



WORKFORCE DEVELOPMENT BOARD

Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Carl A. Donato Jr., Chair

**Operations Committee Meeting Minutes
Friday, March 8, 2024, 9:00 AM (Zoom Conferencing)
1111 MARLKRESS ROAD, SUITE 101, CHERRY HILL, NJ 08003**

COMMITTEE INFORMATION AND ATTENDANCE									
NAME	ORGANIZATION	TRUSTEE MEMBER	13-Oct-23	14-Nov-23	8-Dec-23	12-Jan-24	9-Feb-24	8-Mar-24	
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓	X	X	X	X	X	X	X
Buscher, Steven	NJ DOL-Unemployment								
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	
Guzman, Elizabeth	NJDVRS				X				
Maguire, Laurie	Camden County One-Stop					X	X		
McFarland, Salama	Camden County Board of Social Services		X		X	X	X	X	
Mendez, Kelly	Camden County Board of Social Services			X					
Peterson, Jyi	Camden County One-Stop		X	X		X	X	X	
Regensburger, Robert	Lockheed Martin	✓	X	X	X	X	X	X	
Romolini, Eric	Camden County One-Stop		X			X			
Sinclair, Nidia	Camden County Resource Center		X			X		X	
Weil, Bob, BSOT Chair	Conner, Strong & Buckelew	✓			X		X	X	
Wemple, Anita	CPAC	✓	X		X				
Gutbezahl, Maayan	WDB				X	X	X	X	
Henderson, Bridget	WDB		X	X	X	X	X	X	
Swartz, Jeffrey S.	WDB		X	X	X	X	X	X	
Vaughn, Debra	WDB		X	X	X	X	X	X	
Williams, Leslie J	WDB		X	X	X	X	X	X	

Welcome

Gregg DeBaere welcomed attendees and called the meeting to order at 9:04 AM. Gregg asked for a motion to approve the minutes for the committee meeting on February 9, 2024. Jeff Swartz motioned to approve the minutes, seconded by Bob Weil. With a majority vote to the affirmative, the motion carried and the minutes for February 9, 2024 were approved.

WDB Summer Youth Work Experience Program Updates

Leslie Williams, Workforce Development Board

- The grant application for the Summer Youth Work Experience Program (SYWE) was submitted to the State.
 - The application did not have many changes from the previous 3 years. The structure of the budget was a little different, but the necessary expenses were entered.
 - The grant allows for a larger payment to 50 interns, which will be equal to about \$20 per hour for 20 hours per week.
 - Notification of award is expected toward the end of March and the youth application will be released on April 1. Promotion of the SYWE program is being done by WDB staff at scheduled events.
 - Four or five of the previous work-learn sites and a few new employers have already expressed interest in participating in this year’s program. Employers will be contacted after receipt of the notice of award.

MOU/IFA Update

Leslie Williams, Workforce Development Board

- The MOU has gone out to the partners. The State provided additional names for required signatories and those people will receive a copy of the MOU. One of the added signatories for Title II is Dr. Danielle Jubanyik, who oversees literacy for the State (State Director for Adult Education & Literacy Services).
- The fully executed document will include the signatures requested by the State.
- The signatures of the Chief Elected Official and Frank Cirii are required.
- One challenge to the MOU process is the new requirement of multiple signatures from the State, when previously only one signatory for the State was required.
- To date, there has been no feedback requesting any additional changes to the final MOU.

One-Stop Operator Procurement Update

Leslie Williams, Workforce Development Board

- The RFP has been published in the newspaper and posted on the WDB website on time and we are awaiting responses.
- Other than the Camden County One-Stop, there has been one request for a copy of the RFP.

Board of Social Services (BSS) Update

Salama McFarland, CC Board of Social Services

- Staff Updates – No updates.
- ABAWD Training Updates – Some staff did attend the training session in January. The recording of the training has since been uploaded to the DFD portal and staff who missed the session are being scheduled. There has been no response to questions from the original training session.
- Certifications – The BSS is in exempt status and awaiting additional guidance for training.
- ABAWD waivers remain in place until the end of January of 2025. The same applies to work activity referrals.
- Employee Committee – There has been no new guidance on the things that the BSS is permitted to do for employees. Instruction did come from the Director's office that, going forward, planning any type of social function must be approved by the Director's office.
- There is still no guidance from the State regarding TANF sanctions.
- The SAIF Case Conferences on February 14th went well.
- The new DFD (Division of Family Development) representative for Camden County is Nensi Rene. She had her first two days on site and will be in the BSS office on Tuesdays and Wednesdays every week.
- The BSS is working on its internal processes. Salama is conducting a 2-week study and created a spreadsheet as a means to pull and assign work to the staff and will use it to assess productivity and increase efficiency in terms of how many clients are interviewed and how many cases can be processed. Using a pull method during a 2-hour test this morning, staff are getting their work from the clerks one case at a time. The clerks will record the start and end time for each case on the spreadsheet, which is saved to a shared workbook.
 - The information collected will illustrate how many cases each worker was able to process in a day, which will filter into a shared workbook to be reviewed with her team and supervisor.

