



Supporting the Development and Retention of a World Class Workforce

Matthew Verney, Chair

Jeffrey S. Swartz, Executive Director

**BUSINESS SERVICES AND OUTREACH TEAM MEETING
MINUTES
THURSDAY, AUGUST 19, 2021, 2:00PM (ZOOM CONFERENCING)
1111 MARLKRESS ROAD, SUITE 101, CHERRY HILL, NJ 08003**

ATTENDANCE

Members		11-Mar-21	15-Apr-21	13-May-21	17-Jun-21	15-Jul-21	19-Aug-21
Weil, Robert	BSR Chair					X	X
Bennett, Ryan	Trusit Bank	X	X	X		X	
Cardwell, Larry	Pennsauken Township	X		X	X		X
Casciano, Cheryl	Nj Dept. of Labor		X				
Cirii, Frank	Local Area Operations Director, CCOSCC	X	X	X	X		X
Forman, Lois	Jewish Family & Children's Service	X	X	X	X		
Hanna, Kaina	Camden County College	X					
Hejlek, Joe	KIPP New Jersey		X				
Iannuci Cappello, Susan	Camden County College	x	X	X			
Leonetti, Mike	Paraprofessional, CCOSCC		X			X	X
McCormick, Carol	Camden County College, Business Services	x		X			X
McLaughlin, Margie	The Salvation Army	X		X	X		
O'Hara, Ricky	DOL, Ventures		X	X	X	X	X
Page-Soncrant, Jeanne	NJ Dept of Labor, Business Service Rep.	X	X	X	X		X
Regensburger, Robert	Lockheed Martin		X	X		X	X
Russomanno, Salvatore N.	Applied Enterprises, LLC						
Shafer, Derena	Camden County College		X	X	X	X	X
Sinclair, Nidia	Camden County One-Stop	X					
Snyder, Billy	Pennsauken Public Schools						
Staas, Diane	Camden County College			X	X		
Veneziani, Jennifer	Business Outreach, LWD, DVRS						X
Swartz, Jeffrey S.	WDB	X	X	X	X	X	X
Varallo, Kathleen	WDB	X	X	x	X	X	X

Purpose and overview of the Business Service & Outreach Team. (BSOT)

One of the best tools to help us determine the focus of the Workforce Development Board (WDB) is the input we get from area employers, in terms of who they are hiring, their job requirements, what certifications they may require, and hiring trends they forecast. This committee is one of the vehicles we use to help achieve the goals of the WDB. Many of the participants in this committee have been in business and are now in areas of workforce development related to the needs of employers. They are out day to day, talking with employers, jobseekers and individuals gathering information about the community's workforce needs. This information has helped us create job training programs that result in employment opportunities. This effort helps to fulfill our mission. We meet monthly and talk about employers that are hiring and how we can best serve them, new projects coming into the

county and training programs we should be running in the future. This meeting also helps to make sure we are aligned with local and state public policy. Friends and colleagues in private sector business are always welcomed to join this committee as well.

WELCOME

Bob Weil, Chair, BSOT, Business Development Executive, Conner Strong & Buckelew Companies, Inc., welcomed attendees and called the meeting to order at 2:00pm. He thanked members for their hard work and efforts to move the WDB mission as far forward as possible during these extraordinary times. The Team reviewed the minutes from the meeting July 15th meeting. Bob asked for a motion to approve the minutes. Mike Leonetti made the first motion; Ricky O'hara made the second motion. By unanimous vote to the affirmative the motion was carried, and minutes July 15, 2021, were approved.

BUSINESS & COMMUNITY UPDATES

Carol McCormick, Camden County College, reported the college completed its Manufacturing Boot Camp with a cohort of ten students. The program was focused on an apprenticeship for CNC Machinists. Eight Employers did class visits, and they were all very impressed with the students. She said they will be sending out the resumes of the students with the goal of getting them placed with an employer who has participated in the online CNC Machinist Apprenticeship Program. Carol said the Healthworks grant for the apprenticeships is moving along with Elmwood Nursing Center in Turnersville. They are very interested in having their current employees go through a CNA Apprenticeship program. The College will be conducting an information session for employers on August 31st. Jeffrey S. Swartz, Executive Director, asked if this program could be a fit for Incumbent Worker Training (IWT). Carol asked if the employer had to be doing business in Camden County. Jeff was not sure, but if their employees were residents, it might be justifiable. He confirmed the employer was the old Health Services Center, which was in Gloucester Township. Carol agreed they would then be a great fit because they are all about supportive training for their employees. She will follow up with the employer. Jeff said healthcare is one of the targeted employment sectors.

