



## WORKFORCE DEVELOPMENT BOARD

Supporting the Development and Retention of a World Class Workforce

Jeffrey S. Swartz, Executive Director

Carl A. Donato Jr., Chair

### Operations Committee Meeting Minutes Friday, January 12, 2024, 9:00 AM (Zoom Conferencing) 1111 MARLKRESS ROAD, SUITE 101, CHERRY HILL, NJ 08003

COMMITTEE INFORMATION AND ATTENDANCE								
NAME	ORGANIZATION	TRUSTEE MEMBER	11-Aug-23	8-Sep-23	13-Oct-23	14-Nov-23	8-Dec-23	12-Jan-24
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓	X		X	X	X	X
Buscher, Steven	NJ DOL-Unemployment		X	X				
Cirii, Frank	Camden County One Stop	✓	X	X	X	X	X	X
Connors, Kristi	NJ LWD-Employment Services	✓	X	X	X	X	X	X
Deitz, Jeff	NJDVRS	✓		X				
Guzman, Elizabeth	NJDVRS						X	
Maguire, Laurie	Camden County One-Stop							X
McFarland, Salama	Camden County Board of Social Services		X	X	X		X	X
Mendez, Kelly	Camden County Board of Social Services					X		
Peterson, Jyi	Camden County One-Stop		X		X	X		X
Regensburger, Robert	Lockheed Martin	✓	X	X	X	X	X	X
Romolini, Eric	Camden County One-Stop				X			X
Sinclair, Nidia	Camden County Resource Center		X		X			X
Weil, Bob, BSOT Chair	Connor, Strong & Buckelew	✓	X				X	
Wemple, Anita	CPAC	✓	X	X	X		X	
Gutbezahl, Maayan	WDB						X	X
Henderson, Bridget	WDB			X	X	X	X	X
Levitt, Alex	WDB			X	X	X		
Swartz, Jeffrey S.	WDB			X	X	X	X	X
Vaughn, Debra	WDB			X	X	X	X	X
Williams, Leslie J	WDB			X	X	X	X	X

### Welcome

Gregg DeBaere welcomed attendees and called the meeting to order at 9:07 AM. Gregg asked for a motion to approve the minutes for the committee meeting on November 14, 2023, which had been tabled last meeting, as well as the minutes for the committee meeting on December 8, 2023. Frank Cirii motioned to approve both the November 14, 2023 and December 8, 2023 minutes, seconded by Jeff Swartz. With a majority vote to the affirmative, the motion carried and the minutes for November 14, 2023 and the minutes from December 8 2023 were approved.

### Review of MOU & IFA Draft sent to NJLWD

- Gregg started the meeting by going through the draft of the MOU and IFA that was submitted to the State on December 21, 2023 by Leslie Williams. Leslie explained what is needed from partners when writing their Partner Narrative section of the document before she submits the final draft to the State. Several items from the beginning of the document were also clarified by Gregg, Leslie, and Jeff.

- The conversation continued to cover the listing of Partner Information in the MOU, and if Camden County has the required Federal Partner Title 1, National Farmworker Job. Kristi Connors, Jeff, and Gregg believe that this is not applicable to Camden County, as it never has been. Gregg suggested that perhaps the State wants every county to provide a contact for this position due to recent cannabis production in New Jersey. The majority of the committee believes that the position is not applicable to Camden County and will seek further guidance from the State before the MOU and IFA's final submission.



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▪ Jeff discussed the topic of co-enrollment and integrated case management. He is waiting for further guidance from the United States Department of Labor (USDOL) to provide information on a local level. There will be a meeting in Trenton, NJ in early February where representatives of USDOL will be answering questions regarding this topic, which Jeff plans to attend.

▪ The conversation between committee members continued, discussing the details and minutiae of the document. Salama McFarland from the Board of Social Services (BSS) asked for further clarification on the referral process section of the document, which discusses utilizing the customer Check-In System for inter-agency customer referral among Partner Agencies, and whether this applies to BSS, as the way it is currently described in the document does not reflect their current practice. Kristi will change the wording to more accurately reflect how this process is used.

▪ The committee discussed clarifying specific wording regarding the use and implementation of the current integrated case management system in use.

▪ The committee discussed how to include steps taken to attempt to reach a consensus on cost-sharing for the IFA, and if the State wants repeated language in different parts of the document.

▪ The committee discussed the Partner Service Matrix and if it needs to be updated to include all partners.

▪ Leslie reminded the committee that the final document is due to the State by March 31, 2024. Her plan is to have the draft completed by the end of January, so that everyone has February to mid-March to get their signatures on it, with plenty of time to submit it to the State by the deadline.