- A full analysis of the study will be done as soon as the study ends.
- A short study with a small group of staff members showed a positive response to handling one case at a time. With the tested flow method, it seemed that staff are able to work faster without the stress of having an entire caseload. In other parts of the agency, the process seems to work better in the case processing department than in the interviewing department.
- Salama commented that she has been able to start learning more of Excel using the Learning Management System.
- BSS had to reach out to all the counties regarding the TANF sanctions.
- For the month of February:
 - EPDT (85): GA – 67, TANF – 18.
 - CSA's (168): GA – 100, TANF – 68.
 - Referrals For Employable Activities (147): GA – 102, TANF – 43, SNAP – 2.
 - Exempted From Work Activities (57): GA – 42, TANF – 15, Rescheduled – 82.
 - G-Jobs: Reported – 27, Remained – 22.
 - Assisted with supports for their employment – 14: GA – 3, TANF – 11.
- For the month of March, 85 people were referred to G-Jobs. Of the 40 people reporting, 23 remained.
- Salama expressed concern for the capacity of the classrooms once the waivers are canceled and the referral numbers increase. Gregg asked about the capacity of those classrooms.
 - Kristi responded that the capacity is 50 in room #5 and 25 in each of the other classrooms. With 3 partitions down, the capacity is 100.
 - In the classroom equipped with computers, where G-Jobs occurs, the max capacity is 50 but is realistically 35 considering spacing for computers. The computers are used for resume writing, Skill-Up and job searching. There are currently 20 computers used for G-Jobs, and 5 additional computers have been ordered.

One-Stop Career Center Update

Nidia Sinclair, CC One-Stop

- There have been no negative issues to report at the One-Stop facility.
- The damage done to the walls, door and locks by HVAC contractors have been repaired and no safety issues remain.
- A small car accident occurred between two drivers in the parking lot, with no injuries reported.
- Training continues for staff.
- The year-to-date number for GED testing is 244.
 - There was a glitch in the GED testing system that was resolved by Pearson VUE. A report of the incident was submitted to them. The decision to reduce the number of testing at any given time is being considered to avoid additional problems. Unfortunately, everyone who was testing at the time of the glitch will have to reschedule the test again.
- There has still been no response from the State as to whether the One-Stop can reward people who complete training with the Chromebooks they have in inventory.
 - The Chromebook Loaner Program did not reach people as expected. It was a good idea during Covid but the delays in getting the program off the ground and the restriction for provision solely to the

TANF population had a negative impact.

- The One-Stop is moving forward with their outreach campaign in April or May and will be participating in job fairs to familiarize the public with what they offer. Nidia did a radio interview as part of the outreach campaign.
- There was no update on the Incumbent Worker Training Program.
- The One-Stop was audited by Bridget Henderson on March 5th. Ma'ayan Gutbezahl was present for the monitoring appointment.
- Commissioner Approvals: There are 3 new CWEP (Community Work Experience Program) service providers.
 - The Father Center of NJ will provide a CWEP program and clothing assistance for TANF and GA.
 - Goodwill will support the One Stop with ESL assistance and a TANF program.
 - Center for Family Services will assist the One-Stop's GA clients.
- The One-Stop will co-sponsor a county job fair in the atrium at the Cherry Hill Mall on May 17th.
- The Camden County Commissioners will co-sponsor the "Empower Her – Addressing the Needs of Female Veterans" event on Sunday, March 10th. The event addresses the needs of female veterans, with respect to whole health wellness and self-care, veteran women stigma, and veteran trauma.
- The Camden County Prosecutor's Office will hold an event in Lindenwold on March 14th (Open REC Night – Recognize, Educate, Change). The purpose of the event is to acquaint the community with the officers and their roles to support the community.

Youth One Stop-Update

Jyi Peterson, CC One-Stop

- There were 2 people enrolled in Youth Work Experience last month. WIOA would like the program available to everyone at all times and have at least 10 people enrolled per year. The numbers usually increase in the warmer months. While the Youth One-Stop services out-of-school youth, the past few months, a lot of the youth have been able to attend the Learning Link to successfully get their scores up and have eligible scores to go right into school. Many youth already have part time jobs so it is difficult for them to participate in the Work Experience. They can be enrolled in the Learning Link and participate in the Work Experience at the same time, but they cannot be paid for the time they spend working on their scores. The students who are close to earning eligible scores usually choose to concentrate on their Learning Link activities.
- The last Youth Work Experience orientation had 18 students. Two were out-of-county residents who were receiving unemployment benefits and were referred to the adult counseling unit for services. Orientations are held every 3 weeks so it will not conflict with the WorkFirst NJ orientation for the G-Jobs class. The next orientation will be on Tuesday, March 12th.
- There are approximately 10 WorkFirst New Jersey participants who will begin G-Jobs. The training should spark the energy to get the participants off assistance. For this G-Jobs class, there are 4 people who are ready for training and 3 that are half of a point away (in reading) from being eligible for training.

DVRS Update

- The DVRS Director, Karen Carroll, is retiring in April.
- DVRS is beginning to do outreach with school presentations.
- Project Search is about halfway through. This year, the Camden County office has a cohort of 20 youth from TD Bank and Kennedy Hospital. This year, Gloucester County will participate in Project Search.
 - TD Bank participates in the program but has not actually hired any of the Project Search participants, including one whose parent is a TD Bank employee.
- Meetings continue with veterans at Veterans Haven.
- DVRS is currently undergoing an audit that affects their funding source, which has been positive so far.
- DVRS is still involved in the training for the county prisons. There are over 20 modules and Jeff is currently at module 17. He is hoping the training can be completed as soon as possible so they can begin to work with the underserved inmate population. Jeff commented that there is no rehab in prison and that training is limited and utilizes outdated tools. Support is needed to prepare released inmates for success in their adjustment and employment.

