



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

OPERATIONS COMMITTEE MEETING

MAY 17, 2019

1111 Marlkrass Road, Cherry Hill, NJ 08003

ATTENDANCE

Member	8-Jun-18	13-Jul-18	14-Sep-18	18-Oct-18	9-Nov-18	14-Dec-18	11-Jan-19	8-Feb-19	8-Mar-19	11-Apr-19	17-May-19
DeBaere, Gregg T., CHAIR											
Atlantic Coast Communications	X	X	X	X	X	X	X	X	X	X	X
Clark, Jeffery			X		X						
DVR											
Cirii, Frank					X	X	X		X	X	X
Camden County One Stop											
Connors, Kristi	X		X		X	X	X	X	X	X	X
NJ Department of Labor, Business Services											
Deitz, Jeff	X	X		X		X	X	X	X	X	X
NJDVR											
Docherty, Joan			X	X	X	X					
CCBSS											
Friedman, Joshua A.	X	X	X	X	X	X					
Local Area Operations Director, CCOS											
McFarland, Salama								X	X	X	
Camden County Board of Social Services											
Medina, Connie	X	X						X			
Board of Social Services											
Regensburger, Robert						X	X	X		X	
Lockheed Martin											
Sinclair, Nidia	X			X			X	X	X		X
Director, Camden County Resource Center											
Thorn, Thomas		X		X							
Camden County Business Services.											
Weil, Bob			X	X		X	X	X		X	
WDB Chair											
Swartz, Jeffrey S.	X	X	X	X	X	X	X	X	X	X	X
WDB Executive Director											
Williams, Leslie J	X	X	X	X	X	X	X	X	X	X	X
WDB Comptroller											
Varallo, Kathleen	X	X	X	X	X	X	X	X	X	X	X
WDB Administrative Assistant											

WELCOME

Chair Gregg DeBaere called the meeting to order at 10:30am, welcomed attendees and asked for round table introductions. Gregg thanked the committee for adjusting their schedules to accommodate the organizing of the local plan update. He welcomed Anna Hagarty, Board of Social Services. He also reported that he met with Bob Regensburger, Lockheed Martin, WDB Board Member, and Jeffrey Swartz, Executive Director, WDB, on Thursday, May 9th at the WDB Office to review the Local Plan-Update, and make general edits.

● **ONE – STOP & WDB CERTIFICATION**

Leslie Williams, Comptroller, WDB, presented the final draft of the local plan modification to the committee. She said the draft presented will be posted on the website as of today, May 17th, for public comment. The updates are noted in green ink and the SETC comments or questions are noted in blue ink. The local plan will be posted for a public comment period of 30 days ending on June 17th. It will be listed on the County Board of Freeholder Meeting Agenda on June 20th for approval and signature of the Chief Local Elected Official. Jeff said he and the WDB staff reviewed the plan last night for any grammatical and spelling changes. He asked the committee to give the plan another review and forward any changes to the WDB office. Gregg thanked the committee again for their time and contributions to the plan update. Jeff said it was a comprehensive update. He also thanked the committee for the team effort. Jeff said the regional plan update is being completed as well, and it will be posted on the WDB website for a 30 day public comment period.

(The WDB local plan update can be viewed by following the link:
<http://www.ccwib.com/plans/localplan.html>)

Leslie also reported that the WDB will be working on finishing the One-Stop Certification process. Documents for this certification can be sent to the SETC as completed. All required documents are due to the SETC by June 30, 2019.

Gregg asked if Theo Primas, Program Evaluator, WDB, is completing the One-Stop Evaluation or Monitoring report. Theo reported that he has had preliminary discussions with the staff at the One-Stop to create a check list and monitoring tool. There is no specific deadline for creating this document.

- **ONE-STOP AND YOUTH ONE-STOP (YOS) UPDATES**

Frank Ciri, Local Area Operations Director, reported the State Department of Labor & Workforce Development will conduct a monitoring of the One-Stop on Tuesday, June 11th. Lisa Moore, Program Coordinator, LWD, will be representing the State. She will be reviewing customer files to look for order and training outcomes and also front desk procedures. Staff are preparing responses for the recent fiscal audit findings. The few findings were addressed during the audit. There is still a required written response due to the State by July 15th. Leslie suggested including a reference to the previously addressed findings in the response letter.

