



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Robert Weil, Chair

OPERATIONS COMMITTEE MEETING
 MINUTES, JULY 11, 2019
 1111 Marlkrass Road, Cherry Hill, NJ 08003

ATTENDANCE

Member	14-Sep-18	18-Oct-18	9-Nov-18	14-Dec-18	11-Jan-19	8-Feb-19	8-Mar-19	11-Apr-19	17-May-19	13-Jun-19	11-Jul-19
DeBaere, Gregg T., CHAIR	X	X	X	X	X	X	X	X	X	X	X
Clark, Jeffery	X		X								
Cirii, Frank			X	X	X		X	X	X		X
Connors, Kristi	X		X	X	X	X	X	X	X	X	X
Deitz, Jeff		X		X	X	X	X	X	X	X	
Docherty, Joan	X	X	X	X							
Friedman, Joshua A.	X	X	X	X							
Guzman, Liz											X
McFarland, Salama						X	X	X			X
Medina, Connie						X					
Regensburger, Robert				X	X	X		X			X
Sinclair, Nidia		X			X	X	X		X	X	
Thorn, Thomas		X									
Weil, Bob	X	X		X	X	X		X		X	
Swartz, Jeffrey S.	X	X	X	X	X	X	X	X	X	X	X
Williams, Leslie J		X	X	X	X	X	X	X	X	X	X
Varallo, Kathleen	X	X	X	X	X	X	X	X	X	X	X

WELCOME

Gregg DeBaere, Chair, called the meeting to order at 8:40am. He said the local and regional plan update process is complete. Plan updates can be viewed on the WDB website at the following link: <http://www.ccwib.com/plans.html>

• **ONE – STOP & WDB CERTIFICATION**

Leslie Williams, Comptroller, WDB, reported all documents for the One-Stop Certification and monitoring have been submitted to the State Education and Training Commission (SETC). The local and regional plan updates received no public comment. The SETC has acknowledged receipt of all documents. No feedback has been received at this time. Gregg asked if the SETC has communicated any dialog regarding their timeline for the review. Leslie said the SETC had stated that reviews would begin June 30th and would probably be completed sometime before September 1, 2019. She also said the regional MOU was submitted by Camden County with its completed signature page, however the other local areas are still awaiting signature by their local elected official. Jeffrey S. Swartz, Executive Director, said the SETC approved submitting the MOU in this manner. The other Counties in the southern region were instructed to submit their signature pages as approved and send a copy to Leslie. Gregg asked if the Camden County Board of Freeholders had any questions about the plan updates. Leslie said there were no questions.

- **BOARD OF SOCIAL SERVICES UPDATE**

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

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

Gregg asked Salama McFarland, Administrator, Case Management, Board of Social Services, how her position and the office were progressing. She said that things are going well. Salama reported that she is continuing to re-organize the department. She is given a list of Civil Services candidates that qualify for open positions. She said that she can still use more help in the review office where claims are processed. Gregg asked how the WDB could help make the case for more staff. The Committee discussed prior efforts to organize and better align the Board of Social Service with the One-Stop Career Center. All agreed that the referral system is improving. Jeff said it's not always a question of referrals. Many participants are referred for One-Stop services but simply do not show up. The Committee also discussed re-location of the Board of Social Services. They will continue to operate in Camden City and at the new One-Stop Career Center, 101 Woodcrest Road, Cherry Hill, NJ. Salama said she will have an office there at that location.

Salama presented a letter being sent out to recipients of the Supplemental Nutrition Assistance Program (SNAP). The letter notifies recipients that they have been summited for enrollment into Employment and Training (E&T) activities. These work activities are required as a condition of continuing benefits. Exemptions are listed on the letter. The letter was submitted as an attachment to the meeting minutes. She also reported that recipients holding a family first discovery pass may also be entitled to discounts at Art Centers and Museums in the region. The following exert was taken from the program fact sheet.

What is the Families First Discovery Pass?

The Families First Discovery Pass is a new program in New Jersey that can help you reach new members of your community by offering discounts to Families First card holders and WIC recipients. These cardholders receive income, food, and/or child care assistance. The program is a collaboration between the State Council on the Arts, the New Jersey Historical Commission, the Department of Human Services, and the Department of Health.

More information can be found by follow the link below.

<https://www.state.nj.us/state/njsca/assets/pdf/fy19-families-first-discovery-pass-faq.pdf>

Salama also reported that the Educational Data Systems, Inc. (EDSI) is in the process of completing a data mapping project for the NJ Department of Labor. This project is being completed to improve computer cross referencing and claims systems at the Board of Social Services. They hope to have the project completed by the end of September, 2019. She also reported that the South Jersey Credit Union conducted a financial literacy workshop for customers as a general work activity. Kristi Connors, Manager, Employment Services, said the Credit Union was informed about the customers in advance so the workshop could be tailored to their needs. The Committee agreed that Financial Literacy is an important topic. Leslie said some points of financial literacy were covered in the Summer Youth Employment Orientation. The feedback about the topic was great. Gregg asked how the transportation stipend is working

out. Salama said that it is going well with SNAP Recipients. They are given this stipend to attend work activities. There were some glitches in the beginning. Sometimes loading on the card too soon or not loading at all. These issues are being worked out. The office is now working out a plan for WorkFirst NJ Recipients.