NJ DOL/Employment Services (ES) Updates

Kristi Connors, Employment Services Manager

- Administrative Staff Training: The State held a counselor training about the Virtual Service Center (VSC) from the WIOA tech pod a few weeks ago about ABT, which resulted in more questions than answers, so there will be a follow up meeting. Demaris Cruise from the VSC and Sabrina Sullivan from another part of the DOL, along with members of tech/IT support attended the training session.
- The new DVOP (Declan Callan) is in training at the National Veterans Training Institute. His training is all being done virtually to avoid him having to fly to Dallas. He is at mid-point in his training and should finish by mid-June.
- In preparation for upcoming audits, a supervisor is conducting a file review of records since August, as a quality control exercise. It is going well but the one thing that is coming up is Selective Service, so there will be an in-house training session to get staff up to speed. Upon review of trends, the one thing staff needed to brush up on was entering Selective Service activities into AOSOS, which is important because that information has to be in the system for a customer to qualify for training.
 - On a daily basis, staff members sign out and note what they've done for the day and enter the NJ numbers. From that information, Kristi scrubs that list of all the NJ numbers and does a quality control review. The spot checking has been encouraging because the entries are pretty tight considering issues with AOSOS going down all the time with print issues and glitches.
- Modification Team: Kristi believes the team is leaning towards Geo-Solutions. No decision has been disclosed.
- Personnel: A position was posted for new role at ES, an Interviewer Aide. This hiring would relieve the interviewer and counselors of their data entry workload and enable them to meet with more customers. No resumes have come in for the opening, which is a range 14 and tier 4 for benefits.
- Interviews have been held for Assistant Director, which has been narrowed to Poo Lin and Baden Almonor.
- Kristi, 2 other managers, the RESEA (Reemployment Service and Eligibility Assessment) Coordinators, the Chief and the Director are working with Marketsmith (a marketing company) to

create a video for RESEA and the One-Stop and for Skill-Up.

- Regarding the “Empower Her – Addressing the Needs of Female Veterans” event on Sunday, March 10th, Kristi asked if the ES could provide the updated directory flyer to whoever is attending because she cannot assign staff. Nidia mentioned that she is working on registering for the event and commented that she will contact Kara Maxwell at the County office about the status of tables for participation because she was unable to register online. Kristi asked Nidia to also inquire about the status of a QR/check-in sign that was requested by ES 2 months ago.
- Kristi presented her reports. (The charts are attached.)

NJ DOL/Unemployment Insurance (UI) Updates

In Steve Buscher’s absence, updates were provided by Kristi Connors and Nidia Sinclair:

- The Show-Rate is declining because people may be getting their issues resolved over the phone. The No-Show Rate may not be declining because people are holding their appointments after speaking with someone just in case another issue arises.
- A One-Stop security guard continues to assist customers on-site with ID.me issues.
- Nidia commented that County IT is working on the installation of phones that will accommodate multiple languages to resolve the issue of language barriers to receiving UI assistance.

Business Services and Outreach Team (BSOT) Updates

Bob Weil, Treasurer

- Bob presented updates from the minutes of the previous Business Services and Outreach Team (BSOT) meeting on February 15th.

Robert Regensburger, Lockheed Martin

- With the transfer of operations out of Baltimore, NJ operations are expanding, in good timing for a contract won with the Navy.
- With major IT system upgrades completed and additional personnel transferred from the Moorestown and Mount Laurel locations, the Camden facility can now complete higher-end work for the government customers that Lockheed Martin supports.
- Upcoming projects in collaboration with the city will offer STEM training and things of that nature.
- Hiring continues at Lockheed Martin.

Regional Updates/Workforce Development Board Updates

Jeffrey Swartz, Workforce Development Board

- The WDB has been promoting Atlantic City Electric’s Spark internship and scholarship programs at outreach events.
- GSETA training offerings have been distributed. The courses are funded by GSETA’s 1% allocation dedicated to training.
- The South Jersey Non-Profit Summit will be held on Tuesday, March 12th at Rowan/Glassboro. Jeff noted that he will lead a discussion about workforce development during a tabletop breakout session. Information about the event will be provided upon request. There is a registration fee.
- The Quarterly Board meeting will be on March 20th via Zoom. The featured speaker will be Felix James, Camden Center for Youth Development/Restorative & Transformative Justice HUB.



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Final Comments

The next Operations Committee meeting will take place on Friday, April 12, 2024, at 9:00 AM.


Adjournment

A motion to adjourn was made by Bob Weil and seconded by Kristi Connors. The meeting adjourned at 10:40 AM.

Submitted by:

Debra Vaughn

Assistant to the Executive Director



FY 2024
Camden One-Stop
Customer Check-in

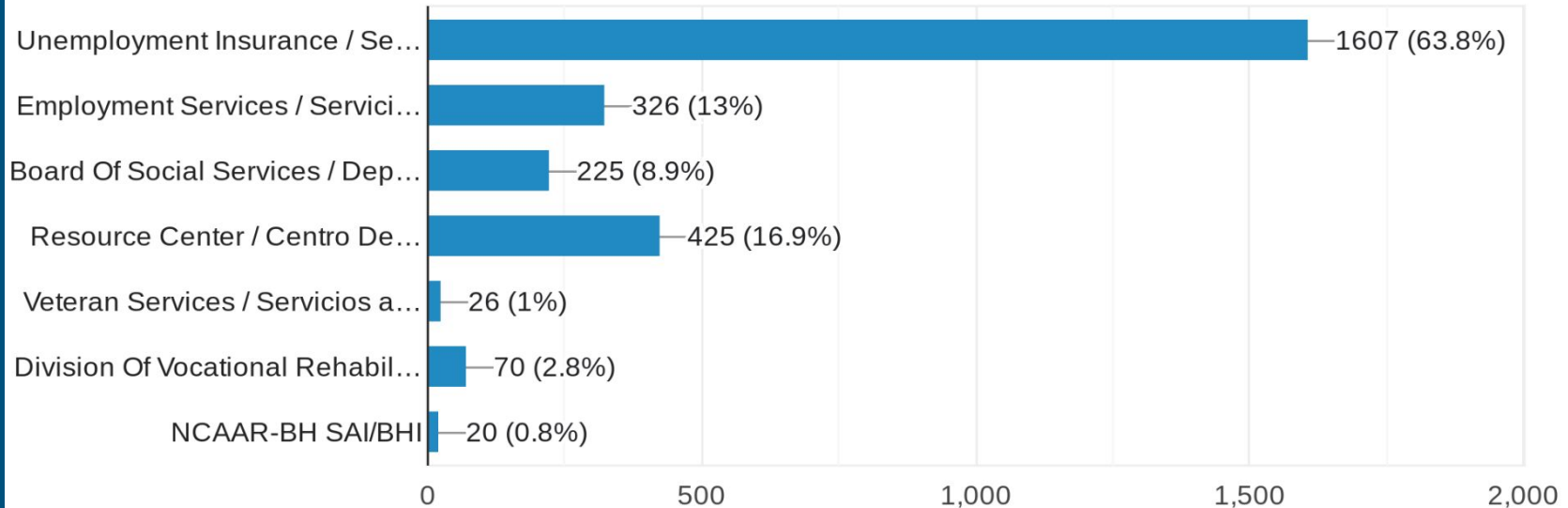
February 2024
2517 Services Provided
Average of 126 Customer Served per Day



