



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, March 14, 2025, 9:00 AM (Zoom Conferencing)

ATTENDANCE

NAME	ORGANIZATION	TRUSTEE		10-Jan-25	14-Feb-25	14-Mar-25
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓		X	X	X
Argenbright, Sarah	NJDVRS					
Buscher, Steven	NJ DOL-Unemployment					
Cirii, Frank	Camden County One Stop	✓		X	X	X
Connors, Kristi	NJ LWD-Employment Services	✓		X	X	X
Deitz, Jeff	NJDVRS	✓				X
Gutierrez, Inocencia	Camden County One-Stop					X
Guzman, Elizabeth	NJDVRS					
Maguire, Laurie	Camden County One-Stop				X	X
McFarland, Salama	Camden County Board of Social Services			X	X	X
Jones, Michaela	Camden County Board of Social Services					
McIntyre, Stephanie	Camden County Board of Social Services					
Peterson, Jyi	Camden County One-Stop			X		X
Regensburger, Robert	Lockheed Martin	✓			X	X
Romolini, Eric	Camden County One-Stop			X	X	
Sinclair, Nidia	Camden County Resource Center			X	X	X
Weil, Bob	Conner, Strong & Buckelew	✓		X	X	X
Wemple, Anita	CPAC	✓			X	
Hardison, Richelle	WDB			X		X
Michelle Rohan	WDB			X	X	X
Swartz, Jeffrey S.	WDB			X	X	X
Vaughn, Debra	WDB			X	X	X
Williams, Leslie J	WDB			X		

WELCOME

Gregg DeBaere welcomed attendees and called the meeting to order at 9:05am. He asked for a motion to approve the February 14, 2025, meeting minutes. A motion to approve the minutes was made by Frank Cirii, seconded by Jeffrey Swartz. With a majority vote to the affirmative, the motion carried, and the minutes were approved.

SUMMARY

Meeting Agenda and Technical Difficulties

In the meeting, the committee discussed various issues and updates. Michelle mentioned a glitch with Zoom that morning, which affected some members' ability to join the meeting. Bob Regensburger and Bob Weil had to leave early due to other commitments. The meeting agenda was rearranged to accommodate the early departures.

The One Stop Updates

Frank discussed the current state of facilities and parking issues at their location. He mentioned a small leak in the lobby and a burst pipe in the parking lot, both of which had been addressed. Frank also noted an issue with the hospital system next to them, who are upset about people parking in their spots. He reminded employees to not park in the green marked spots. Frank then shifted the discussion to customer-wise matters, mentioning a SWOT analysis with their management team. He mentioned that they are working on implementing new processes and



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systems to improve their weakest points, which are credentialing and Q2 employment. He emphasized the need for a customer-focused and flexible organization in the current NGO world. Gregg asked for examples of significant changes, to which Frank responded that they are still in the process of deciding but mentioned that the siloing will be knocked down to a certain extent. He gave an example of a paraprofessional who will now work in testing but also be needed in other areas. Frank also mentioned that they are looking at best practices and other counties for inspiration.

Successful Facility Tour and Youth Programs

Frank reported a successful tour of their facilities by DOL representatives, with full rooms and positive feedback. Frank mentioned a successful youth orientation with 17 participants and a commissioner resolution for the Summer Youth Work Experience Program. They also discussed the ongoing 1st amendment auditing training and participation in regional transportation plans. Marketing outreach efforts were highlighted, including a QR code promotion for partners and increased website page views.

Career Center Updates

Frank provided updates on various initiatives and partnerships. The One Stop is preparing for a job fair on May 16th where they will be a gold sponsor, with 10 tables available for county entities. A new partnership with Cooper Hospital has been established for youth work experience and adult C-WEB programs. The learning link program is on hold, pending developments in Burlington and with Title 2 partners. Frank addressed concerns about staff reassignments, explaining that they are working within job descriptions and union contracts while striving for flexibility to maintain performance and funding.

Youth One Stop Updates

Frank provided an update on the youth program, noting that 35 youth completed follow-up in the fiscal year, with 11 of them verifying employment. Currently, one youth is working at a childcare facility, and another is interviewing with Terry's. The program has placed over 55 youth in school and has served 133 people sanctioned by the Board of Social Services. The workforce has grown, and the program is receiving a larger tenant population.

Board of Social Services Updates

Salama McFarland discussed the need for more signage and privacy screens at the Board of Social Services to prevent unauthorized recording. She also mentioned that the Board is working on an SMS messaging system for clients, online reporting of changes, and an online recertification system to combat skimming and phishing scams. Gregg inquired about the costs associated with the SMS system, to which Salama responded that it might be built into their existing system. Jeffrey expressed hope that the Board would host an interview with the Summer Youth Work Experience Program again.

DVRS Updates

Jeff Deitz reported that they had completed interviews and had hired two new Counselors and a Senior Clerk. He also mentioned that they were preparing for the graduation push and would be presenting at the Department of Corrections Hub meeting.



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Employment Services Updated

Kristi discussed the issues with the new system and the potential of using a scanning system for driver's licenses to expedite check-ins and populate the new system. She suggested a pilot program for this in Camden and mentioned the possibility of interfacing with the new system. Jeffrey agreed to consider the idea and suggested discussing it further with the committee. Kristi also mentioned the completion of the RESEA video and the ongoing work on The One Stop videos. She shared her involvement in a pilot for a scheduling module.

Resource Center Visitor Data Analysis

In the meeting, Kristi presented data on the number of people visiting the center in February 2024 and 2025, noting a slight decrease in the number of people but a consistent daily average. She also discussed the increase in the number of customers signing in twice, which contributed to the rise in the resource center's numbers. The data showed that 56% of customers had appointments, 28% came from the website, and 16% were family and friends. Kristi also compared the data from February 2024 and 2025, noting that the percentages were close. She highlighted the shift in the number of virtual and in-person services, with a decrease in virtual services and an increase in in-person services. The data also showed an increase in the number of people using employment services, with a higher show rate in February 2025. Kristi suggested that the higher show rate could be due to the staff calling customers ahead of time to cancel appointments.

Unemployment Services Updates

Jeffrey suggested reaching out to Steve Busher from UI to encourage his participation in meetings. Kristi agreed to ask Steve directly, while Jeffrey planned to contact Greg Castellani to address the issue from the top down. The group discussed the importance of UI involvement and strategies to improve their participation in meetings and partnerships.

NEXT STEPS

Jeffrey to reach out to Greg Castellani regarding Steve Busher's participation in meetings.
Kristi to speak with Steve Busher about attending future meetings and partners meetings.
Jeffrey to follow up with Jeff Dietz regarding connecting with Jane Bird from Waters and Sims Employment Services.
Frank and Nidia to continue implementing new processes and cross-training staff at The One Stop.
Christy to test Microsoft bookings for self-scheduling as part of a pilot program.
Eric to prepare spring marketing materials with QR codes for public transportation promotion.
Frank to send Summer Youth Work Experience contract to Cooper Hospital.
Jyi to continue promoting Summer Youth Work Experience sites across the county.
Jeffrey and staff to prepare for upcoming events including the Hope Summit and High School Career Days.
Frank and Jeffrey to continue discussions about potentially implementing driver's license scanning for check-ins at The One Stop

ADJOURNMENT

Gregg asked for a motion to adjourn. A motion to adjourn was made by Frank Cirii and seconded by Kristi Connors. The meeting adjourned at 10:20am.

Respectfully submitted by Michelle Rohan, Committee Coordinator