



WORKFORCE DEVELOPMENT BOARD

Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Carl A. Donato Jr., Chair

SYSTEMS PERFORMANCE COMMITTEE MEETING

NOVEMBER 3, 2023, 9:00 AM

CAMDEN COUNTY ONE-STOP CAREER CENTER

ATTENDANCE:

Table with columns: Name, Organization, Trustee Member, 18-Feb-22, 20-May-22, 24-Feb-23, 26-May-23, 24-Aug-23, 3-Nov-23. Lists attendees like Abusi, Pat, CHAIR and others with attendance marks.

Systems Performance Committee

The Systems Performance Committee develops the standards and criteria of customer satisfaction and continuous improvement for One-Stop partners, programs, and vendors.

Welcome

Pat Abusi, Committee Chair, welcomed the attendees and called the meeting to order at 9:16 am. He requested a roll call, after which, he asked that people to state when they conclude their presentations and ask if there are any questions before the meeting progresses to the next agenda item.

Approval Of Prior Meeting Minutes

Pat requested a motion to approve the minutes of the August 24, 2023, Systems Performance meeting. Motion was made by Frank Cirri, seconded by Jeff Swartz. By majority vote to the affirmative, the motion carried, and the minutes recorded for August 24, 2023 were approved.

Program Evaluator Report

Bridget Henderson, Program Evaluator, Workforce Development Board

November 2023 Report-Program Evaluator for Systems Performance Completed: 10/31/23

Comments for ITAs:

- Issues arising due to RTVs being written for ITA programs with no credential attached to the course. To earn the last 10% of the voucher payment, students are to complete the credential. One Stop Staff is aware that vouchers should not be written for vendor’s programs with no credential attached. Laurie reached out to the State to determine what could be considered a credential for an Electrician program. The State provided information about a website for industry-recognized credentials, which Bridget shared with the vendors.



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- For Pennco Tech's electrical course, Jeff suggested sharing the curriculum used for the ACE program to prepare students for the CAST Test.

**Completed monitoring since last report:**

- American Training Center
- Center for Healing Arts
- ASI Career Institute
- Merit Training Institute
- American Institute
- Pennco Tech

**Monitoring Comments:**

- Vendors were confused about the billing process, including what to submit for each benchmark, where to submit, and what counts as a skills gain,
- Due to ITA sites comments, there will be an ITA Technical Assistance Zoom meeting for vendors with the One Stop Staff on November 2<sup>nd</sup> to remedy any issues and clarify the billing process. Billing, benchmarks, monitoring, and the referral process will be reviewed.
  - The event was very successful. Vendor feedback indicated that the information provided was very helpful.

**WFNJ & WIOA Youth Contracts:**

- Since the start of the contract on 7/1/23, Center for Family Services has had no referrals. CFS has contacted the One Stop staff and Bridget multiple times asking for an explanation as to why there have been no referrals. Anita Corriveau from CFS is growing very frustrated.
  - Laurie commented that Anita was advised that the problem is a DFD (Division of Family Development) issue. The participation limitations (age) for CFS' program add to the lack of referrals and she is able to seek referrals on her own. Anita has been invited to the upcoming Partners meeting.
- OEO CWEP has had 11 referrals, so far. CWEP and Youth WIOA sites will be monitored in December, after more referrals have been received.
- The second round of RFP for CWEP providers did not receive any referrals. Working on solving the current issue with low or no referrals before releasing an RFP for the third time. No ESL or clothing vendors.
- The Work Group is interested in becoming a clothing vender again if the payment structure is changed. They did not apply for the first two RFPs because there was no up-front cost reimbursement, only payments made per referral.
  - Camden County College declined to participate in providing clothing services, citing lack of resources to offer the service.
  - Jeff commented that he was not opposed to accepting a vendor from a neighboring county to provide clothing service.
  - Laurie suggested that ages of dependents should be added to intake questions so the clothing information could be made available to eligible participants in program. Jeff suggested that the LOS (Level of Service) proposed should be lowered to a more realistic number, given the previously used LOS of 270 has not been attainable since COVID.
  - A revised RFP will be released for Clothing Services and Work Experience by the end of November.