64% of Total Customer Check-ins Were for UI

Choose Your Service Provider / Elija Su Proveedor De Servicios

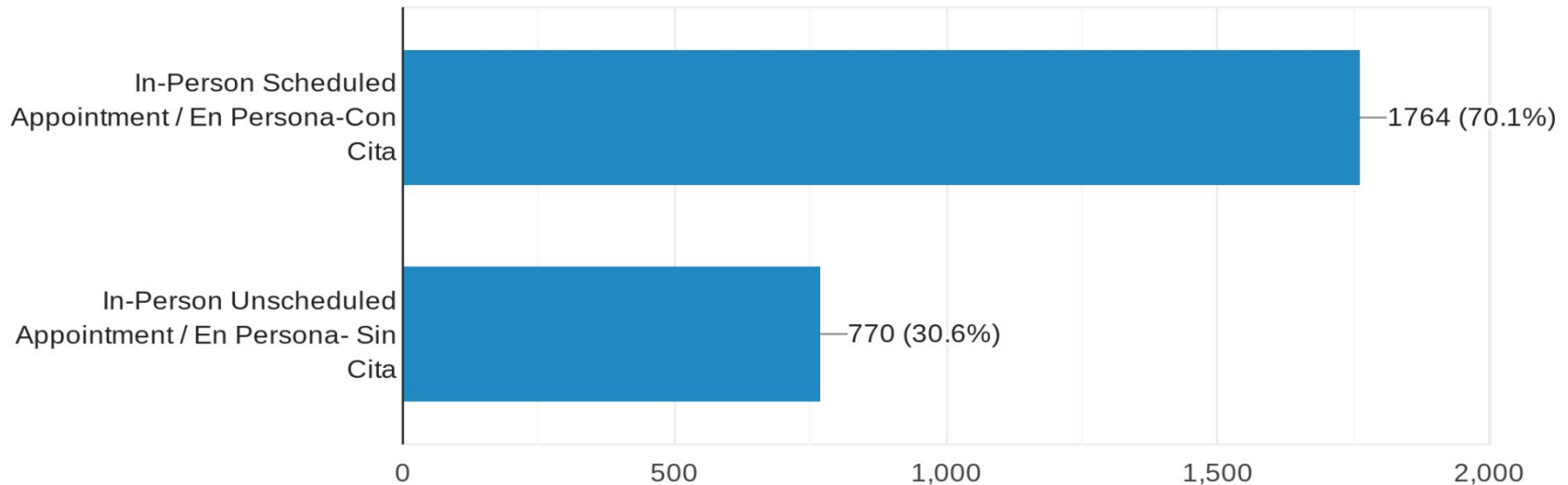
2,517 responses



70% of Customers Had a Scheduled Appointment

Choose Your Appointment Method / Escoja La Manera De Su Cita

2,517 responses

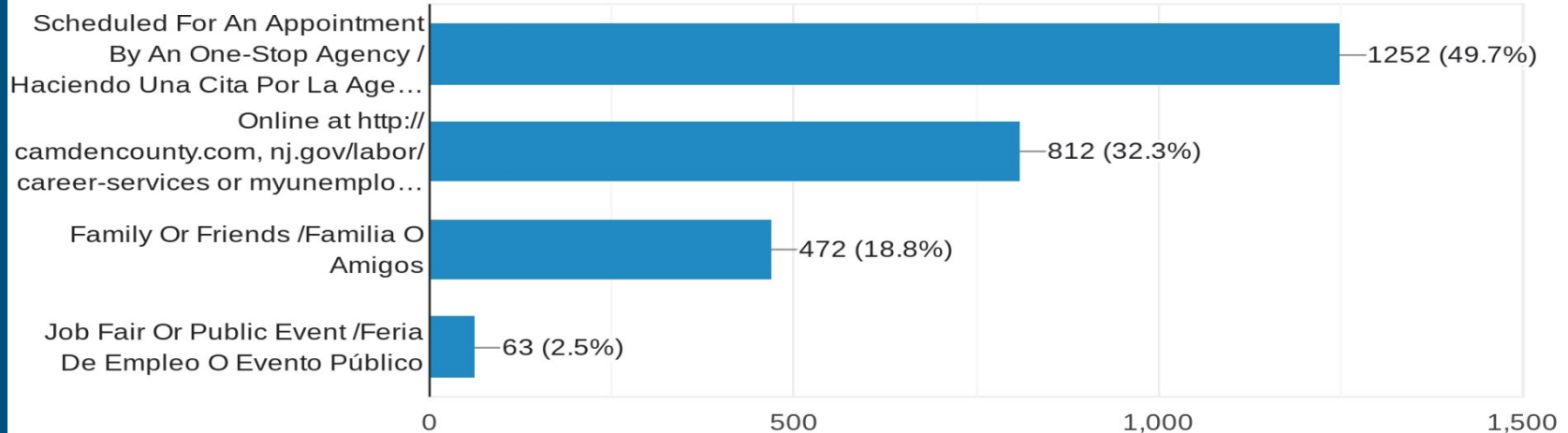


Why Customers Came into the One Stop

*50% Had Appts *32% Website Info *19% Family/Friends

How Did You Hear About Our Available Services? ¿Cómo Se Enteró De Nuestros Servicios Disponibles?

