



**Camden County
Workforce Development Board**
Supporting the Development and Retention of a World Class Workforce

*Robert Weil, Chair
Jeffrey S. Swartz, Executive Director*

**OPERATIONS COMMITTEE MEETING
MINUTES JULY 21TH, 2017**

ATTENDANCE

Members		13-Jan	10-Feb	10-Mar	7-Apr	11-May	9-Jun	21-Jul
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications	X	X	X	X	X	X	X
Deitz, Jeff	NJDVR	X	X			X		X
Campbell, Art	Camden County Commerce							
Clark, Jeffrey	NJDVR							
Connors, Kristi	NJ Department of Labor	X	X	X	X	X	X	X
Connie Medina	Board of Social Services							X
Mayfield, Kathleen S.	Camden County One-Stop Operator	X		X	X	X	X	
Potts, John	Graphic Communication M14							
Joshua Friedman A.	Director, Camden County Resource Center	X	X	X		X	X	X
Lope, Krista	NJDVR	X	X	X		X	X	X
Bob Weil	WDB Incoming Chair						X	X
Swartz, Jeffrey S.	WDB Executive Director	X	X	X	X	X	X	X
Williams, Leslie J	WDB Comptroller				X	X	X	
Stubblefield, Lelia	WDB Administrative Assistant			X				X
Varallo, Kathleen	WDB Administrative Assistant	X	X		X	X	X	

WELCOME

Chair Gregg DeBaere called the meeting to order at 9:05am, welcomed attendees and asked for round table introductions. Gregg reviewed the minutes from June 9th with the committee. There were no changes.

- **CAMDEN CORPS PLUS (CCP)**

The grant funded program is a collaborative effort between the local government and schools including The Center for Family Services, Rutgers University and Camden County College. It will help young residents between ages 16 and 24 who don't have a high school diploma.

Joshua Friedman, Resource Center Director, reported that the 31 enrollees or participants that Kathleen Mayfield reported on at the last meeting still remains the same. Joshua said that he and Laurie Maguire, One-Stop Data Manager, had a conference call with a representative from the state funding source of the program to give them an update and express concerns about the lack of communication between partnering organizations. He said the state will be following up on their concerns. Gregg asked if they were continuing monthly meetings. Joshua said there is a One-Stop Partners meeting held on the first Wednesday of each month.

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

A consortium including Cooper Hospital, 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.

Joshua reported that all partners associated with this initiative are ready and waiting for its official launch by Cooper. Dan Rhotan, Director, Hopeworks has been coming in to do test eligibility. He works well with both Jyi Peterson and Marisol Vazquez, Youth One-Stop Counselors. Joshua feels that by the time the program is rolled out, we will have all the twelve participants we need for the first cohort. There are no other new updates at this time.

- **LIBRARY PROGRAMS – YOUTH**

Joshua reported that he did follow up on a Library program that Bob Weil, WDB Chair, asked about at the last meeting. The Library does conduct a program for High School Equivalency. There is a group of about 12- 15 students that are getting their High Sets. He shared his concerns that we know nothing about the program and how it can be tied into the One-Stop. Bob Weil said as president of the Library Commission and Chair of the Workforce Development Board, he will press for this information. Joshua noted that if half of the participants are youth, it could change youth enrollment statistics for the better. Jeff said this was a state initiative, as the state looked at the Library system as a resource for Workforce Development. The Department of Labor and Workforce Development pushed the libraries to set up these types of programs without getting the local areas involved. They would like to see Career Connections and job seeking assistance websites be set up in Libraries. Joshua said that in the future, a counselor could reserve some time at the county library to be available for workforce assistance programs such as this by way of a shared services agreement. Gregg said he heard of a study that reported millennials are using the library system at an increasing rate.

Joshua reported that the Resource Center will be posting for a Certified Teacher for the Learning Link Department and a Certified Counselor. This first be done internally.

- **PROJECT SEARCH – KENNEDY HOSPITAL**

Project Search is a national program that has been established locally at Kennedy Hospital. Kennedy 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.

Jeff Deitz, DVRS reported on a meeting that was held on Thursday, July 20th with the Yale School. They have 9 new candidates that will be coming in for resume writing assistance. He said the first cohort of seven participants produced 5 job placements. There are two participants still awaiting job placement. He said TD Bank is taking the lead for this second cohort to provide some internships. They are mailroom internships. The late hours of operation are a concern due to the young age of the students.

- **YOUTH ONE-STOP:**

Joshua Friedman, Resource Center Director, will be attending the Youth Investment Council (YIC) meeting at the One-Stop on Thursday, July 27th. They will be hosting Dr. Stanley B. Yeldell, Associate Professor, Law & Justice Studies, Rowan University. He will be speaking about a Youth Mentoring Program that we hope to incorporate into the services of the Youth One-Stop. Jyi Peterson, Youth Counselor was a product of his program and actually brought the idea to our attention.