### **WDB Certification**

Jeff Swartz, Workforce Development Board (WDB)

▪ Jeff said that this project is mostly internal, and the staff will be working on these documents collectively. There are no major changes in requirements from the State.

### **One Stop-Update**

Frank Ciri, CC One-Stop

- There is a job fair on January 19, 2024, which the One-Stop is a gold sponsor for.
- There are some issues with the check-in process at the One-Stop. Nidia Sinclair is going to work with partners to deal with these challenges, specifically with the wait times that clients are subjected to for their appointments.
- With the increase in cases of Covid-19 and RSV, the county staff have increased access to Covid-19 testing kits and masks.
- Work First had 72 referrals, of which 20 showed, and 19 are still with the One-Stop programs.
- Learning Link and GED testing are going well. Nidia is working on getting a report together with numbers for upcoming partners meetings.
- The One-Stop is still waiting to hear back from the State regarding whether or not the G-Jobs candidates can keep their Chromebooks for their successful completion of G-Jobs.
- Eric Romolini at the One-Stop is working on outreach for G-Jobs during the winter months.
- The Youth One-Stop reports will be given by Jyi Peterson rather than Laurie Maguire, going forward.



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### **Youth One Stop-Update**

Jyi Peterson, CC One-Stop

- The One-Stop had an orientation the previous week, with 12 youth, two of whom were out of county. One has a New Jersey claim and has been referred to the One-Stop's counseling unit for dislocated worker support. The other was sent to Gloucester County, where she resides.
- There were 6 RTVs (referred training vouchers) written for people to enroll in training, and 5 out of 6 completed Learning Link to enter training.
- Laurie, Nidia and Jyi met with two youth NGOs which were the grantees for Pregnant Parenting and Justice Involved Youth, and are coordinating services with them and their participants, with Jyi as their point of contact.

### **Board of Social Services (BSS) Update**

Salama McFarland, CC Board of Social Services

- The DFD (Division of Family Development) is in the process of creating a customer service training program to be implemented in March. The Board of Social Services are listed as a possible host-site. All staff will be required to participate.
- Salama discussed a new bill that passed in early 2023, which requires the State to track how soon a recipient of benefits receives their benefits after applying, the BSS' approval and denial rates, and the rate at which people return for benefits after their case is closed out. This information will be made publicly available.
- The State's systems will be updated to reflect the changes in the law.
  - On January 20, the State's systems will be updated regarding ABAWD (Able Bodied Adults Without Dependents).
  - On January 22, the system will allow TANF sanctions. With the changes, clients will get six months pro rata.
  - On January 29, the NJ Helps system will be updated to allow clients to apply for childcare.
- There is going to be training regarding ABAWD on January 24. It will be recorded, and this will be put in the learning Management System (LMS).
- On January 18, Human Services Specialist 1 (HSS1) classes will be starting for people who are on a promotional list. There will be another round of classes in the spring/early summer, and then one in the fall.
- For December, the BSS EPTDs were 64; they had 34 Worker Gas, 30 for TANF; 139 CSAs were completed, 87 for GA, 52 for TANF; employable referrals were 123; GAs were 75, with 47 for TANF, and one for SNAP; there were 65 referrals for exemptions, 35 of which were for GA, and 30 for TANF; 76 G-Jobs were scheduled, 28 reported and 28 remain in class; for employee clients, there were 12 recipients that received support.
- G-jobs for January saw 73 referrals, where 23 reported, and 23 remain in class.

### **DVRS Update**

As no one from DVRS was present at the meeting, no updates were provided.



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### **NJ DOL/Employment Services (ES) Updates**

Kristi Connors, Employment Services Manager

- Kristi interviewed another Trainee for the open positions. The candidate is strong, and once the panel gives their feedback, Kristi will send a recommendation to the State. The new-hire Declan Callan (DVOP) visited The Home of the Brave and Veteran's Haven. Between these two places, they saw 16 veterans, and five of them were assigned to Declan.
- Kristi would like the voice message for NJDOL to clarify that unemployment services are by appointment only. She asked that Nidia from One-Stop clarify the phone message.
- Kristi presented her report. The charts are attached to the end of the minutes.
- 72 % of customer check-ins were for unemployment insurance (UI) in December.
- The average for customer check-ins was 139 a day in December.
- 64% of customers had a scheduled appointment.
- As to why customers came into the One-Stop in December, 41% had appointments, 41% were referred by information on the website, and 19% were referred by family/friends.

### **NJ DOL/Unemployment Insurance (UI) Updates**

In Steve Buscher's absence, no updates were provided.

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

In Bob Weil's absence, no updates were provided.