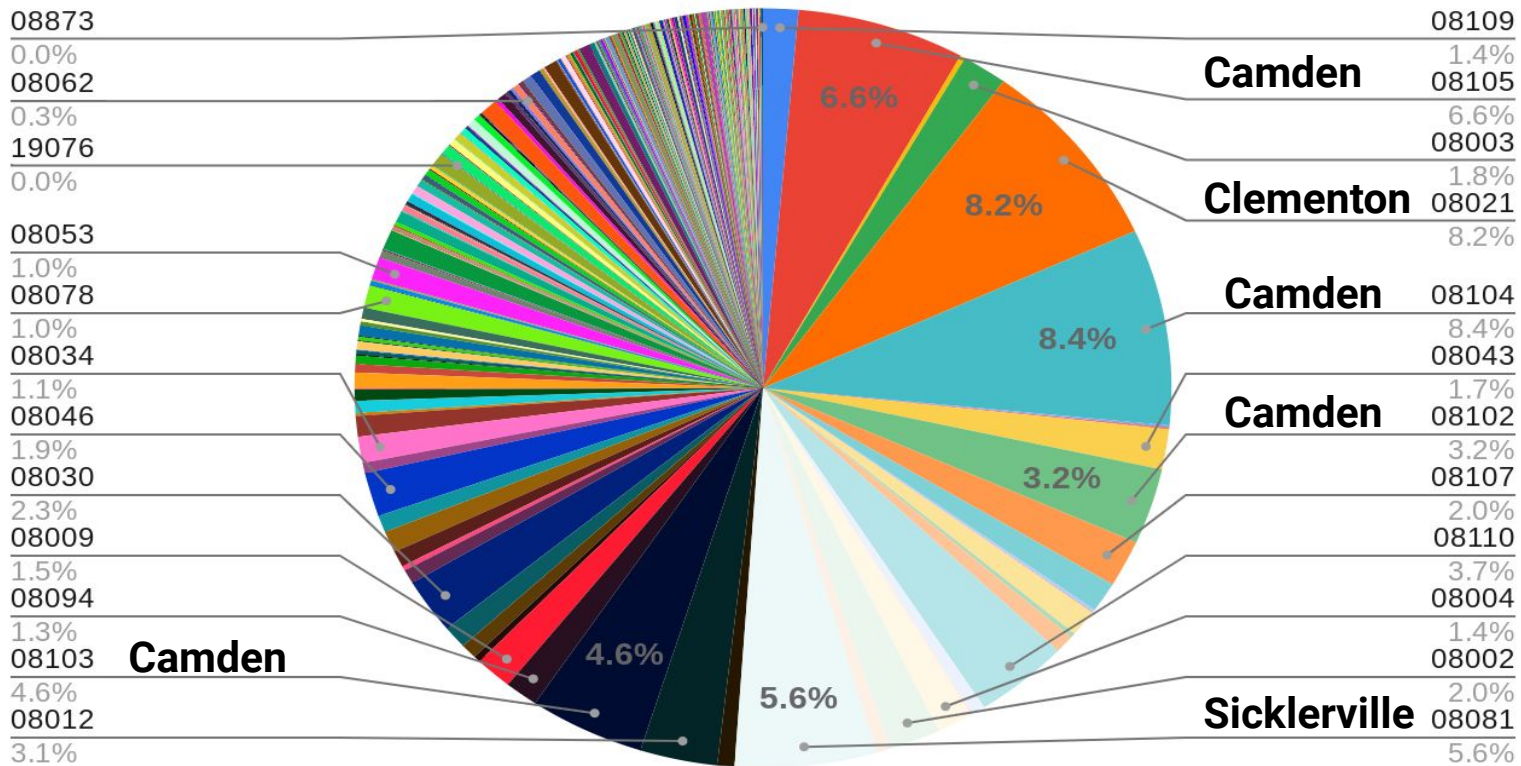
2,517 responses



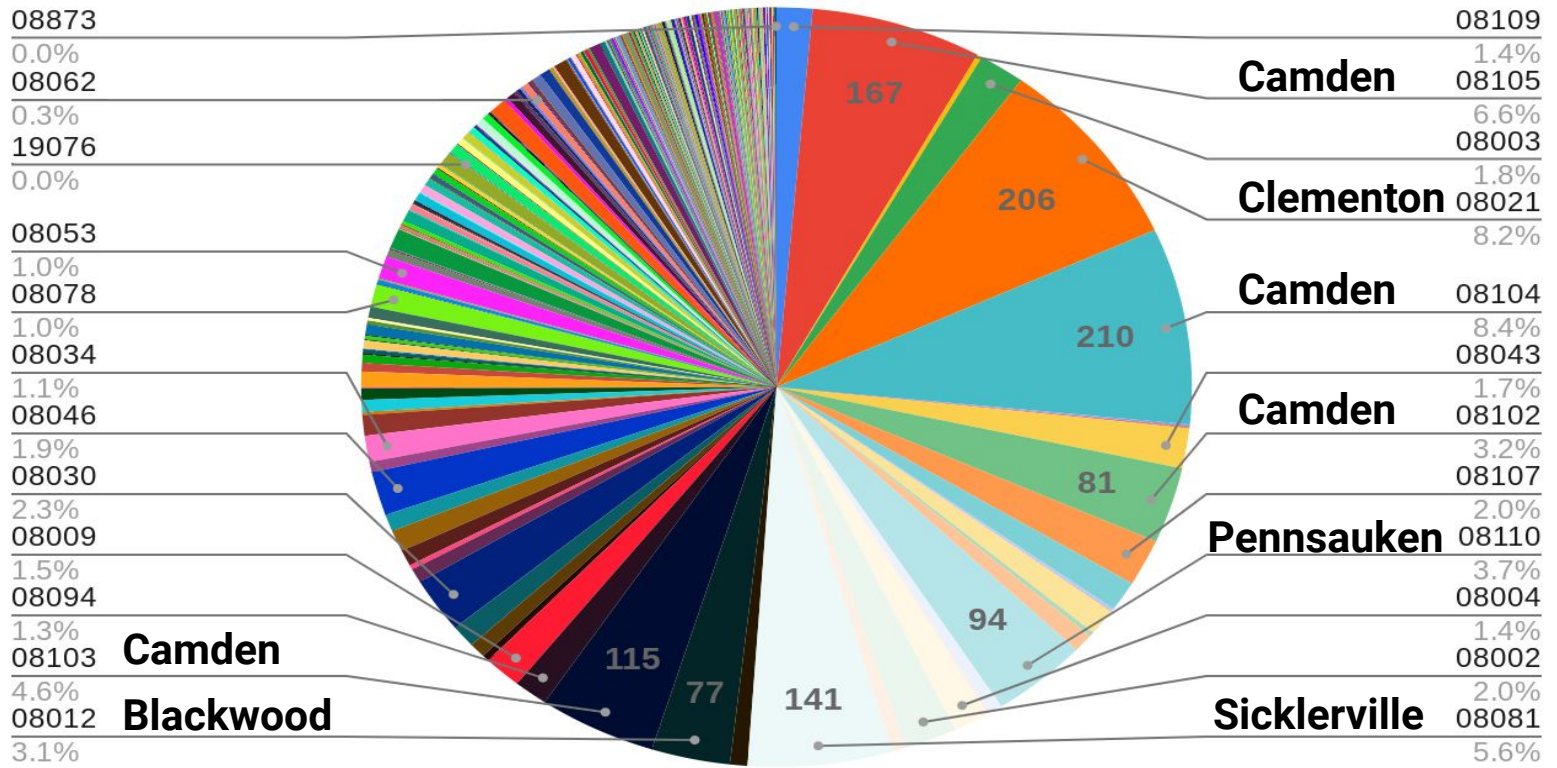
TOP ZIP CODES SERVED: CAMDEN-22.8%

CLEMENTON/SICKLERVILLE-13.8%

ZIP CODES CAMDEN ONE-STOP ONSITE CUSTOMERS-FEBRUARY 2024



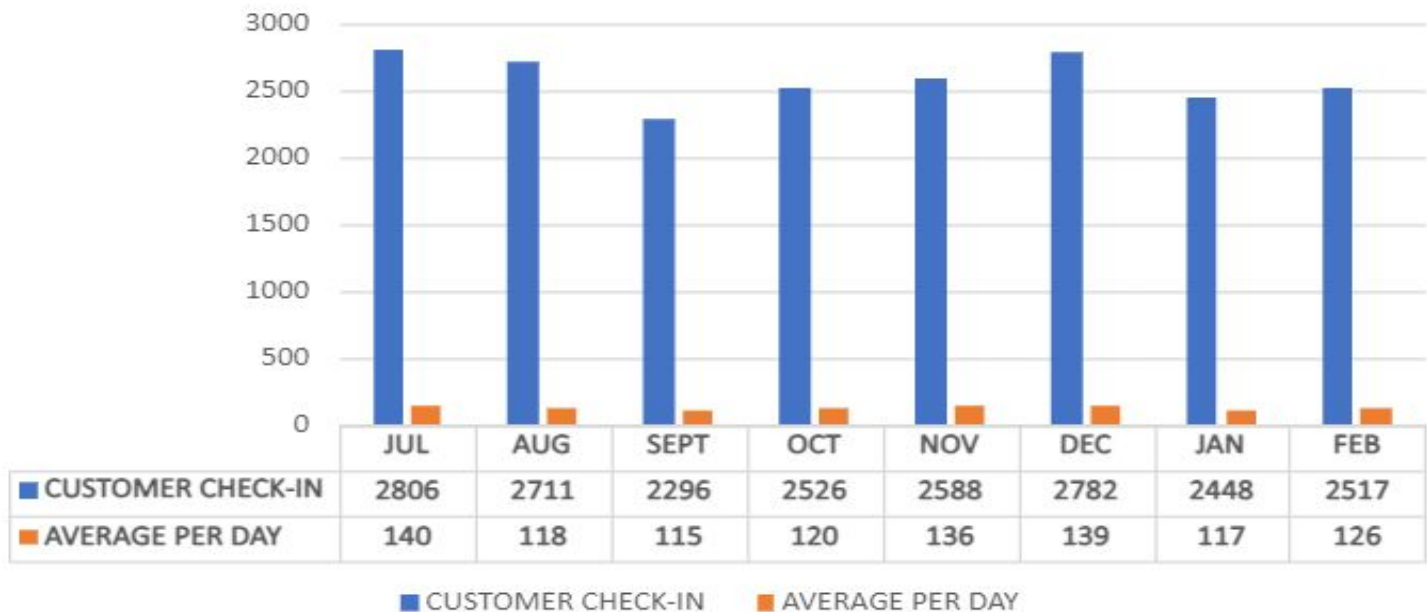
ZIP CODES CAMDEN ONE-STOP ONSITE CUSTOMERS-FEBRUARY 2024



FY 2024
Camden One-Stop Customer
Check-in Monthly Totals
and Daily Averages

YTD February 2024
20,674 Services Provided
Average of 126 Customer Served per Day

FY 2024 Camden County One-Stop Customer Check-in Monthly Totals and Daily Averages



FY 2024 Year to Date through February 2024
 20,674 Customers were Provided Services
 — Average of 126 Customers Served Per Day

