



**WORKFORCE DEVELOPMENT BOARD**

*Supporting the Development and Retention of a World Class Workforce*

Robert Weil, Chair  
Jeffrey S. Swartz, Executive Director

**QUARTERLY BOARD OF TRUSTEES MEETING**

**JUNE 22, 2022**

**CAMDEN COUNTY WORKFORCE DEVELOPMENT BOARD**

<b>Board of Trustees</b>		24-Mar-21	23-Jun-21	22-Sep-21	15-Dec-21	23-Mar-21
<b>Verney, Matthew (CHAIR)</b>	Truist Bank	X	X	X	X	X
Abusi, Patrick	Railroad Construction Co. of South Jersey	X	X	X		X
Arthur, Debra	Active Campaign	X		X	x	X
Borden, Donald	Camden County College	X	X	X	X	X
<b>Brahl, Ken (VICE CHAIR)</b>	Ravitz Family Markets, ShopRite	X	X	X	X	X
Bresch, Jim	I.B.E.W. LU 351		X	X		
Cirri, Frank	Camden County One-Stop Career Center	X	X	X	X	X
Connors, Kristi	NJ Department of Labor	X	X	X	X	X
Cooper-Vanderlip, Diana	CPAC	X		X	X	X
DeBaere, Gregg	Atlantic Coast Communications	X	X	X	X	X
Deitz, Jeffery	Division of Vocational Rehabilitation		X		X	X
Divis-Ferraro, Kristin	Camden County Regional Chamber of Commerce					X
Donato, Carl	Wawa Inc.	X	X	X	X	X
Doran, Ryan	IBEW Local 351		X		X	
Figuroa, Victor	Housing Authority of the City of Camden	X	X	X	X	X
Fitzgerald, Patricia	Camden County Technical Schools	X		X	X	X
Godorov, Lori	The Work Group	X	X	X	X	X
Green, Elizabeth "Beth"	Senior VP HR Cooper Hospital	X	X	X	X	X
Heintisz, Christine	Board of Social Services	X	X	X	X	X
Janoff, Carla	Careers USA					X
Kalitan, Marlyn	Kalitan Consulting	X	X	X	X	X
Kelly, Sandra	SLK Partners					
Kiselewski, Michael	Painters Local District Council 711					
Martinez, Rosa N.	WWHS/Veterans Memorial Family School	X	X		X	
Miller, Richard	KeyBank	X		X		X
Pugh-Bassett, Lovell	Camden County College					
Regensburger, Robert C.	Lockheed Martin	X	X	X	X	X
Schiavinato, Robert	Union Organization for Social Services			X		
Weil, Robert	Conner Strong & Buckelew, Inc.	X	X	X	X	X
Willmann, Michael	WMSH Marketing Communications	X	X	X	X	X
Young, Jennifer	Verizon	X		X	X	X
<b>Camden County Workforce Development Board Staff</b>		24-Mar-21	23-Jun-21	22-Sep-21	15-Dec-22	23-Mar-21
Levitt, Alex	WDB, Administrative Assistant	X	X	X	X	X
Primas, Theo	WDB, Program Evaluator		X	X	X	X
Swartz, Jeffrey	WDB, Executive Director	X	X	X	X	X
Varallo, Kathleen	WDB, Fmr Administrative Assistant to the Director		X	X	X	
Vaughn, Debra	WDB, Administrative Assistant to the Director					X
Williams, Leslie	WDB, Comptroller	X	X	X	X	X

<b>Committee Members</b>		24-Mar-21	23-Jun-21	22-Sep-21	15-Dec-21	23-Mar-21
Banks, Evangeline	Juvenile Justice Commission	X	X	X		X
Barclay, Arthur	Camden County One-Stop					
Forman, Lois	Jewish Family & Children Services	X			X	X
Lucas, Angela	Jewish Employment and Vocational Services					
McCormick, Carol	Camden County College, Business Services	X	X			X
McKelvey, Chris	NJ Dept. Labor and Workforce Development				X	
Page-Soncrant, Jeanne	LWD, Business Services	X	X			
Peterson , Jyi	Camden County One-Stop					
Sinclair, Nidia	Director, Camden County Career Center					X
Waller, Darchelle	Winslow Township High School		X	X		
Wardlow-Hurley, Rhonda	HACC Youth Build	X	X	X	X	X

<b>Guest:</b>		24-Mar-21	23-Jun-21	22-Sep-21	15-Dec-21	23-Mar-21
Abdill, Suzanne	Department of Education	X	X	X	X	X
Ayscue, Brian	Camden County One Stop Career Center	x	x	x		
Davis, Pastor Keith	Camden Dream Academy		X			
Eisenmann, Kevin	Camden County One Stop					
Fetty, Brett	Camden County Technical Schools	X	X			
Fussell, Imani	Camden County Board of Commissioners	X				
Fugee, Antoinette	Center for Family Services, Inc.				X	
Guzman, Elizabeth	DVRS	X				
Hanna, Kaina	Camden County College	X	X			
Hill, Lauren	Camden County College	x	x	x		X
Iannucci, Susan	Camden County College		x			

<b>Guest:</b>		24-Mar-21	23-Jun-21	22-Sep-21	15-Dec-21	23-Mar-21
Leonetti, Mike	Camden County One-Stop		X			
McFarland, Salama	Camden County Board of Social Services	X	X			X
McKelvey, Chris	NJ Dept. Labor and Workforce Development	X				
Mendez, Kelly	Camden County Board of Social Services					X
Quinones, Cris	Wawa				X	
Robinson, Terrenny	NJ Industry Partnerships	X	X	X		
Schafer, Derena	Camden County College				X	
V. Thompson, Ryan	Truist Bank	x			x	X
Veneziani, Jennifer	DVRS					
Venable, Margo	Camden County College	x	x	x		
Williams, Rev. Michael	Abundant Life Fellowship Church	x	x	x	X	x
Young, Jonathan	Camden County Board of Commissioners	x		x		x

### WELCOME

- Matthew Verney, WDB Chair, called the meeting to order at 8:31am, and welcomed attendees to the June Quarterly Board of Trustees Meeting.
- Alex Levitt took an official roll call of Board members in attendance.
- Matt Verney led those in attendance in the Pledge of Allegiance.
- Rev. Michael Williams gave the invocation.

### BUSINESS MEETING - SUNSHINE LAW

- Ken Brahl, Vice Chair, read the following: In accordance with the Sunshine Law and the public's right to know, we are required to provide adequate advance notice of our meetings. This meeting was advertised on the WDB's website, and in the Courier Post on June 8, 2022. Therefore, the public is welcome to witness the process by which governmental decisions are made and see democracy in action. Due to the COVID-19 restrictions, the notice of this meeting was emailed to members and previous guest attendees in advance.

### APPROVAL OF MEETING MINUTES

- A copy of the minutes from the last Quarterly Meeting of March 23, 2021, was sent electronically to the full Board of Trustees for review. Ken requested a motion to approve the minutes from that meeting. Bob Weil made the first motion, seconded by Carl Donato. By a majority vote of the affirmative (Dr. Lovell Pugh-Bassett abstained), the motion was carried, and the minutes for March 23, 2021, were approved.

### INSTALLATION OF NEWLY ELECTED BOARD MEMBERS

Pat Abusi, Executive Board Member, read the following:

- As stated by in the bylaws of the Camden County Workforce Development Board Article 6, Section 2 Election and Terms of Officers, the officers shall be elected by the board at its June meeting. The nominating committee is comprised of three trustees, not wishing to serve as officers, present the following slate of names for installation: Matthew Verney, Chair; Ken Brahl, Vice Chair; Gregg T. DeBaere Secretary Treasurer. Pat then asked for nominations from the floor for the named positions, and hearing none, the nominations were closed. He then asked for a motion to install Matthew Verney, Ken Brahl and Gregg T. DeBaere for 2022-2023 program year. A motion was made by Pat Fitzgerald, seconded by Diana Cooper-Vanderlip and by majority vote to the affirmative, the presented officers were approved. Pat congratulated Matt, Ken and Gregg.

### OPENING REMARKS

Matthew Verney, Chair

Matt thanked everyone in attendance. He commented that the meeting is an opportunity to inform the board of all the work that each committee does in service of Camden County. He welcomed questions at the end of each committee chair's presentation.

### ABILITIES COMMITTEE

Carl Donato, Chair

Carl presented a snapshot of the 2021-2022 activity of the Abilities Committee's and its committee members.

- The Jewish Family Services (JFCS) is heavily involved with their "Project Search" which utilizes various job boards for employers to post available positions, including opportunities for people with limited abilities.
- Arc of Camden County opened up a new building this year. They held a Designer Bag Bingo event.
- WAWA has taken a new approach to supportive employment with some of the enhancements initiated there. Managers have been provided with better tools as well as coaches and the assistance of people from the Arc and Jewish Community Services and other agencies that Wawa works with.
- Several events took place throughout Camden County in October for Disability Awareness Month, and many of the committee partners were involved at different levels.
- Maurice Tyndall, Director of Workforce Development & Government Affairs, joined us this past year.
- Monica McClintock, adjunct professor at Rowan University, is continuously bringing a lot of updates from Rowan on their efforts there with candidates of limited abilities, as well as other great things going on at Rowan.

### PTSD in the Workplace Event

After two years of planning and 2 postponements, with the groundwork contributions of Kathleen Varallo and Jim Maggio, the committee's teamwork continued and the PTSD in the Workplace event finally took place on June 7, 2022 at the Camden County Boathouse. As it turned out, the event timing was perfect as June is PTSD Awareness Month, with June 27<sup>th</sup> being PTSD Awareness Day. PTSD is the invisible injury that can occur when someone experiences or witnesses a traumatic event. It is estimated that as many as 70% of Americans have experienced it at some point and whether it's

flashbacks, depression, repeated dreams related to the trauma, suicidal thoughts and intense distress to exposure to things, those are some of the reminders of the trauma. Veterans and many Americans, for various reasons, suffer from PTSD. While the event registration met its goal of 50, only 25 or 26 of those actually attended, along with several service providers in attendance to provide information. The objective of the program was to provide information for resources, answers and assistance with issues related to PTSD in the workplace. The Abilities Committee partnered with Cooper Health Systems, which Jeff Swartz called the best kept secret in Camden County for veteran services, and Major Tim Galvin assembled the amazing group of people who provided excellent presentations throughout the event. Ardella Coleman, Vice President of Diversity and Talent Acquisition at Cooper, gave a warm welcome and an awesome introduction to the program. Dr. Daisy Velez did a fantastic job discussing what PTSD is, with great slides of valuable information. MSG Geoffrey Dardia, who is currently in the Army, gave a tremendous virtual presentation tying in what Dr. Velez discussed. He did an amazing job of drilling down into the sciences, discussing how the mind works and the brain power, and how it all really functions when you have PTSD. The highlight of the event was when three veterans, who suffer from PTSD because of their service to the country, each shared their personal stories. Ed Yost, Wawa's legal counsel, did an incredible presentation about the federal labor laws and how they protect many groups. He specifically homed in on PTSD, and on veterans and current military personnel who may need leaves of absence from their job and how employers cannot hold that against them. If military personnel are called to duty, their civilian employment positions must be held. Ed was recently called to duty, so he will be on a 3-month hiatus from Wawa and back in the military service and when he returns from his military duty, he will return to his position as Wawa legal counsel. Major Tim Galvin closed the program with his discussion of what is available at Cooper Hospital for people suffering from PTSD.

Carl offered thanks to the Camden County Board of Commissioners, Cooper HealthCare. He also thanked event sponsors, the Rotary Club of Haddonfield, JEVS HireAbility, Truist Bank, and WAWA. Jeff Swartz thanked Carl for his leadership to the committee and commended him for pulling everything together for the PTSD event.

#### BUSINESS SERVICE & OUTREACH TEAM (BSOT)

Robert Weil, Chair

Bob greeted and thanked everyone in attendance. He posed the question as to whether anyone in attendance knew there was a business service & outreach team or what it did. Receiving no response, Bob followed up by reading the committee's mission statement. *"It is the mission of the business services and outreach team to build relationships with employers, support community engagement and identify employer workforce development needs and connect them with appropriate programs and services."* Essentially, BSOT is the "boots on the ground" for gathering intel for matching employer positions with prospective employees, and also the job training that goes along with qualifying them for positions within the community. BSOT also has a veterans representative on the committee, which fulfills the State's desire to have the veterans duly represented. Some of the people intimately involved in the committee's process are Amanda Modale from the Department of Labor, who stepped in for Jeanne Page-Soncrant in her absence. Craig Jez is part of the team and when Amanda was transferred, Jessika Baer stepped into her role. Bob welcomed and thanked Ryan Bennett (Thompson), who is a newly appointed board member from Truist Bank and also serves as BSOT's vice chair. He thanked the BSOT Committee members: Larry Caldwell, Cheryl Casciano, Frank Cirii, Taylor Davis, Jeff Dietz, Lois Forman, Ray Guzman, Kaina Hanna, Joe Hejlek, Sho Islam. Susan Iannucci Cappello, Craig Jez, Mike Leonetti, Jim Lex, Carol McCormick, Bill Moen, Ricky O'Hara, Jeanne Page-Soncrant. Chris Quinones, Robert Regensburger. Salvatore Russomano. Derena Shafer, Nidia Sinclair. Billy Snyder. Diane Staas. Cherry Thompson. Jennifer Veneziano. In addition, Bob thanked Frank Cirii and the staff that the One-Stop for providing monthly updates to the BSOT Committee, as well as the Jeff Swartz and the Workforce Development Board staff, Alex Levitt, Debra Vaughn, Leslie Williams and Theo Primas.

Jeff Swartz thanked Bob for his leadership of the committee and driving all the information that BSOT receives which helps in policy decision-making and training opportunities for those companies seeking employees.

## LITERACY COMMITTEE

Ken Brahl, Chair

Ken commented that he is fortunate to have a really active committee, with meetings that are really well attended and full participation. He noted that Marlyn Kalitan is the committee's Vice Chair and does a great job. He stated the purpose of the Literacy Committee:

- Determine Literacy needs and assist in creating plans to address those needs
- Identification of barriers to and gaps in services and programs
- Increase the availability of literacy services in our county
- To increase the skills of our local workforce and assure the retention of long-term competitive employment
- Coordinate literacy resources
- Develop new strategies in support of enhancing literacy skills of the workforce in Camden County
- Ensure that information on literacy programs is available to job seekers and employers in the workforce development system

A Literacy Needs Assessment (LNA) was done in 2017 using 2010 census data. Eugene Rutzler, a graduate student at Rutgers was hired to use the 2020 census data to update the LNA, compare it to our 2010 census data. The material will be reviewed to see what towns made significant improvements and how some of the literacy metrics were put together. Carol Dann, of Hope Works, is working on putting maps in the updated study and the project will probably be completed at the end of the Summer.

A youth job fair was held in Clementon at the Clementon Fire Hall on May 4<sup>th</sup>, with a great turn out. The event had a number of employers such as Wawa, Ravitz and Zallie's ShopRite stores, Goodwill, Diggerland USA, Big Kahuna's Water Park, FunPlex and Adventure Aquarium and others. The event was very well attended. The One-Stop and several of its support services partners attended. Some of the employers participated in the Summer Youth Employment Program as worksites as well.

The Literacy Committee has been continuing its book drives with BookSmiles, distributing books at ShopRite as well as One-Stop's food pantry program locations. BookSmiles was started by Larry Abrams, an educator in Lindenwold School District. It is a phenomenal program that provides books to teachers to pass on to their kids, especially younger kids. Committee member, Heidi Danouras' son has been doing unbelievable work, hosting book drives. Heidi stated that Pine Hill children did not have books at home and getting involved with BookSmiles was something kids could relate to. Heidi commented that her son was struggling with the remote instruction during his junior and senior year of high school and during that disconnect, he got involved with Book Smiles. Her son, like many children, relates to the characters in the books they read and he realized the reward of being able to give back and do something that had a purpose. Whether it's the children who are receiving the books or the kids who are getting involved in the collecting, just being a part of something that is just amazing, the BookSmiles program that has a positive impact on many people.

Ken stated the Literacy Committee will continue to work with library partners, to get some programs back together and continue to push the book drives. The updated LNA will be published and the Literacy Committee will host another job fair in 2023.

Jeff Swartz thanked Ken keeping the committee moving forward, and the committee members as well, for doing a great job.

