

**SYSTEMS PERFORMANCE COMMITTEE MEETING**

May 20, 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	20-May-22
Abusi, Pat, CHAIR	Railroad Construction of South Jersey	✓	X	X	X	X	X	X	X
Bryant, Janice (Retired)	CCOSCC		X	X	X	X	X	X	
Cirii, Frank	CCOSCC	✓	X	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	X
Maguire, Laurie	CCOSCC		X	X	X	X	X	X	X
Martin, Lynne	CCOSCC							X	X
Pape, Barbara (Retired)	CCOSCC		X	X	X	X	X	X	
Raymond, James	TD Bank		X	X	X	X		X	X
Sinclair, Nidia	CCOSCC		X	X	X		X	X	X
Weil, Robert	Conner Strong & Buckelew Companies	✓		X				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	X
Primas, Theo	WDB Staff		X	X	X	X		X	X
Vaughn, Debra	WDB Staff							X	X
Williams, Leslie J	WDB Staff		X	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**

In the absence of Pat Abusi, Tom Johnson, Committee Vice-Chair, welcomed the attendees and called the meeting to order at 9:07am.

**APPROVAL OF PRIOR MEETING MINUTES**

Tom Johnson requested a motion to approve the February 18, 2022, 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 February 18, 2022 were approved.

**MASTER BUDGET REVIEW & DISCUSSION**

Lynn Martin, Senior Accountant, One-Stop Career Center

- Fund Balance Report
  - WIOA for fiscal year 2021, most of the funds have been expended.
  - WIOA 2022 – Less funding was used for adult and dislocated workers than youth (Frank explained that WIOA funds are good for two years, so previous fiscal funding is spent before current fiscal year funds).
  - WorkFirst Learning Link FY 2021 – Funding was mostly expended for administrative expenses
  - WorkFirst NJ FY 2021 – The administrative funds for FY 2021 and GA/SNAP were all disbursed. Jeff Swartz commented that WorkFirst funding has to be spent within the year it was awarded or the balance must be returned to the State. He asked if the remaining funds were being tracked or calculated usage for remaining funds available for the current fiscal year. When Frank responded no, Leslie suggested that a column should be added to the report reflecting how much of the WorkFirst NJ funds is the extension money for the Chromebooks, marketing outreach and the increased stipend for the

Summer Youth Employment Program. Jim Raymond agreed that the remaining funds needed to be included in the report. He asked for the parameters for who is allowed to participate in the programs and how the money is spent. Frank invited Jim to come to the One-Stop to get some insight into how the programs and operations work, and to attend other committee meetings. Laurie noted there are two critical changes to that effect spending eligibility for participants: unemployment benefits, previously excluded, now count as income and the increase in minimum wage are factors that are disqualifying youth. Even under the current guidelines that were just raised, youth are not economically disadvantaged. However, next year under re-authorization, instead of being 70% of the lower living standards, it will be 150% of the lower living standard.

- Contract Analysis Summary – Leslie Williams explained the Contract Analysis Summary for two providers of youth services. The vendors must reach benchmarks to receive reimbursements. Of the 25 youth OEO expected to enroll, only 12 actually enrolled. Ten of twelve have reached the second benchmark, three of the twelve have reached the third benchmark and none of the participants have reached the fourth benchmark to date. OEO budgeted their contract for \$150k and have actually spent \$88,542, the potentially payable amount \$9,910 and the amount not utilized is currently \$51,546. Money that is not used as allocated, is returned to the State or Federal government.
- Clothing is contracted through The Work Group. They have been very vocal in meetings that their numbers have decreased and they have struggled because of COVID and because their target market, young people, has found other ways to make money.
- Leslie commented the Master Budget was not available because there were currently no changes. Every Summer, the Master Budget is created based on the funding allocation, which has not been disclosed yet. When the funding information is revealed, a detailed Master Budget will be created and reviewed by the Systems Performance Committee and presented to the full Board for a vote of approval.

