



Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Matthew Verney, Board Chair

**OPERATIONS COMMITTEE MEETING
MINUTES, JULY 9, 2021**

WDB Office, 1111 Marlkrass Road, Cherry Hill (Zoom Conferencing)

ATTENDANCE

MEMBERS		12-Feb-21	12-Mar-21	9-Apr-21	14-May-21	11-Jun-21	9-Jul-21
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications	X	X	X	X	X	X
Cirii, Frank	Camden County One Stop	X	X	X	X	X	
Connors, Kristi	NJ Department of Labor, Business Services	X	X	X	X	X	X
Deitz, Jeff	NJDVRs	X	X		X		X
McFarland, Salama	Camden County Board of Social Services	x	X		X		
Regensburger, Robert	Lockheed Martin		X	X	X	X	X
Sinclair, Nidia	Camden County Resource Center	X	X	X	X		
Weil, Bob	WDB Chair	X	X	X		X	X
Swartz, Jeffrey S.	WDB	X	X	X	X	X	X
Williams, Leslie J	WDB	X	X	X	X	X	X
Varallo, Kathleen	WDB	X	X	X	X	X	

WELCOME

Gregg DeBaere, Chair, called the meeting to order at 9:08am. Gregg welcomed attendees to the meeting. Gregg said he will review some minor corrections of the minutes with Kathleen Varallo, Administrative Assistant, WDB, who was unable to attend the meeting due to scheduling of the Summer Youth Employment Program Workshops, which she is coordinating and facilitating. He asked for a motion to approve the minutes, June 11th, 2021, pending those corrections. Bob Weil made the first motion; asking for confirmation that there were no substantial changes to the minutes. Gregg said the changes were mostly grammatical. Bob Regensburger made the second motion. By unanimous vote to the affirmative the motion was carried, and minutes June 11th, 2021, were approved pending changes. The corrected minutes will be posted to the WDB website and sent to the committee.

ONE – STOP & WDB CERTIFICATION

Gregg asked Leslie Williams, Comptroller, WDB, to report on any of the latest updates from the State Employment and Training Commission (SETC) regarding the WDB Certification, local and regional plans. He asked if there has been any state guidance released. Leslie reported there has been no further notification regarding the WDB Certification. The WDB will receive an official certification document, once approved. She said there has been no guidance released or notification of when the local or regional plan is due for submission.

• 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

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disabilities. (Follow the link for more information) <https://www.ncdhhs.gov/divisions/dvrs>

Jeff Dietz, Manager, DVRS, DOL, reported the State has not released any information about a re-opening plan. Gregg asked Jeff if he was required to submit a plan for reopening. He did not submit a plan and has not received any more information, but he and Kristi Connors, Manager, Employment Services, DOL, did an evaluation of the worksite and his division is currently serving customers. Gregg asked if the State has issued any directives or schedules for staff to return to 100% in-office work. Jeff D. said staff has been reporting to the office two-three days per week. Schedules may increase but he has only received verbal recommendations, no formal advisory yet. Jeff D. said referrals are up and the overall numbers of customers requesting service is beginning to rise, and hopefully this trend continues. Gregg asked if hiring is progressing or if the State is cutting back. Jeff D. said he is still owed one more counselor, but he has not been given an official go-ahead yet. There have been no staff cuts or layoffs.

Jeff reported the Project Search internship program is progressing. Candidates have completed evaluation and are awaiting determination. Camden County sold its Project Search license to Lenape High School which is in Burlington County. This transaction is being approved by the Camden County Education Commission. Gregg asked and Jeff D. confirmed that Lenape has been meeting with the advisory committee for the program. Jeff D. said he is not sure about how the selection process of candidates will be equitably distributed among other school districts if Lenape owns the license. The Committee discussed concerns about conflicts of interest and favoritism over other schools and the license being transferred to a school that is not located in the County. Jeff D. said the Kennedy/Jefferson program is running great and the Yale school has been good about selecting candidates from other schools. Gregg asked and Jeff D. confirmed TD Bank is no longer participating in the program.

EMPLOYMENT SERVICES, DOL

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/career-services/>

Gregg asked Kristi to start her report with any information or updates she might have heard about the Unemployment Division (UI). Kristi said UI has no plans to return to in-person customer service at the One-Stop. She said there have been no discussions, in management meetings, about a return, and it is not being currently considered. Gregg asked if the state is still utilizing or outsourcing call centers and if there has been discussion about expanding or cutting back on call centers. Kristi said one center was cut, but she has not heard about others. She said there is an ongoing job posting for UI clerks. There is a long training period for those positions. Kristi said there have been no changes since the last meeting and she is not expecting changes in the status of UI. Many other divisions are taking back personnel that were re-assigned to support legislative offices answering UI concerns during the pandemic. That staff was assigned to filter claims to a spreadsheet and note whether they are claims that can be fixed or not. They were not assigned to fix any problem claims. Kristi said she had four of her staff re-assigned, one is back, and two are still with UI full time, and one is half time. The case management of the claims has been redefined to more of a claim study as to what can be fixed and what must be

sent to a specialized team in another level of the UI Department. Gregg asked and Kristi confirmed claims are still taking an average of four-six weeks to process.

Kristi reported she assigned her staff three NJ Metrix SkillUp classes including Email Etiquette, and Time Management. She wanted them to experience the program so they could better understand how to help customers with questions about the program.

Kristi reported the State is still working with test modules for the Career Source website. The Website has been launched but not fully launched. Once all the components are fully tested, she felt an official launch would help drive customers to the new website.

Kristi reported the fiscal year ended June 30th, 2021, and for the year, Employment Services served 5,711 customers. The Division has served 490 so far this program year, and 129 since the last meeting and 1001 were referred for training for the year, and 103 since the start of the new program year, July 1st, and 24 since the last meeting. Staff processed and answered 2,488 virtual request forms for the year. She is working on a fiscal year end chart which will show more data about the types of requests and customers.

Kristi ran the zip codes, which she said was interesting. She shared the screen to note a pie chart of zip codes created by the data entry. She said the service percentages in specific zip codes remain close to pre-pandemic conditions. Customers seeking services from the Camden City area zip codes totaled 29% of services, so it has held steady at around 30% served from the city.

Kristi reported her division provided all virtual services by phone during the pandemic, not via zoom or other virtual platforms; so according to the check-ins entered into the system, nothing really dropped off. The Committee reviewed the original concerns about moving to the new location and then the pandemic. Kristi said check-in the system was created to track service and make sure that Camden residents were easily able to access services. The report confirmed that service did not drop off and that customers from the lower parts of the County could also more easily access services. The reports remained steady even during the pandemic which confirmed that trend continues. Kristi noted that customer requesting services from the Cherry Hill zip codes totaled 9% and Clementon, Lindenwold was another high service area at 10.3% of all customer check-ins. Customers were not required to get on the computer, all services were delivered by telephone.

Kristi said she is not anticipating any big shake-up or influx of customers in the fall from what she is seeing so far for the new program year. She noted the report was showing only services provided by Employment Services, not any other partner division. Gregg asked if the Clementon numbers have been steady and did Kristi see any impact from the amusement park closing. Kristi said there was no real change, Clementon has remained the second highest service area over Camden since the move. Nothing has really changed since in-person services were shut down. Kristi felt some service levels improved because customers did not have to worry about childcare or transportation. The Committee discussed former concerns about the digital divide and agreed it was rather comforting to know that data tracking helped to confirm that services levels did not really drop-off that much during the pandemic. Jeff said the report continues to show positive trends and confirms that services to Camden City residents were not diminished by the move of the One-Stop to the Cherry Hill location at Woodcrest Road. On a positive note,

the reports validate a trend: the One-Stop has seen an increase in service to residents in the lower parts of the county, and that trend is continuing. Kristi said the reports validate service, which if questioned, can show staff have been delivering services, just in a different way. The numbers are up in RESEA because counselors can work over the phone with customers with resume help and then work via emails to review their resume drafts. Kristi said her staff have adapted to the changes and are working well with customers. There is no reason why future work models cannot include a hybrid schedule. She said staff are teaming together toward a common goal and they are feeling more valued. They are learning new skills and she feels comfortable with their productivity and what they are documenting. She said we can meet customers where they are and provide quality personalized one-on-one services. The pandemic has forced the State to update an antiquated circa 1955 system and service should definitely not go backward to where it was. Gregg asked if the State put any productivity measures in place. Kristi said she is not aware of any, only what she has put into practice locally with her staff.