- **ONE-STOP COMMUNICATIONS & UPDATES**

Joshua reported on the re-entry program. The County has received a grant to put together a network of organizations, including the One-Stop to assist ex-offenders being released from incarceration at the County Jail. There are about 25 different agencies represented including mental health, rehab services, social security, motor vehicles and more. The program will serve adults but can include youth as well. The group is hoping to start services before an individual is released from jail. They have produced a Memorandum of Understanding (MOU) between the agencies that is awaiting some revisions and subsequent approval from the Board of County Freeholders.

Joshua reported that the managers are continuing to meet bi-weekly on a regular basis. The managers are trying to work out a new plan for participation. They would like to use the Learning Link to get customers filtered through for TABE testing. The first activity after eligibility enrollment for an adult customer is what triggers participation. That, in most cases, is the TABE Test. By doing an assessment through the Learning Link, we can fine tune the process a bit. He spoke to Howard Miller, Chief Adult Education & Literacy, DWL. He initially approved of the changes pending further development of the criteria. This change will be especially helpful to individuals with advanced degrees who have 60 credits or more. We will be able to fast track them into getting a training contract a much sooner than going thru the existing process.

Gregg asked how many customers we are seeing at orientations and if they are having the time to fill out the proper forms necessary for eligibility. Joshua said we are seeing an average of 30 per orientation. Jeff said he gave one vendor a check list of documentation requirement so a referred customer would know what to bring with them before they even went for an orientation. He suggested that this list be given to all the training providers with the understanding that a customer will still have his/her own choice to make when it comes to which training course they would like to attend. It may help to streamline the eligibility process. Gregg asked if the orientation is still being alternated among counselors. Joshua said there are four counselors who are experienced with orientation. He may be moving some who are better with one-on-one customer interaction.

Joshua said that the counselor certification process started by Kathleen Mayfield is continuing. The new certification packets have been distributed.

Jeff offered to host some round table discussions at the One-Stop to review or orient the managers to some of the changes, based on the new WIOA policy, regarding the One-Stop Operator Procurement. We will schedule a meeting sometime in September.

- **CONSORTIUM & TIP UPDATE:**

Jeff Swartz reported on consortium meetings he has attended. The Healthcare Consortium does not meet during the months of July and August. There is a lot of activity happening with the Cooper expansion as well as new construction taking place at the Rowan Camden Campus. New student residences are being developed along Broadway in Camden City.

Jeff continues to attend Retail Hospitality and Tourism Talent Network South (RHT), TIP events. Jeff said he served on a panel at an information session conducted for the purposes of rolling out some new certification training in the areas of Beverage Operator (working in wineries, or breweries) and another in the area of the actual wine and brewery production. The information session was held on Thursday, July 20th at the Flying Fish Brewery, 900 Kennedy Blvd, Somerdale, NJ 08083, USA. There were about 60 interested attendees at the event. There are currently over 50 wineries located in New Jersey, with a larger number of breweries operating in the state as well. This is a growing market. The state is also offering coffee shops and small restaurants a special wine license as long as they are associated with a local winery to sell their wine. Cumberland County College will be teaching the operator course and Camden County College will be teaching the brew master course. The courses will lead to a certification and hopefully further associates or bachelor's degrees.

Jeff said he will also be serving as a panelist for the Retail Hospitality and Tourism Industry Summit being hosted on Tuesday, August 1st, at Stockton University. 1001 Vera King Drive, Galloway, NJ. Our WDB will also be receiving a Corporate Partnership Award from the State Talent Development Network at that event.

Jeff said he would also be attending WorkFirstNJ Stakeholders Advisory Group on Thursday, July 27th at Rutgers University, 30 Livingston Ave, New Brunswick, NJ. The New Jersey Department of Labor and Workforce Development and the New Jersey Department of Human Services have engaged the John J. Heldrich Center for Workforce Development, at Rutgers the State University of New Jersey, to develop a plan of action to strengthen the employment and training components of the state's WorkFirstNJ (WFNJ) program, including the employment and training programs of the Temporary Assistance to Needy Families (TANF)

Jeff said the South Jersey Workforce Collaborative (SJWC) will be hosting a meeting "Understanding the new WIOA Performance Metrics" on Thursday, August 3rd, 2017. The meeting is open to WDB Executive Committee and Committee Chairs of the Southern Counties of Camden, Gloucester, Burlington, Atlantic Salem, Cumberland and Cape May. The event will be held at Rowan College at Gloucester County, Corporate and Business Center, 1400 Tanyard Rd, Sewell, NJ 08080. The purpose of the meeting will be to better

understand the new WIOA performance measures and how the data is collected to create the reports. Ken Ryan, FutureWork Systems is the main speaker. His company is responsible for support of the ISOS data keeping systems used by the One-Stops.

The SJWC will host a training for front line staff and managers. We have contracted Darrell Andrews (Coach D). Coach D has made his focus in Workforce Development and is known to be very motivational. The training will be held on Thursday, November 2nd, 2017, at Rowan College at Gloucester County, Corporate and Business Center, 1400 Tanyard Rd, Sewell, NJ 08080. The regional committee will be executing a shared services agreement in order to share the cost of this event, so there is no cost for participants.

