

Operations Committee Meeting Minutes
FRIDAY JUNE 9, 2023, 9:00 AM (Zoom Conferencing)
1111 MARLKRESS ROAD, SUITE 101, CHERRY HILL, NJ 08003

COMMITTEE INFORMATION AND ATTENDANCE								
NAME	ORGANIZATION	TRUSTEE MEMBER	9-Dec-22	13-Jan-23	10-Feb-23	10-Mar-23	12-May-23	9-Jun-23
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓	X	X	X	X		X
Buscher, Steven	NJ DOL-Unemployment		X				X	
Cirii, Frank	Camden County One Stop	✓		X	X			X
Connors, Kristi	NJ LWD-Employment Services	✓	X	X	X	X	X	X
Deitz, Jeff	NJDVRS	✓		X	X	X	X	X
Maguire, Laurie	Camden County One-Stop		X	X	X	X	X	X
McFarland, Salama	Camden County Board of Social Services		X	X	X	X	X	
Regensburger, Robert	Lockheed Martin	✓	X	X	X	X	X	X
Sinclair, Nidia	Camden County Resource Center		X	X	X	X	X	X
Weil, Bob, BSOT Chair	Connor, Strong & Buckelew	✓	X	X	X	X	X	X
Henderson, Bridget	WDB		X	X	X	X	X	X
Levitt, Alex	WDB		X		X	X	X	X
Swartz, Jeffrey S.	WDB		X	X	X	X	X	X
Vaughn, Debra	WDB		X	X	X	X	X	X
Williams, Leslie J	WDB		X	X			X	X

Welcome

Gregg DeBaere, Chair, welcomed attendees and called the meeting to order at 9:06am. He asked for a motion to approve the minutes for the committee meeting on May 12, 2023. Jeff Swartz motioned, seconded by Leslie Williams. By unanimous vote to the affirmative, the motion was carried and the minutes for May 12, 2023 were approved.

SETC Update

- **Local and Regional Plans:** Both the regional and local plans were completed, sent out for public comment, submitted to the Commissioner, and been approved and submitted to the SETC. The regional plan was submitted by Leslie and the local plan was submitted by Bridget. Originally, everything was to be sent to an e-mail address that the State set up but it did not work correctly. Bridget then sent the local plan and regional directly to Gary Altman and confirmed receipt. When the State’s submission email was available, the plans were both submitted and receipt was again confirmed. Both plans were completed and submitted within the allotted time.
- **Governance Training:** GSETA’s training governance training contractor, EDSI, is still producing training modules in video format of upload to YouTube site. While some of the training modules are not relevant to Camden County, they are useful to counties in need of training to bifurcate their Workforce Boards and One-Stop operators and resolve procurement related issues. Greg, Jeff and Leslie had a meeting with the representatives from EDSI several weeks ago to review Camden County procedures and procurement activities. EDSI representatives were very satisfied with the way Camden County operates. A few issues that have been addressed internally will result in some minor tweaks to the procurement process.
- **Procurement:** The One-Stop Procurement will likely begin around November, so the RFP can be put out in the beginning of the 2024.
- **MOU:** The new due date for the MOU IFA December 31, 2023. Since most of the information has been documented, only an update is needed, so the process will begin in early September.

- Only the location and square footage of the Board of Social Services inside the One-Stop will have to be included in the updated information.

One Stop-Update

Frank Cirii, Area Director

Funding: There has been no information from the State regarding funding for the fiscal year. As a result, the One-Stops might have to pull all of our resolutions for the upcoming commissioners meeting for lack of having numbers to list in them. As is, they have requested the resolutions and left out the exact total numbers, just to fill them in at the last minute. In past years, there was a letter with an estimate of funding in late May, but this year there is no allocation information.

Allocation Spending Extension: The State is looking to extend this year's WorkFirst allocation spending through the end of the year. A letter should be coming from Yolanda Allen authorizing a six-month extension to keep the money currently allocated in the One-Stop's WorkFirst budgets, which would have expired at the end of June. The extension is a good opportunity to utilize quite a bit of money left in WorkFirst and TANF dollars and hopefully, give back less money at the end. Post-COVID and without sanctioning, the One-Stop is now seeing more customers and getting more handoffs from Board of Social Services.