Kristi reported the Adobe Intake Form she created is being utilized and she has worked on a digital career plan, onboarding process, and sent it to the County for approval. She is working with their MIS offices to fine-tune the document structure. She is hoping it will be ready for use in the next week or so, there are only some last-minute tweaks to review. Once complete, she will send the documents for uploading to the county website. She said this will make it easy for customers to fill out onboarding documents online. She also reported sending the resume power point with voice-over to Kathleen for use with the SYEP. She will assign Annie Santiago, new staff member, to present it to the youth. She is bright and Kristi thinks youth will receive the message well coming from her.

Kristi also reported she updated the Virtual Services Directory with some email or web address changes. She would also like to add a QR Code to the directory so customers can use their smart phone to easily access the website and video orientation of services. This will increase phone traffic and customer appointment requests. She will get that approved by Frank Cirii, Local Area Operations Director, because it will have to be coordinated with the QLess scheduling system. Leslie asked her to send the updated virtual services directory for posting to the WDB website. Kristi said it is her understanding that the list, posted at the front door, will include the direct contacts. The person would be scheduled by the QLess system once they received a return call from the different partner service areas. Her concern is if the QLess system link is posted, anyone will be able to schedule their own appointment and there will be no advance notice to the counselors or case managers in the different divisions. The system is designed for use by each partner agency, not randomly by the customer. Appointments should be controlled by staff. She also thought a local partner meeting is needed to make sure everyone is instructed as to how to use the system in coordination with the partner agencies. Customers should not be getting an answering machine pick-up when they call now for services. She said we have to be able to provide good customer service by picking up the phone in services areas listed on the directory. Kristi completed her report and asked if there were any questions. Gregg asked Kristi to bring comparison numbers from last year to the next meeting. Kristi asked Gregg to provide her with his interest areas to review, because there are so many ways to run the reports.

Gregg asked Kristi if she heard any more information from the State regarding return-to-work dates or hybrid schedules. Kristi said she and Jeff D. completed a survey over a month ago. The survey was put out by the System Chief at DOL. It included questions about concerns division

managers had about re-opening to public access. Obviously, security was a top concern. She is hearing that September is a target date for consideration. She has not heard any news or guidance regarding the process. The only thing that is clear is that there will be no in-person public access for UI customers. Jeff S. said it was expressed on calls with DOL that the county offices have opened, and state access has not, so it may be a bit confusing for customers wanting to schedule appointments to access services between state and local county agencies. Many customers are going to want to speak with UI staff. The different service schedules are going to create a lot of confusion when customers are told they cannot see certain staff in the building. Jeff had suggested some direct communication between DOL and Chief Elected Officials in the local counties to coordinate a joint effort to re-open to public access, so that it is not confusing, and the messaging is consistent. He said September sounded a bit optimistic and he is hearing 2022 as a realistic consideration by the State. Currently, the message is not being made clear.

Gregg asked Kristi if the survey was an open solicitation of thoughts, or did they ask for real service models to be suggested. Kristi said the questions were open. The Motor Vehicle appointment model was brought up, but no one is developing or putting forth any real plan or process. Kristi complimented Jeff's vocal approach to discussions voicing what many areas are thinking but not saying. The messaging must be clear and consistent and put forth from the state level. The Committee discussed the frustrations and confusion customers are likely to experience with a partial re-opening. All agreed customers won't care about the differences between county and state staff. They will want help with their UI claims and career search. The One-Stop is there to help customers not confuse or frustrate them any further.