Carol also reported being in contact with the Melita Coffee Co. They have grown their staff over the last few years which are up to over 60 employees and will be hiring more. They have new equipment coming in and new partners. They are all about training, employee development, and creating career pathways. They are interested in soft-skills training and putting together a customized supervisory skills plan. They also discussed some electro-mechanical training for their floor workers. They are participating in the college's Industrial Maintenance Mechanic Online Apprenticeship Program and have been very happy with it, so they will be meeting again on September 2nd. She will update Jeff with the results of that meeting. Jeff said they will be an excellent candidate for IWT. She also reported following up on the Canada Dry referral from Frank Cirii, Local Area Operations Director, and has a call scheduled with them on September 2nd,

Jeff said CDL driver training is also in high demand. Jeff suggested to Carol that the College might consider partnering with Mikes Driving School or Smith and Solomon to offer this type of training with oversight by the College. He said the College might also consider becoming a training provider for CDL. Carol agreed and said she will discuss the idea further with Kaina Hanna.

Derena Shafer, Camden County College reported the College convened a meeting with Johnson Controls to discuss a pilot program for HVAC, Security and Digital. CCC was one of ten colleges picked to participate in this pilot program with the goal of enrolling and graduating students from historically underrepresented populations. Johnson Controls will partner with the college and provide the training for possible hires with their company. She said the college is in the throes of late registration which is typical for this time of year. It happens every year. She is happy to have these many students back on campus, it's been a long time.

Jennifer Veneziani, Division of Vocational and Rehabilitation Services, (DVRS) reported she is back from being re-assigned, for 16 months, to the Division of Unemployment. She is very happy to be back doing the work she loves. DVRS is getting ready for October which is National Disabilities Employment Awareness Month. She said her division will be partnering with JEVS-Hire Ability to host some type of Virtual Hiring Event. Throughout southern New Jersey, there have been some in-person hiring events. She has found that some employers may not be getting permission to attend or that clients are still not interested in attending these events. In the meantime, she has been able to engage with some employers during this time.

Jennifer reported meeting with a Target Stores Distribution Center, Gloucester County, who is offering warehouse positions starting at \$24.00 per hour with benefits and tuition reimbursement. They are located off exit 11, Route 295, in Logan Township. They are the largest distribution center in the country. They are looking to hire 4000 people and have already hired some DVRS clients. She will also be meeting with Carl Donato, Talent Acquisition Specialist, Wawa, to discuss opportunities for DVRS clients as new locations open around the region. She also met with Sonic, Drive-up Fast Foods, who will be partnering with Tony Luke's. She noted that Tony Luke has been a great partner and spoke at a past GSETA conference. They will be developing some hiring opportunities for DVRS clients. She also mentioned meeting with Rutgers, Camden, who would like to partner with the Department of Labor on some hiring events. They have a critical need for security officers.

Jennifer reported she is still involved with the Project Search, Internship and Training Program. They are looking to expand their footprint. The Jefferson/Kennedy location just won a national award. The most recent graduating cohort had a 100% positive employment outcome. This showcases some of the talents of the counselors as well as the clients. She will follow-up and share information about hiring events once dates are set and closed her report by saying how great it was to be back. Bob thanked Jennifer and was happy to welcome her back to the team. He said the WDB has always appreciated her participation and willingness to speak at our Abilities outreach events.

Derena made the team aware that Camden County College can work with some employers like UPS that offer tuition reimbursement. She said they have a unique program that allows students, working for those companies, to defer their tuition so that the college bills the company at the end of the semester for tuition. It's a great program for any company who offers tuition reimbursement, making it worry-free for the students who work and attend school. She encouraged the team to share the information.

Mike Leonetti, Para-professional, One-Stop, reported the County will be partnering with the Job Fair hosted at the Cherry Hill Mall on Friday, September 17th 10am-2pm. The mall and Sun newspaper are running the event. The County is providing sponsorship and will have a designated section or host area at the Job Fair. Jeff asked if there will be a cost to employers. He said, in years past, the County has hosted Job Fairs at no cost for employer to attend. Mike said he would get back to Jeff with more information. Bob asked how the Job Fair was being marketed. Mike said the Sun Newspaper Group will be putting out full page coverage and it will likely be posted to the County website. They will also be doing direct mail to over 49,000 homes in the County. Frank said the County, Sun Newspaper, and mall are the sponsors.

Frank Cirri, Local Area Operations Director, reported he has been working with the College and WDB to develop the components for Incumbent Worker Training (IWT). The State provides funds for these types of training, but this program will be offered by the County and WDB. The program is set up to help an employer up skill their current workforce to avoid layoffs, offer promotions and hopefully create more jobs to backfill the bottom. The program also looks to create labor retention as well. Frank said the sub-committee is finalizing the documents and hopefully by the next meeting be able to distribute them to this team. He will be encouraging the team to promote the program. He wants to develop one to two employers to start as a pilot in

September or October. He said as we complete one or two successes, it will create more opportunities. The application and approval process will be vetted through the WDB. WIOA funding is allowing up to 20% of funding for this program, and more funds can be added to this area of spending once it proves to be successful.