### **PROGRAM EVALUATOR REPORT**

Theo Primas, Program Monitor

#### **ITA**

Theo created a final draft of the program year 2022-2023 ITA Master Agreement and submitted it to One-Stop management for review and comment. Specifically, MIS and the counseling unit expressed concerns with the quarterly slot allotment process that has been part of that particular contract for many years, The thought was that it appeared to be outdated, that COVID forced abandonment of the process, and trying to recover from that makes calculations difficult and puts pressure on the counseling unit when it comes to writing vouchers. It creates a nightmare for MIS because it doesn't provide the performance-based requirements that WIOA imparts. In essence, the three issues to be considered:

- 1) Contract must be performance-based
- 2) Slots cannot be used as a performance-based mechanism, as under the current contracts
- 3) Tying benchmarks to WIOA achievement objectives seems to be the best process.

How to implement a benchmark system was the subject of an intense roundtable. Theo proposed a rough draft of a benchmark system that he thought would work but wanted to run it past fiscal because they would be responsible for payment of the voucher, and MIS needed to weigh in because of they would have to input the information. Last, but not least, the counseling unit would need to be comfortable. The decision was made to create a benchmark payment structure that is built into the actual contract.

Tuition payments to the contractor (vendor) shall be made in accordance with the following benchmark structure:

- Benchmark 1 - Pays 50% of the tuition is paid at the skills gain attainment. Progress reports have been incorporated into the attendance report which must be submitted
- Benchmark 2 - Pays 40% will be paid at the successful completion of the training.
- Benchmark 3 - Pays 10% will be paid with the achievement of an industry recognized credential within 6 month of completion of training.

Everything else in the contracts remain the same. Theo noted that conversations with his counterparts revealed that they were all using benchmarks. Some local areas have as many as six benchmarks and some only have two benchmarks. Some of the local areas actually have two-year ITA contract cycle.

- Jeff Swartz commented there has been some discussion about revamping the whole ITA model. As it stands right now with the ITA's, customers have an opportunity to choose an ITA and they go through their curriculum and the person leaves. The model under consideration is a partnership with a data analytics company, and a company that can provide an internship as well. The model would be that the customer would come in, and through data analytics, would be placed in an ITA where their skillset and the data matches. They would have an opportunity to have an internship at the end of the ITA, and this would all be encompassed in one cost. This process would involve three different partners which would be the data analytics, an entity that would provide a paid internship and the ITA provider as well. This model is being piloted in North Jersey and it seems to be working very well.
- Frank Cirii proposed increasing the \$4,000 tuition grant to \$5000.
- Laurie McGuire commented that she, Nidia and Rick discussed the 50% mark and the scenario of whether they are counting hours or not. Theo responded that it is the 50% skills gain attainment mark. She then asked if the payment is tied, should the payment now be related to percentage of hours completed of the course and how would payment be affected if the participant does not complete the training. Theo suggested that she propose another payment structure using benchmarks that equal 100%. He offered to put together notes of the benchmarks for Monmouth County and send them to Laurie for her review. Laurie also suggested the creation of a new email address that vendors would use, so the information they provide would be streamlined to both Finance, Counseling and MIS at the same time. Theo said she could provide the email address and the information would be updated in the contracts going out to the providers being considered.

### **WorkFirst**

The final draft of WorkFirst was submitted to One-Stop management and there were concerns that assessments needed to be done and questions as to whether the Board of Social Services, which is supposed to provide referrals, would do them or if the responsibility would be passed to the provider. The RFP was pulled from release to the public until the assessment process is decided and then resort to the reserved right to do a second term renewal. An RFP was released for the WIOA, but for the Work First, a second term renewal is available to use, as it has been in the past. With the second term renewal, the same providers are used and an offer is made to them. After tweaking the numbers, if there are slight changes, they are considered accommodations or modifications. Modifications that were discussed during a previous Systems Performance meeting where we increased the unit cost, shifting the 60/40 cost reimbursement benchmark ratio to a 75/25. and instead of provider getting 25% of their money up front, they will get 50%. All these modifications were done to help the provider through some tough times without just giving them a flat-out 100% cost reimbursement contract. Theo, Eric and Lynn are currently working to get some numbers, based upon the estimated award that he and Janice talked about. A request for proposed levels of service and funding was sent to the Fiscal staff, so they can provide recommendations to make the offers and Theo can then make the offers with modifications. If the information is received in a timely manner, Theo stated he could get the offers out to the vendors next week and then, make his recommendation to Frank Cirii to take to the Commissioners' meeting.

