

**Operations Committee Meeting Minutes  
September 9, 2022**

**WDB Office, 1111 Markkress Road, Cherry Hill (Zoom Conferencing)**

COMMITTEE INFORMATION AND ATTENDANCE									
NAME	ORGANIZATION	TRUSTEE MEMBER	8-Apr-22	13-May-22	16-Jun-22	21-Jul-22	18-Aug-22	9-Sep-22	
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications	✓	X	X	X	X	X	X	
Cirii, Frank	Camden County One-Stop	✓	X	X	X	X	X	X	
Connors, Kristi	NJ Department of Labor, Business Services	✓	X	X	X	X			X
Deitz, Jeff	NJDVRS	✓	X	X	X	X			
Jones-Benjamin, Michaela	Camden County Board of Social Services						X		
Maguire, Laurie	Camden County One-Stop			X	X		X	X	
McFarland, Salama	Camden County Board of Social Services		X	X	X	X			X
Regensburger, Robert	Lockheed Martin	✓	X	X	X	X	X		
Ludzaca, Raul	NJ Dept. of Labor								
Sinclair, Nidia	Camden County Resource Center		X	X	X	X	X	X	X
Weil, Bob, BSOT Chair	Connor, Strong & Buckelew	✓	X	X	X		X		
Levitt, Alex	WDB		X	X	X	X	X	X	X
Swartz, Jeffrey S.	WDB		X	X	X	X	X	X	X
Vaughn, Debra	WDB		X	X		X	X	X	
Williams, Leslie J	WDB		X	X	X	X	X	X	X

**Welcome**

Gregg DeBaere, Chair, called the meeting to order at 9:07am and welcomed attendees.

**Approval of Previous Meeting Minutes**

Gregg asked if there were suggested corrections for the August 18, 2022, meeting minutes. Hearing none, he asked for a motion to approve the minutes. Jeff Swartz made the motion, seconded by Frank Cirii. The minutes were approved by a unanimous vote to the affirmative.

**Workforce Development Board (WDB) – Planning and SETC Updates**

Leslie Williams, Comptroller and Jeffrey Swartz, Executive Director

- We have not received any additional guidance or update, but the South Jersey Regional Collaborative (SJRC) will meet on 9/13 with some draft proposals for the regional plan. The SJRC intends to move forward following the outline guide that Jeff helped put together in case they do give us guidance in the near future. Sherwood Taylor represented Atlantic Cape Community College (ACC), and Fran Kuhn from the Atlantic County WDB attended the previous meeting where there was discussion about some of the existing cottage industries as well as new emerging industries. Sherwood provided insight on the wind and turbine industry and has been trying to collect job requests and other information, there is some resistance from Ørsted and South Jersey Wind to disclose the job descriptions, training and certification requirements, making it difficult for the college to plan a curriculum. The wind and turbine industry has been identified as one of several emerging industries in NJ (wind, solar, wine, cannabis, aviation, film production, etc.). The regional planning team will continue to move forward with an outline for what ultimately will be used in the plan.

**One-Stop Director and Career Center Updates**

Frank Cirii, Camden County One-Stop Career Center, Local Area Operations Director

- There are a few new cases this week of Covid-related illnesses or exposures in the Counseling Unit with no evidence of spread. The Health Department protocol has a reporting mechanism to ensure HIPAA compliance and employees communicate directly with them via email upon testing Covid-positive. Depending on the employee's vaccination status, in general, an employee who tests positive is excused five days and they return to work after a negative test result.

- In-person activity is running smoothly, and the Board of Social Services move is progressing well. The coordination of transportation to resume shuttle services is in progress.
- The only resolution for tonight's County Commissioner meeting is for the annual confirmation of an umbrella agreement for services between the One-Stop and Camden County College.

**Learning Link:** The progress with Learning Link is going well. HiSET testing has started. Testing is done by appointment for people two weeks out to ensure staffing availability and slots are filling in an efficient manner. Lori Godorov is coordinating with Nidia for testing services. The required security implementation for GED testing (State contract) was delayed and we are looking to redo all the purchasing with a different vendor. Assigned paraprofessionals have been cross trained and will serve as back up to the primary proctor, Chuck Lampitt.

**UI:** There is still an average of 50 people coming in for assistance. Foot traffic is increasing as a result of self-scheduled appointments through the State's website and is going quite smoothly. There are still direct phone lines on site as well, but they are not being overly promoted due to a lack of capacity as evidenced by the lines forming in the morning.