Frank also reported the One-Stop is promoting virtual services with over 800 emails, to UI claimants, going out last month. All virtual services are included with all the links and direct contacts. He said we are seeing a bit of an uptick in putting customers into training because of this effort. He also said staff will continue this effort by sending out a few hundred emails per week so that we can serve the career and training needs of customers coming from unemployment compensation. Frank said the One-Stop has been open to public access for five weeks now and luckily there have not been any major issues. All COVID protocols are being followed and customers are being seen by-appointment only by counselors. State partner services are being provided virtually and the Learning Link is open by-appointment as well for testing. There are still many UI customers walking in with continuing frustrations about their unanswered claims. Every customer, who walks up to the door, receives a sheet of instructions on how to access services including UI, with some advice about the best ways and times to contact the call centers. Some customers are more persistent than others, but there is a good public safety presence and they have remained patient and consistent with messaging. Bob thanked Frank and his staff for all their efforts and hard work safely serving customers and giving them some direction.

Bob Regensburger, Lockheed Martin, reported the company is focused on bringing increasing numbers of employees back to the workplace. Since the pandemic, there's been a category one group working onsite, full time due to the nature of the work in production, manufacturing, and tests. He said beyond that group there has been a significant number of employees telecommuting throughout the balance of the pandemic. The company also surveyed its leadership to determine the efficiency of work if some employees continued the practice of telecommuting and to identify a phased approach to returning to in-person workspace operations. The plan should stabilize by September. There has also been a lot of work to assess and re-configure workspaces for the safest and most efficient return to work plan. Bob R. said the company is continuing to expand its internship program and has a couple of initiatives underway in that regard. The company also continues its recruitment efforts to fill the demand for Engineers and Computer Scientists. That demand continues to increase with some new projects that are coming onboard. He said the summer has been busy in meeting the demands of business.

Jeff also noted the Camden County and WDB website which posts a directory of virtual services. There is a video orientation of services posted to the county site and includes information about all state and county partner services and there is a Spanish version of the video orientation of services is posted as well. Follow the link for more information. <https://www.camdencounty.com/service/employment/job-training-placement/>

INCUMBENT WORKER TRAINING UPDATES

Kathleen Varallo, Administrative Assistant, WDB, reported the sub-committee is continuing to meet on a regular basis and that Frank Ciri covered much of the updates on Incumbent Worker Training (IWT). She said the college provided a list of the types of training they could provide, which is helpful for matching employers to programs. Carol and Kaina stressed the fact they could customize any of their curriculum to meet the specific needs of the employer. She researched the application packages of other local areas and sent some sample templates to Frank and Laurie Maguire, Manager MIS. Frank and Laurie will be working to complete the application package and all the documents associated with the program. Jeanne Page-Soncrant asked if there was a flyer to help promote the program. Kathleen said the WIOA reference guide is available, but it may be a bit lengthy in wording. Once the documents are completed, Frank may request a flyer from the county. Frank said the documents will have a clear description of the program.

BUSINESS SERVICE TEAM UPDATES

Jeanne Page-Soncrant, Business Service Rep. DOL , Serving Camden County, reported there has been lots of employer engagement in the County. She is handling most of the requests, and her supervisor Amanda Modele is helping assign requests to other BSR's as they come in. Everyone is really working together to keep up with employer requests. She said there have been several virtual employer recruitments and we continue to schedule them. During the month of June recruitments include Perotos, Food Manufacturer, ESS, formally, Source for Teachers, Staffing Co., and at month's end recruitments were hosted for Pepsi and Canada Dry. Recruitments in July have included FEDEX, and Wawa. These have had roughly 20-25% attendance by the number of jobseekers registered. Some have had as many as 300 and some have had smaller turnouts.

Jeanne said moving forward, she was happy to report a date has been secured to host a virtual recruitment for Cooper University Healthcare. A flyer for this recruitment was included with meeting materials. It is scheduled for August 26th, and she helped the Cooper team work on the flyer which turned out very nice. Recruitment is also scheduled on August 25th for the Family Success Centers. Jeanne said Janea Wilson, BSR, Gloucester County, will be helping with that recruitment.