Facility Safety: The One-Stop had a successful fire drill. While the exit could have been faster, everyone got out of the building and was accounted for. There is new signage up for clustering, grouping areas for each partner and new signs were ordered after the drill as well. Online training for active shooter, difficult customers and violence in the workplace is on-going.

- With the increased flow of customers and pedestrians outside of the building, a safety problem has developed with traffic in the parking lot. The incidences causing concern arise from personnel leaving the building at 4:30 and congestion and hostility getting out of the parking lot. Personnel parking their car in the entrance thru-way, leaving it running and coming in to punch the clock and then running out to park in a hurry are also a concern. The Board of Social Services has emailed its staff about being patient and considerate in the parking lot. Frank has also emailed personnel about the issue of people taking multiple parking spaces for their car. Staff schedules have been staggered to ease congestion in the parking lot. The last resort will be assigned parking and towing at the owner's expense.
- The front entrance door has been repaired, and the back entrance door will be repaired as soon as the parts come in.

Learning Link: A graduation ceremony took place on June 1st at Camden County College. With a combined group of Adult Basic Skills and 7 Learning Link students, the graduates were encouraged to continue on their career path.

HiSET/GED Testing: As of May 31st, per state mandate, HiSET testing ended at the One-Stop. The conversion to GED has been cumbersome with the additional expense to create a separate local area network. County IT forbid providing the GED vendor with a password that never expires and access its accounting computer system. As a rule, passwords not only do not expire everywhere in the County's offices but it is mandatory that they are changed by everyone every few weeks to avoid hacking issues. In May, the County mandated that the One-Stop create a network only for Learning Link and its public users, which also required additional software and hardware expenses. The One-Stop's Comcast contract must be upgraded for additional bandwidth and additional wiring must be done. Eventually, the One-Stop's public access computers will be located in an isolated area in the front of the office and use special software. Purchase orders have been submitted and are awaiting IT signature and then installation will take place. Scott Stetser, One-Stop Systems Administrator, has been communicating with the Department of Education (DOE). Understanding of the challenges that the One-Stop had to deal with to implement GED testing, the DOE has granted an extension. The process may be completed by mid-July.

Chromebook Loaner Program: There are currently 14 people remaining in G jobs. Chromebooks will be issued to G Jobs participants who need them. To date, there have been no issues with the program.

Incumbent Worker Training (IWT):

- The Goodwill cohort is finished. Laurie and MIS are completing their reports
- The Bancroft IWT is a new pilot program. It is complex and requires a larger amount of funding.
- The ShopRite cohort is running smoothly. The next class will be in September.

Upcoming Job Fair: The next job fair will be on Friday, September 15th at the Cherry Hill Mall.

Youth One Stop: The second Youth Work Experience cohort has started.

Systems Performance: The recent quarterly Systems Performance meeting went well. The fiscal department is catching up this year with making sure reports are submitted with the State. The audit season has begun. There is a good flow between Leslie and One-Stop fiscal staff, with everyone working closely to have details buttoned up before the meetings and everyone involved now understands their role.

Board of Social Services (BSS)

Mikayla Jones-Benjamin, BSS Counselor

Mikayla provided the BSS report in Salama’s absence.