Frank reported that he conducted a Managers meeting on Thursday, May 16th at the One-Stop. He stressed the importance of attending the on-line training modules, provided to One-Stop staff across the State by the Rutgers University Heldrich Center for Workforce Development, with support from the NJ Department of Labor and Workforce Development. The training modules provide the counseling staff with 4 lunch-and-learn 30-minute sessions about developing coaching techniques. The State is also launching the Career Network Coaching Community of Practice. The mission is to develop effective coaching skills and practices as a way to help New Jersey residents find work and advance in their careers. Sessions run as follows;

- May 21-Coaching Techniques for Developing Youth Confidence and Work Ethic
- May 28-Coaching Interventions to Challenge Job Seekers and Improve Progress
- June 4-Helping Job Seekers Who are Overwhelmed
- June 11-Great Beginnings
- July 10-(Webinar) Positive Practices for Working with WorkFirst NJ Customers with Kelly Thompson, TANF Supervisor, Bucks County, PA.

Frank said that he instructed managers and counselors to view the sessions, as well any staff person that interacts with the customers.

Frank also reported that the customer orientations for the Learning Link and connection to the Camden County College, Adult Basic Skills Literacy and ESL classes are continuing. Nidia Sinclair, Director, Career Center, said that there have been no recent requests for this type of help so the College will be available upon request.

Frank reported that the move to the new location is on hold until County Council reviews the

lease agreement. There are also some renovations that will need to take place before the move. The staff have sorted and boxed up all files for the move. All retention files will be moved and stored at the new facility at 131 Woodcrest Road, Cherry Hill. He said optimistically, the move will now be pushed to mid-July or early August, 2019.

Nidia reported that the Youth One-Stop conducted a pizza luncheon on May, 14th for youth to connect with Charles Yancy, One-Stop Success Story, WDB Quarterly Meeting, March, 2019. Charles served in a mentor role to speak with youth about his career path and the help he received from the One-Stop Career Center. She also reported that Dr. Lauren Hill, Manager Youth One-Stop, will be contacting the South Jersey Credit Union (SJCUC) to begin conducting Financial Literacy classes for Youth participants. The instructor at TD Bank is unable to teach the classes at this time. SJCUC has also agreed to conduct Financial Literacy workshops as a work activity for customers receiving the transportation stipend on their SNAP benefit card. The stipend now replaces the bus pass. Kristi Connors, Manager, Employment Services, suggested that the One-Stop contact the Transportation Authority to notify them about the upcoming move and work out the logistics of accepting the quest card from customers taking the train or bus to the new location.

YOUTH AGEING OUT OF FOSTERCARE

Nidia reported that staff are still attending court sessions, however, there has not been much of a response. Dr. Hill is re-evaluating the schedule in an effort to make a more efficient plan. Staff will still attend on court days but she may adjust the schedule. Many of the Youth aging out of foster care are still in school. Some youth are not showing any interest toward engaging with the YOS, although they do pick up the information. Jeff reported that the Annie E. Casey Foundation is interested in sponsoring a Justice-Involved-Youth Follow-up Event on Tuesday, July 23rd. The event is intended to discuss actions that have been implemented as a result of the original day of solutions held in October, 2018 at the Crowne Plaza, Cherry Hill. Kathleen Varallo, Administrative Assistant, WDB, will be working with a team from the Foundation to plan the event.

YOUTH MENTORSHIP PROGRAM

Nidia reported that youth who engaged with the Rowan College student mentors really seemed to enjoy the interaction. The program ended in May at the close of their semester. Dr. Stanley Yodel, Professor, Rowan College, has had medical concerns so Dr. Hill has not had a chance to discuss with him the start of another program semester or group of mentors to attend the YOS.

SUMMER YOUTH EMPLOYMENT PILOT PROGRAM

Jeff reported the Camden County Workforce Development Board is in the process of identifying qualified employers to participate in a 2019 Summer Youth Employment Pilot Program (SYEPP). Qualified Employers include established community based organizations, private non-profit companies, public agencies and educational institutions. He asked the committee to forward any employer contacts that may be interested in hosting youth for a summer work experience. Kristi said the State is also sponsoring an intern for Employment Services. Leslie said the deadline for youth applications has been extended to Wednesday, May 22nd.

The focus of the SYEPP is to provide Camden County youth ages 16-24 years old, with an eight

week summer employment experience. The program will provide real workplace experiences to prescreened youth who will be placed in positions with participating employers. Each participant will be expected to complete 8 weeks of paid employment, at NO COST to the employer. All participants will be matched with employers by their interests and receive work readiness preparation before going to work at employer worksites. Wages range from \$10.50-12.00 per hour.

