



## 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, April 12, 2024, 9:00 AM (Zoom Conferencing) 1111 MARLKRESS ROAD, SUITE 101, CHERRY HILL, NJ 08003

COMMITTEE INFORMATION AND ATTENDANCE									
NAME	ORGANIZATION	TRUSTEE MEMBER	13-Oct-23	14-Nov-23	8-Dec-23	12-Jan-24	9-Feb-24	8-Mar-24	12-Apr-24
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓	X	X	X	X	X	X	X
Buscher, Steven	NJ DOL-Unemployment								
Cirii, Frank	Camden County One Stop	✓	X	X	X	X	X		X
Connors, Kristi	NJ LWD-Employment Services	✓	X	X	X	X	X	X	X
Deitz, Jeff	NJDVRS	✓					X	X	
Guzman, Elizabeth	NJDVRS				X				
Maguire, Laurie	Camden County One-Stop					X	X		
McFarland, Salama	Camden County Board of Social Services		X		X	X	X	X	X
Mendez, Kelly	Camden County Board of Social Services			X					
Peterson, Jyi	Camden County One-Stop		X	X		X	X	X	
Regensburger, Robert	Lockheed Martin	✓	X	X	X	X	X	X	X
Romolini, Eric	Camden County One-Stop		X			X			X
Sinclair, Nidia	Camden County Resource Center		X			X		X	X
Weil, Bob, BSOT Chair	Conner, Strong & Buckelew	✓			X		X	X	X
Wemple, Anita	CPAC	✓	X		X				
Gutbezahl, Maayan	WDB				X	X	X	X	X
Henderson, Bridget	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	X	X
Williams, Leslie J	WDB		X	X	X	X		X	X

### Welcome

Gregg DeBaere welcomed attendees and called the meeting to order at 9:09 AM. Gregg asked for a motion to approve the minutes for the committee meeting on March 8, 2024. Bob Weil motioned to approve the minutes, seconded by Jeff Swartz. With a majority vote to the affirmative, the motion carried and the minutes for March 8, 2024 were approved.

### WDB Summer Youth Work Experience Program Updates

Jeffrey S. Swartz, Workforce Development Board

- The grant application for the Summer Youth Work Experience Program (SYWEP) was approved by the State. Leslie will be the program manager/coordinator for the program again this year.
- The intern application and work-learn site agreement are posted on the WDB website. The program has been promoted through our social media sites and school/community events.
- The SYWEP will provide 50 internships, with a mandatory, paid 4-day work-readiness training program (reduced from 5 days in previous years) at Camden County College. The curriculum has been slightly modified and we will be seeking volunteer professionals to lead the classes. The stipend is approximately \$20.00 an hour for 20 hours a week over the 8-week program period. NJ American Water is very excited about participating in the program and has requested 6 interns.

### MOU/IFA Update

- Our MOU/IFA was submitted, and we have received confirmation that the Camden local area was the first MOU/IFA submitted to the State.



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### **WDB Certification**

- We received a packet from the SETC with instructions to follow late last fall but have been notified there will be additional guidance forthcoming from Joan Desmarais, who is the new Deputy Director of the SETC. Joan was appointed at the same time Kevin White was named the new Director of the SETC. Joan is a former Monmouth County WDB staff person.
- Bridget has completed her One-Stop monitoring, which is a required component for the WDB certification. Another area to be reviewed is that our board is up to date with the proper ratios (business, community-based/labor, education and economic development, government).

### **One-Stop Operator Procurement Update**

The County of Camden submitted the only bid received for the One-Stop operator, career services, and youth services procurement. The proposal is now going through the proper channels with the One-Stop operator procurement task force. The task force will grade the rubric and report back to the Board with a recommendation at the April Executive meeting.

### **One-Stop Career Center Update**

Frank Cirii, CC One-Stop

- Damage to interior walls, doors and locks by an HVAC vendor has been repaired. A roof leak in UI has been addressed but heavy rain has exposed some additional leaks.
- There have been no major illnesses or viral outbreaks among the staff.
- The most problematic area is the parking lot with people driving too fast and parking issues, but there have been no accidents in the past month.
- Eric Romolini was attacked and knocked over in the parking lot by geese. Eric got a little too close to a nest that was built near the PATCO perimeter of the parking lot and they actually knocked him over. Two BSS employees have been attacked by the same geese.
- The One-Stop is averaging approximately 45 GED tests per month. The people affected by the software glitch last month have been rescheduled.
- Everything is going well in the Learning Link. There is still no response from the State about the proposed gifting of Chromebooks to successful training clients.
- The One-Stop has a budget meeting today with Denise Taguwa, Sherrie Jenkins, Jeff Swartz, and State personnel.
  - The One-Stop's budget includes \$30,000 that is allotted to the outreach campaign for the SNAP/TANF population. The QR code Kristi created will appear on all the One-Stop's outreach materials to increase awareness of all of the partner services that are available to the public. An additional \$30,000 of WIOA funds is also be allotted to the outreach campaign.
  - The One-Stop's vendor will be asked for measurable data reflecting the number of hits the website records before and after the outreach campaign.
  - The increase in customers seen at the One-Stop is expected to continue as changes in sanctioning take place and referrals increase. For this month, the One-Stop received approximately 120, with 35 remaining in G-Jobs. Two counselors were hired this year in anticipation of increasing customer activity.
  - Five new computers for the training rooms were approved by County IT and have been ordered.
  - Incumbent Worker Training is moving along. No new issues have been reported by MIS since meeting with Bridget.
  - The WDB's audit of the One-Stop in March was conducted by Bridget and Ma'ayan and went well.
  - The One-Stop will be a gold sponsor for job fairs on May 17<sup>th</sup> and September 13<sup>th</sup> at the Cherry Hill

Mall. The job fairs are run by Employment Weekly and management of the Cherry Hill Mall. There will be 10 tables for the One-Stop, WDB and county partners. Entities such as the Sheriff's Department, juvenile detention, corrections, 911 operators, etc., are hiring and will have tables at the events. Nidia and Brian are going through Eric's office to order more promotional materials and giveaways because the people who visit the tables at job fairs grab everything.

- CWEP vendors have received commissioner approvals:
  - Goodwill
  - Center for Family Services
  - The Father Center
- The One-Stop continues to participate in Town Hall meetings and community events.

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

Salama McFarland, CC Board of Social Services

- Most of the BSS staff attended a customer service training sponsored by the Division of Family Development (DFD) April 1<sup>st</sup> through the 5<sup>th</sup>. The training is mandatory for any staff person who has any type of customer interaction and works on the DFD side of the house. It was facilitated by Sheila Robinson-Kiss, who has worked with BSS before. The session received great feedback from staff who attended.
  - The three-hour training was held in the downstairs multipurpose room, with a break provided. The training is divided into sessions so everyone has an opportunity to attend. Sheila arrives ahead of the session time for private conversations. The make-up session will be held in June.
  - Sheila discussed empathy, sharing her personal experience, and reminding training attendees that they never know where life will take them and that their role is to serve and provide great customer service. Key take-aways from the session were:
    - Practice self-regulation and do not allow personal feelings to affect interaction with a customer.
    - Be aware that you may be dealing with some things in an unhealthy manner and it is affecting your ability to serve people properly.
    - Use the proper tone when speaking with people and how to respond properly when someone is upsetting you.
- De-escalation training will take place in May.
- