

**Operations Committee Meeting Minutes
APRIL 8, 2022
WDB Office, 1111 Marlkrass Road, Cherry Hill (Zoom Conferencing)**

COMMITTEE INFORMATION AND ATTENDANCE										
NAME	ORGANIZATION	TRUSTEE MEMBER	10-Sep-21	12-Oct-21	12-Nov-21	9-Dec-21	14-Jan-22	11-Feb-22	11-Mar-22	8-Apr-22
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications	✓	X	X	X	X	X	X	X	X
Cirii, Frank	Camden County One Stop	✓	X	X		X	X	X	X	X
Connors, Kristi	NJ Department of Labor, Business Services	✓	X	X	X	X	X	X	X	X
Deitz, Jeff	NJDVRS	✓		X		X	X	X	X	X
Jones-Benjamin, Michaela	Camden County Board of Social Services							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	X	X	X
Ludizaca, Raul	NJ Dept. of Labor				X	X				
Sinclair, Nidia	Camden County Resource Center					X		X	X	X
Weil, Bob, BSOT Chair	Connor, Strong & Buckelew	✓	X		X	X	X	X	X	X
Levitt, Alex	WDB					X	X	X	X	X
Swartz, Jeffrey S.	WDB		X	X	X	X	X	X	X	X
Vaughn, Debra	WDB							X	X	X
Williams, Leslie J	WDB		X	X	X	X	X		X	X

Welcome

Gregg DeBaere, Chair, called the meeting to order at 9:03am and welcomed attendees.

Approval of Previous Meeting Minutes

Gregg reviewed the minutes from the March 11, 2022, meeting. Hearing no questions, Gregg asked for a motion to approve the minutes. Frank Cirii made the motion, seconded by Bob Weil. By unanimous vote to the affirmative, the motion carried and the minutes from March 11, 2022, were approved.

WDB Planning and SETC Updates

While waiting for Leslie Williams to join the meeting, Gregg stated that it was unlikely that she received any guidance regarding the regional and local plans. Gregg and Jeff attended a GSETA meeting where they approved 7 local board certifications. Camden County was approved at the last SETC meeting and was the first area in the state to be approved. There are 8 Boards remaining to be certified for 2020. He stated that from the point of guidance, the State and local plans will have a 6-month window process, with 3 months being to complete the regional and 3 months to complete the local. The revised State plan will be put on the website for public input for 30 days and then it will be submitted for Federal approval. Jeff Swartz stated he believes the White Paper will be useful when it is incorporated into a regional and local plan. Gregg commented that guidance for a start date was not announced yet, but not expected to start until Summer, to which Jeff suggested that it may not start until late Summer or early Fall, but planning should start.

One-Stop Director and Career Center Updates

Frank Cirii, Camden County Career Center, Local Area Operations Director

Facility & Safety Update

- The plan for the UI reopening onsite was in place and the launch went peacefully. Control of the front of the building was maintained and the overall flow in the building has gone well. Frank did speak with Hugh Bailey and a representative from the Commissioner's office the first two or three days about access and claimants being able to make appointments. With 58% of One Stop walk-ins pre-pandemic having been for UI, it was necessary for people to be able to come in and make appointments. There were quite

a few walk-ins the first few days. Two phones to were available to contact UI for additional assistance from a UI agent. The scheduled UI appointments have gone as follows:

Date	Scheduled Appointments	UI Staff onsite
3/28	21	<ul style="list-style-type: none"> • 5 UI agents, plus 2 volunteers for scheduling assistance • 4/4 - UI Staff call-offs (caused extended hour of service to 5:30pm for staff and security)
3/29	41	
3/30	35	
3/31	50	
4/1	116	
4/4	150	
4/5	90	
4/6	63	
4/7	62	
4/8	54	
682 Serviced Appointments		

Camden County Residents Seen by UI (without a check-in system):

Call-offs by several UI agents during Week 2 led to staff and security having to stay on site until 5:30pm.

- ✓ First Week Avg - 41/day
- ✓ Second Week Avg - 78/day
- ✓ Two Week Avg - 68/day

The only people turned away for assistance were walk-ins with ID.me issues. Frank stated that he has expressed his concern with Hugh Bailey that an ID.me liaison needs to be stationed at the One-Stops or at least a means to speak directly with an agent for assistance with the ID.me issues for people who do not have the technology or the technical aptitude to successfully complete what is required. The State plan, which is to move away from in-person services, which is counter to how the One-Stop partners operate.

- The One-Stop lease is a 10-year extension and will be signed.
- There is nothing new to report for Q-Less and Learning Link. Training continues with the sponsored GSETA training, most recently for dealing with difficult customers.
- Learning Link, GED Testing and HiSET is delayed with the mandatory technological requirements of equipment and cameras that must be installed for workstations in the testing areas. Procurement of new hardware has been challenging and County IT is working to meet the deadlines of training and maintaining the security of their systems. The Accounting staff s have been completing mandatory IT security training in the last week. The delay is estimated at 6-8 weeks to announce the testing centers.
- Virtual services are being promoted and have been going well. Counselors have been using Zoom and MS Teams to meet with customers. The hybrid mode of operations using virtual and in-person delivery of services has increased flexibility offering customers options that suit their needs. There has been a noticeable increase of in-person youth visits to the One-Stop, which has been very encouraging.
- IWT – There are 2 employers participating and it looks like American Flux will be the first pilot to start with lean manufacturing training of 16 employees at CCC with a \$20k grant. A conglomerate of ShopRite stores is slated to start, and Bancroft is in the que to participate.
- The NJ DOL has approved an exception for the use of up to \$30,000 in allowable expenses for outreach marketing of TANFF/SNAP funding before the end of the year. Frank plans to work with Nidia and meeting with Frank Filipek Jr. with the County, on an outreach plan. His plans include using some of the funding for advertising on PATCO trains using print poster ads with the One-Stop QR code.

- For WorkFirst customers, approved money will be spent on tablets for a Chromebook loaner program. The program will loan Chromebooks for 8 weeks to G-Jobs, TANFF, GA and SNAP customers, and then other people referred by the Board of Social Services. The equipment inventory will be coordinated with selected County libraries for the pilot program and check-outs will be processed at those library desks. Qualified customers will have access to the Chromebooks for resumé creation and job searches, career coaches, e-learning, and access to One-Stop partner services. Frank will follow the model used by Raritan and coordinate with Aaron Cream, Nidia Sinclair, Salama McFarland, and others to get the loaner program running and promoted.
- Replacing Janice Bryant, who is retiring, is challenging as the person selected currently works for the County and their replacement has not been selected.
- Kristi Connors raised the question of resuming the use of shuttle buses for the One-Stop. The fact that foot-traffic has not returned to the pre-pandemic level makes it problematic to justify regular shuttle service. As the numbers increase, the need for shuttle buses will be revisited.
- Nidia and Gregg DeBaere raised the concern for damaged and lost Chromebooks, but Frank added that the DOL stipulates that a police report must be filed if checked out items are not returned. The library is being used because they have been creating small business incubator centers and have systems in place for loaning resources. Insurance for the proposed loaner program equipment can be purchased with leftover TANFF funds so lost/stolen items can be replaced.
- Ken Brahl asked for clarification about Id.me. Frank explained the ID.me process as a system now used to verify identity and prevent identity theft for State and Federal government services and information. The problems related to its use were explained as something difficult for even computer-literate people and impossible for someone who is not technologically literate or without access to a computer. The problem is that one mistake will lock a person out of the system without recourse to speak with a person about the problem.

Youth Engagement & Virtual Services Updates

Laurie Maguire

90-Day Plan/Cohort Model

Laurie stated 11 youth came through for orientation. Some MIS staff were assigned to process eligibility with an informal required math assessment. All the pieces have been pulled together for a work experience. Carol thanked Leslie Williams for providing the worksite agreement which served as a template for the cohort. The payment process has been worked out with Rosy Arroyo in place to provide money cards to participants. Employers are in place and ready to sign the worksite agreement. Curriculum for 6 weeks is set. Youth participants will attend their educational components 2 days a week and work 3 days. A plan is being completed for submission to the WIB for approval. Chromebooks for the educational component are a 3-month delay on orders, so options are being explored to resolve that issue. They will be given to the participant as incentive for successful completion of the program. Regarding transportation, bus passes may be provided. One outstanding issue pertains to youth with access to cars, with gas reimbursement being a problem due to the current state of gas prices. Upon Nidia's return, outstanding matters will be addressed. A journal of transfer will be done to Rosy Arroyo's group to fund payment cards, which can be done overnight, so it can quickly move once an MOA is in place. Youth have been coming in sporadically through the registration process. Laurie thanked Jyi for filling multiple required duties and noted that staffing needs would have to be addressed as part of the final plan. She thanked Kristie for her support and assistance with putting a curriculum in place. SkillsUp resources will be used during the period the Chromebooks are on order. Partnering with Camden Works and Camden Dream Center goes to 100% of Jyi's time, coupled with her MIS, Youth and IWT duties, reiterating there will have to be consideration to staffing to work for the cohort, but progress is being made.

- Gregg DeBaere asked about the two service providers who failed to report requested information detailing referral and the names of clients who successfully completed their programs going back to

July 2021. Laurie stated that the two providers have failed to comply. She stated that RFP's need to be tightened up going forward for cost reimbursement for providers that are awarded contracts.

- Regarding data entry, an attachment feature has been added to OSOS, so all the ISS and follow-ups are being scanned while the data entry is being completed. Laurie stated that MIS staffing needs will need to be considered for data entry going forward because scanning for upload to the State is a temporary fix. The desired and faster method requires acquiring Adobe DC to be able to copy and paste documentation for upload. She said assistance with co-enrollment and credentialing has been helpful but assigning MIS staff to complete the data entry requires an in-depth discussion. Gregg stated that the numbers from last quarter performance matrices reflect the work of co-enrollment and inputting data prior to the end of year clean-up.
- Gregg DeBaere asked if the issue of youth Covid vax cards for employer requirements in finalizing worksite agreements has been resolved. Laurie stated they are waiting for worksite agreement responses from employers for their eligibility requirements of the work experience participants. Collecting vaccination status from participants will likely have to be done at the interview stage.

Summer Youth Employment - Leslie Williams

- The Summer Youth Employment Program is underway. Leslie William stated the grant award to pay 45 youth in the Summer Youth Employment Program (SYEP) is \$138,600 but another part of the State has extended \$13,500 in funding through WorkFirst New Jersey to October 31. The only requirement is that the One-Stop must provide a budget submission by May 1st which shows their plan for the expenditure of the extended funding beyond the money allotted for the SYEP. The WorkFirst funds will cover the additional costs to raise the amount of the participant stipend from \$13.50 to \$15.00 per hour for 23.5 hours of employment during the 7-week work phase of the program. Several schools have been visited to promote the SYEP. Worksite agreements and youth employment applications have been sent out, and the deadline for submission is May 13th.
- Two employers in the southern part of the County are on board to provide jobs, but more are needed. Employers will be accepted outside of Camden County, but the participant must be a resident of Camden County. The work-readiness component will be June 27th to July 1st at Camden County College's Cherry Hill campus, then the work experience runs from July 5th to August 19th. SYEP participants are available to work as interns in County offices, and one county agency has agreed to accept one. Leslie stated that if any other county office could use an intern, the stipend would cover the cost.
- Employers and resources will be on hand at the Literacy Committee's Youth Job Fair at the Clementon Borough Fire Hall on Wednesday, May 4 from 3:00pm to 6:00pm. The flyer is completed and ready for approval for distribution. Employers confirmed to participate are Orchards Family Success Center, Clementon Park, Goodwill, Diggerland USA, Big Kahuna's Water Park, The FunPlex, ShopRite, Wawa, and Adventure Aquarium. Resources attending are Truist Bank, Camden County One-Stop, and The WorkGroup. Confirmation from other employers is pending. Atlantic City Electric has been asked to provide a bucket truck. Bob Weil mentioned the Job Fair, scheduled for May 3rd at Camden County College. The approved WDB's Youth Job Fair flyer will be shared with Darena Shafer at Camden County College in time for their community career fair on May 3rd.