### **Regional Updates/Workforce Development Board Updates**

Jeffrey Swartz, Executive Director

- Jeff reminded the committee of the upcoming May 6<sup>th</sup> youth job/resource fair in Clementon.
- The WDB received the RFP (request for proposal) for the Summer Youth Employment Program, which is now called the Summer Youth Experience Program.
- Jeff reached out to Leslie Hirsch regarding issues with the IGX and ETPL. There were issues with schools not showing up on the ETPL. The system needs to be fixed in Trenton, NJ.
- Jeff discussed the One-Stop Operator procurement that will be necessary for 2024. The dates for this will be finalized after it is discussed at the Executive Committee meeting.

### **Final Comments**

The next Operations Committee meeting will take place on Friday, February 9, 2024 at 9:00 AM.


### **Adjournment**

A motion to adjourn was made by Frank Cirii and seconded by Gregg. The meeting adjourned at 10:56 AM.

Submitted by:

Maayan Gutbezahl, Committee Coordinator

Debra Vaughn, Assistant to the Executive Director



# FY 2024 Camden One-Stop Customer Check-in



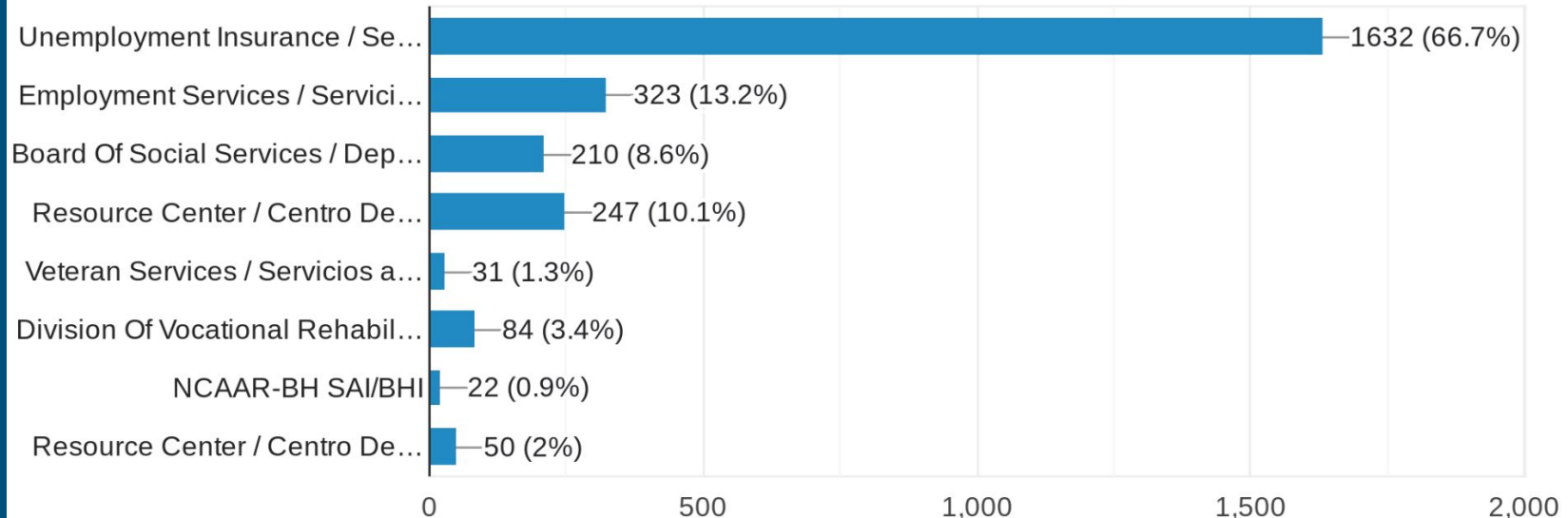
January 2024  
2448 Services Provided  
Average of 117 Customer Served per Day