Jeanne reported BSR's are continuing to source jobs for employers and notify prospects for candidates. She has been working on some additional initiatives. Howard Wilson, State Director Business Services, DOL, has assigned BSR's to promote a big hiring initiative for PSEG. Camden County has submitted 20 candidates for their jobs. She has also been working on recruitment initiatives for two long term care facilities, Lyons Gate and United Methodist Communities. Kathleen said the virtual recruitments are being handled seamlessly. Employers receive all pre-registration information in a spreadsheet as a follow-up to these virtual events and the flyers look really great. Jeanne said even if jobseekers do not attend, their pre-registration information is captured so that an employer, such as Virtual Health, will receive as many as 1500 candidate names and contacts. She said it is a learning process that improves virtual recruitments as they are planned. Jeanne said once registered, the jobseeker will receive at least two email reminders about the recruitments with advice and links to connectivity. The team discussed connectivity issues and glitches. Bob said the Camden County Library System applied for a grant to help customers and employer with technology and the libraries have a bank of computers. He asked her to contact Linda Devlin, Director Camden County Libraries, for a designee to receive recruitment information for distribution among the branches.

Jeanne said she continues to work with some employers on rapid response efforts. This is a DOL service provided to employers when they are closing, downsizing, or closing a division of their business. These efforts seek to help workers transition to new jobs without delay or costly unemployment claims. She is serving on the automation team to streamline these processes to get information out more quickly and efficiently.

Ricky O'Hara, Veteran's Service Rep, (Five Southern Counties), reported he is working with Janea Wilson, Gloucester County, and Jeanne Page-Soncrant, Camden County, to network the flyers, promote and host lots of virtual employer recruitments. BSR's are participating in more training to help serve Veterans. He is also helping to work on the much of the hiring events for the Gloucester Terminals. They have lots of positions to fill and are willing to hire Veterans. He will be sending email blasts to his Veteran list for those Job Fairs.

Jeanne said the agenda includes links to the two new NJ State websites which connect to the same NJNLX. Follow these links for more information:

New Jersey's Career Services Website: <https://www.nj.gov/labor/career-services/>

New Jersey NLX Website – Employers post job openings: <https://newjersey.usnlx.com/>

Kathleen said the jobseeker link includes the link to the NJ SkillUp learning platform where all residents in the state of NJ can sign-up for over 5000 free training courses. Some employers are now using this platform to refresh or up skill their current workforce.

REGIONAL ACTIVITIES

Jeff reported the ACE Line Training has not the Anthony Canale Training Center in Egg Harbor Township, NJ. Sherwood Taylor, Atlantic Cape Community College, who oversees the program, is still waiting for some of the yard equipment and safety gear to be delivered to the training site. Transportation and delivery have been a challenge in many industries. The pole climbing, bucket truck orientation and training will start once items are delivered. There is a cohort of 28 participants, and they have completed the online OSHA safety and CPR courses related to the training. Jeff said the WDB is beginning to promote the WISE & GIE Math programs for the next cohort commencement in January 2022. He reminded the team this is a six-year program. Jeff noted that ACE is starting to bring forth some job positions with special consideration preference being given to the cohorts of the program. These posting are sent out to candidates with instructions on where and how to apply.

Jeff reported the Camden Works program is continuing to successfully place residents in jobs in and around the City of Camden. He reported, on the call last week, that 3 more participants were added to the data base bringing over 600 job candidates into their system including 486 of which are Camden residents. Brian Brule, Camden City Partnership (CCP), is running that program and is doing a great job.

Jeff reported the State Employment and Training Commission (SETC), and the Garden State Employment and Training Association (GSETA) are continuing to meet regularly. GSETA launched a new website and is in the process of planning a virtual employment and training conference scheduled for November 15th & 16th, 2021. Jeff said they are lining up some outstanding presenters who are committed to speak. More information can be found on the newly launched website; www.gseta.org

Jeff reported the Summer Youth Employment program SYEP finished up with 29-30 active participants. Most of the participants put their time and attendance to the work-readiness training, and weekly workshops and most of the employers were very happy with their interns. He said all in all it went well, and every year provides a learning experience about how to improve the program.

Hearing no further questions, Bob Weil thanked everyone for their input and updates He asked for a motion to adjourn the meeting. Mike Leonetti made the first motion; Lois Forman made the second motion; by unanimous vote to the affirmative, the motion was carried, and the meeting adjourned at 2:55 pm.

NEXT MEETING

Jeff reminded the team the next WDB Quarterly Board of Trustees meeting is scheduled for Wednesday, September 22nd, @8:30am via Zoom Conferencing.

The next Business and Outreach Team meeting is scheduled for Thursday, September 23rd, 2021, 2:00 p.m. This meeting will be conducted via Zoom conferencing. Meeting materials will be sent to the team.

Submitted by,

Kathleen Varallo,

Administrative Assistant, WDB