**Incumbent Worker Training (IWT):** The second of ShopRite's IWT courses started with a few issues that CCC has identified, and have resulted in the review of the way that the renewals are processed. Employee roster changes and other factors, such as the number of people participating and their hourly rates, are variables that affect the original contract, and also impact course costs as well as employer match amounts. Any new information is effectively a modification of the original contract that requires review and approval. Every renewal will require the completion of paperwork ten days before the course begins so that it can be processed in an efficient manner. Carol McCormick has been advised that paperwork needs to be completed ten business days before the course start date, so it can be properly checked by MIS and approved by Jeff and reviewed with Mike Leonetti. To clarify which businesses can participate in the IWT Program, Frank stated that the general rule is that the company must have a division in Camden County, or their participating employees are Camden County residents.

**Chromebook Loaner Program:** The Chromebook loaner program is on hold pending delivery of covers that are on order but delayed due to a supply chain issue. The revised goal is still to implement the program in October or November. Clients in G-Jobs jobs and all WorkFirst clients will be able to get loaner Chromebooks for four-week intervals. The equipment will also be available to any clients working for our partners, as well as clients referred by the Board of Social Services or (DOL) employees. Referred customers will be able to get those Chromebooks on site and we are targeting an agreement with the library system, where they will be able to check them out at the library business center. The loan term is 4 weeks with potential to renew for up to a total of 8 weeks or more if there is engagement in training or a job search. The units are insured for loss, theft or damage and have no access to the County server and can be disabled by Scott Stetser, One-Stop IT.

**Public Outreach Campaign:** We are waiting for Ahmad McDougall at the DOL to approve submitted plan and messaging for use in the public outreach campaign. The back and forth is about the exact content and approved language in the campaign. With time constraints, it would be acceptable to simply promote the One-Stop in general to the public, with the QR code being included in all of the promotional material, signage and social media. A decision needs to be reached soon because the money has to be encumbered by the end of the month and all of the purchasing tasks will have to be completed in time to meet the deadline. If the deadline is not met, the money is returned to the State.

**Youth Work Experience:** The Youth Work Experience program has been going well. Jyi Peterson is looking forward to continuing with a new cohort.

### **MIS, WIOA, Youth Work Experience**

Laurie McGuire, Camden County One-Stop Career Center, MIS Manager

Laurie thanked Leslie for her assistance with the first cohort. She commented that a second cohort starting in October is being discussed.

An issue of concern with youth service providers is that they have not submitted any enrollment reporting for July as of the day of this meeting. Nidia will reach out to the service providers, who may request assistance from the WDB. Additionally, the service providers are still not reporting barriers, which impacts the performance metrics

on quarterly reports, as in Q2 for Youth. The statistics do not support the numbers the providers are reporting. Laurie would like to challenge the performance standard for Youth Q2, based on the provider failures to report barriers. Greg suggested going back to the State to request incremental implementation of the 30-day reporting for youth and for dislocated worker that was mandated in July without any prior notice. Laurie and Nidia will put together information and provide it to Jeff to argue both the performance standard and 30-day reporting issues with the State.

The AOSOS generic offerings have begun, where no provider is identified in the data. Excel spreadsheets will be made to validate and identify information that may be useful to the WIB and the One-Stop.

### **Summer Youth Employment Program**

Laurie McGuire, Camden County One-Stop Career Center, MIS Manager

Laurie stated that with Alex and Leslie's assistance, the data entry for the Summer Youth Employment Program has been completed successfully. All of the data was entered in to the AOSOS is clean. Jeff commented that four of the youth participants accepted employment offers at their summer worksites.

### **Board of Social Services Report**

Salama McFarland, Board of Social Services, Administrator

#### **Administrative Updates, Staff & Training**

- The Board of Social Services continues to do clean-up and packing in preparation for the move to the One-Stop site, while continuing to make calls to clients and conduct in-person appointments.
- All processes and procedures are being evaluated as part of the Process Improvement Plan. Roles and responsibilities are being reviewed. There is a need for additional staff to ensure the customer flow runs smoothly for assessments and reporting.
- To-work classes are being held. The issue of a dress code arose when a client came to class dressed inappropriately and was asked to leave. The dress code will be explained to clients, and they will be advised where they may obtain suitable clothing at no cost to them, through the Work Group. Salama will discuss the transportation options to the Work Group with Lori Godorov.