# 67% of Total Customer Check-ins Were for UI

## Choose Your Service Provider / Elija Su Proveedor De Servicios

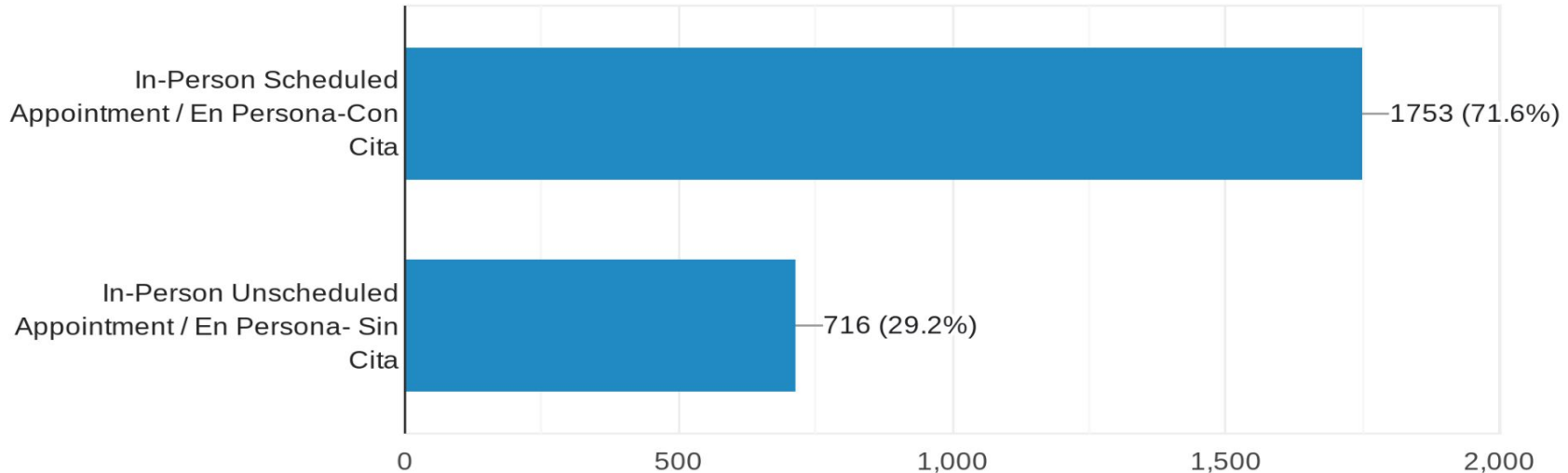
2,448 responses



# 72% of Customers Had a Scheduled Appointment

## Choose Your Appointment Method / Escoja La Manera De Su Cita

2,448 responses

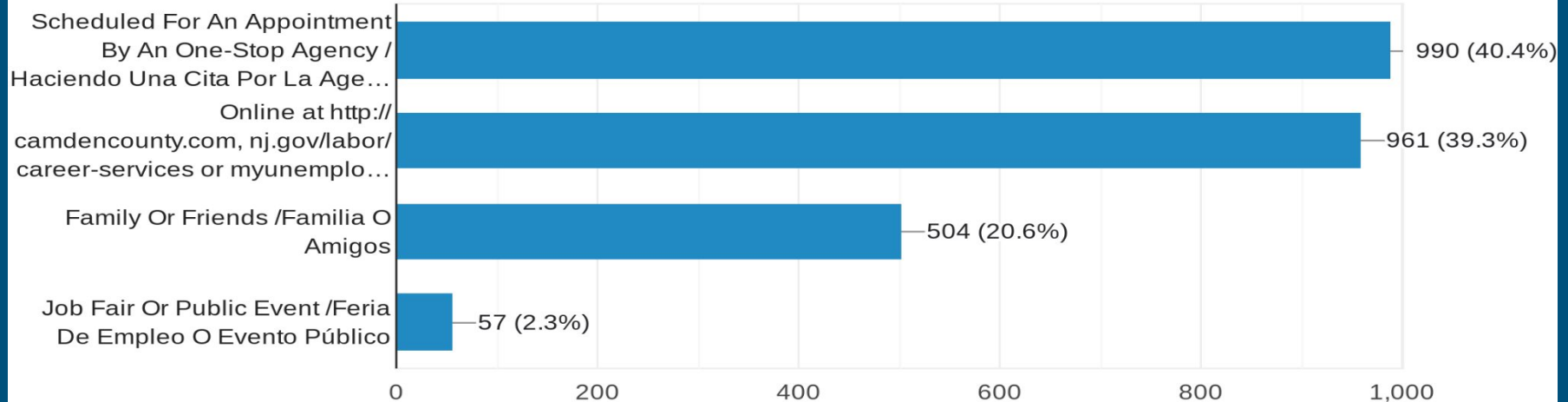


# Why Customers Came into the One Stop

\*40% Had Appts \*39% Website Info \*21% Family/Friends

How Did You Hear About Our Available Services? ¿Cómo Se Enteró De Nuestros Servicios Disponibles?

