

**Operations Committee Meeting Minutes**  
**March 10, 2023**  
**WDB Office, 1111 Markkress Road, Cherry Hill (Zoom Conferencing)**

COMMITTEE INFORMATION AND ATTENDANCE									
NAME	ORGANIZATION	TRUSTEE MEMBER	9-Sep-22	14-Oct-22	4-Nov-22	9-Dec-22	13-Jan-23	10-Feb-23	10-Mar-23
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓	X	X	X	X	X	X	X
Buscher, Steven	NJ DOL-Unemployment			X	X	X			
Cirii, Frank	Camden County One Stop	✓	X	X	X		X	X	
Connors, Kristi	NJ LWD-Employment Services	✓		X	X	X	X	X	X
Deitz, Jeff	NJDVRS	✓		X	X		X	X	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	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	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		

**Welcome**

Gregg DeBaere, Chair, welcomed attendees and called the meeting to order at 9:06am.

**Approval of Previous Meeting Minutes**

Gregg asked for a motion to approve the minutes from the meeting on February 10, 2023. Motion was made by Bob Weil and seconded by Salama McFarland. The minutes for the February 10, 2023 meeting were approved by majority vote to the affirmative.

Gregg began the meeting on the strategic local planning project. He asked that Bob Regensburger be responsible for editing the plan document (50-75 pages without the addendum) and followed with a request that each partner prepare a response to his questions as they moved through the plan sections. What challenges did the partner face to complete the assigned section of the local plan draft?

- Can the partner ensure that they are in alignment with the regional plan as well as the guidance document?
- What issues came to the forefront as the partner completed their assigned section that they would they want to see as included in goals and strategies.

**Introduction/Strategic Priorities**

The introduction with strategic priorities draft has been completed and forwarded to Bob Regensburger for review and edit. Gregg requested insertion of a Camden County map (showing the municipalities) in the area he highlighted in the report plan draft, and the inclusion of the official name of the industry sector group.

**Analysis of Labor Market Information**

Bridget Henderson, WDB/Program Evaluator

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. There is not a great amount of data to provide for several sectors, such as Cannabis, Wine and Aviation. A new winery is opening on Springdale Road in Cherry Hill. Jeff is working with Camden County College on a wine certification to teach front of house and back of house operations. The State has a Cannabis Commission that may provide some statewide and possibly Camden County data. There is very little data regarding Aviation in Camden County.

Laurie, McGuire, One-Stop/MIS Manager

Laurie has reviewed a report from the State that provides real time data on the sectors that people are being laid off from which aligns with Bridget's information. The data can be incorporated in the local plan to compare regional characteristics with Camden County. She noticed that Camden County is struggling with re-entry and offenders and that median wages are only at 45% of the goal set for offenders. Gregg suggested that the re-entry data should be incorporated into a plan with a chart/graph and comments, including the issues of the need for identification, transportation, skills, supportive groups and employment. Laurie noted that there is much more data regarding re-entry for Camden County than for other areas in the region. Gregg welcomed her input on the recent layoff information and any input on re-entry efforts. He asked her to include the re-entry information, to explore the challenges (identification, transportation, etc.) and discuss supportive services and potential partnerships. Jeff Dietz added that Camden County Re-Entry is basically a "One-Stop" for re-entry, and that Sharon Bean could provide valuable information. Kristi commented that 3 grants, APEX, JOBS and Restore, serve the re-entry population and the service providers may have valuable data to include.

### **Strategic Priorities**

Gregg stated that after listing the regional goals and themes in the guidance, he used the section to create a list of 7 local goals with 7 strategies each to address the issues in the regional goals and in the guidance. With a goal of alignment with the regional plan, he used the 2016 plan as well as the guidance document for setting a number of goals. Jeff noted that the business practices included in the White Paper, documenting the continued services provided by the One-Stop and Board of Social Services during the pandemic can be used in the plan.