Board of Social Services

Salama McFarland, Board of Social Services

Administrative Updates, Staff & Training

Salama reported there has been an increase in walk-in traffic. She stated that Camden County is one of 6 counties implementing changes in certifications. As of April 1st, any client who failed to complete the recertification application by the end of their recertification period or failed to submit their interim reporting form by the midway of their recertification period, will have their cases closed out. Previously automatic

extensions will not continue, and negative case actions are now taking place. Another change coming is the maximum SNAP grants, previously allotted because of the pandemic, will also be ending because the supplemental funding authorized by the Federal government is ending. This will mean a significant household allotment decrease, and there will not be any fair hearing recourse because the allotment change is not a negative action. The information will be distributed by the NJ State Department but concerned clients will no doubt be visiting the County offices.

*SNAP - Supplemental Nutrition Assistance Program

*GA - General Assistance

*TANF - Temporary Assistance for Needy Families

*E&T - Employment & Training

February

- Effective February 1st, the mandatory work requirement has returned but without sanctions for non-participation and people are being referred for employment. When the sanctions are reinstated, a person who fails to comply with the work requirement will see a reduction or loss of their grant.
- GA 28-day Protocol still on hold. GA clients are currently being treated similarly to TANF clients, where after their case is active and they get placed into a work program.

March

New Applications	1747		
Total CSA's	252	94 - GA	158 - TANF
<i>CSA is an assessment to determine the type of work activity assigned or deferment from the work requirement</i>			
95	Clients were placed in employable activities		
47	G-Jobs		
23	CWEP		
19	Employed		
121	Unemployable activities/exemption from work requirement		

April (to date)

For G-Jobs, 79 people were scheduled, of which it has been reported that 15 people showed up, and 7 people remain in the class. **In March there was such a high no-show rate that placements continued.*

Division of Vocational & Rehabilitation Service Updates

Jeff Deitz, Manager, Division of Vocational Rehabilitation Services

**No DVR update for this meeting*

Best Practices Documentation - White Paper

Jeffrey Swartz – Executive Director, Camden County Workforce Development

- Jeff thanked the authors of the White Paper and for giving a great presentation at the Quarterly Board Meeting and spoke of the hard work, creativity and innovation executed by the Camden County partner agencies. He stated that after a few final edits, the document would be ready to post on the website and distribute with respective agencies as previously discussed.
- Bob Regensberger agreed with Jeff and thanked everyone on the team who worked to contribute to the White Paper. He said the combined efforts of considering processes, identifying problems, and working as a team to create resolve them, was a great accomplishment. He stated that the document is a living document that can be updated going forward and affords future opportunities for benchmarking.
- Gregg DeBaere asked if the final edits would be completed and the document uploaded by the next meeting (on May 11th), which Jeff said should be no problem. Bob Regensberger mentioned that he thought a signature page to the front should be added bearing the signatory of the person(s) responsible for publishing the document and offered to review the final updates. He also stated that

the date should be on the front cover. Kristi will add an additional Google link and Gregg stated that the org chart, names of the committee members and the signature page will be added to the final edit which he and Bob will review. Instructions for opening document links in Adobe will be included with the finalized document.