Bob Weil, Chair BSOT, said the committee has been discussing messaging for the last year during the pandemic and if the State is not going to provide proper messaging than the local area must take care of it. Large signage and clear phone messaging need to be addressed one way or the other. Jeff said signage has been placed at the One-Stop. Kristi said phone messaging shifts UI callers over to the call centers. The Committee discussed and Kristi confirmed that security staff has been increased at the entrances to the building. Gregg asked if UI staff were in the building. Kristi confirmed that UI staff was reporting to the building on a very staggered schedule with a skeletal staff present at any one time. She said an extra security person from the Sheriff's office and the county has been assigned to the ES and DVRS entrances. She will craft a flyer that can be placed on the door and given out to customers when they arrive in the parking lot. She is not sure who would be stationed outside to distribute the flyer. Leslie and Bob suggested creating a large banner that reads as follows: "Unemployment Services are not available at this location" Bob W. also suggested that a person should be placed outside the facility to hand out the flyer as customers approach the door or catch them before they get out of their car. This may take the onus off the rest of the staff and save time and effort in the long run. Scheduling of a person outside could be alternating in two-hour shifts. Jeff said the State has sent information via email blasts to claimants. Bob asked if the WDB had available funding to order some type of large banner. Jeff said the owner of the building would not allow banner signage on the building. This was requested, to point customers in the right direction getting off the Woodcrest Station, earlier when the One-Stop opened. Leslie said there may be funds to create a stand-up easel style sign stating clearly that UI services are not available. Gregg remembered that Frank was working with a sign company to create some directional signs for the parking lot. Jeff D. said the owners are still not allowing signage. Leslie said it could be a fold up sign that could be placed outside the door upon opening and taken in at the close of the

business day. Leslie explained the dimensions of the sign and said she successfully used this type of sign when her church re-opened its doors. Those types of signs were allowable by the township and big enough to be seen by customers before they get out of their cars. She said we'll have to check with Frank so we are not overlapping what may have already been ordered. Jeff said he would check with Frank, upon his return to the office on Monday, and find out what's been done and is allowable regarding signage.

Gregg asked Kristi about getting together with Laurie Maguire, Manager, MIS, and coordination of AOSOS regarding requests for training as a work activity. Kristi confirmed they met and there was a code created for that service so it could be entered that 24 people were given explanation and referral for training, this being reported from July 1-8th, 2021. Her staff is checking in with MIS every Monday. MIS is sending out an email to 100 customers at a time with the backlog of about 800 being addressed on a manageable scale. Every week Laurie is sending out an email to 120-140 customers depending on the volume for the week. Gregg said it is a growing trend that employers are really reaching out for help with hiring. Kristi said she would send an article to the committee about job posting or screening services mismatching, and employer needs with jobseekers who are not a fit for jobs posted.

- SUMMER YOUTH EMPLOYMENT PROGRAM (SYEP)

Leslie reported the WDB took in 37 applicants that met the requirements of the Summer Youth Employment Program (SYEP). Four youth dropped out of the program to get jobs making more money. One youth was terminated from the program for non-compliance, so the program launched with 32 youth and out of that 30 are doing well. She said two youth have some challenges, but we are working with them. The NJ Metrix SkillUp still has a few quirks but most of the youth are working well with the assigned course schedule. Youth must participate in those classes for 2.5 hours per week and they include an assessment for each class where youth must get a passing score. There is a delay from the time they take the assessment to the time it is updated in the system. It could take as long as four days to update. She is working with Metrix staff on the user reports because they are exported into an EXCEL spreadsheet and that creates a concern the document can be manipulated. Leslie said there should be a source document that can be exported from the system. They will be working with their programming staff about that concern. She said the courses are good; it's the administration side that could use some improvement.

Leslie reported one of this year's challenges was getting more employer participation in the southern part of the county. There were more applicants from the southern part of the County this year and they are not willing to commute to Camden City, Pennsauken, or this part of Cherry Hill. She said we will need to get more employers from that local area for next time and that will help a lot in placing participants. Gregg asked if other counties like Atlantic or Gloucester got the grant. Leslie said it was open to all counties in the state. Atlantic County did apply and are running a program, but she didn't think the other southern counties applied this year.