### **WIOA**

The WIOA RFP proposal was published as indicated in the timeline. A technical conference was held to review the submitted proposals. The Work Group, OEO, Good Will of Camden/Burlington County and Hey Tutor requested RFP's. Of the four agencies that registered for an RFP, only two showed up at the tech conference and only OEO and Good Will submitted proposals, which were received by the WIB on May 12 and reviewed. The audits were forwarded to county internal audit, and both audits were approved, so that proposal review to go on. Theo thanked everyone who participated in the remote proposal review process. Proposals were sent out with instructions and returned to him in a timely manner, complete with scored Rubrics with checklists. Theo then tallied the awards, stating that both providers not only qualified, but did

extremely well, with 90% or above in all four categories. Even though these numbers for LOS and funding would be pursuant to the RFP procurement process and the WorkFirst would be pursuant to a second term renewal, Theo is working with Eric and Lynn to get those numbers, so he can make recommendations to Frank for the commissioners, He states that he is going to work the issue out with the ITA contracts as discussed with Laurie.

### **YOUTH WORK EXPERIENCE**

Laurie Maguire, MIS, One-Stop Career Center

- Laurie presented a pilot revision of the Paid Work Experience Program proposal. The Work Experience follows the WIOA and will follow the structure of the WDB's Summer Youth Employment Program. The youth would be paid \$15 per hour while getting work experience 3 days and in the office for elements and educational training 2 days per week for 6 weeks. Laurie's plan includes incentivizing Chromebooks for completion of training. She has included a permitted allowance of \$100 for transportation expense for the participants in the proposal, but the amount requires further consideration due to the current costs. An alternate transportation allowance of \$35 has been suggested for bus passes or purchasing gasoline. Another allowable cost included in the proposal is lunch for participants at \$1000 for 6 weeks. The process for covering the suggested allowances is to be determined.
- SkillUp has been purchased to work with CASAS work readiness program. It is a web-based tool learning tool that provides a scale score to identify reading and math level prior to youth going to work experience. In addition, SkillUp provides a report that can be shared with the employer, offering insight into where a youth may have some weakness. It can be used at no cost to the participant.

### **WAIVER UPDATES**

Jeff Swartz noted there have been some challenges getting referrals from the Board of Social Services over the last year because the state had a waiver of the requirement for their customers to participate in a to-work activity. Customers decided not to come to activities and the referral pipeline was significantly diminished, creating a supply chain disruption to vendors.

Frank Cirii commented that nothing has changed because there are still no sanctions for customers who refuse to participate. He stated that the Board of Social Services has pretty much mandated that they don't have to see people in person at all. By the end of the month, the Governor will be approving a staggered remote work week. Social Services, UI, and ES will function on hybrid remote work schedules, with several options, which may greatly affect the pipeline by slowing the processing eligibility and referrals to service providers.

### **COMMITTEE UPDATES AND FINAL REMARKS**

**Jeffrey Swartz, Workforce Development Board**

- The Quarterly Board Meeting will be held on June 23<sup>rd</sup> and will be a virtual meeting. Calendar invitations will be sent out very shortly.
- The Summer Youth Employment currently has 33 completed applications for young people and another 14 or so that have incomplete applications to resubmit. Thus far, there are 18 work sites. The program is open to young people between the ages of 16 and 24. there is no restrictions, other than required Camden County residency.
- On the 7<sup>th</sup> of June, the fifth event in a series, will be presented by the Abilities Committee, called "PTSD in the Workplace". Advance registration is available as seating will be limited.

Jeff Swartz asked for a motion to adjourn. Frank Cirii made the first motion, seconded by Jim Raymond. 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, August 19, 2022 @9:00am via Zoom conferencing.

Submitted by:

Debra Vaughn, Administrative Assistant to the Executive Director