Employment Services-LWD Updates

Kristi Connors, ES Manager, Labor and Workforce Development

Administrative Updates and Staff Training

- The new Employment Service trainee will be onboarded on April 10th. Vince Piccarelli has been with the PEP Program, has a working relationship with ES and comes with substantial experience serving ex-offenders or justice-involved clients with a particularly good record for placement. Sandy Green continues her training modules for ex-offender training. Sandy and Vince will work in tandem when the Jersey Job Club comes back full-tilt, Sandy will be pulled back and Vince will take over.
- Training Updates – 5 sessions of training at GSETA and DOL Institute will start in April and May and Kristi will send 1 or 2 employees to the work-based learning series.
- Kristi had a Teams meeting with Bergen County’s Tammy Molinelli, Carol Pollock, Lynda Wolf, a representative from their MIS and ES Manager, Viviana to share the process of customer check-in process that Camden County uses. There is resistance to implementation from the Public Defenders at the location. The Bergen office has two entrances, instead of one like Camden County One-Stop, so the main consideration is buy-in by their partner agencies.
- Gregg asked Frank Cirii if customer check-in could be implemented at Camden County One-Stop on July 1. Kristi mentioned that if One-Stop goes back to Google Doc check-in and go to using MS Bookings, they are both free and would capture zip code information. Frank commented that he was receptive to going back to what was used before Q-Less. Kristi commented that both physical and virtual capture of customer appointments is possible using MS Teams, and the staff is already used to using it, so the resistance to the change would be minimal, if any.
- On Monday 28th the Assistant Commissioner showed up at the One-Stop and the Commissioner came in on the 29th. He met with the UI front line staff, gave out candy and thanked them for coming in to work. He then photo-bombed Kristi’s staff meeting and greeted staff by name.
- G-Jobs – The resume process occurs during the customer’s second week where the instructor speaks with each customer, then reviews and provides revised, updated resume.
- Kristi has been asked for desk space for 4 OJT writers and another BSR, for a total of 5. There are only 3 vacant spaces and was asked for another person from Central office. She stated the Gloucester County One-Stop has no seats available for DOL staff. She is not sure if the request will go to DVRS or UI. UI Adjudication has not returned yet, but they have hired 10-12 new people, so they are running out of space when they return to the building. Office space is at premium and other local facilities are already to capacity.
- An email is on the Governor’s desk to go to a hybrid schedule, but it remains to be seen who will be identified as eligible to work on such a schedule. Kristi feels her staff was successful and could be tracked while they worked from home, so she supports the hybrid schedule.

Employment Services Outcomes		
	Month	YTD
Year to Date Check in	475	5322
Provide Outcomes to Virtual Services	288	3766
Referred to Training	73	925
Referred from Training Counselor (Path to Employment Referrals)	5	89
Voluntary Work Campaign	5	117
<i>*Path to Employment – MIS is starting to send people to the Career Connections Lab. Training participants are given 3 hours to provide their resume for assistance with revisions and update s with newly obtained credentials.</i>		

Regional Updates

Jeffrey Swartz, WDB Executive Director

Atlantic City Electric Initiative

- Classes for the 2022 cohort have started at Camden County College. Of 6 candidates started, 4 passed the CAST Test, but one was math deficient and only 3 people remain in the WISE and GIE program for Camden County. Atlantic County has not started their classes yet.
- The remaining piece of safety equipment for the Line School (Physical Abilities) has finally been delivered and approximately 24 candidates will start the program at the Anthony Canale Training Center in Egg Harbor Township. Jeff is working with Fran Kuhn to plan a press conference and ceremony to launch the start of the first program.
- Bob Weil mentioned that the lower enrollment numbers could mean that the good energy generated manifests good results in unforeseen ways. He stated that the son of one of his coworker's sons enrolled in the program and during the classroom training, he served as a teaching assistant and discovered that he enjoyed his teaching experience so much that it is now making teaching his career. Jeff stated that there have been significant to Atlantic City Electric and in nuclear energy positions in Limerick, PA of people completing the first 2 years of the program and passing the CAST test. The Physical Abilities will start in late April or early May.