2,448 responses

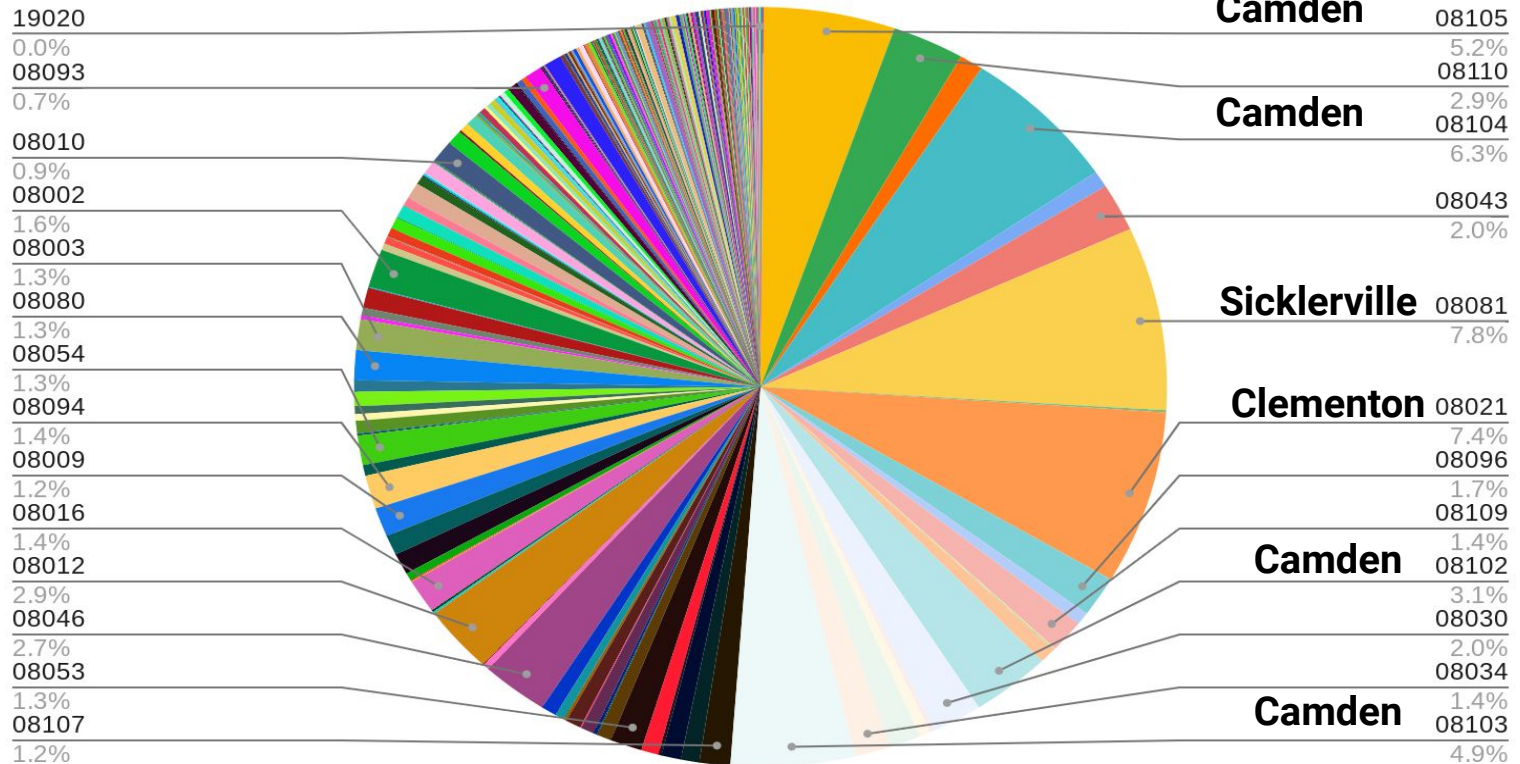




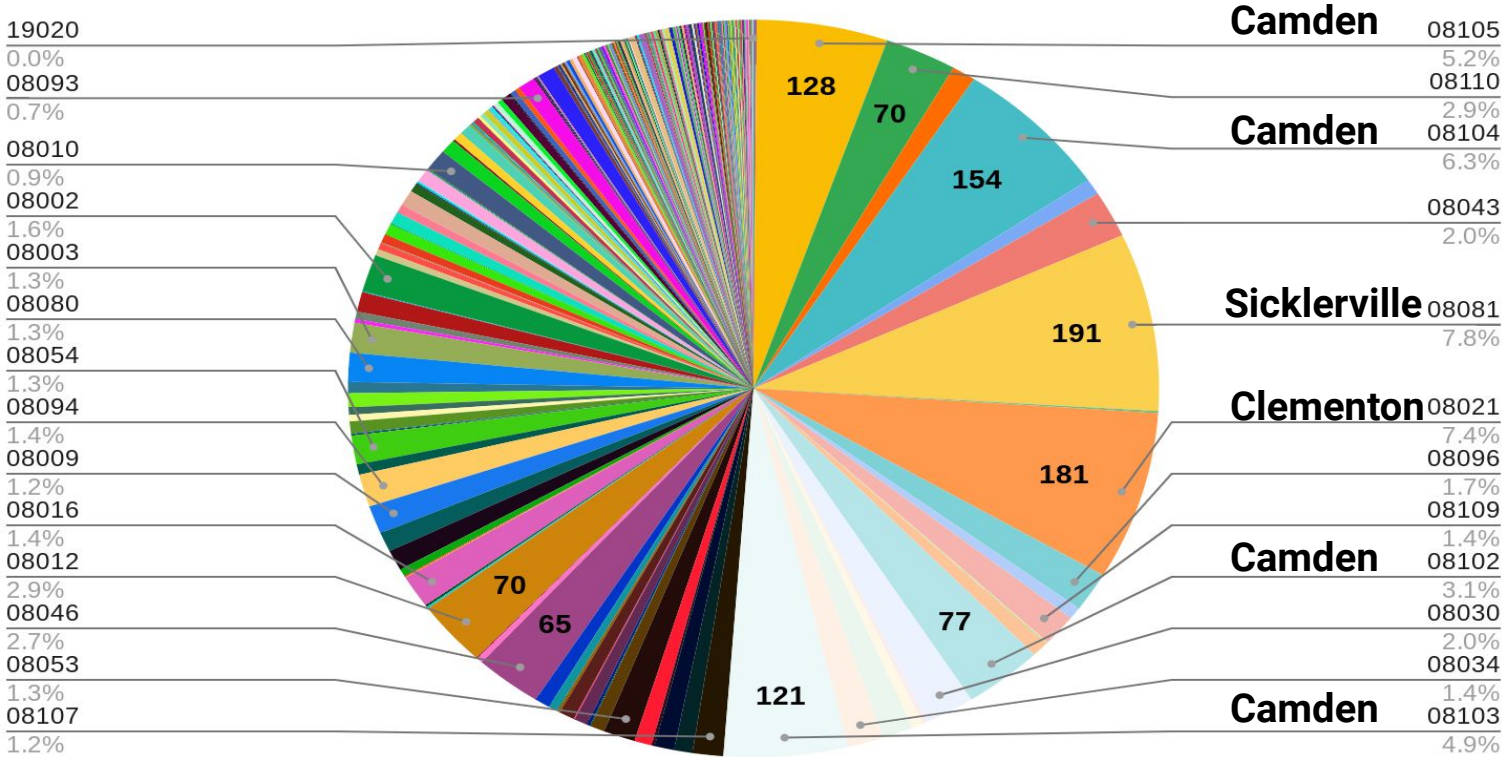
TOP ZIP CODES SERVED: CAMDEN-19.5%

CLEMENTON/SICKLERVILLE-15.2%

## ZIP CODES OF CAMDEN ONE-STOP ONSITE CUSTOMERS-JANUARY 2024



ZIP CODES OF CAMDEN ONE-STOP ONSITE CUSTOMERS-JANUARY 2024