- There is currently a new administrative and supervisory list posted for incoming workers. Testing has not been determined.
- The SAIF Program time limit review, scheduled for June, has been pushed back to July 25th. No reason was provided.
- The SNAP (Supplemental Nutrition Assistance Program) and ABAWD (Able Bodied Adults Without Dependents) waivers were extended to January 2024. The exemption age limit has been raised from 49 to 55. The BSS is still outreaching clients for placement in a work activity. Employable clients will be referred to the One-Stop for the G-Jobs class.
- **The following numbers are for activity in the month of May:**

Applications Received			
EPDT 263	GA - 22	TANF - 41	SNAP - 1
Total CSA’s 90	TANF - 49		GA - 41
<i>CSA is an assessment to determine the type of work activity assigned or deferment from the work requirement</i>			
Referred to employable work activities 113	GA - 69	TANF - 43	SNAP - 1
Unemployable referrals/exempt from work requirement - 86	GA - 61	TANF - 24	SNAP - 1
Referred to G-Jobs 65	Reported on the first day - 20		Remained in class - NA
G 28-Day Protocol 376	190 - Requested in-person	181 - Requested Zoom	5 - Undetermined
Provided support for new employment 15	GA - 1		TANF - 14

****TANF clients can still not be sanctioned.***

- There will be a pilot program across five states to recalculate the work participation rate. The states have not been identified but NJ is believed to be one of the five.
- All open TANF (Temporary Assistance for Needy Families) cases will receive an additional \$200 one-time issuance on July 1st from the State. The SNAP minimum had already been raised to \$95.
- Clients are still reporting their benefits are being skimmed from their cards. A reimbursement training class will be provided to staff for reissuing benefits lost through theft and there will be criteria implemented for eligibility requirements to receive reimbursement. The police have not been involved, but each reported incident will be reviewed individually because there are cases of people sharing their card information or not reporting lost or stolen cards. Specific locations of skimming have not been identified as some account information has been skimmed as far as Virginia when the clients are in NJ.

- There has been no word about GA 28-Day being eliminated as actually proposed in the new State budget, but the budget has not been formally passed. Eliminating GA 28-Day would get benefits to people that need them the most quickly and those who are work-search ready can then be referred to Employment Services.

DVRS

Jeffrey Dietz, Manager

- Project Search is set for the coming year with 5 students for Jefferson Health and 5 students for TD Bank.
- There are employment meetings to try to place the clients coming from this year's Project Search.
- Summer intern orientation will take place at the end of this month for all of the clients that are signed up. The students and their parents will meet with the various vendors to discuss the internship. A total of 8 students are graduating from the Project Search Program in June.
- **Veterans Hiring And Resource Fair:** For veterans, the first part of the event was a roundtable discussion with job coaches and resource providers speaking about realistic things and information sharing. The discussion revealed what the veterans' needs were, what types of jobs they were seeking and what barriers they had. Several referrals resulted from the discussion about resource services that would directly relate to them. The veterans were fully engaged the entire day. The resource providers and job coaches also had an opportunity to talk one on one with the employers attending the event, including Cooper. Jeff commented that his agency would plan to set up a job fair with Cooper, to do an information session and provide assistance with preparation of federal resumé's.

NJ DOL/Employment Services

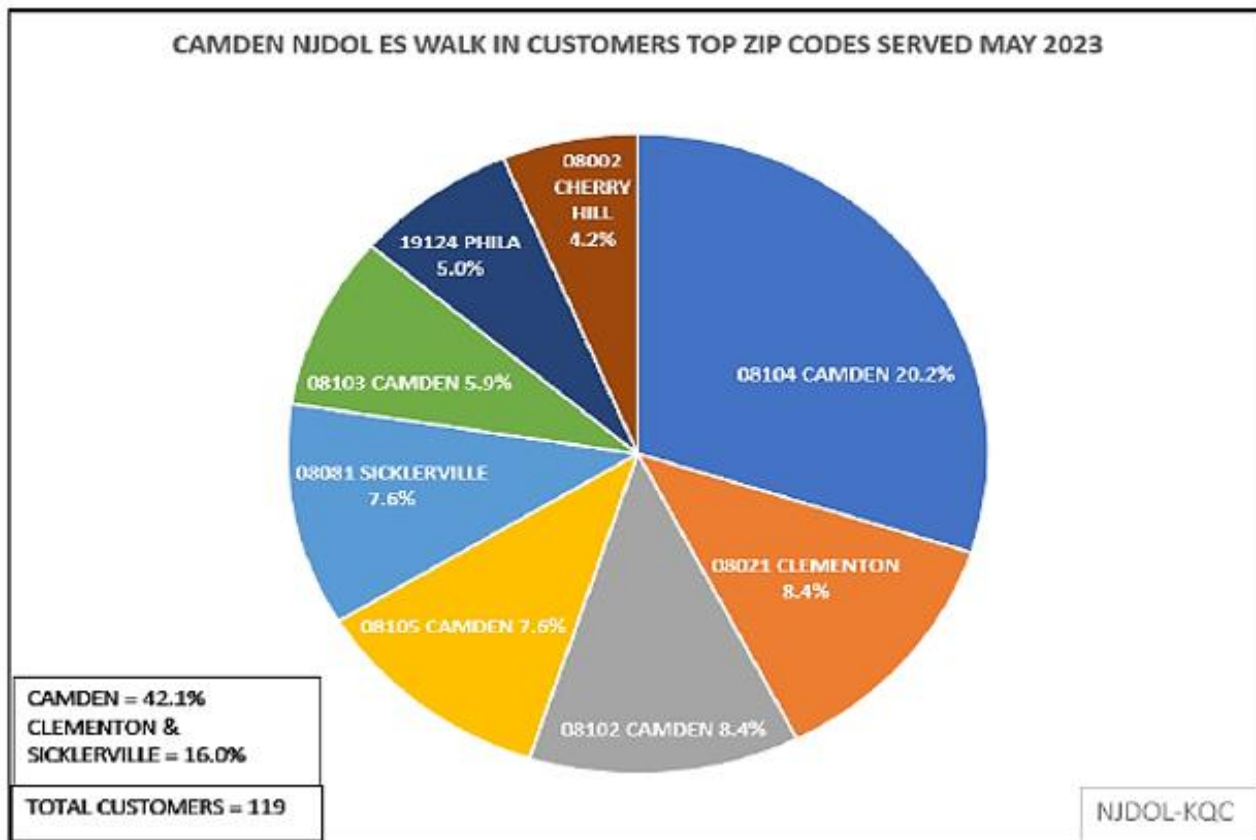
Kristi Connors, ES Manager

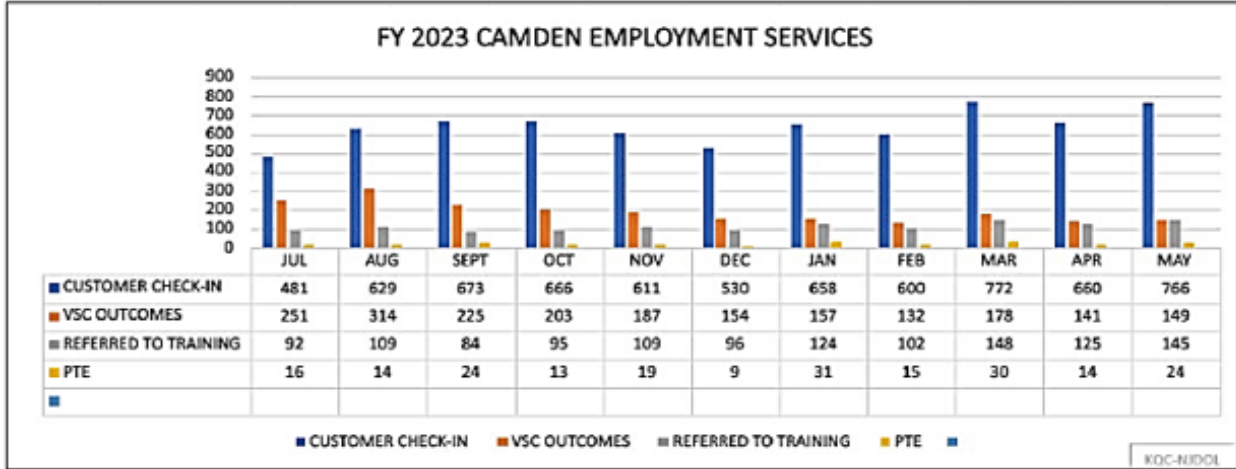
- Kristi revisited last month's discussion about security issues which included how incidents are reported and whether a third party should be brought in to do a walkthrough and evaluate security. It is highly unlikely that neighboring offices would allow an exit that would go through their offices. Frank commented that security drills are done, there is armed security on-site and walk-throughs have been done. He stated that, as part of the One-Stop's emergency plan, the phone system has been changed so the sheriff's officer can use the phone system to access the speaker system and evacuate the building or to assist and provide information to any staff in an emergent situation.
- ES personnel are still working on the hybrid schedule. Two people work from home and three work in the office and there is still a AWP (alternative Work Plan) where the employee works for an extra half hour for 9 days and gets the 10th day off. Information from DWA 1038 (NJ DOL Union) indicated the pilot was being extended for a year, but the meeting scheduled on June 7th may have been canceled due to the fires. Kristi commented that even with job postings offering hybrid schedules, and pension/401k, her division is having a hard time filling openings. One DVOP (Disabled Veterans Outreach Program) position posted only received one applicant, which Kristi had not experienced before. She noted that even at the DOL, at higher level positions, they've offered people jobs and been turned them down because people are accepting jobs that they can work from home full time.
- **Administrative Staff:** An interviewer retired on May 24th. Kristi put in for a backfill for an employment services trainee, but she would prefer a counselor trainee.
- **Training Updates:** Denise Taguwa did several trainings via TEAMS with the Board of Social Services and the county regarding IAR's on 2 dates. ES had Active Shooter Training on the 6th and 7th. Kristi had a walk-through on the 7th with Facilities and Safety from the DOL.
- **Software Modification Team:** The team's last meeting was canceled, but it seems they're still leaning toward Geo-Solutions to replace AOSOS. AOSOS Next Gen has so many glitches that the use of the old version is recommended. The only reason that ES uses the Next Gen is because they cannot print anything from the system in the old version. ES staff has two versions up to enable them to just to print comments or notes or any information from the system. Kristi commented that several states are using GeoCities and a

module had been distributed to review. She would like to discuss how it is used with someone on an interviewer level in another state.

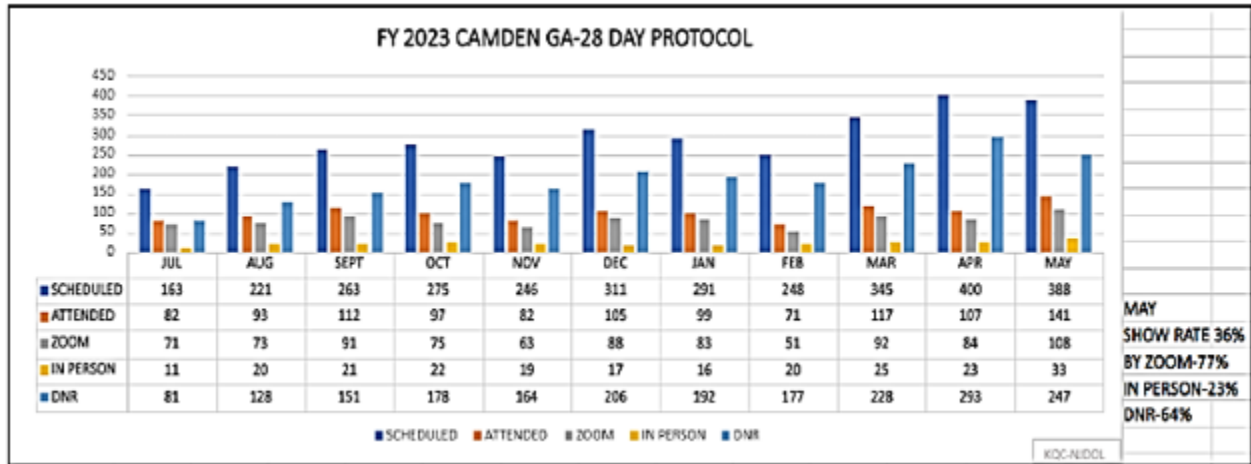
- **Monthly Activity Data and Trends:** The increased traffic may have been the result of more people coming to the Board of Social Services and coming out of G Jobs class. Nidia suggested that it could have been people coming to UI to see about getting an unemployment benefit extensions and being directed to ES. Nidia also said that some people had come in thinking they were owed COVID funds.
- **UI:** People with appointments are still being directed away from the representatives on site and instructed to use phones. There is still a problem of people experiencing problems with the UI phones shutting down and calls not getting through. Additional phones were requested for UI walk-ins none have been installed. The numbers of people coming in will increase as school employees and bus aides start to come in for the summer.
- **One-Stop Check-in:** Two small desks for the check-in computers were requested from facilities. The desks will be at the front entrance. A new QR check-in system will expedite customer check in, enabling them to use their phones with the QR shown on the monitors. The new system will enable staff to know that their appointments have arrived.
- **Veteran Services:** Geoffrey Taylor went to Veterans Haven and met with 6 veterans. Kristi has 2 interns starting on June 6th that she may assign to help at the front desk check-in.
- **G-Jobs:** ES assisted 5 G-Jobs customers with resumé preparation. Kristi will be working with BSS on behalf of a customer with refugee status that was scheduled of GA-28 Day. The customer does not have a social security number or working papers, which prevents them from meeting a requirement for a job search.

FY 2023 CAMDEN NJDOL ES, GA-28 DAY PROTOCOL AND UI YTD MAY 2023

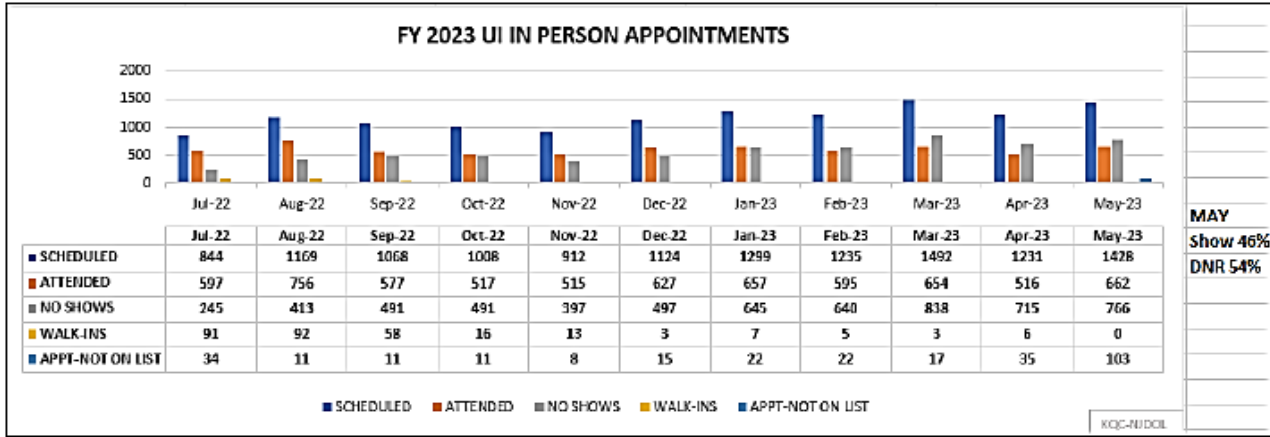




FY 2023 CAMDEN DOL EMPLOYMENT SERVICES												TOT-YTD	AVG
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY		
CUSTOMER CHECK-IN	481	629	673	666	611	530	658	600	772	660	766	7046	640.5
VSC OUTCOMES	251	314	225	203	187	154	157	132	178	141	149	2091	190.1
REFERRED TO TRAINING	92	109	84	95	109	96	124	102	148	125	145	1229	111.7
PTE	16	14	24	13	19	9	31	15	30	14	24	209	19.0



FY 2023	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOT	AVG	
GA-28 Day														
SCHEDULED	163	221	263	275	246	311	291	248	345	400	388	3151	286.5	YTD-MAY
ATTENDED	82	93	112	97	82	105	99	71	117	107	141	1106	100.5	SHOW RATE-35%
ZOOM	71	73	91	75	63	88	83	51	92	84	108	879	79.9	ZOOM-80%
IN PERSON	11	20	21	22	19	17	16	20	25	23	33	227	20.6	IN-PERSON 20%
DNR	81	128	151	178	164	206	192	177	228	293	247	2045	185.9	DNR-65%



FY 2023 CAMDEN UI IN-PERSON APPOINTMENTS

	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	TOT	AVG	YTD
SCHEDULED	844	1169	1068	1008	912	1124	1299	1235	1492	1231	1428	12810	1164.5	Show-52%
ATTENDED	597	756	577	517	515	627	657	595	654	516	662	6673	606.6	DNR-48%
NO SHOWS	245	413	491	491	397	497	645	640	838	715	766	6138	558.0	
WALK-INS	91	92	58	16	13	3	7	5	3	6	0	294	26.7	
APPT-NOT ON LIST	34	11	11	11	8	15	22	22	17	35	103	289	26.3	

Business Services and Outreach Team

Bob Weil, Chair

In the absence of the BSOT Chair and Vice Chair, Alex Levitt provided an update for the most recent meeting.

- The last meeting was held on May 18th, when Jeff Swartz and Leslie Williams attended a meeting in Atlantic City regarding the new protocol for working papers, so Alex ran the meeting. The new process is being incorporated into the administration of Summer Youth Employment Program.
- Transportation remains a subject that the committee concentrates on, with the concern of getting people from the cities to employment in the suburban areas.
- DOL Business Services Representative, Jeanne Page-Soncrant, continues to provide updates of employers holding job fairs and virtual hiring events.
- Camden County College will host events and offer classes over the summer.

Workforce Development Board

Jeffrey Swartz, Executive Director

- Atlantic City Electric is running its SPARK internship program during the summer and an externship program for teachers.
 - The GIE and WISE programs kicking off again toward the end of this year. The Line/Physical Abilities School graduated and another program will begin next year. Information sessions for the GIE and WISE programs will be held toward the latter part of the year to prepare for the start of another program in 2024.
 - The WDB hopes to partner with ACE to attend events over the summer, including some National Night Out events. ACE will provide a tent to be used at the outdoor events.
- Camden Works continues to meet regularly. The Camden Loop Initiative, a rideshare transportation service for Camden residents to get to work in various areas of the city is still a work in progress. Brian Bauerle and Quinton Law of the Camden Community Partnership have been invited to the BSOT meeting to provide an update on the Camden Loop service.

- GSETA will hold its in-person conference in Atlantic City. The event will take place on October 17th and 18th at the Hard Rock Hotel. The training schedule and online registration can be done at www.GSETA.org. Gregg encouraged attendance and commented that the courses were well done and included useful best practices from other areas.
- The Summer Youth Employment Program will kick off on June 26th with a week of work-readiness training for the interns. Of 82 applicants, 50 intern positions were filled. The new working papers system has been challenging for the WDB with its workers comp insurance requirements. The funds to cover the insurance requirements were not budgeted by the State.
- The Abilities Committee held an event yesterday (6/8) at Cooper Hospital. The WDB staff's summer activities will focus on continuing to work with communities for their National Night Out events, and attending school events as they are scheduled.
- The upcoming quarterly meeting will be on June 21st at 8:30am via Zoom. The speaker will be Samantha Pfeiffer, Director of GSETA, who will discuss the programming for the upcoming conference. A Success Story will be shared by the One-Stop. The meeting has some important matters on the agenda. A quorum will be needed for such matters as the election/re-election of Board officers and other important business.

Gregg proposed the July and August Operations meetings take place on Thursdays and Jeff Swartz suggested cancelling the July meeting, which was accepted.

Adjournment

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

The next Operations Committee meeting on Friday, August 11, 2023, at 9:00 am via Zoom.

Submitted by:
Debra Vaughn,
Assistant to the Executive Director