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**Current ITA Contracts:**

- A1 Allied Health Training Institute
- Academy of Healthcare Excellence
- American Training Center
- ASI Career Institute
- Avtech Institute of Technology
- Smith & Solomon
- Camden County College-Corporate Center
- Empire Beauty School
- Lincoln Technical Institute
- Merit Training Institute
- Mike's Driving School
- Rizzieri Aveda School
- Center for Healing Arts
- Robotech CAD solutions
- Rowan College of SJ-Cumberland
- Rowan College of SJ-Gloucester
- Rowan College of SJ-CTE
- American Institute
- LasComp Institute of IT
- T Byrd Computer School
- Rutgers Executive Education
- Prism Career Institute

**Master Budget Review**

Lynn Martin, Senior Accountant, One-Stop Career Center

- Fiscal staff are finalizing the new report format that will be presented at the next Systems Performance Meeting. Lynn presented the Master Budget, Fund Balance and Contract Analysis Reports to the committee. (See attached)
- **Fund Balance Report** **FY 2022 & 2023**
  - Approximately \$800k will likely be returned to the State.
  - The funding extension expired on September 30th and funds unassigned by the extension expiration date must be returned by to the State by December 31, 2023.
- **Contract Analysis**
  - **Clothing Services**
    - The WorkGroup – 2022/2023 TANF/GA
      - The contract runs thru 6/30 and unassigned funds must be returned to the State by 12/31/23.
    - Laurie suggested eliminating the requirement of a job interview for enrollment for clothing services, since there is still a need for appropriate clothing to participate in activities, interviews and beginning employment.



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**Camden County One-Stop Career Center**

Frank Cirii, Local Area Director

- Frank has spoken to Jeanne Page-Soncrant about her email blast issue. He has offered to allow Gloria Kopec to add names to her email distribution list for Jeanne's outreach. Constant Contact has been suggested for use by the State to avoid the issue with Microsoft.
- The One-Stop's budget will be reviewed in the area of staffing in consideration of the revamped customer flow for SNAP/TANF clients and the WIN received to creatively use funds for program outreach through non-traditional means. The use of social media, including a social media influencer and podcasts are being considered, as well as repeating the previous campaign using the One-Stop's QR code on buses, and PATCO's trains and station stops. The outreach delivery method will need to be approved by an undetermined representative at the State.
- A death occurred in the One-Stop's parking lot when a customer's father passed away in his car after he dropped her off. He was found unresponsive when she was calling him for her ride home.

**Workforce Development Board**

Jeffrey Swartz, Director

- The Monitoring Audit Report submission extension was approved for Monday, November 13<sup>th</sup>,
- Workforce Board and One-Stop Certification processes will begin after the submission of the completed MOU/IFA Agreement.
- An RFP for a One-Stop Operator will be released in January or February. Several for-profits have expressed interest. The selected One-Stop Operator should be in place on July 1<sup>st</sup>.
- Jeff suggested the One-Stop hold a multi-grant opportunity workshop and invite Camden County non-profits. The event would be an opportunity for the non-profits to become familiar with funding they may be eligible for and services available at the One-Stop. Outreach funds could possibly be used for refreshments.
- Alex Levitt has resigned effective November 22<sup>nd</sup>. Interviews have been scheduled to fill the Committee Coordinator position.
- The next Quarterly Board Meeting is in person on Wednesday, December 13, 2023 at Camden County College/Blackwood Campus at 9:00 am. Breakfast will be served starting at 8:30 am.

**Final Remarks**

The next System Performance Committee meeting is scheduled for Thursday, February 16, 2024 at 9:00 am via Zoom conferencing.

**Adjournment**

Pat Abusi thanked everyone in attendance and asked for a motion to adjourn. Motion was made by Frank Cirii seconded by Jeff Swartz. By majority vote to the affirmative the motion was carried, and the meeting was adjourned at 10:26 am.

Submitted by:

Debra Vaughn

Administrative Assistant to the Executive Director