Leslie said youth applicants will be interviewed on May 23rd, 24th and May 29th, 30th. There are seven employers committed to host youth as of today's date. The WDB is hoping to get more employers committed. The Committee discussed concerns about reaching the expected number of 80 youth to be served and making sure there are enough work slots to place youth. Jeff said the WDB Staff is working hard to meet all the expected goals of the program. The Salvation Army Kroc Center and Boys and Girls Clubs are committed to hosting 20-30 youth combined. The WDB also contacted Respond Inc., Camden, and the Food Bank of South Jersey, who have responded favorability, but have not yet returned the worksite agreement. He also said the Camden County Municipal, Utility Authority, (CCMUA) has agreed to host some youth. Leslie said the Board of Social Services mailed the flyer to 300 families. Calls are beginning to come in to the office from that mailing. She asked that the One-Stop make applications available at the front desk. Gregg asked if the WDB will be held to the goal of serving 80 youth. Leslie said that since it is a pilot program, the WDB will not be penalized for not reaching the goal, however the program may be audited at some point in the future. All actions toward the program are being documented.

- **COOPER HOSPITAL – MEDICAL CODING INITIATIVE (CMCI)**

A consortium including Cooper University Healthcare, Camden County College, Hopeworks, the Camden County One-Stop and the Camden County Workforce Development Board have organized to create a certificate program in Medical Coding offered by Camden County College and approved by the American Health Information Management Association as an appropriate training platform, with the addition of certain life skills training provided by Hopeworks. Hopeworks will qualify participants for the positions and the career ladders will be identified by Cooper. This will further enable the participants to advance academically towards securing associate and baccalaureate degrees.

Gregg asked if the quarterly review meeting was held. Kathleen noted that the minutes reflect the meeting and outcomes from March 8th. Jeff said that the program is getting very good reviews. The One-Stop is funding five of the nine participants. The others are being funded through private grants from Hopeworks. The program will probably continue to a second cohort once the current group has completed their studies and internship. Cooper University Health Care is committed to hiring all of the current participants.

Jeff reported discussions are continuing with Propel America and Camden County College to create a similar type of training initiative for Certified Medical Assistant (CMA) and Pharmacy Technician (CPT) careers. Propel America is conducting a pilot program in some local area high schools that introduces senior students to career paths in the Healthcare Industry. Camden County College and American Training Center will be the training providers. Jeff said that both training providers have submitted applications for the Pre-Apprenticeship In Career

Education (PACE) grant to support the cost of the training. Kathleen said that both applications included letters of support from Cooper University Health Care and the college's application included a letter for support from the Arthritis, Rheumatic & Back Disease Associates, a national practice.

- **BOARD OF SOCIAL SERVICES UPDATE**

It is the mission of the Camden County Board of Social Services to provide timely, efficient, cost-effective delivery of social, medical and economic programs in a compassionate and financially responsible manner.

The Camden County Board of Social Services is accessible to disabled persons. (Follow the link for more information. <http://www.camdencounty.com/service/social-services/>)

Anna Hagarty, Board of Social Services, reported that the office staff have been working on getting the SNAP transportation stipend implemented. Guidance has been provided about how to load the transportation funds on to the bank card. The standard funding allotment is ninety dollars (\$90.00) per month. The funds are designated to assist participants' travel costs to attend work activities.

She also said Salama McFarland, Administrator, Case Management, has brought a very positive atmosphere to the Board of Social Services staff. She is very sincere and mission driven and positive. It is amazing how the positive leadership of upper management can affect the entire staff.

- **DVRS UPDATES & PROJECT SEARCH – JEFFERSON/KENNEDY HOSPITAL**

The Division of Vocational Rehabilitation Services provides counseling, training, education, transportation, job placement, assistive technology and other support services to people with disabilities. (Follow the link for more information)

<https://www.ncdhhs.gov/divisions/dvrs>

Jeff Dietz, Manager, Division of Vocational & Rehabilitation Services, (DVRS) reported the State has not yet named a director for the department under the new administration. He sent his annual proposal of services to the State. It is awaiting approval.

Project Search is a national program that has been established locally at Jefferson/Kennedy Hospital. The Hospital is working with a cohort from the Yale School. These are high-functioning students on the Autism spectrum. The Autistic students are being trained through On-the-Job Internships. Another cohort is attending TD Bank University, 4140 Church Rd; Mount Laurel, New Jersey. It is being conducted in association with Camden County Special Education Services Commission.

Jeff D. reported that Jefferson/Kennedy Hospital did hire one of the Project Search Participants. They have committed to the program for another year. The job coaching vendor at the TD Bank University location will be dropping out of the program. There is a new cohort selected for the TD Bank location. There has been no replacement training provider announced.

- **EMPLOYMENT SERVICES**

Kristi Connors, Manager, Employment Services, reported on G-Jobs work activities. These are workshops designed to assist recipients of state benefits and employment services customers to transition back to work. She said employment services received thirty (30) referrals scheduled from the Board of Social Services. Ten participants started and as of May 16th, six participants remain in attendance.