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

The Division of Vocational Rehabilitation Services provides counseling, training, education, transportation, job placement, assistive technology and other support services to people with disabilities. (Follow the link for more information) <https://www.ncdhhs.gov/divisions/dvrs>

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

Elizabeth Guzman, DVRS, reported that Jewish Children and Family Services (JCFS) has been contracted to serve as the training provider for both the TD Bank location and the Jefferson/Kennedy location. Both locations have committed to the program for another year. DVRS counselors and job coaches regularly visit the training locations. Two new groups of participants have been interviewed and selected to start this third round of training.

DVRS UPDATES Gregg asked if Helen Liu, Assistant Field Chief, State DVRS, has been making many changes to the field service system since taking on this new position. Elizabeth said she has a good understanding of the work and a heart for the population. She is very approachable and will provide good leadership. A State Director has not yet been named. She also said state systems meetings consist of counselors, supervisors, and case management representatives are all working to improve a case management system that is constantly changing. She also reported that Jeff Dietz, Manager, DVRS, is very much involved in developing a state-wide training for all counselors because of the new data system. 25 case managers were trained last month and it was very successful. Elizabeth said other than that, the department is preparing and managing case files for the move.

Bob Regensburger, Lockheed Martin, said that record retention and storage protection for the move is a concern that needs to be planned and documented by the Career Center Management team. He said it's more than a mover's decision to decide how space, security and transportation of files meets with overarching compliance. It's not a moving issue, it is a process and control issue. Each agency has a standard set of requirements that needs to be met. The Committee discussed measures that will be taken to ensure the security and safety of claim and customer files leading up to, during and after the move. Kristi said the One-Stop Career Center Management have been conducting weekly move operations meetings to establish procedures for the move. Administrative staff have been purging old files and consolidating records in an orderly fashion. She also had a conversation with her state supervisor, they will oversee the move. Jeff said the county Improvement Authority is also

overseeing and managing the move. Leslie suggested that the containers, once packed, could be sealed in a special way so that they cannot be opened or tampered with until they are received and checked in at the new location. A securing record or document of inventory, and tracking of the send and receive confirmation would serve this purpose. Frank Cirii, Local Area Operations Director, said that each managing director will coordinate the movement of documentation with the vendor. The boxes that will be issued to the employees are going to be coded and stamped. Each employee has a coded location in the new building. The objective is to move over a weekend so that at 12noon on Friday (date to be determined), boxes will be coded, sealed and checked. Bob asked if there is access controls in place for the files. Frank explained more of the logistics planned for the move and management key access to file rooms in the new building. The Committee agreed this is an important aspect of the move to the new location at 101 Woodcrest Road, Cherry Hill, NJ.

- **EMPLOYMENT SERVICES**

Employment Services provides Camden County with Career and Employer services including Temporary Disability Benefits, Family Leave Insurance, Maternity Leave, Unemployment Insurance, Social Security Disability and Workers 'Compensation. Services for employers included job candidate screening and recruitment. (Follow the link for more information) <https://www.nj.gov/labor/aboutlwd/>

Kristi Connors, Manager, Employment Services, reported that there was a state monitoring conducted on Monday, July 8th at the One-Stop. Some of the files were already archived for the move. All those files were noted in the AOSOS system. The state representative was satisfied with the monitoring. She said that since there has been no formal training on how to create an individual employment plan in the AOSOS system, her staff is very careful to keep customer files in order. There were certain coding issues discussed but overall everything went well.

She also reported there will be a marketing, signage and messaging meeting conducted on Monday, July 15. She also contacted Joe Dombrowski, Assistant Director, LWD, for guidance on logo, signage and how the One-Stop will be presenting itself in the new location. He said the State is still in the process of re-branding so the marketing offices are not in a position to respond at this time. He sent two logos approved for publishing. They are "A Proud Partner of American Job Centers" and the Department of Labor and Workforce Development logos.

Kristi said she is working on an online employment orientation (RO) questionnaire for customers as they arrive. She said the move presents a good opportunity to create some new processes that will improve customer service. As customers enter the new building into one main lobby where they will be greeted with signage to all units being located upfront. Once the customer need or reason for visiting is established, they will be escorted to their appointment by a counselor or case manager. Jeff said that Hugh Bailey, Assistant Commissioner, LWD, was insistent about co-location of services. The new location is being modeled after Career Centers in other areas where this type of entry system has worked well. Kristi said the system has to be clearly defined because each area of service is specialized. Jeff said it may be a good time to introduce a kiosk check in station. Customers could privately input their needs and the computer would generate an assigned number or appointment receipt.