## OPERATIONS COMMITTEE

Gregg T. DeBaere, Chair

Gregg referred everyone to the Camden County Workforce Development Board's website to review the committee's work products and the committee member list is. The Operations Committee oversees, supports and facilitates the operations of both the Workforce Board and the One-Stop. It is comprised

of four to five public sector members because of the nature of the committee and three private sector members. One of the committee's first projects in the last program year was the certification of the Workforce Development Board. Certification is a State process that occurs every two years. Camden County's certification was submitted on time, with no findings or errors, and was the first award to be approved for 2020 certification. There are still a lot of local areas waiting for 2020 certifications and some that have yet to receive their 2018 certification. Gregg thanked Leslie and the WDB staff for their participation on that and noted Leslie is to be commended for knowing what is needed and the accepted format set-up. Toward the end of the summer, the committee was waiting for guidance on the board strategic plan, and was informed by summer or fall, there would be guidance from the State and then a six-month period would ensue, thereafter 3 months would be spent preparing the regional plan and another three months spent working on the local plan. A year later, there is no guidance. What was decided, at the suggestion of Bob Regensburger from Lockheed Martin, was to put a White Paper together that summarized some of the accomplishments and how the One-Stop reacted to the 2020 relocation of the One-Stop and the adaptation of new practices to serve people during the pandemic. After doing research on what a White Paper entailed, an outline was created and tasks were assigned with the entire group involved. The first draft of the White Paper ("Government Works" Doesn't Have to be an Oxymoron") was written, with Bob Regensburger and Gregg serving as editors. There were items that needed more detail and items to be highlighted, such as some of the virtual offerings and outreach efforts that Kristi Connors, Salama McFarland and Jeff Dietz performed, as well as some of the security efforts and conversion efforts to virtual that Frank worked on. Overall, the One-Stop stop performed admirably. By August of last year, they had their virtual operations up and running, and other counties were starting to take notice of this. The White Paper would be a way not only to document the challenge of relocating from Camden to Cherry Hill but also the changes in operations during the pandemic and to share best practices with other counties. The data collected also gave direction to as to where to efforts should be focused going forward. The White Paper is posted on the home page Camden County WDB website. As waivers are lifted by the Board of Social Services, the pipeline of customers to One-Stop services is being watched closely. Gregg thanked the committee members, first in the public sector, Frank Cirii, Salama McFarland, Kristi Connors and Jeff Dietz. As for the private sector committee members, Gregg thanked Bob Regensburger and Bob Weil and the WDB staff.

Jeff thanked Gregg for his leadership with this committee and noted that any board member may audit and join one of the committees.

## SYSTEMS PERFORMANCE

Pat Abusi, Chair

The role of the System Performance Committee is to ensure that all Workforce Board contracts with vendors and partners are being spent in accordance with applicable state and federal laws. The committee provides oversight and management of grant funds provided by the state and federal government and we make sure the vendors who receive these grant funds, utilize them according to law. Performance acceptability is critical to what the System Performance Committee does and communication between partners and vendor is the key. By communicating with everyone concerned, the performance of the workforce development system can continue to improve and the sharing of knowledge ensures transparency of programs, performance and outcomes. Analyses and evaluations of workforce programs and services are also responsibilities of the committee. Over the past few years, COVID-19 presented challenges for the committee to reach its goals, and also for partners and vendors to operate efficiently and effectively to serve clients. Referrals from Social Services to the One-Stop were greatly reduced and in turn, negatively impacted service vendors. Some service providers adapted to a virtual format, which was likely costly. With fixed costs and decreased revenue, partners and vendors were struggling, and failing to use their allocations. The committee did an analysis of the challenges and modified contracts to assist with the concerns of service providers. Awards were modified from a 60% cost reimbursement and a 40% benchmark formula to a 75% cost reimbursement and a 25% benchmark formula. Vendors can now access 50% of their cost reimbursement up front to address fixed costs. The Workforce Development Board (WDB) reserved the right to modify these changes to adapt to market conditions as needed.

Pat thanked Jeff Swartz for his leadership, committee members, WDB fiscal staff, and everyone who contributed to the success in creating a contract adjustment that addressed the concerns of partners and vendors, and the best interests of the clients in need of services.

### YOUTH COMMITTEE

Matt Verney, Chair

Two main objectives of the Youth Committee were the Youth One-Stop Success Story video and the formation of the Youth Sub-Committee.

- The Youth One-Stop Success Story video was created by Alex Levitt and Jyi Peterson to highlight the youth services available at the One-Stop. The video will enable the Youth One-Stop story to be told on social media.
- The Youth Sub-Committee was formed to gain a youth perspective on what is needed to get them engaged in education and employment services available. Matt mentioned the contributions of Alex, Jyi, Lori Godorov, Rosy Arroyo, Frank Cirii and Nidia Sinclair and others.