Leslie reported this year's qualifications were relaxed a bit from other years and the quality of applicants was not as good. They looked good on paper and interviewed well, but there was a lack in the basic skills of applicants. Components of the program were explained during the orientation and over again even with parents and some things are still not connecting. She said

each year; we learn new things and move forward with the State's changing requirements. This year was better than last year. Overall, this year's program is successful and is showing improvements since it started two years ago. She felt getting 32 out of the goal of 45 youth matched to jobs during this environment of reluctance to work is very good, Jeff said the other issue to note is that we were completing with other employers now paying a higher hourly wage over the \$12.00 per hour stipend mandated by the State this year. He also noted this year's candidate pool came from youth ages 18 and younger. Leslie said the first year's wage structure was better in that there were levels of pay scaled by age. This year's maximum at \$12.00 per hour was not enough to attract older youth ages 18 and above. Jeff said employers like the summer camps were willing to take youth under 18 this year and that helped. Gregg asked how many youth applied from Camden City. Leslie said there are more than half but that is because two schools located in Camden City forwarded their students for consideration and application to the program. She said it was good to get participation from youth in the southern part of the county and that was because she sent notices to all the schools in the county. Gregg asked if any other Board was running the program. Leslie said the WDB in all counties must run the program. Gregg also asked and Leslie confirmed a total of eight counties are running a summer youth program this year. Gregg thanked Leslie for all her efforts and noted it is not an easy task. He also noted the benefits of getting youth entered in the AOSOS system. Leslie said she has been working with Laurie Maguire to complete that task.

- **REGIONAL ACTIVITIES**

Jeff reported Camden and Atlantic County will be starting the Line School Training at the Anthony Canale Training Center in Egg Harbor Township, NJ. Sherwood Taylor, Atlantic Cape Community College, who oversees the program, is still coordinating all the equipment and placement, and is still waiting for some of the yard equipment and safety gear to be delivered to the training site. The pole climbing, bucket truck orientation, and training will start once items are delivered. There are 28 participants enrolled in that training and they have completed the online CPR and OSHA training. Due to Covid and a backlog/transportation, delivery, the in-person training has been stalled. Sherwood is keeping participants updated. Gregg said the whole line training project has been a major challenge.

Jeff reported the WDB is starting some preliminary promotion of the WISE and GIE Math program next cohort that will probably start early in the New Year 2022. The WDB Literacy Committee will be attending some of the National Night Out events and will bring sign-up sheets and information about the ACE program. Jeff and Ken Brahl will attend the event in Clementon on Monday, August 2nd, and other events will take place on Tuesday, August 3rd.

Jeff reported he regularly attends the Camden Works calls and that program seems to be moving along very well. They added six more participants since the last meeting, and they now have over 470 registered in their data base. They have achieved approximately 186-7 job placements and another 120 are ready to go to work. Gregg asked and Jeff confirmed Camden Works is working with the new Hilton Hotel and have placed a few people in jobs at that location. Jeff reported Camden Works is setting up a Youth Study. Coopers Ferry has changed the name of this partnership to the Camden City Partnership (CCP). They have engaged a consultant to do a study on Camden City Youth. Jeff said he has been asked to sit in on that committee so those meetings will convene starting next week, so he will report back to this committee with updates regarding the study. Gregg said it's important to stay close to this initiative. He said it might be a

good idea to get one of the youth counselors from the Youth One-Stop to sit in on that committee.

Jeff reported the State Employment and Training Commission (SETC) and the Garden State Employment and Training Association (GSETA) continue to meet monthly. As discussed in prior meetings, the Employment and Training Conference, usually scheduled in October, was cancelled in favor of offering a series of online workshops for frontline and management staffs. He said lining up the workshops during October became problematic, so the planning committee has decided to set up a virtual conference on November 15th & 16th, 2021. Jeff said more information will be reported as it shapes up.

- **CONSORTIUM & INDUSTRY PARTNERSHIP UPDATES**

Jeff reported there have been no meetings scheduled by the Eds and Meds Consortium. There was another Industry Partnership meeting convened last week, but Jeff was unable to attend due to another state meeting. He said he'll get an update as to the results of that meeting.