FY 2024 CAMDEN COUNTY ONE-STOP CUSTOMER CHECK-IN									TOT-YTD	AVG
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB		
CUSTOMER CHECK-IN	2806	2711	2296	2526	2588	2782	2448	2517	20674	2584.3
AVERAGE PER DAY	140	118	115	120	136	139	117	126		126.4



FY 2024
Camden NJDOL
Employment Services
and Unemployment

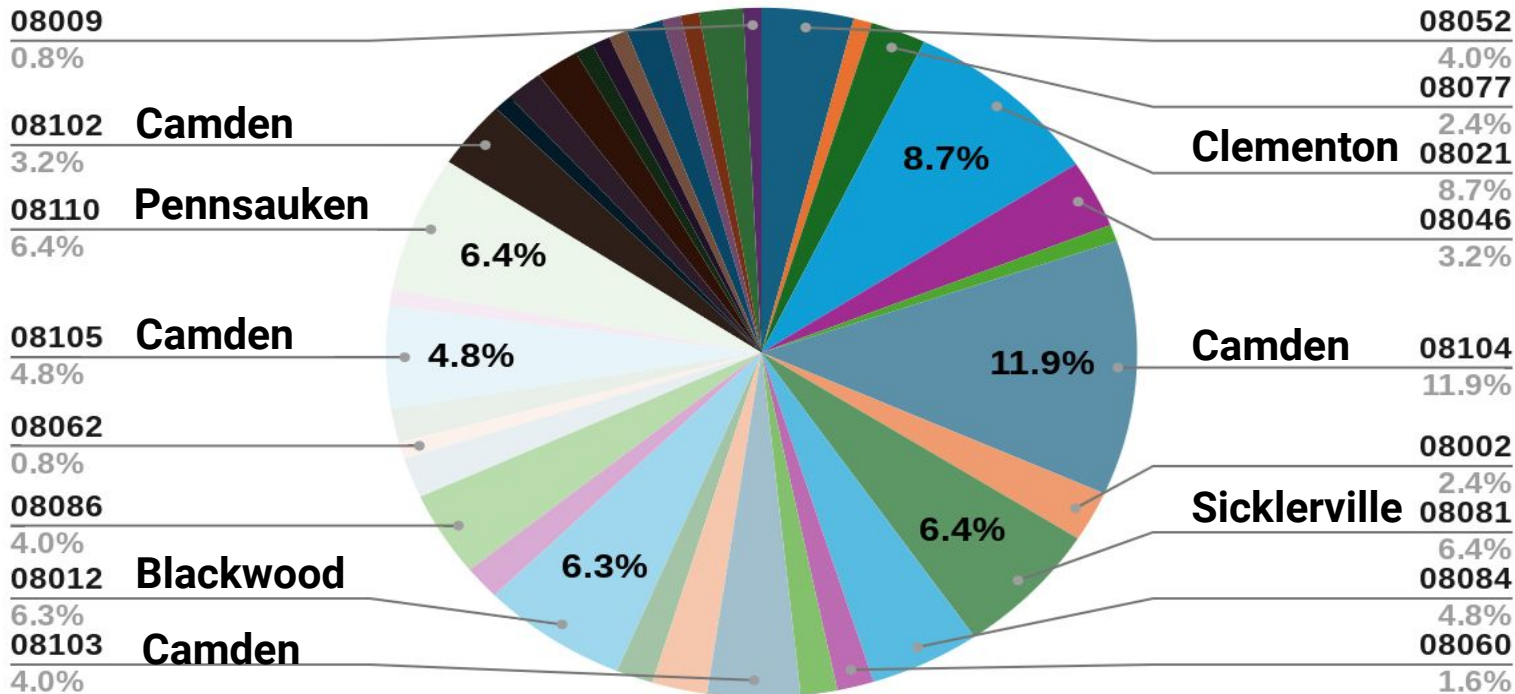


February 2024
Statistics and Charts

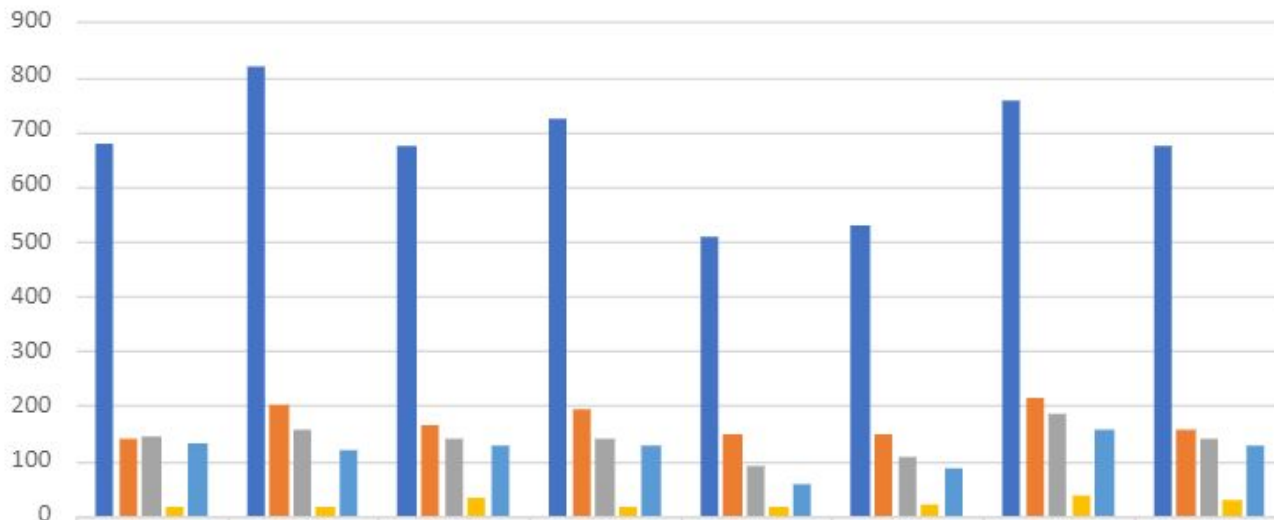


TOTAL CUSTOMERS-127 CAMDEN-24%/ CLEMENTON & SICKLERVILLE-15%/

ZIP CODES OF CAMDEN ONE-STOP NJDOL ES ONSITE CUSTOMERS FEBRUARY 2024



FY 2024 CAMDEN DOL EMPLOYMENT SERVICES



CUSTOMER CHECK-IN	677	817	676	723	508	530	756	675
VSC OUTCOMES	141	201	166	194	146	146	213	157
REFERRED TO TRAINING	142	155	141	140	89	105	183	139
PTE	16	14	32	16	15	18	36	26
WALK-INS	131	119	129	128	56	84	158	127