# FY 2024 Camden NJDOL Employment Services and Unemployment

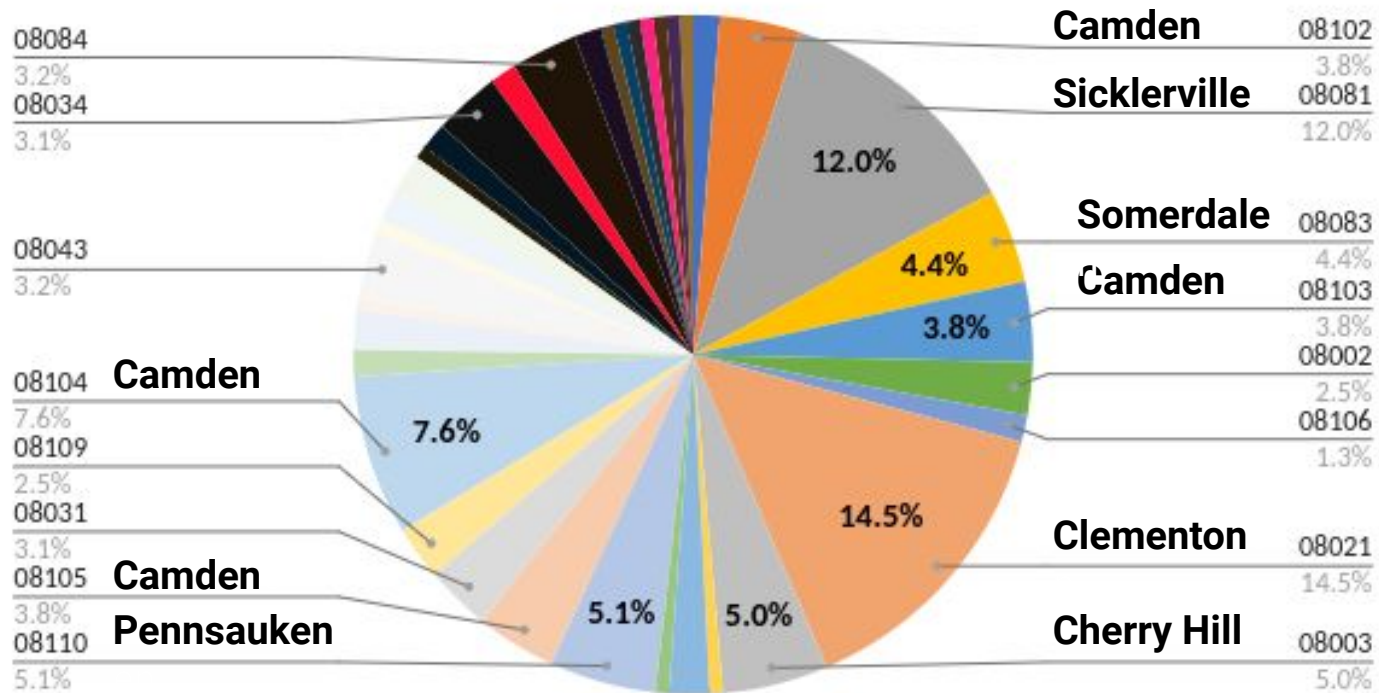


January 2024  
Statistics and Charts

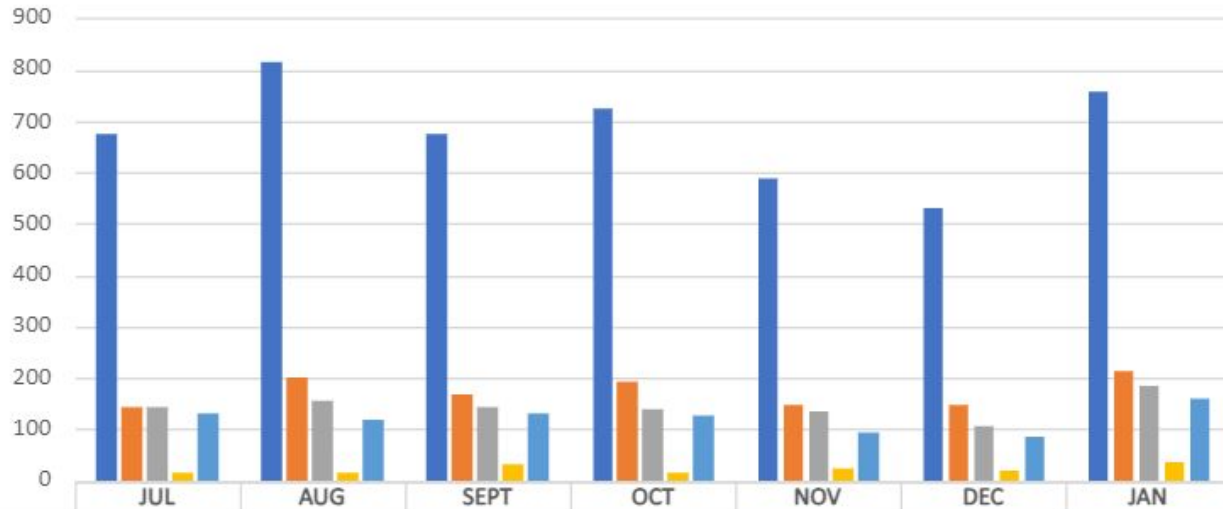


TOTAL CUSTOMERS- 158 CAMDEN-19%/ 30 CLEMENTON & SICKLERVILLE-26.5%/42

## ZIP CODES OF CAMDEN ONE-STOP NJOL ES ONSITE CUSTOMERS JANUARY 2024



## FY 2024 CAMDEN DOL EMPLOYMENT SERVICES



CUSTOMER CHECK-IN	677	817	676	723	590	530	756
VSC OUTCOMES	141	201	166	194	146	146	213
REFERRED TO TRAINING	142	155	141	140	134	105	183
PTE	16	14	32	16	22	18	36
WALK-INS	131	119	129	128	95	84	158