Kristi also reported that M. Geoffrey Taylor, Specialist, Disabled Veterans Outreach Professional (DVOP), NJ Dept. of Labor and Workforce Development, received the JDSG incentive award for outstanding service to veterans. He will be attending a National Veteran's Conference in Washington DC. to receive the award. She said it is well-deserved, as Geoffrey works very hard and is dedicated to serving his veteran customers. Nidia said that he checks every orientation to see if there are Veterans in attendance so he can follow-up with them. He sets a good example for Abner Marseilles, new DVOP, assigned to his department and around the entire office.

A financial budgeting workshop was conducted by the South Jersey Credit Union for G-Jobs work activities on Thursday, May 2nd. Salama McFarland attended the workshop and was very helpful to the class. They tailored the information to the participants. The instructor and G-Job participants were very pleased with the workshop.

The Department of Labor and Workforce Development is conducting a quarterly meeting to discuss announcements and updates to the department. The next meeting is scheduled on June 4th in Trenton at the department office. The meetings are streamed online for those unable to attend in person. She will report any concrete changes or updates. Jeff said that Hugh Bailey, Assistant Commissioner, LWD, is committed to creating better communication between State agencies and partner organizations such as the Garden State Education and Training Association. (GSETA)

Kristi also reported that there will be two more staff members retiring and there has been no approval from the State to replace those positions. She is working with staff to re-arrange the workshop content and schedule to accommodate customers and deal with the shortage of staff. She requested a clerk position at lease to help with data entry. Jeff suggested that cross training be implemented at the new facility and he would also like to see some kiosks placed at the entry point for the purposes of information and orientation. The Committee discussed these ideas and more about customer service at the new location. Frank said that he would like to see more technology incorporated into customer services. He said it should be easy for the customer to access an orientation every day of the week.

- **REGIONAL ACTIVITIES**

Jeff reported the Atlantic City Electric (ACE) Training Initiative is progressing. The WDB in Atlantic County is joining us to visit the Anthony Canale training yard in Egg Harbor Township, NJ. He said the challenge with the Line Training is that a pole training yard must be identified in order to conduct the training exercises required in the curriculum. The WDB has identified an instructor. A general meeting about the program has been scheduled for Tuesday, June 18th at

the Luciano Conference Center, Cumberland County College Business Campus, 3322 College Drive Vineland, NJ 08360.

SETC & GSETA UPDATES

Jeff reported he and Leslie will be attending the GSETA Retreat on Wednesday and Thursday, June 5th and 6th. The annual retreat is held for the purposes of planning the GSETA mission and vision and the annual conference in October. Topics on the agenda include Successes and Challenges in WorkFirst NJ Programs, Follow-up Procedures and Youth Programs and Services. Reporting Tools and Strategies are also discussed.

- CONSORTIUM & TIP UPDATE

Jeff attended the Healthcare Consortium meeting on Friday, May 10th at the Rutgers Campus Boardroom, Camden. He continues to attend these meetings regularly and gives updates about what's happening around the County in the area of workforce development. He spoke to the group about the Summer Youth Employment Pilot Program.

- BUSINESS SERVICES (BSR)

Kathleen reported the Business Service Team met on Thursday, May 9th, 2019 at the WDB office. The team is continuing discussions about conducting a Trades Initiative or Career Day at a local High School. She said the Literacy Committee meetings are attended by Heidi Daunoras, Curriculum Coordinator, Pine Hill Schools. In a recent meeting with the Mayors of Pine Hill, Lindenwold and Clementon on March 12th, the Literacy Committee presented the Atlantic City Electric training opportunity, and were all very interested in promoting that initiative. Pine Hill School is very open to hosting a trades career day, especially on a Saturday morning so most parents will be able to attend. There will be a meeting scheduled in advance to the start of the next BSR meeting on June 13th, at the WDB office, to start planning that event.

QUARTERLY MEETING UPDATE

The WDB Quarterly Meeting will be held on Wednesday, June 26th, @9am at the Camden County College, Blackwood Campus. The Committee discussed the Coaching Initiative as mentioned above. It is open to partner agencies, educational institutions, and libraries. All agreed the topic would be of interest to the Board and invited guests. Jeff said that he would contact Maria Heidkamp, Director, Program Development & Technical Assistance, Heldrich Center for Workforce Development, Rutgers, The State University of New Jersey, to speak about the Career Coaching Network.

NEXT MEETING

The next Operations Committee meeting is scheduled for Friday, June 13th, 9:00 A.M. at the WDB office, 1111 Marlkrass Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

Kathleen Varallo

Administrative Assistant