### ONE STOP CAREER CENTER UPDATES

- Frank Cirii, Local Area Operations Director, Camden County Career Center
  - Frank reported that the Camden County One-Stop is the only One-Stop that has had its doors open during the business day to provide in-person customer service when many One-Stops are still not open to the public.
  - The Commissioners approved the 10-year lease for the One-Stop at its Woodcrest location, which is centrally located and accessible by public transportation.
  - Eric Romolini, Manager, and Lynn Martin, Senior Accountant, are in place as the new fiscal management team.
  - A budget extension was granted for use of 2021-2022 funds until the end of September. The overall budget for 2023 is \$8,329,481, an increase of \$118,000. There is a slight increase of WIOA funds to \$158,000. Learning Link funding has been cut by \$33,000 but other funding will be leveraged to ensure there is no disruption of the services offered and efforts will be made to gain additional funding from the State.
  - For reasons unknown, UI has been servicing clients in a much lower number in the last week than the 65 per day that they started with upon re-opening. Currently, about 20 to 30 clients are being seen per day. People are still walking in for UI assistance and being provided with as much help as possible. Hybrid services are being rendered for people who come into the One-Stop, with hand-offs to agencies as needed.
  - The Incumbent Worker Training is off the ground with the first cohort, 15 employees of a conglomerate of ShopRite stores. The students will take 5 courses at Camden County College, where they will earn certification upon completion, making them eligible for promotion and creating openings for new employees. Up to 20% of WIOA funds can be utilized on this upskilling program, which is available to Camden County businesses. Carol McCormick (CCC) and Mike Leonetti (One-Stop) can provide information and assistance to businesses interested in participating in the IWT program.
  - A Notice of Award (NOA) with the Camden County Library System will provide access to 150 Chromebooks that will be provided by the One-Stop. The 100% grant-funded Chromebook Loaner Program will be launched in the next quarter. It will serve SNAP/TANF/GA clients, as well as participants of the Youth Work Experience with insured equipment to participate in training, job searches. The loan period is 4 weeks but is extendable.
  - The Youth Work Experience training program will start in early July with a cohort of 10-15 youth that will be engaged in the community for work experience and paid a stipend. In addition to gaining work experience, participants will also have an educational component.
  - The One-Stop's Learning Link provides access to educational programs and earning a GED. The HiSET testing certification program is live. Staff are being cross trained to be

proctors for HiSET and GED testing. GED testing is delayed until physical requirements, cameras to specification for testing observation, are met. The Camden County One-Stop will be a regional testing site.

- Frank reviewed WIOA data for Camden County. Credentialing for both Youth and Adults are challenges that are being addressed. Employment in Quarter 2 reflects the ending of the Covid unemployment issue and is expected to improve.

#### CAMDEN COUNTY WORKFORCE DEVELOPMENT BOARD (CCWDB)

Jeffrey S. Swartz, Executive Director

- Pat Fitzgerald, Superintendent, Camden County Technical Schools, announced her upcoming retirement, expressed thanks and bid farewell to the Board.
- Jeff recognized the following:
  - Don Borden is retiring as the President of Camden County College
  - Dr. Lovell Pugh-Bassett will be the new President of Camden County College
  - Victor Figueroa, Executive Director, Housing Authority of Camden is retiring
  - Mike Kiselewski of Painters Local District Council 711, is retiring

#### ADJOURNMENT

Matthew Verney asked for a motion to adjourn the meeting. Ken Brahl made the first motion, seconded by Gregg DeBaere. By a unanimous vote to the affirmative the motion was carried, Matt thanked everyone for their hard work and the meeting adjourned at 9:40am.

The next meeting will be virtual via Zoom Conferencing on Wednesday, September 21, 2022, at 8:30am.

#### **WDB MISSION STATEMENT, AS STATED ON ALL REGULAR BOARD MEETING MINUTES**

*To create the BEST customer driven delivery system for employment, training and education-related programs and services by providing strategic management, planning, implementation, and evaluation to enhance the regions long term economic success for all citizens and organizations.*

- *To provide leadership in all workforce issues.*
- *To provide a holistic delivery of services.*
- *To continually improve the quality of services for all customers.*
- *To empower customers to make informed choices and take control of their careers.*
- *To provide and guarantee universal access to employment opportunities.*
- *To provide quality workers for all the region's employers.*
- *To create partnerships and collaboration in the government, private and non-profit stakeholders.*

Submitted by,  
Debra Vaughn  
Administrative Assistant to the Executive Director