Jeff reported the NJ SkillUp program seems to be going well and as Leslie reported it has been incorporated into the SYEP. He reminded the committee that the program is free and available to any person living in the state. There are no eligibility requirements to join the program. He was made aware that Ken Brahl is using the program to refresh some accounting staff on QuickBooks.

Gregg asked Jeff about the Cooper Medical Coding Initiative. Jeff said it is still moving with Hopeworks leading the program for Cooper University Healthcare. A committee was meeting on a regular basis, prior to COVID, to implement an EMT program. The last time they met a year or so ago, they were negotiating price points for Camden County College to offer the EMT training and certification. He will follow-up on any progress that may have been made with that initiative.

- **BUSINESS SERVICES & OUTREACH TEAM (BSOT)**

Jeff asked Bob Weil, newly appointed team leader, to report on the last Business Service and Outreach Team meeting. Bob reported he introduced himself to the team at their last meeting on Thursday, June 17th. He said the team is doing a wonderful job connecting with employers in Camden County. Jeanne Page-Soncrant and Ricky O'Hara, Veterans Rep. are doing some amazing work on virtual recruitments. He looks forward to getting engaged with the team. He hopes to be able to connect some of the employers from the Camden Waterfront area, that moved into the city, with some of the services of the One-Stop. He wants to get the type of conduit that gets training initiatives going and moves people in a career path in the city. This was mentioned by Kris Kolluri, Chief Operating Officer, Coopers Ferry Partnership, at the last WDB Quarterly Meeting in March. That will be a connection he hopes to foster as he works with the committee. Jeff said Jeanne continues to work in the job matching program sourcing candidates from the AOSOS system. She is also working with employers to schedule virtual job recruitments and all those get posted to the WDB social media platforms so anyone can see all the activity that is going on. Gregg asked if there were any big recruitments coming up and is she working with any new employers moving into the area. Jeff said he is not aware of any new companies, but she has organized recruitments for Liberty Coke, FedEx, Wawa, Virtua Health Systems, and ESS- Source for Teachers. Jeff said there is still a large demand for transportation

jobs including CDL drivers. There have been conversations with Canada Dry. Jeff also reported members from Camden County College are meeting Laurie Maguire and Kathleen Varallo, representing the WDB, in a sub-committee, to move the Incumbent Worker Training Initiative forward. He and Frank have been working on this initiative for months now to organize the process around the policy established by the WDB. There has been some discussion about approaching two companies, Paratos, and Disc Makers, both of which the college and WDB have good relations with. They are open to up-skilling some of their workforce. Jeff also mentioned Canada Dry and Liberty Coke as candidates to train some of their warehouse personnel in CDL. There is a cost to the employer and that may be paying their wages while attending the training. Gregg agreed that Disc Maker is a good choice to pilot a training initiative. They are a steady revenue company that has operated in the area for a long time. Jeff said he will continue to update the Operations Committee as that initiative moves along. Gregg asked if there were any other questions for Bob or Jeff regarding Business Services and hearing none, he asked the committee to put forth ideas for a speaker for the September Quarterly Meeting. Gregg asked the committee to keep it in mind and think about a speaker. He said the best ideas usually come from this committee. He asked Bob Regensburger, Project Principal, Economic Development Programs, Lockheed Martin, if he has heard any more from the State regarding business recovery and re-opening. Bob R. said he has not heard anything additionally to the internal memo's he supplied as a follow-up to last month's Operations meeting. He said in working with the State, the progress of moving people back to the workplace is moving very slowly. He does not think any of the core workforce is expecting to be back in the office through September. He said that was his general observation at this moment and will update the committee with any new indications.

