self-recruit participants, and Camden County College shared their implementation of self-recruiting methods with OEO and CFS via Zoom. The Board's RFP explicitly states that the referrals must come from the Board, and that it is mandatory that anybody received a participating in TANF or GA grant must participate in a to-work activity. To that point, the Board was making constant referrals to CWEP providers. Once participation was made voluntary (or mandatory without sanctions for non-participation), enrollment numbers dropped, and the CWEP programs are put in jeopardy.
- It is critical that the Systems Performance reaches a decision on the matter of a better contract split with WorkFirst providers to give the vendors a better chance to survive. The hybrid split of 60% cost reimbursement and 40% benchmark-based being utilized and the current "voluntary participation without sanctions" policy, has placed providers in a difficult position, and they are asking for immediate relief, subject to the current conditions and going forward. Anita Corriveau (Center for Family Services, a WorkFirst provider) has asked for 100% reimbursement, and Camden County College supports the request for 100% but is asking for an 80/20 split while the voluntary participation condition is in place. The current roster of providers could be negatively impacted if no adjustment is made to the current contract split, particularly in the case of The Center for Family Services. The contract split issue warrants an immediate decision from the Systems Performance Committee procurement can move forward, as the resolution cannot wait for the next quarter. Laurie Maguire commented that an increase in maximum unit cost should come with more responsibility to providers for some assessment on WorkFirst participants. Frank Cirii agreed with Laurie and suggested a split of 75/25 to start and subject to revision to 80/20 next year, depending on the COVID effect going forward. Barbara Pape suggested distribution of funds to providers in halves in addition to the increased split for the first year, and potentially into thirds next year,

while maintaining oversight and still having the requirements of benchmarks. Jeff Swartz agreed with the suggested split and unit cost increases and favors distribution of funds to providers in thirds along with the added assessment responsibility, but wants it made clear to providers that the increase is temporary, and the assessments and benchmarks are required for distribution. Leslie Williams commented that the changes suggested may not be temporary because COVID has changed things overall, and they may never revert to the way they were. Frank summarized the recommendations to Theo that the increase of 75/25 would be paid in 50% increments because it is easier administratively, that unit cost for CWEP contracts goes from \$3500 to \$4000. The WIOA maximum unit cost is suggested to increase to \$6500 for Youth. Pat commented that the discussion, while being documented as a recommendation to Theo for the purposes of his contracts, still needs to be presented to Matt Verney and the Executive Committee for approval. With the approval by the Executive Committee, the proposed changes will take place with the new contract round in 60 to 90 days since any changes in the current contract would take almost as long to finalize. Bob Weil affirmed comments by Barbara Pape and Jim Raymond that innovative and creative measures need to be implemented to bring participants to the available program. He added that COVID exacerbated the problem of getting people in the door that already existed and in addition, it has highlighted a need to adapt in operational practices as well.

YOUTH WORK EXPERIENCE

Laurie Maguire, MIS, One-Stop Career Center

- Laurie has been discussing the Youth Work Experience Program with Jyi, Frank, and Nidia and they would like to propose that some of the program funds be diverted through the Camden County Youth Service Commission. This will enable the Commission to be a pass through for work experience and identify youth offenders to create a hybrid model where the youth would be getting work experience Monday, Wednesday, and Friday and in the office getting other elements and educational training on Tuesday and Thursday. The education components would include financial literacy, bonding, and assessment. The money could go to the Commission without an RFP. With an RFQ through Rosie Arroyo, the Camden County Youth Service Commission will serve as a conduit at no cost beyond the money required for stipends to the participants that they will distribute. The turn-around for the stipend funds to be uploaded to cards for the participants is 3 days. Jyi stated that Freeholder Jonathan Young, who teaches at the technical school, is willing to hire 10 of the participants in the revamped program. The goal is put together a cohort people can be serviced, and data entry can be more effective and efficient. Laurie stated they are asking for approval for a stipend at a rate of \$15/hour for 10 participants, provided for 20-25 hours per week over the course of the program. Jeff Swartz noted that the plan is a good way to move forward, and Frank Ciri confirmed that the funds are available for use.

COMMITTEE UPDATES AND FINAL REMARKS

Jeff Swartz, Executive Director, Camden County Workforce Development Board, was supportive of the ideas presented and commented that the proposed changes were things that needed to be done. The discussion will be documented and presented to Matt Verney in the form of a suggestion.

- The Atlantic City Electric 2022 cohort has 3 information sessions scheduled, 2 virtual sessions in February and 1 session in March that will be in-person. The program is open to anyone age 18 and above interested in a career in the electrical industry.
- The Summer Youth Program grant is pending. The program, which is planned to employ 45 people, needs employers in the southern part of the county, in the Berlin, Winslow and Waterford areas.
- The Quarterly Board Meeting is on March 23rd.

Pat congratulated Barbara Pape on 45 years of service and wished the best to her and her family. He then asked for a motion to adjourn. Leslie Williams made the first motion, seconded by Barbara Pape. By unanimous vote to the affirmative the motion carried, and the meeting was adjourned at 10:20am.

The next System Performance Committee meeting is scheduled for Friday, May 20, 2022 @9:00am via Zoom conferencing.

Submitted by: Debra Vaughn, Administrative Assistant to the Executive Director