Camden Works

- Camden Works is planning to hold a traditional career fair at the Tweeter Center (currently renamed as The Waterfront Music Pavilion) in May.
- For the period ending March 1, 2022, There are a total of 761 people in the database, of which 630 are Camden City residents. Of those residents 392 are viable/ready to get a job, 140 were not interested in getting a job and 71 were referred to other services. Excluding the numbers from the One-Stop, 340 people were placed in employment to date. Through Camden Works, the One-Stop has placed well over 500 people with employment since Camden Works started.

SETC and GSETA

- GSETA held its Board Meeting in April. GSETA will be offering training opportunities that are work-based. A virtual conference will be held in October. A part-time Director is being hired by GSETA. The Middlesex County WIB Director, Kevin Kurdziel, is the current GSETA Director. The Consortium in Industry Partnerships for the southern region will host an event in Atlantic City to promote offshore wind. The event will be held in May to promote the career opportunities in wind energy in the southern part of NJ where turbine and wind farms will be concentrated. Ørsted, a turbine wind power company, SJ Wind, Atlantic City Electric and others will be part of the event.

Business Services Update

Robert Weil, Business Service and Outreach Team Chair

- The BSOT met on March 17th and Literacy Committee Vice-Chair, Ken Brahl, attended the meeting and discussed the Literacy Needs Assessment. Ken informed the committee that the report demonstrated that Clementon was shown to have a literacy deficiency and mentioned working to update the report with data from the 2020 Census. Jeff stated that a recently hired intern will be updating the report and upon completion, the information would be shared with other committees.
- Amanda Modale has been assigned to a supervisory role in another area and will be replaced by Jessika Baer.
- Larry Cardwell, Business Development Manager for Pennsauken Township, reported that the company formerly known as Aluminum Shapes is reopening as a new company and currently hiring 75 to 100 people.

- Camden County College Updates:
 - Darena Shafer informed the committee that Camden County College will host a community career fair on May 3rd, and the college will also offer programming called the “The Career Exploration Series” for non-traditional careers requiring preparation of 2 years or less. A free educational event will be offered in May that is open to everyone but is geared specifically toward the Hispanic community to address a shortage of Spanish-speaking professionals in the ophthalmic industry.
 - Carol McCormick stated that Camden County College has received a NJBIA (NJ Business & Industry Association) Basic Skills Grant to offer loans to private sector employers. Training is available virtually or at the college, offering online open enrollment courses such as Microsoft Office applications, leadership, management and more.
 - Bill Moen shared that Camden County College (CCC) is preliminarily approved to offer these loans to its HVAC and Welding students through the Pay It Forward program. A no-interest loan would be provided to the student which is only repaid once the individual obtains employment in their field of study.
 - Jeff Swartz and Frank Cirii provided updates and a number of committee members offered information about job openings. Ryan Bennett (Thompson) mentioned that Truist had openings and Bob mentioned that Conner Strong & Buckelew is hiring experienced insurance professionals

Committee Discussion & Updates

Gregg DeBaere, Chair, Operations Committee

- Gregg asked Jeff Swartz if there was any update on the safety issue that occurred at the Bridgeton DVR office. Per Jeff, there has been no update provided by Jeff Dietz or Allison Spinnelli.
- Gregg DeBaere asked if retail businesses were at or below the \$15 per hour wage for their employees. Leslie mentioned stores that were at the \$15 rate, and there are big box stores that have embraced that \$15 hourly rate, but smaller retailers have not. There are employers going beyond the \$15 from \$16-\$18 per hour and up to \$20 per hour. Frank Cirii pointed out that an issue with the increasing hourly wages having a negative impact on SSI and Disability benefit recipients, which may force people not to work to avoid decreased benefits or benefit disqualifications. Frank raised the question of whether programs will raise income thresholds or move to a sliding scale model where benefits will be used in the future.

Adjournment

Gregg asked for a motion to adjourn. The motion was made by Bob Weil and seconded by Frank Cirii. The meeting adjourned at 11:00am.

The next meeting of the Operations Committee is Friday, May 13, 2022, at 9:00am.

Submitted by:

Debra Vaughn, Administrative Assistant to the Executive Director