The following numbers are for activity in the month of August:

August - Total CSA's 254		GA 131		TANF 123	
YTD Total CSA's – Not Provided		YTD GA – Not Provided		YTD TANF – Not Provided	
<i>CSA is an assessment to determine the type of work activity assigned or deferment from the work requirement</i>					
Referred to employable work activities		127 Total		GA 71	TANF 53
Unemployable referrals/exemption from work requirement		143 Total		GA 107	TANF 28
Referred to G-Jobs		58 referrals (10 reported, 9 remained in class)			
G-28 Protocol	93 Total	29 - Requested in-person	57 - Requested Zoom	7 – Undecided/NA	
CWEP referrals		Not provided			
Employed (received support from case management)		21 Total	GA 14	TANF 7	

*\*For the September G-Jobs class, 144 were referred with 23 reporting and 9 remaining in class.*

With protocol, those clients are basically not receiving their general assistance and are getting the message that they have to wait 30 days before they're eligible to re-apply for assistance. Even those who failed to provide medical documentation are facing that penalty period unless they provide that information in a timely manner. The penalty also applies if they report that they have some kind of challenge until we have the verification from the physician, or unless there's something that's obvious or visible. If there are behavioral challenges, then DOL is able to send the client back to Social Services.

Several people, including Salama, are attending IAR training (Inter-Agency Referral) at the One-Stop (6 from Camden and 3 or 4 from Cherry Hill). Three members of BSS staff are at Catholic Charities doing the first round of time limit reviews. BSS is in the process of looking at the customers who have exhausted, or are about to exhaust, all of their time; and are terminating cases based on these criteria. It is an extensive process with the goal being to reduce the number of clients that Catholic Charities has to service. They were unable to close any cases throughout the pandemic, so they have very high caseloads, as does BSS. Preparation for time limit review is an extensive and time-consuming process during which a good deal of documentation must be pulled, and clients are called in for an appointment. Clients that do not keep their appointments will be terminated. Salama is open to Kristi's suggestion to use the IAR system for GA28 Day. She commented that she felt there were challenges in the past, such as the need to print a separate roster as all of the necessary information is not coming from AOSOS. Kristi stated that GA 28 days is more of a time study where you have to absorb and understand it before the orientation happens. Using IAR on a rolling basis, in place of the back and forth of a spreadsheet, would mean an improved ability to reach out to people and get information and would be automatically documented in AOSOS.

**Record Digitization** – A team is gathering all the folders and going to each department to pull all of the records. They are looking at all records that are case number C-400000 and higher to prepare them for an outside vendor to scan when the Board of Social Services relocates at the One-Stop. There will be a central file center, instead of each department holding its own records, which will be helpful for retrieving paperwork and quality control reviews. The digitization process will hopefully be completed before the move, but efforts will be made to get as much done prior to the move as possible. Salama stated that she was aware the official DIMS procedures would not be in place beforehand.

The target move date is Columbus Day weekend and to be open on Tuesday, October 11<sup>th</sup>. There is much to get done and get finalized, so it remains to be seen if the relocation target date will be met.

### **Employment Services-LWD Updates**

Kristi Connors, Labor and Workforce Development, ES Manager (did not attend, charts provided)

- **Training:** Denise Taguwa was on site doing IAR (Inter-Agency Referral) training, so that system may be used a little bit more. (*IARS are a method of referring customers for appropriate services between One-Stop Partners through the AOSOS system*). The Software Modification Team attended a quarterly meeting with Assistant Commissioner Bailey. He said the goal is to be able to roll out something in a year to take over for AOSOS. The team itself sent out 2 training videos, one each from Connecticut and New Hampshire of new systems that they use. Kristi commented that she will look at the videos. The plan is to purchase software that is off the shelf but can be modified to replace the AOSOS. Jackie Novatin (*NJ DOL, Chief-Workforce Data Reporting*), the person that's been over AOSOS for years and answers questions about the system, is retiring at the end of November or perhaps December. There are people in her unit that hopefully are knowledgeable enough to step in.
- **UI Manager:** Steve Buscher received official word that he is the UI Manager for the Camden County office. Going forward, Steve will be invited to the Operations meetings. UI still has not named a new Chief yet. There are a few people in the running that have come up through the ranks, one of which is likely to fill the position.
- **COVID Testing Protocol:** As of September 1st, the State dropped, the weekly COVID testing that was required for people that were not vaccinated. Previously, people that weren't vaccinated had to be tested once a week on Wednesdays.
- **Outreach:** A new PowerPoint for the lobby is about 90% finished. Once the update is completed, it will have the QR code for the One Stop directory, as well as the link to Camden County, where there is video and all of the training information for VSC's, forklift, and Job Source. When people are in the lobby, they can use their phones to scan the QR code and be able to see what services are offered. It is being checked for updates to be made on training slides and in marketing materials which will be shown on a loop.
- **Employment Services**  
Salama was invited to observe the hybrid version of the GA-28 Day orientation and provide feedback. One of her suggestions was giving people information in the beginning of the presentation and advising them to reach out if they are having technical difficulties, so they get credit for attending. Managers from other offices have

been invited to review the PowerPoint presentation, to put fresh eyes on it and critique it from a customer point of view and also point out any technical issues that need to be resolved, which has been helpful.