Kristi also reported that her office received an intern for the summer. She is a very bright young lady attending Rutgers University. She is president of the colleges' Social Workers Association. Kristi offered her intern to help out with any WDB projects or the SYEPP. She wants to give her a well-rounded experience. Bob asked how interns are engaged with the One-Stop. Kristi said this is a State Initiative. She hopes to create an opportunity for her to shadow Hugh Bailey for a day. She has incredible personal skills.

Kristi reported that 25 participants were scheduled for G-Jobs this past month. 11 TANF, 8 GA/SNAP, or 19 people attended on the first day and 8 people currently remain in the workshops.

As a result of the WIOA monitoring last month, Kristi said she is being asked to document the requirement of training grant recipients to complete a resume writing lab assignment before the completion of training. The participant completes their resume, adds their training experience, and emails it to employment services. The case manager reviews the resume and helps to tweak it or make edits and then it is returned to the participant. In this way, they have a better chance of obtaining a positive job placement outcome upon completion of training. This process is going to be used as a best practice around the state. She said that she would contact Theo Primas, Program Evaluator WDB, to use the language in the vendor contract for the document. She also instructed the MIS office to set up an alert system so participants will automatically be contacted at the 50% completion of training. Gregg asked if there was a deadline established for the documentation. Kristi said there is no set deadline for returning the information to the State.

She said there is no word on when the new website will be launched. She is now receiving job orders from the American Job Exchange. It is no longer called the NJ Labor Exchange. Gregg asked if the Career Center is going to be setting up a follow up unit once everyone is settled at the new location. Frank said part of the impact of the move will be changing the processes with all of the partners and departments and also within our staff, how paper is moved, how follow up is done and who is responsible for these functions. This will include establishing improved interactions between MIS and the fiscal department. The One-Stop will also have to address the Learning Link and follow-up. Gregg suggested creating process maps. Frank said that the One-Stop will be experiencing some turn over due to staff retirements in the next 3-5 years as well, so the move will help define better training procedures.

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

Frank Cirii, Local Area Operations Director, reported that all Counselors are continuing to attend the on-line coaching modules provided to One-Stop staff across the State by the Rutgers University Heldrich Center for Workforce Development, with support from the NJ Department of Labor and Workforce Development. The staff is pleased with the new model of coaching as opposed to counseling job seekers.

Frank also reported there are six resolutions on the County Board of Freeholder agenda for training contracts. All funding has been announced and is in place. There is also a new focus on the One-Stop transportation grant and part of that is ensuring that the South Jersey Transportation Authority (SJTA) is attending the One-Stop Operations meetings on a regular

basis. Theo Primas, Program Monitor, WDB, is set to follow up with additional monitoring of the program. Frank said he will be looking into options to arrange a shuttle service for customers from the rail line to the new One-Stop once a realistic move date is established. He thinks there is a compatible option with the TANF/SNAP/GA transportation stipend. Salama said there are still some logistics to work out in that area. Frank said he needed to know as soon as possible if the card is compatible, otherwise he will need to lobby for a coordinated plan. Frank also said he has been very careful to restrict any messaging about the move until all the details of the move are finalized since dates could change due to construction. He is conducting weekly meetings to coordinate the logistics of the move. He is being very firm about not allowing staff to send out the wrong or confusing messages until a firm move date is finalized. Customers are being encouraged to call the One-Stop before attending appointments. The Committee discussed staff parking versus customer parking and entrance concerns. All agreed that designated staff parking will be beneficial. Bob asked if the staff is happy about the move. Frank and Kristi said the staff is very happy about the move.

Frank reported that the State is continuing to monitor the processes of the One-Stop. Kristi said there is a Workfirst Monitoring and a WIOA monitoring. He is pleased with the staff's response to provide the right information as needed and is doing very well with data entry.

- LEARNING LINK UPDATE

Frank also reported that the One-Stop is completing the process of converting computer work stations over to the Windows 10 operating system in preparation for transitioning from The Test of Adult Basic Education (TABE) to the Comprehensive Adult Student Assessment Systems (CASAS). There have been some technical issues in that two of the computers cannot be upgraded to Windows 10. He is now deciding whether or not to make the purchase of new computers or take those two computers out of commission for now or switching them out from another department. The new testing mechanism will give the learning link program some flexibility in off-site testing and interaction.

He said the CASAS test is less costly and takes less time to administer. It takes three hours versus six hours for the TABE. The State Department of Labor and Workforce Development Directive was issued on April 10, 2019.