■ CUSTOMER CHECK-IN ■ VSC OUTCOMES ■ REFERRED TO TRAINING ■ PTE ■ WALK-INS

KQC-NJDOL

YTD
VIRTUAL-83%
IN PERSON-17%

NOV
VIRTUAL-84%
IN PERSON-16%

DEC
VIRTUAL-84%
IN PERSON-16%

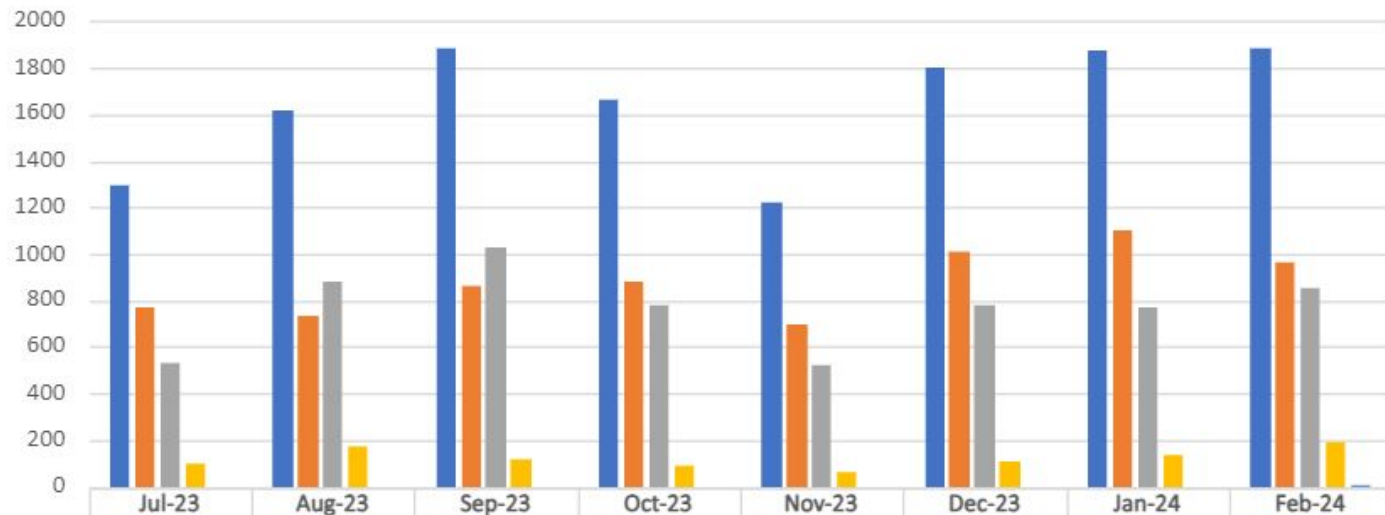
JAN
VIRTUAL-79%
IN PERSON-21%

FEB
VIRTUAL-81%
IN PERSON-19%

Total ES Customer Check-ins=5362 Average Per Month=670

FY 2024 CAMDEN DOL EMPLOYMENT SERVICES									TOT-YTD	AVG
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB		
CUSTOMER CHECK-IN	677	817	676	723	508	530	756	675	5362	670.3
VSC OUTCOMES	141	201	166	194	146	146	213	157	1364	170.5
REFERRED TO TRAINING	142	155	141	140	89	105	183	139	1094	136.8
PTE	16	14	32	16	15	18	36	26	173	21.6
WALK-INS	131	119	129	128	56	84	158	127	932	116.5

FY 2024 UI IN-PERSON APPOINTMENTS



■ SCHEDULED	1298	1614	1888	1665	1220	1798	1873	1885
■ ATTENDED	770	737	859	885	694	1014	1099	968
■ NO SHOWS	528	877	1029	780	526	784	774	849
■ APPT-NOT ON LIST	102	173	117	88	58	103	132	189
■ WALK-INS	0	0	0	0	0	0	0	3

■ SCHEDULED
 ■ ATTENDED
 ■ NO SHOWS
 ■ APPT-NOT ON LIST
 ■ WALK-INS

KQC-NJDOL

YTD	
SHOW RATE-53%	
DNR-47%	
NOV	
SHOW RATE-58%	
DNR-42%	
DEC	
SHOW RATE-56%	
DNR-44%	
JAN	
SHOW RATE-59%	
DNR-41%	
FEB	
SHOW RATE-51%	
DNR-49%	

Total UI Onsite Customer Check-ins=7026 Average Per Month=878

FY 2024 CAMDEN UI IN-PERSON APPOINTMENTS										
									TOT	AVG
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24		
SCHEDULED	1298	1614	1888	1665	1220	1798	1873	1885	13241	1655.1
ATTENDED	770	737	859	885	694	1014	1099	968	7026	878.3
NO SHOWS	528	877	1029	780	526	784	774	849	6147	768.4
APPT-NOT ON LIST	102	173	117	88	58	103	132	189	962	120.3
WALK-INS	0	0	0	0	0	0	0	3	3	0.4