### **One-Stop Career Center Operations**

Nidia Sinclair, One-Stop/Director

A flow chart has been created to illustrate the change in the delivery system between the One-Stop and the Board of Social Services (BSS) since the relocation of the BSS to the One-Stop complex. Gregg asked Nidia to touch on integration, showing how the partners are working together and asked her to refer to the regional plan to demonstrate how processes between the partners work. Gregg noted that "client voice" in the guidance could be highlighting the One-Stop's offering of customized training, stating that clients have a choice in their training for in-demand employment. In addition, the consideration of reviving and updating the One-Stop's customer satisfaction survey following training should be noted.

### **Operational Priorities**

- Nidia and Laurie will review the guidance and information provided by Bridget and decide what additional information they can provide.

### **Service Expansion & Accessibility**

Gregg requested covering the following to complete this section of the plan:

- Proximity to Transportation – The Board of Social Services has relocated to the One-Stop complex which is adjacent to the Woodcrest Station of the PATCO Speedline. In addition, there is shuttle bus service provided by South Jersey Transportation Authority between the Town Center/Voorhees bus hub, the PATCO Woodcrest station and the One-Stop complex.
- GED/HiSET testing should be highlighted as it is only offered on the local level.
- The Educational Outreach Campaign used state-provided funds to advertise the services available at the One-Stop. The efficient measurement of the outreach will be implemented by reinstating the customer check-in system at the One-Stop by adding "How did you hear about us?" at the end of the check-in process. Laurie commented that service expansion will further be implemented with the use of its new unemployment report (which provides new claimant information) to send email blasts of employment and training opportunities.

### **Detailed Partnership & Service Integration**

Salama McFarland, BSS/Kristi Connors, NJDOL/Jeff Swartz, WDB

- Information included in the local plan is to be aligned with what was provided in the regional plan.

- Discuss the programs in place with CCC, such as IWT and others, how the One-Stop partners work together on G-Jobs and GA-28 Day trainings, and literacy events in partnership with the library.
- Kristi will weave in the information from the 2019 local plan and the White Paper to highlight services for Veterans, Wagner-Peyser and customer check-in information.
- Salama was asked to highlight the BSS referral process, focus on integration, the rosters and how they can be improved, the benefit of the co-location of services with One-Stop partners, and real-time sharing of assessments. Gregg suggested documenting interaction with Catholic Charities and any recovery or substance abuse programs that BSS works with and to make note that although the BSS relocated to Cherry Hill, a satellite office is maintained in Camden.
- Section submissions will be sent to Bridget.

### **Employer Engagement**

- Highlight existing efforts coordinating programs, implementing work-based learning opportunities, creating links between veterans training and transferable skills, the IWT Program, the opportunities presented by the Navy's shipbuilding project at the Philadelphia Navy Yard and the expansion of Cooper Hospital. Discuss the function of the business services team, provide clear descriptions of the roles of the individuals on the team and methods to expand their efforts.

### **Local Workforce Development Area Structure**

- This section was completed by Leslie, describing processes and providing an organizational chart.

### **Procurement of Operator and Services**

- The section has been fully documented by Leslie. She provided an outline that discussed the review and qualifying processes, safeguards, the committee functions, etc.

### **Oversight & Monitoring**

- The section was completed by Bridget using previously used documentation and reviewing previous plans.