- YOUTH ONE STOP UPDATES

Frank reported that the Youth One-Stop is going well. Plans are being finalized to participate in the Justice Involved Youth Follow-up event on Tuesday, July 23rd at the Crowne Plaza in Cherry Hill. Kathleen said that she contacted Dr. Hill, Manager, Youth One-Stop, requesting her to speak at the event about programs that have been initiated to improve youth referrals by the court system to the One-Stop such as an orientation for probation officers.

Frank also reported on the Propel America, Camden County College and American Training Center, Training Initiative. He said the program did not attract much interest by area high school students and applications to the PACE grant were not awarded at this time.

- SUMMER YOUTH EMPLOYMENT PILOT PROGRAM (SYEPP)

Jeff reported that the SYEPP has started 8 weeks of summer youth employment experiences

for 49 participants. The WDB is receiving lots of good feedback about the youth participants. The youth participants also gave the WDB a lot of good feedback about the orientation they received before going on to their job placement. The participants received a workbook of work-readiness activities to complete over the course of their employment. Employers are allowing time in the work week to complete the book and some of the employers are guiding that process and signing off on the workbook assignments. The youth will be instructed to bring it with them to the closing celebration being held at the Pennsauken County Club on Friday, August 16th. Employers, Parents and Participants will be invited to the breakfast and recognition event.

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

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

Jeff reported that there is a quarterly review of the program scheduled for Monday, August 19th at Cooper. There are no new updates at this time.

- **REGIONAL ACTIVITIES**

Jeff reported the Atlantic City Electric (ACE) Training Initiative will begin the line training at the Anthony Canale training yard in Egg Harbor Township, NJ sometime in September. The training center is willing to host the training and Atlantic Cape Community College is willing to contract as the Training Provider for the program. The instructor will contract with the college. The college will provide the training for both counties and Atlantic City Electric will provide and set the poles for the climbing exercises. The WDB Directors and ACE team will be meeting in sub-committees over the summer to discuss improvements to the curriculum, job placement and promotion of the program. Camden County College will be contracted to teach the second round of WISE and GIE Math training in Camden County sometime in January. The training will be scheduled to align with the ACE spring hiring cycle.

- **SETC & GSETA UPDATES**

Jeff reported the Garden State Education and Training Association (GSETA) is in the process of planning the annual Employment and Training Conference, October 1-3, 2019 at Bally's, Atlantic City. The workshops being planned this year will have an added feature in that they will include credit hours toward counselor certification. All One-Stop Counselors are required to complete 15 hours of continuing education (CE) in order to maintain their certification.

- **CONSORTIUM & INDUSTRY PARTNERSHIP UPDATES**

Jeff said he regularly attends the Camden County Healthcare Consortium meetings. The meetings are usually suspended for the summer months and will resume in September. He has been attending conference calls to plan an Industry Partnership Academy scheduled for September 12th and 13th at the Robert Wood Johnson Conference Center, 3100 Quakerbridge

Road, Mercerville, NJ 08619. He said the Academy will bring together regional teams to gain practical tips and tools to build industry-led partnerships. Over the two days, there will be facilitated team times designed for the decision makers in education economic and workforce development to take stock of existing activity and develop coordinated action plans for building a new era of regional Industry Partnerships.

- **BUSINESS SERVICES (BSR)**

Kathleen Varallo, Administrative Assistant, WDB, reported that she and Jeff met with Art Campbell, BSR Committee & WDB member, to discuss the direction of the trades' initiative. It was decided that the WDB would contact the school superintendent in the Pine Hill or Lindenwold area and meet with them before planning a career day at the school. Art suggested that there would be more support of any event planned if the BSR team let the school have more of a say in how the event is planned. The WDB would offer support of the event and speakers such as Vince Cirutti, R. Palmieri, & BSR Committee Member, to speak about his career choice. The WDB will want to include the parents in some type of event.

Kathleen also reported that Jeanne Page-Soncrant, Business & Employment Service Representative, Camden, reported on the following recruitments hosted at the One-Stop: Leap Academy, was hosted on June 17th – Interviewing for Certified Teachers, all levels and subject areas. Shoprite, is planned for July 12th– Managers will be interviewing for three stores, various positions. Educational Support Services, ESS, is planned for July 19th – Interviewing Substitute Teachers and Aids (Formally known as Source for Teachers)

Jeff said the Department of Labor and Workforce Development (LWD) will be issuing guidance effective, July 1, 2019, that further defines and aligns the State's Division of Business Services Representatives with the workforce development board local areas. This will ensure that representatives are targeting industry sector employers mentioned in our local plan. In addition, the BSR's will provide more reporting to the WDB Directors.

NEXT MEETING

Gregg said the Operations Committee will recess for the month of August. The next Operations Committee meeting will be scheduled for Thursday, September 20th, 9:00 A.M. at the WDB office, 1111 Marlkrass Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

Kathleen Varallo

Administrative Assistant