Jeff also announced that the Garden State Education and Training (GSETA) Conference will be hosted at Bally's Casino, Atlantic City on October 4th & 5th, 2017. Jeff said that he nominated Holtec International for the GSETA Corporate Partnership of the Year. He was happy to announce that Holtec won the award. There will be a presentation on October 4th at the Conference.

- **BUSINESS SERVICES**

Jeff reported that the committee is engaged and the weekly outreach reports are being forwarded to him by the Business Service Reps. He thanked Joshua for his help in that effort. Jeff said that Jason Newman has been officially shifted to his new position with the Department of Labor as the Veteran Business Services Representative for Burlington, Gloucester and Camden Counties. He will be receiving training and more information about this position. Kristi Connors, One-Stop Manager, reported there were eleven recruitments scheduled at the One-Stop during the month of July. Kristi said that Patricia McGowan (Trish), One-Stop Communications, has been great at organizing these recruitments since we are sharing a Business Service Representative with another county. She is filling in the gap. We are staying busy even without a dedicated BSR. Kristi said that Trish has been sending the notices to the county, as requested, but has not yet found them on the County website. Jeff said to send any recruitment information to Kathleen Varallo, WDB Administrative Assistant; ccwib@ccwib.com. She will post them to the WDB Facebook Page. Kristi also noted that Jason Newman is taking the approach we've discussed at previous Operations meetings in that he is visiting employers with idea of promoting Veteran's job needs and he is also giving employers the positive benefits to working with Career Connections and the One-Stop in general.

- Sales Force Training – Jeff said he received an email that each WDB and One-Stop will be awarded two Salesforce licenses. They are planning to re-train those individuals who will be receiving the license.

- **ONE-STOP CERTIFICATION**

WIOA Section 121, requires that local One-Stop Career Centers shall be certified. The law links such certification to the ability to receive potential infrastructure funding for the One-Stop. Such certification shall be based on established criteria and the extent to which the One-Stop provides programs and services in the local area that have enabled

that area to satisfy or exceed performance and quality service criterion. New Jersey's One-Stop Certification process will be put into effect as of July 2017.

The first part of the policy established a yes or no set of requirements to determine whether One-Stops satisfy a number of requirements. The policy further established a work group including state and local representatives who would be charged with establishing future quantitative objective standards.

Under this policy local workforce boards must establish a local process of review that may include a qualified group of non-conflicting local board members or a qualified third party. All local areas will have the responsibility to ensure that the group established locally is qualified and able to perform such work.

Pre-requisites to certification are necessary. This recognizes essential elements of programming/service that must be in place prior to certification. This include matters like accessibility standards, establishment of a grievance/complaint system for customers, a certified local Workforce Development Board and a local MOU that includes the workforce board and its partners.

A local workforce area will submit a request for local One-Stop Certification. The area will show to document that they have satisfied requirements by documenting that all pre-requisite matters and the Certification Checklist, or a similar document that satisfies the specific requirements of the Checklist and more, are completed. Those responses will be shared with the SETC/LWD which will review the request, assess its credibility and determine whether the request should be brought to the full SETC for considerations.

Jeff said we should probably establish a check list of the items we have completed such as the accessibility assessment and One-Stop procurement process and those that still need to be completed such as the resource sharing agreement and establishment of a grievance/complaint system. He said the best fit for the work group that must be established is this Operations Committee. We may need to make certain assignments as related to required documentation that would be provided by the One-Stop such as the partner MOU or the transmittal letter and WDB certification documentation by the Board. Either way, we should keep the process on our agenda and start to compile the required documentation. Some of the work is done; such as the One-Stop Operator Procurement and the Workforce Accessibility Assessment. We have some guidance, and have a model that was used in the past. It should be sufficient for use under the new requirements. Since Kathleen Mayfield has retired, we want to have some sort of special meeting to review the elements and formant of that agreement and a procedure established for the partnering agencies. Jeff asked Joshua to look for a copy of the previous resource sharing agreement. Once we have retrieved a copy of the agreement, we will circulate the copy for discussion at an upcoming meeting.

- PERSONNEL ISSUES AND GENERAL DISCUSSION

Kristi Connors said it has been very quiet at the state level, there is not much to report. It seems everyone is awaiting the results of the election before any additions or changes will take place. Jeff Dietz reported that some clients are getting second interviews from the Social Security Office. Connie Medina, Board of Social Services said there are many changes taking place in her office. She said her office would definitely benefit by having the eligibility check list talked about earlier in the meeting.

Gregg asked that Joshua bring the June 30th or year-end reports to the upcoming Executive Committee Meeting on July 26th. He said Kathleen Mayfield usually provided performance measures results at that meeting. The committee discussed possible outcomes. Gregg suggested taking a real good look at affiliate programs such as Camden CorpsPlus and the Library program to see if there are any youth we may still be able to count.

NEXT MEETING

The meeting was adjourned at 10:37A.M. The next committee meeting is scheduled for Friday, August 11th, 2017 9:00 A.M. at the WDB office, 1111 Marlkress Road, Suite 101, Cherry Hill, N.J. 08003.

Submitted by:

Kathleen Varallo

Administrative Assistant