



**WORKFORCE DEVELOPMENT BOARD**

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

*Jeffrey S. Swartz, Executive Director*

*Carl A. Donato Jr., Chair*

**Operations Committee Meeting Minutes  
FRIDAY, JUNE 14, 2024, 9:00 AM (Zoom Conferencing)  
1111 MARLKRESS ROAD, SUITE 101, CHERRY HILL, NJ 08003**

**ATTENDANCE**

COMMITTEE INFORMATION AND ATTENDANCE							
NAME	ORGANIZATION	TRUSTEE MEMBER	9-Feb-24	8-Mar-24	12-Apr-24	10-May-24	14-Jun-24
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓	X	X	X	X	X
Argenbright, Sarah	NJDVRS						X
Buscher, Steven	NJ DOL-Unemployment						
Cirii, Frank	Camden County One Stop	✓	X		X	X	
Connors, Kristi	NJ LWD-Employment Services	✓	X	X	X	X	X
Deitz, Jeff	NJDVRS	✓	X	X			
Guzman, Elizabeth	NJDVRS						
Maguire, Laurie	Camden County One-Stop		X				
McFarland, Salama	Camden County Board of Social Services		X	X	X		X
McIntyre, Stephanie	Board of Social Services					X	
Mendez, Kelly	Camden County Board of Social Services						
Peterson, Jyi	Camden County One-Stop		X	X		X	X
Regensburger, Robert	Lockheed Martin	✓	X	X	X		X
Romolini, Eric	Camden County One-Stop				X	X	X
Sinclair, Nidia	Camden County Resource Center			X	X		X
Weil, Bob	Conner, Strong & Buckelew	✓	X	X	X	X	X
Wemple, Anita	CPAC	✓				X	X
Gutbezahl, Maayan	WDB		X	X	X		X
Henderson, Bridget	WDB		X	X	X	X	X
Swartz, Jeffrey S.	WDB		X	X	X	X	X
Vaughn, Debra	WDB		X	X	X	X	X
Williams, Leslie J	WDB			X	X	X	X

**Welcome**

Gregg DeBaere welcomed attendees and called the meeting to order at 9:06 AM. Gregg asked for a motion to approve the minutes for the committee meeting on May 10, 2024. Kristi Connors noted a change her visits per day from 147 to 148 per day on page 6 for the May 10, 2024 meeting. Bob Weil made a motion to approve the minutes, which was seconded by Gregg DeBaere. With a majority vote to the affirmative, the motion carried and the minutes for May 10, 2024 were approved.

**WDB Summer Youth Work Experience Program Updates**

Leslie Williams, Chief Financial Officer & SYWE Program Manager

- There are 129 applicants for the Summer Youth Work Experience Program (SYWEP) for 50 positions.
- Four interns dropped out of the program and were replaced by waitlisted applicants. Once the State-required work readiness training begins on June 24<sup>th</sup>, no interns can be replaced.
- Work Readiness Training will take place at CCC/Cherry Hill Campus, June 24<sup>th</sup> through June 27<sup>th</sup> from 9:00 AM to 2:30 PM.

**MOU/IFA Update**

Jeffrey S. Swartz, Executive Director

- Camden County was the first to submit the MOU/IFA to the State. No feedback has been received.

**WDB Certification**

- The 2024 WDB Certification application is very similar to the 2020 application with a few additional

requirements. Gregg offered to assist in the application process if needed. The Certification is due 6/30/24.

### **One-Stop Operator Procurement**

Camden County has been approved as the One-Stop operator to provide career and youth services.

### **Notice of Award (NOA) 2024-2025**

- The NOA revealed a 25% cut in funding, exceeding the anticipated cut of 8-9%. Overall, there has been a nearly \$2 million decrease. Jeff mentioned that the State was originally going to cut this funding by 50%, but it was re-negotiated to reflect the 32% cut.
  - WIOA Adult funds have been cut this year by more than 50%. WorkFirst (WFNJ)/TANF was cut by 32%.
  - Dislocated Workers funding was cut by approximately 25% and Youth funding was cut by approximately 17%
- Over a million dollars of unused funds were sent back to the State last year, which was attributed to the negative impact of waivers through the Board of Social Services on customer flow.
  - The WDB has not appealed these decisions in the past when it comes to the State. Jeff commented that federal budget cuts to programs are happening across the country.

### **One-Stop Career Center Update**

Jyi Peterson, CC One-Stop

- Jyi questioned if the State is taking into consideration the waivers that have been lifted for the TANF population, thus increasing our customer flow. Jeff confirmed this had been reported to the State but their decision was still made based on 2022's numbers, which were affected by COVID and the waivers.
- Regarding safety, there have been no incidents inside the building. The parking lot was re-paved and some of the parking spaces were modified. One person fell in the parking lot, and an ambulance was called, but the individual is okay.
  - There are no issues anticipated with the physical inspection of the One-Stop facility. Signage and recommendations have been addressed. An additional inspection of interior signage is scheduled for June 19<sup>th</sup> at 2:30 PM. Twenty items were sent to the One-Stop for posting in public areas.
- Customer flow numbers are increasing with the change in season, as many people want to gain or upgrade their skills.
- For WFNJ, there has been an increase in people self-enrolling in school for skills that will make them more employable.
  - Work First New Jersey(WFNJ): 168 were scheduled, 32 are currently in class.
- GED testing continues to be successful. During the week, there were about 35 test takers.
  - IT resolved a few minor technical issues.
  - One person was caught cheating during GED testing. The person was escorted out of the testing area. The One-Stop does have preventative measures in place to prevent cheating, such as cameras, providing lockers to test takers, and barring cell phones from the testing area. In this case, the cameras caught the tester cheating. A report was submitted and it is Pearson Vue's responsibility to determine if and when the individual will be able to reschedule their test.
- The State will allow customers keep their Chromebooks, stipulating that the One-Stop must have a written policy, which Eric stated is already in place. The Chromebooks are obsolete but functional and can be given to customers who completed their training successfully.
- Gregg asked if the One-Stop has seen an uptick in activity due to outreach in the Camden County Parks Guide. Jyi stated there has been an increase, but noted having the QR code on all of the outreach

materials has perhaps been most instrumental in reaching people. Word of mouth has also provided referrals.

- Jyi attended the County's recent community clean-up event. Materials about One-Stop services were distributed, such as registrations forms and other valuable information. Two One-Stop counselors attended the May 17<sup>th</sup> job fair at the Cherry Hill Mall and distributed materials. There were more people, especially youth, looking for work.
- There was no activity to report regarding the Incumbent Worker Training Program.
- CWEP/WIOA
  - There are 4 CWEP sites: The Father Center, Goodwill, OEO and Center for Family Services. There will be a need for additional vendors as the service population grows. Jyi commented that word-of-mouth among colleagues of the WDB may be helpful.
  - Training tuition for CDL driving schools is increasing to \$5000 or more in some counties. The fee increase has been accepted in other counties.
    - Increasing the cap of WIOA funds for the increase in CDL training is a matter for the Systems Performance Committee, and until there is a resolution, approvals will likely to be decided on a case-by-case basis.

Eric Romolini, CC One-Stop Finance

- Eric stated that the Department of Labor audit is currently ongoing. The auditor requested documentation for 13 items (purchase orders, reimbursement to the WDB, ITAs, etc.) and affiliated contracts. Eight items are outstanding and will be submitted early next week. Eventually, there will be a site visit to inspect things such as ADA compliance, inventory, signage, etc.
- Regarding the funding cuts from the Notice of Award (NOA), Eric pointed out that the One-Stop and WDB have not yet received notice of funding for Smart Steps and Learning Link. Last year, the notice came in July, and it is estimated that the total will be approximately \$200K.
  - A representative from the State did convey that, should the One-Stop's WFNJ funds come close to being expended, additional funding is available and can be requested.
  - With Youth Services being a priority, funds can be transferred from other service allocations to supplement funding for youth programs.

Jyi Peterson, Youth Work Experience

Youth Work Experience Orientation: 15 were in attendance. The next Youth orientation is on June 25<sup>th</sup>.

- A number of Youth Work Experience youth are employed part-time or full-time.
- A homeless Youth Work Experience customer is participating in the WDB Summer Youth Work Experience. She would like to proceed to training for LPN certification.
- A hospitality business and 2 construction sites have inquired about potential candidates.
- There are still issues with River Line transportation to the Father Center. Overall, customers are pleased with the resources available at the Father Center.

### **Board of Social Services (BSS) Update**

Salama McFarland, CC Board of Social Services

- BSS staff are currently undergoing de-escalation training. The facilitators included a former police officer who had previously been assigned to the Board of Social Services 10 years ago. Role-playing provided insight into practicing empathy and improving interactions as coworkers.
- Payroll service changed from Kronos to Primepoint, which offers HR management features that give employees capabilities to provide updates to their profiles, request time off, view their paychecks, etc.



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- These are the BSS numbers for the month of May and June:

MAY 2024 TOTALS	EPDT'S	CSA'S COMPLETED	EMPLOYABLE ACTIVITY REFERRALS	UNEMPLOYABLE REFERRALS OR EXEMPTIONS	G-JOB SCHEDULED	NEW EMPLOYED (CM SUPPORT)
MONTHLY SUB-TOTAL	GA - 106	GA - 118	GA - 78	GA - 42	REPORTED - 23	GA - 1
MONTHLY SUB-TOTAL	TANF - 17	TANF - 90	TANF - 80	TANF - 19	STAYED - 18	TANF - 20
MONTHLY SUB-TOTAL	SNAP - 1	SNAP -	SNAP -	SNAP -		SNAP -
<b>MONTHLY TOTAL</b>	<b>124</b>	<b>208</b>	<b>158</b>	<b>61</b>	<b>88</b>	<b>23</b>

JUNE 2024 TOTALS	EPDT'S	CSA'S COMPLETED	EMPLOYABLE ACTIVITY REFERRALS	UNEMPLOYABLE REFERRALS OR EXEMPTIONS	G-JOB SCHEDULED	NEW EMPLOYED (CM SUPPORT)
MONTHLY SUB-TOTAL	GA -	GA -	GA -	GA -	REPORTED - 31	GA -
MONTHLY SUB-TOTAL	TANF -	TANF -	TANF -	TANF -	STAYED -26	TANF -
MONTHLY SUB-TOTAL	SNAP -	SNAP -	SNAP -	SNAP -		SNAP -
<b>MONTHLY TOTAL</b>					<b>168</b>	

- A review by the Food and Nutrition Service (FNS) went well. They were very satisfied with file maintenance and appreciated positive comments received from both staff and clients.
- The Public Dashboard will go live on June 20<sup>th</sup>. The system is a State initiative to offer transparency by providing the following information to the public for each county, such as:
  - Timeliness Data - how quickly applications are processed
  - Approval Rates vs Denials
  - Churn Rates – how quickly a person can reapply for assistance after being off of it.
- The EBT system (FamiliesFirst benefits card) has been updated and will now be managed at the State level. Replacement cards are being processed and issues with incorrect addresses will be resolved by allowing clients to update the My NJHelps system with their current address information.
  - Mercer County has been hit with an uptick in skimming and fraud.
  - The expiration date is approaching for disbursing replacement funds to clients who reported theft of

benefits (skimming, fraud, etc.) Client benefits must be replaced by September 30<sup>th</sup>.

- There has still been no response to questions or clear guidance on how to manage ABAWD cases. Voluntary and mandatory work requirements will be discussed during DOL/DFD regional planning meetings (Camden/Salem/Cumberland/Cape May, Gloucester) in late summer/early fall. ABAWD waivers expire at the end of January unless they are renewed.
- The Food and Nutrition Service (FNS) will revise the DFD instruction to make it mandatory for a SNAP recipient to have a physician complete a MED-1 form for a medical deferral from work activity. There will also be more detail as to the medical restrictions, such as allowable activities and whether the disability is temporary or permanent.
- Summer EBT, managed by the Department of Agriculture, is available through the SNAP website as of June 8<sup>th</sup>. To receive the benefit, approval for both the federal and state reduced-lunch programs are required.
- The pull method study has effectively improved workflow and will continue at the BSS. Staff will be assigned one case at a time. Tasks that are less time-consuming, such as making calls, will be assigned 4 at a time.

### **DVRS**

Sarah Argenbright, Vocational Counselor

Sarah Argenbright provided updates provided by Jeff Deitz.

- DVR is interviewing for a new director. Assistant Commissioner Yarborough has been serving as acting director.
  - Interviews are being held with candidates for 2 counselor positions and are expected to conclude next week. Including the new hires, the DVRS office will have 13 counselors, 3 supervisors, and 5 secretaries on staff, with an opening for one more secretary.
- Project Search
  - Jefferson Health held its graduation ceremony on June 10<sup>th</sup> for its 2023-2024 cohort (Stratford and Cherry Hill). Of 10 Jefferson Health Project Search participants, 3 have been hired and will be starting soon.
  - One DVRS client graduated from the TD Bank Project Search cohort.
  - There may be no referrals for TD Bank in Camden County for this year. Most of the TD's referrals have been to Burlington County. At this point, there are 4 referrals for Jefferson Health for the 2024-2025 cohort.
- There were no updates provided for Veterans Haven and the re-entry program.

### **NJ DOL/Employment Services (ES) Updates**

Kristi Connors, Employment Services Manager

- There was a RESEA training on May 30<sup>th</sup>. Zoom and in-person experiences will be utilized for customer services to emphasize the "in-person" experience" going forward, and customer identification verification will be required. Zoom licenses will have to be updated and staff will have to be trained.
  - Modules in SimplyGov are being considered for scheduling clients for RESEA and handling virtual services requests submitted to ES. Kristi is one of 2 managers selected to meet and review the process.
  - Most of CC's 2020 video is being reused for RESEA, but it needs to be updated because it still refers to the virtual services offered during the pandemic. The voiceover for the new video has been approved and there are a few corrections to be made. The new video is expected to be finalized next week.



- Additional Benefits during Training (ABT) regulations were reviewed. ES staff has been instructed to refer all questions back to their training counselor or to Kristi because the regulations are very specific.
- ES DVOPs met with a total of 7 veterans at Veterans Haven and Home of the Brave.
- DVOP, Geoffrey Taylor, is attending the re-entry event at Camden County College/Camden.
- On June 17<sup>th</sup>, the ES interns will pick up their badges and laptops in Trenton and will report to the One-Stop on June 18<sup>th</sup>. Two ES staff members have been selected to mentor the interns.
- The Software Modification Team is still gathering information.
- Kristi presented her report for the month of May. (report attached)
  - The customer check-in total for May was an average per day of 140.
  - For FY 2024, services were provided to 29,749 customers through May 2024.
  - 54% of the customer check-ins were for UI services.

### **NJ DOL/Unemployment Insurance (UI) Updates**

In Steve Buscher's absence, updates were provided by Kristi Connors

- In May, 72% of customers had scheduled appointments.
- The show rate for May was 58% (previous show rates - January 59%, February 51%, March 50%, April 52%). The year-to-date UI show rate is 53%.
- The FY-to-date total UI on-site customer check-in is 10,447, with an average of 950 customers per month.

### **Business Services and Outreach Team (BSOT) Updates**

Bob Weil, Treasurer

Bob reviewed the minutes of the May 16<sup>th</sup> BSOT meeting, which were as follows:

- Ryan Richardson, New Jersey Department of Labor's Energy Industry Partnership Unit
  - Ryan successfully connected Irene Bennett of American Water with the Egg Harbor Township School District, a PACE Grant awardee, for funding pre-apprenticeships and transportation to Career Awareness tours of American Water's Delran and Egg Harbor facilities. A field trip to the American Water Treatment Facility in Delran will be arranged for early fall. The industry tours will hopefully create a pathway out of Egg Harbor Township's career and technical education programs to potentially get hired by American Water or other contractors in the area.
  - The State of New Jersey is seeking a Department of Energy statewide grant to provide a Training for Residential Energy Contractors (TREC) program.
  - A Business and Industry Leadership Team Convention will be held on June 20<sup>th</sup>.
- Bill Moen, Camden County College Workforce Innovation
  - Camden County College (CCC) was awarded the New Jersey Build Grant to train women and minorities in the construction trade. A free six-week pre-apprenticeship program will begin this month at the Camden City campus. An information session will be held this coming Monday for interested candidates.
  - CCC's team, led by Kaina Hanna, has applied for a NJDOL Gains Grant and expects to learn the outcome in the next week or two.
  - CCC held its commencement ceremony for over 1400 graduates at Freedom Mortgage Pavilion in Camden. Feedback from attendees about the use of the spacious venue for the ceremony has been very positive.



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- Jeanne Page-Soncrant, NJDOL Business Services
  - Jeanne has been working on a major Business Services initiative for the reentry workforce. The unemployment/underemployment rate of the justice-involved populations is over 50% and the support of employers is needed in order to provide second chances. NJDOL Business Services, in partnership with Camden County College, is hosting a community job fair and resources event. Resource agencies for people with disabilities and mental health issues will be also invited to participate in the event since they make up a large number of the justice-impacted population.
- Henry Bass, NJDOL Veteran Services
  - On June 3<sup>rd</sup>, Henry held virtual veterans-only recruitment event for the Camden County Department of Corrections. The invitation was sent to workforce managers and DVOPS in all 7 counties that Henry services and to veterans throughout NJ.
  - On July 25<sup>th</sup>, Joint Base MDL (McGuire/Fort Dix/Lakehurst) will host its annual “Hiring Our Heroes” Career Summit. The flyer will be circulated to workforce managers and DVOPS in all 7 counties that Henry services when it is available.
  - Henry is working with Jeanne and Cooper Hospital to do a recruitment event in June. They are collecting veteran contact information for potential employment opportunities at Cooper Hospital.
- Gabriela Campbell, NJDOL, Contracts Writer, On the Job Training
  - Irene continues to seek Camden County employers for opportunities for OJT grants. OJT grants are available for small and large business, including veteran, women and minority owned businesses. The prerequisites are that the positions must be full-time (minimum of 32 hours per week) and pay a rate of at least \$16 per hour. Jeff commented that SHRM would be a valuable organization for Gabriela to connect with.
  - DVRS continues to seek Camden County employers for opportunities for on-the-job training grants which are available for small, large businesses including veteran, women and minority owned businesses. The positions must be full time, minimum of 32 hours per week and pay a rate of at least \$16.00 per hour.

**Committee Member Updates**

Bob Regensburger, Lockheed Martin

- Lockheed Martin has successfully relocated 250 additional jobs to the city of Camden to their operations. A significant amount of capital was utilized to accommodate the relocation, necessary renovations and technology updates to focus on high-end, classified software product development for the government.
- The company is focusing more on software development at the site, which is part of their leading-edge capability to the US DoD and their foreign international customers to meet the ballistic missile defense threats. It continues to win new business in the Moorestown and Camden operations. In addition, Lockheed Martin continues to work on new projects for other international customers.
- Lockheed Martin continues to expand its talent pipeline with Rowan University. Students will have an opportunity to intern with Lockheed, and to mentor with the Lockheed professionals. Elective course offerings through the College of Engineering enable subject matter pertaining to Lockheed Martin’s business, whether it be in radar systems or weapon systems, to be taught at the college university, at the university level with Lockheed Martin engineers as adjunct professors.



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**Regional Updates/Workforce Development Board Updates**

Jeffrey Swartz, Workforce Development Board

- The GSETA Conference will be Oct 23-24 at the Ocean Resort in Atlantic City.
- WDB staff continues to promote Atlantic City Electric’s Spark Initiative Scholarship and Internship Program. Several young people that applied for our summer youth work experience that were referred to Atlantic City Electric and did receive spark internships through companies that are involved in STEM related activities.
- The Collegiate Consortium hosted an event in Atlantic City for its New Jersey Pathways Initiative. The goal of the consortium is to create pathways at community colleges for training in up-and-coming fields that credentials are being created for.
  - There will be approximately 10 film studios built in New Jersey in the next two or three years, including one that was proposed in Camden and at Joint Base by Amazon. The momentum for New Jersey to be at the forefront of film production company on the East Coast is growing. A curriculum is being developed through the New Jersey Film Commission and many of the colleges to provide the industry with trained production assistants, gaffers, the scalp, the builders, etc.
- The quarterly board meeting will be in person at Camden County College/Blackwood Campus in Roosevelt Hall on Tuesday, June 18th at 8:30 AM. Board members are asked to RSVP as soon as possible. A quorum is needed to complete WDB business.

**Final Comments**

Meetings will continue to be held via Zoom on Friday for the summer months. The Operations Committee will recess in August.

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

**Adjournment**

A motion to adjourn was made by Jyi Peterson and seconded by Kristi Connors. The meeting adjourned at 10:53 AM.

Submitted by:

Debra Vaughn

Assistant to the Executive Director






FY 2024  
Camden NJDOL  
Employment Services  
and Unemployment

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June 2024  
Statistics and Charts

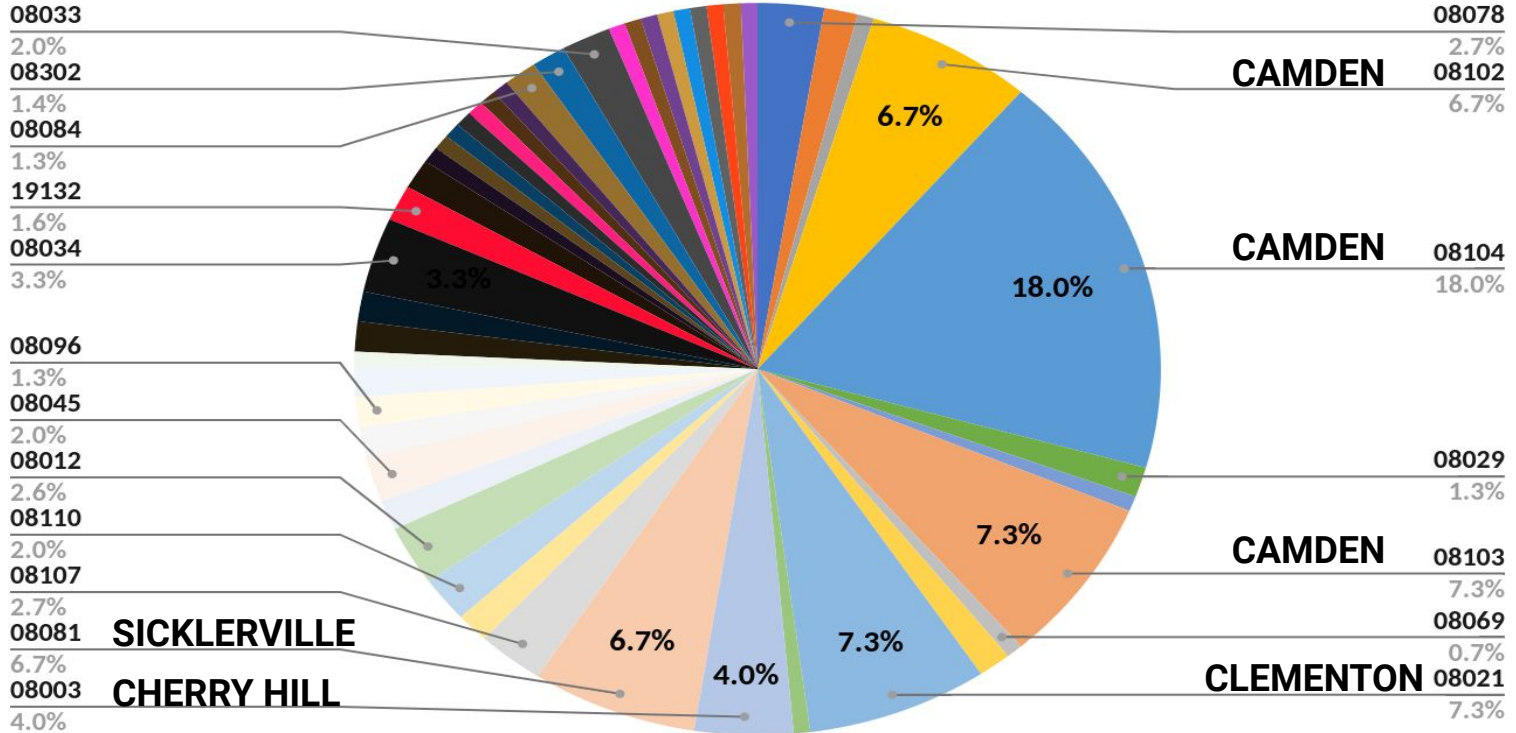


TOTAL CUSTOMERS -151

CAMDEN - 32.7% / 49

CLEMENTON & SICKLERVILLE - 14% / 21

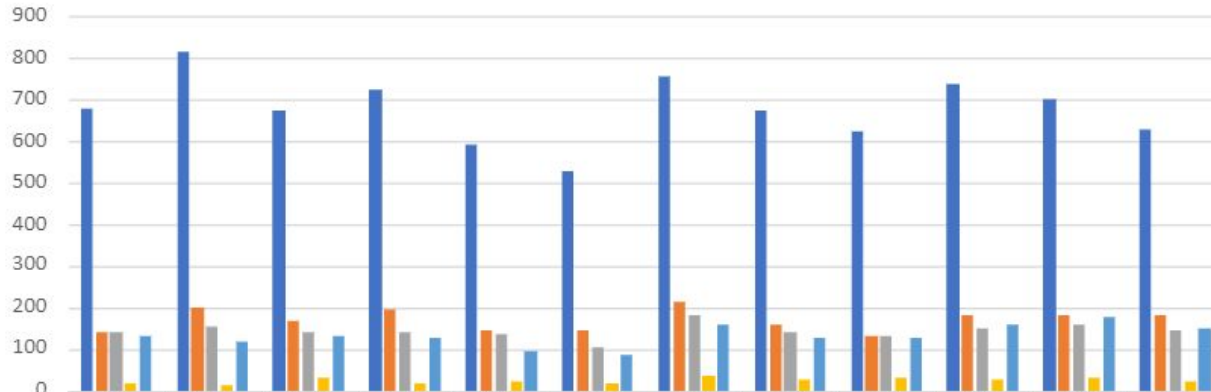
### ZIP CODES OF CAMDEN ONE-STOP NJDOL ES ONSITE CUSTOMERS JUNE 2024



# YTD TOTAL ES SERVICES DELIVERED - 81% VIRTUALLY / 19% IN PERSON

## JUNE TOTAL ES SERVICES DELIVERED - 76% VIRTUALLY / 24% IN PERSON

FY 2024 CAMDEN DOL EMPLOYMENT SERVICES



	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE
CUSTOMER CHECK-IN	677	817	676	723	590	530	756	675	625	736	700	628
VSC OUTCOMES	141	201	166	194	146	146	213	157	131	182	182	182
REFERRED TO TRAINING	142	155	141	140	134	105	183	139	130	151	156	144
PTE	16	14	32	16	22	18	36	26	30	27	30	23
WALK-INS	131	119	129	128	95	84	158	127	128	159	176	151

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

KQC-NJDOL

YTD  
VIRTUAL-81%  
IN PERSON-19%

MAR  
VIRTUAL-80%  
IN PERSON-20%

APR  
VIRTUAL-78%  
IN PERSON-22%

MAY  
VIRTUAL-75%  
IN PERSON-25%

JUN  
VIRTUAL-76%  
IN PERSON-24%

# FY 2024 Total ES Customer Check-ins = 8,133

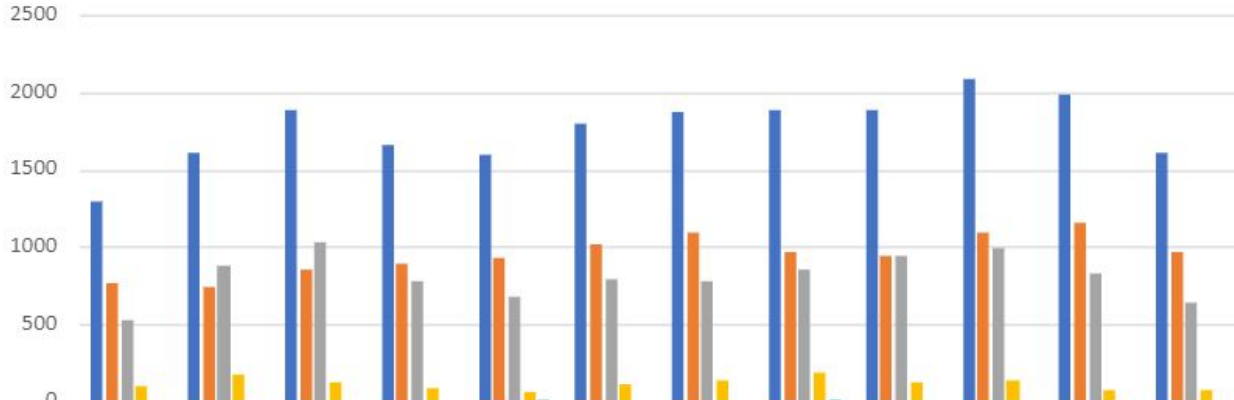
## Average Per Month = 678

FY 2024 CAMDEN DOL EMPLOYMENT SERVICES													TOT-YTD	AVG
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE		
CUSTOMER CHECK-IN	677	817	676	723	590	530	756	675	625	736	700	628	8133	677.8
VSC OUTCOMES	141	201	166	194	146	146	213	157	131	182	182	182	2041	170.1
REFERRED TO TRAINING	142	155	141	140	134	105	183	139	130	151	156	144	1720	143.3
PTE	16	14	32	16	22	18	36	26	30	27	30	23	290	24.2
WALK-INS	131	119	129	128	95	84	158	127	128	159	176	151	1585	132.1

# FY 2024 UI Show Rate = 54%

## June 2024 Show Rate = 60%

FY 2024 UI IN-PERSON APPOINTMENTS



	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
■ SCHEDULED	1298	1614	1888	1665	1598	1798	1873	1885	1889	2090	1988	1610
■ ATTENDED	770	737	859	885	925	1014	1099	968	943	1092	1155	969
■ NO SHOWS	528	877	1029	780	673	784	774	849	946	998	833	641
■ APPT-NOT ON LIST	102	173	117	88	64	103	132	189	127	131	76	76
■ WALK-INS	0	0	0	0	10	0	0	3	0	0	0	0

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

KQC-NJDOL

YTD	
SHOW RATE-54%	
DNR-46%	
MAR	
SHOW RATE-50%	
DNR-50%	
APR	
SHOW RATE-52%	
DNR-48%	
MAY	
SHOW RATE-58%	
DNR-42%	
JUN	
SHOW RATE-60%	
DNR-40%	



# FY 2024 Total UI Onsite Customer Check-ins = 11,416

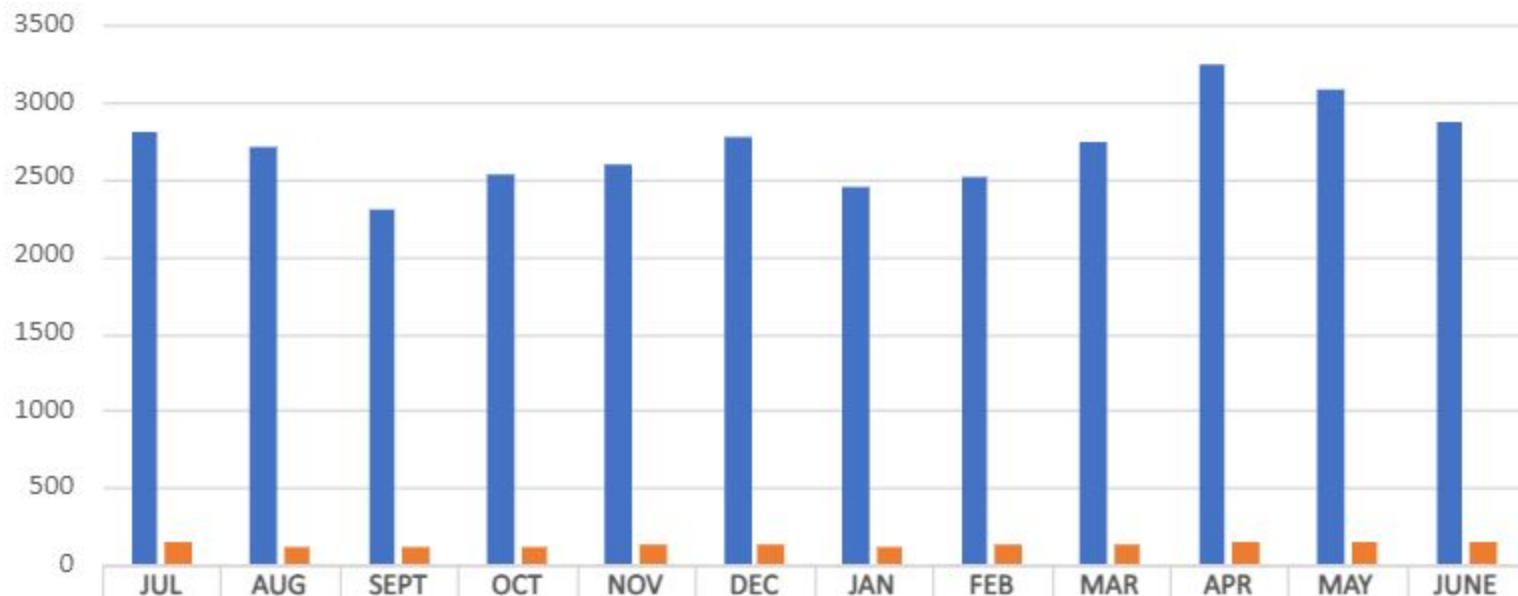
## Average Per Month = 951

FY 2024 CAMDEN UI IN-PERSON APPOINTMENTS													TOT	AVG
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24		
SCHEDULED	1298	1614	1888	1665	1598	1798	1873	1885	1889	2090	1988	1610	21196	1766.3
ATTENDED	770	737	859	885	925	1014	1099	968	943	1092	1155	969	11416	951.3
NO SHOWS	528	877	1029	780	673	784	774	849	946	998	833	641	9712	809.3
APPT-NOT ON LIST	102	173	117	88	64	103	132	189	127	131	76	76	1378	114.8
WALK-INS	0	0	0	0	10	0	0	3	0	0	0	0	13	1.1

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

YTD June 2024  
32,613 Services Provided  
Average of 132 Customer Served per Day

## CAMDEN COUNTY ONE-STOP CUSTOMER CHECK-IN MONTHLY TOTALS AND DAILY AVERAGES



■ CUSTOMER CHECK-IN	2806	2711	2296	2526	2588	2782	2448	2517	2749	3248	3078	2864
■ AVERAGE PER DAY	140	118	115	120	136	139	117	126	137	148	140	151

■ CUSTOMER CHECK-IN    ■ AVERAGE PER DAY

# FY 2024 Year to Date Through June 2024

## 32,613 Customers Were Provided Services

— Average of 151 Customers Served Per Day

FY 2024 CAMDEN COUNTY ONE-STOP CUSTOMER CHECK-IN													TOT-YTD	AVG
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE		
CUSTOMER CHECK-IN	2806	2711	2296	2526	2588	2782	2448	2517	2749	3248	3078	2864	32613	2717.8
AVERAGE PER DAY	140	118	115	120	136	139	117	126	137	148	140	151		132.3



FY 2024  
Camden One-Stop  
Customer Check-in

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June 2024  
2,864 Services Provided  
Average of 151 Customer Served per Day

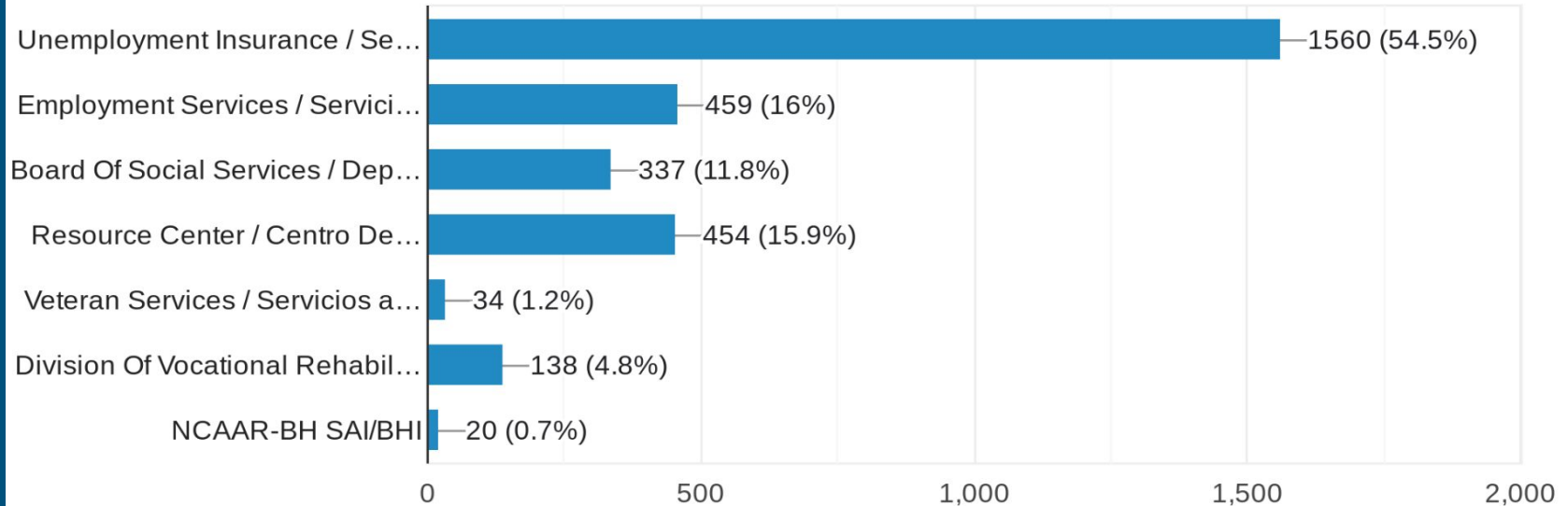




# 55% of Total Customer Check-ins Were for UI

## Choose Your Service Provider / Elija Su Proveedor De Servicios

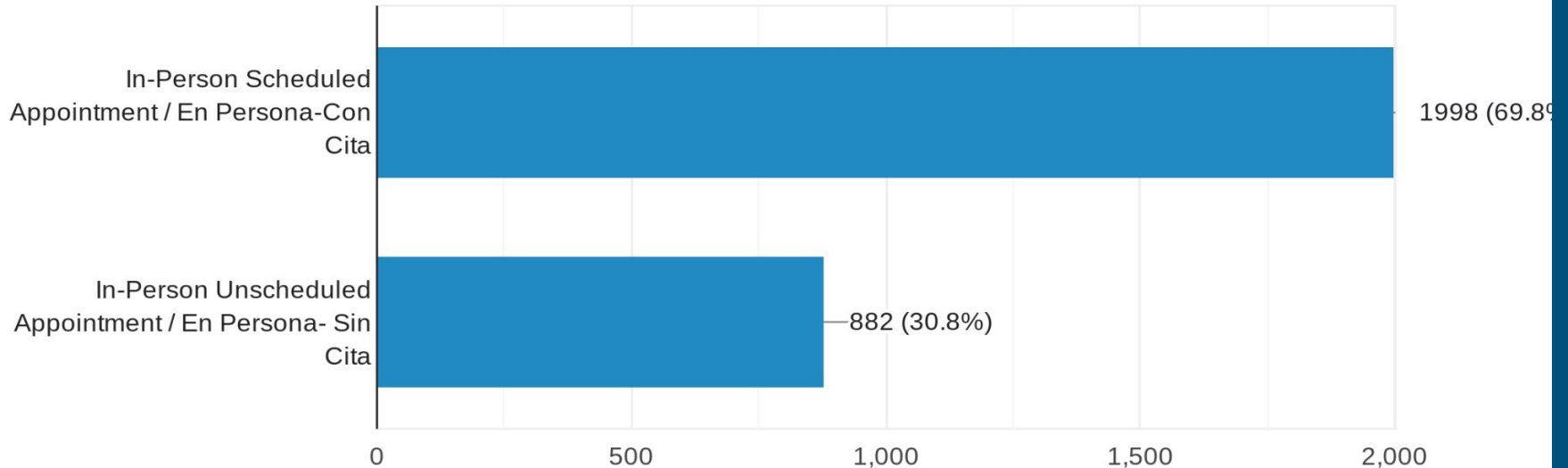
2,864 responses



# 70% of Customers Had a Scheduled Appointment

Choose Your Appointment Method / Escoja La Manera De Su Cita

2,864 responses

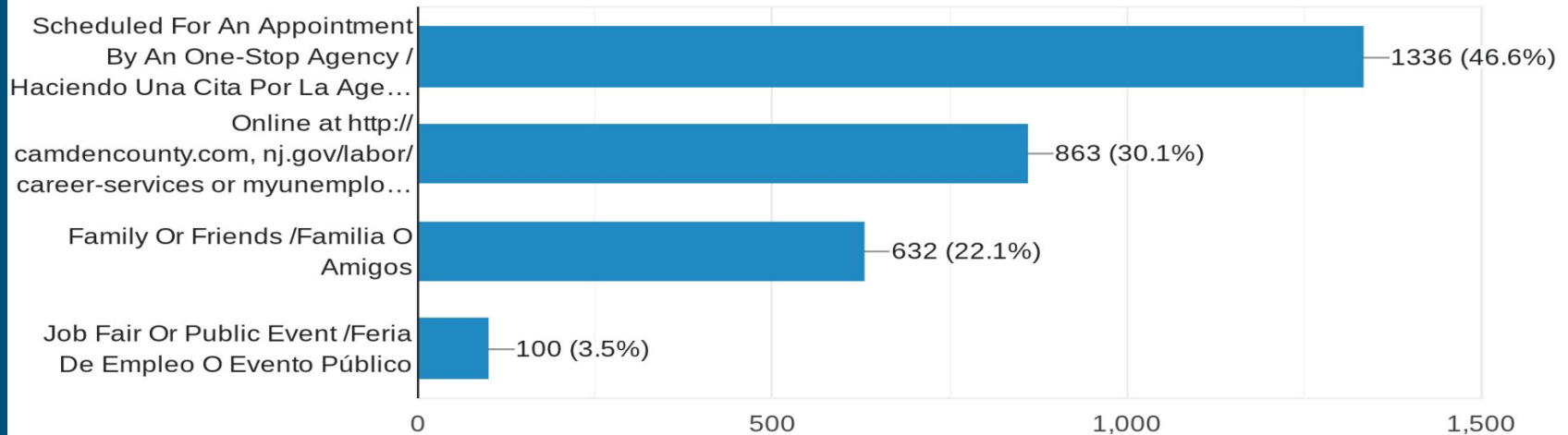


# Why Customers Came into the One Stop

\*47% Had Appts \*30% Website Info \*22% Family/Friends

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

2,864 responses



# TOP ZIP CODES SERVED

**CAMDEN - 24.9% / 703 CUSTOMERS**

**CLEMENTON/SICKLERVILLE - 15.1% / 430 CUSTOMERS**

## ZIP CODES OF CAMDEN ONE-STOP ONSITE CUSTOMERS JUNE 2024