The participation rate from July was 50%, while in August it decreased to 42%. It seems that things are leveling out. A level of 42% is still a lot higher than the past in-person level, which hovered at about 25 to 30%, but the fact that invitations are sent by text at 11:30 on the day of class is extremely helpful. The text process goes through the Tele Gov NICS system that has to be done one-by-one and sending an e-mail notification is also done by one-by-one looking participants up in AOSOS is labor-intensive, but it works. Two staff members are currently assigned to the notification task and two more will be added in time.

<b>Employment Services Outcomes - August</b>	
August Check-in	629
Provide Outcomes to Virtual Services	314
Referred to Training	109
Path to Employment	14

### **GA-28 Protocol for August**

Scheduled	221	
Attended 92	Via Zoom 73	In-person 19
DNR (did not respond)	128	

We are still experiencing an 80% show rate by Zoom of the people that showed and 20% in person. Zoom is improving attendance but it comes with challenges and technical difficulties that will be worked out. An admin assistant may serve as an off-camera assistant to the instructor, and other staff are being trained to function as cohosts.

### **UI Numbers:**

Appointments for In-person	1169	
Attended 756	No Shows 413	Walk-Ins 92
Had appointments but names did not show up on ES list	11	

\*An average of 42 were scheduled in July

\*An average of 51 were scheduled in August

ID.me continues to be an issue for people with unemployment problems. Steve Buscher would like to streamline UI services at the One-Stop, including adding phone lines and installing a dedicated ID.me kiosk to assist people with their problem, but the UI Regional Chief has to be in place before any changes can take place.

### **Business Services Outreach Team (BSOT)**

Jeff Swartz for Bob Weil, Chair

Ray Guzman from the NJ DOL has been sending a report of employment opportunities regular basis. He's very attentive and attended the last Business Services meeting. We are getting good updates from the State partners and good intelligence from our local partners in terms of hiring cycles and upcoming future employment opportunities. Bill Moen gave a presentation at our last BSR meeting and discussed a great opportunity for employment. Camden County College is collaborating with several shipbuilders over in Philadelphia to put together a program to build the next class of submarines to be built over at the Philadelphia Navy Yard. The colleges are working with the Navy and finding out what the what course curriculums and certifications are needed to start a pipeline for those individuals that will start building the next class of our submarines.

### **Workforce Development Board**

Jeffrey Swartz, Executive Director

For the Atlantic City Electric Initiative, we are in the process of securing more candidates for upcoming information sessions in late fall. We continue to attend events to promote opportunities for young people in that industry, including an upcoming event tomorrow in Lawnside with Arthur Barclay from the One-Stop.

**Camden Works:** Camden Works plans to do a job fair sometime in October.

**GSETA:** Registration for the virtual conference on October 18<sup>th</sup> and 19<sup>th</sup> is now open online at [www.gseta.org](http://www.gseta.org). Two full days, packed with some great programs, are outlined on the website. Hopefully, everybody we can you can attend and have your staff attend. Next year, the conference will be in-person and held in Atlantic City. Discussions are now taking place for proposals for a two-day conference. from Caesar's, Trump and Harrah's.

**Quarterly Meeting:** The meeting will be held virtually on September 21<sup>st</sup> at 8:30am. A quorum is needed as there is a vote to approve the budget. Board members should RSVP to Alex. Kevin Kurdziel, Executive Director of the Middlesex County WDB, will be our program speaker. He will talk about the upcoming conference, as well as statewide and national initiatives.

**New Hire:** Bridget Henderson is the new Program Evaluator, starting on September 26<sup>th</sup>. Bridget previously worked with the Youth Commission of Salem County, doing program evaluating, monitoring and procurement. We are pleased that her experience means she can hit the ground running and she will be able to pick up where Theo left off. Regarding this new hire, there is no impact to the budget.

**Annual Report:** Alex is going to be completing our annual report, which will be available electronically for the board meeting. Committee updates are needed from each of the committees. Minutes from the most recent committee minutes have been sent to each Chair for editing or as points of reference to rewrite. Updated member photos have been requested and personal/professional information is being verified. The most current fiscal financial information from the One-Stop has been submitted for the Annual Report. The full approval of the board is required for the budget, so a quorum is needed. Board members must RSVP for the quarterly board meeting on 9/21 at 8:30am.

### **Adjournment**

Gregg asked for a motion to adjourn. The motion was made by Leslie Williams and seconded by Frank Cirii. The meeting adjourned at 10:04am.

The next meeting for the Operations Committee will be on Friday, October 14, 2022, at 9:00am via Zoom.

Submitted by:

Debra Vaughn

Assistant to the Executive Director