Gregg asked about current work processes at Lockheed Martin. Bob R. said there is still a fundamental process of categorization of employees by grouping. The category one group was reporting to the office during the whole of the pandemic, because of the nature of the work, which is largely government classified work. That work could not be suspended, and it certainly could not be done from home because of the classified network and system. Lockheed has had a steady process of ongoing activities at the Moorestown Plant, and that can include manufacturing, production, and tests. He said beyond that category one group, they identified a second group that could telecommute either greater than 50% or lessor than 50% of their work time. They are now focusing on how to bring that group back to in-person work and a lot is predicated on the vaccination rate and CDC guidelines. They are intending to implement split schedules in the fall. Systems are working overall well, and he thinks there may be a permanent change in telecommuting work. It has never been done before, but it is something the company will begin to pursue based on a good level of productivity over the last 18 months. Gregg thanked Bob R. for the update. He said it's always good to hear about how other private sector businesses are approaching work product. Jeff said he read an article sighting companies that are now offering employees a 3-2 split work week. They are experiencing better productivity with this type of scheduling. The Committee discussed some hybrid models for this type of split schedule. All agreed that remote work is producing better outcomes than assumed at the start of the pandemic.

Bob R. commented that the committee has done a lot of great work on how processes could transition to virtual service and how that service is deployed and implemented. He wondered if there was a way for the committee to document the lessons learned and best practices put into

motion over the last 18 months, because of the ideas put forth and discussed in these meetings. Those could include how processes were improved and how we gained efficiencies under very tough circumstances. He asked if there was an opportunity to take these improvements and implement them on a more formal or permanent basis. The leadership in this team has taken on new ways to serve the One-Stop and he named Kristi as an example of how she restructured their teams and workflow reporting practices. He further defined the question by saying there must be some way to capture this great work and is there some way, more importantly to continue it post pandemic. He also noted to Kristi's earlier comment about progressing beyond a 1955 type delivery of service and asked if there was a risk of going back to that antiquated system. He asked if there an opportunity to show how well performance has improved the outreach and broadening of our scope. This was allowed to happen because of some relaxation of old stringent rules, regulations and other mechanisms that inhibit real growth. Sometimes it takes an outside set of circumstances to force change, such as the prior changes that were brought about by the move to the Woodcrest location and integrations of functions. He asked if there were things that could be put forward in the form of a white paper or some sort of lessons learned document that could be shared with the Department of Labor and others. He stated it in this way, "Here's what we've learned, here's what we've done and here's how we recommend change to go forward or a paramount to go forward." Bob R. said he would be happy to review such a document, because he could view it from an independent perspective. There is an opportunity here to make a generational change in how the One-Stop can deliver service and how the WDB working together with One-Stop partners was able to foster that change.

Gregg was very appreciative of Bob comments and thought such document could be incorporated into an upcoming work product of the committee. Kristi said some descriptions of system upgrades were written into the WDB re-certification documents and it could be further expanded. Gregg asked the committee to give some thought to the document. It could be completed in the normal way where each partner contributes some of the writing by putting forth what worked in their area and the challenges that caused some of the new processes to be developed. These could be then combined into one document for review by Bob R. He warned that the committee should not have great expectations about how it will be received. The Committee discussed components of the document and agreed it can be accomplished along with the writing of the local strategic plan, with having established some pilot programs because of challenges faced in transitioning service delivery. Gregg asked the committee to come back with some ideas within the outline that Bob R. has laid out in his comments. Bob R. said the committee should get it down on paper, review and strategically deliver it as a benefit to those who will read it. The best case is that the local area will get permission to continue process improvements to meet customer needs. Gregg asked the committee to bring thoughts about the project and speaker ideas to the next meeting. Kristi suggested asking Karen Carol, Director, DVRS. She was supposed to speak at the quarterly meeting when the pandemic shut down the state. Jeff asked Jeff D. to forward her contact information and he would get Matt Verney, WDB Chair's approval.

QUARTERLY BOARD MEETING

The next WDB Quarterly Board of Trustees meeting is scheduled for Wednesday, September 22nd, @8:30am via Zoom Conferencing. The annual report will be presented, and the annual budget will be approved at that meeting.

NEXT MEETING

Hearing no further questions, Gregg thanked the committee. There was some discussion about changing the next meeting due to conflating events. It was decided to change the meeting date to Friday, August 6th 9:00am via Zoom Conferencing. Gregg asked for a motion to adjourn the meeting. Bob Weil made the first motion; Gregg made the second motion; by unanimous vote to the affirmative the motion was carried, and meeting adjourned at 10:53am.

Submitted by:

Kathleen Varallo

Administrative Assistant