■ CUSTOMER CHECK-IN
 ■ VSC OUTCOMES
 ■ REFERRED TO TRAINING
 ■ PTE
 ■ WALK-INS

KQC-NJDOL

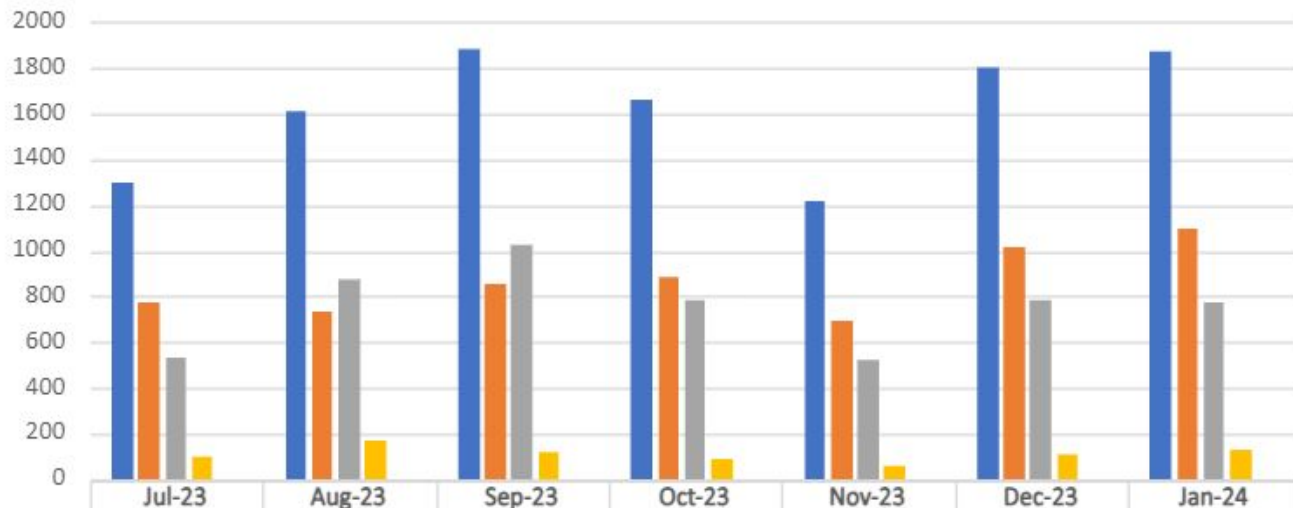
YTD	
VIRTUAL-82%	
IN PERSON-18%	
OCT	
VIRTUAL-82%	
IN PERSON-18%	
NOV	
VIRTUAL-84%	
IN PERSON-16%	
DEC	
VIRTUAL-84%	
IN PERSON-16%	
JAN	
VIRTUAL-79%	
IN PERSON-21%	



Total ES Customer Check-ins=4769 Average Per Month=681

FY 2024 CAMDEN DOL EMPLOYMENT SERVICES								TOT-YTD	AVG
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN		
CUSTOMER CHECK-IN	677	817	676	723	590	530	756	4769	681.3
VSC OUTCOMES	141	201	166	194	146	146	213	1207	172.4
REFERRED TO TRAINING	142	155	141	140	134	105	183	1000	142.9
PTE	16	14	32	16	22	18	36	154	22.0
WALK-INS	131	119	129	128	95	84	158	844	120.6

## FY 2024 UI IN-PERSON APPOINTMENTS



SCHEDULED	1298	1614	1888	1665	1220	1798	1873
ATTENDED	770	737	859	885	694	1014	1099
NO SHOWS	528	877	1029	780	526	784	774
APPT-NOT ON LIST	102	173	117	88	58	103	132
WALK-INS	0	0	0	0	0	0	0

■ SCHEDULED ■ ATTENDED ■ NO SHOWS ■ APPT-NOT ON LIST ■ WALK-INS

KQC-NJDOL

YTD

SHOW RATE-53%

DNR-47%

OCT

SHOW RATE-53%

DNR-47%

NOV

SHOW RATE-58%

DNR-42%

DEC

SHOW RATE-56%

DNR-44%

JAN

SHOW RATE-59%

DNR-41%

Total UI Onsite Customer Check-ins=6058    Average Per Month=865

FY 2024 CAMDEN UI IN-PERSON APPOINTMENTS									
								TOT	AVG
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24		
SCHEDULED	1298	1614	1888	1665	1220	1798	1873	11356	1622.3
ATTENDED	770	737	859	885	694	1014	1099	6058	865.4
NO SHOWS	528	877	1029	780	526	784	774	5298	756.9
APPT-NOT ON LIST	102	173	117	88	58	103	132	773	110.4
WALK-INS	0	0	0	0	0	0	0	0	0.0