### **Performance Measures and Accountability**

- Discuss subscription to Future Works and its use, and the checks and balances at the One-Stop. Bridget commented that she discussed the function of the Systems Performance Committee in the section but is unsure of how the measure of the One-Stop and Fiscal Agent is tracked and she is not familiar with Future Works, so she could not include that information. Laurie will provide Bridget with an overview of Future Works. Laurie commented that the reports are not in real time. While Future Works is useful, there is limited access and the lag in reporting times of up to 2 quarters is problematic.
- Gregg suggested that Bridget refer to the quarterly meeting preparation for Performance data and goals. The information is reported in the Annual Report. Laurie noted that the Feds and the State conduct a validation at the end of every year and the report is provided to the WDB. In addition, the One-Stop must successfully complete annual certification by the State. It should also be noted that Camden County is always the first area in the state to receive certification for their workforce board.
- The LEO (Local Elected Officials) agreement, between the Workforce Board and the Chief elected official, will be updated with new language describing the roles and responsibilities of the fiscal agent. The LWD and the guidance are suggesting that the fiscal agent should not report to the local area operations director. This is to ensure that the fiscal agent, although a county employee in many cases and also housed at the One-Stop, reports to the county's Chief Financial Officer, not to the local area operations director. The fiscal agent should report to the county's CFO and or the Workforce Board to prevent the career services provider from having direct contact with the fiscal agent, and potentially influencing additional dollars being appropriated for those types of activities.

### **Local Plan Development**

- Emphasis must be made on diversity, equity and inclusion is key in this section. Explain the documentation process with regard to procurement and the budget.

### **Additional Elements/Discussion for goals and strategies:**

- A process needs to be developed to improve the level of interaction between UI and the One-Stop and the integration of services to customers. Under the law, UI is a required One-Stop partner. UI has the largest staff, although most work hybrid schedules, and occupies a substantial amount of space in the One-Stop building.
- The lack of sanctions is having a negative impact on providers. The 5-year clock for collecting benefits does not stop because there are no sanctions. In addition to G-Jobs, efforts need to be made to motivate people to get training to gain employment before their benefits expire. Suggestions included a One-Stop orientation for BSS case-managers to encourage customers to get available training before the benefits expiration, text and email blasts and placement of a monitor in the BSS waiting area could be utilized to send reminders about the 5-year clock and to provide information about training available at the One-Stop. Salama commented that a newly passed bill allows people to be sanctioned over a 6-month basis and she believes it is a State issue because the computer systems still have to be synced.
- A process is needed to address homelessness as a barrier to employment and training.
- Formalization of the One-Stop referral process to efficiently hand off customers between partners needs to be created. Services can be marketed by using One-Stop check-in contact information. Kristi asked the committee to assist her with a test of the link and access to spreadsheet that she emailed during the meeting.
- Laurie asked whether supportive services can be offered in the form of a needs-based stipend for people in 10-hours/week granted training. The question remains of how to do a better job of motivating people to move from BSS services and unemployment to seek training that is available to them. Gregg will work to identify 2 goals and ask the One-Stop and BSS partners to come up with 7 strategies to reach each goal.

### **Chair Comments**

- Gregg asked the committee to submit their section contributions to Bridget by Weds., March 15<sup>th</sup>, who will organize and format the information and submit it to Bob Regensburger. Today's meeting agenda will serve as an outline for the plan's table of contents.
- A special meeting will be held at the WDB office on March 24, 2023 at 9:00 am. (until 11:30 am) to review the plan. Information for addenda will be collected (Customer Flow Diagram, Service Matrix, Performance Measures with goals and actuals 2017 – 2021, etc.).

### **Workforce Development Board**

Jeffrey Swartz, Executive Director

- Meeting attendees were asked to RSVP to Alex Levitt to ensure a quorum and adequate catering for the upcoming quarterly board meeting on Wednesday, March 22, 2023 at Camden County College/Roosevelt Hall, Room 102. A full breakfast will be served prior to the meeting start at 9:00 am. The meeting program will be open-mic committee chair updates, a change to the conflict-of-interest policy and a One-Stop Success Story.

### **Adjournment**

Gregg DeBaere asked for a motion to adjourn. The motion was made by Bob Weil and seconded by Bridget Henderson. The meeting adjourned at 11:28 am.

The Operations Committee meeting on Friday, April 14, 2023, has been rescheduled to Friday, May 12, 2023 at 9:00 am via Zoom.

Submitted by:  
Debra Vaughn,  
Assistant to the Executive Director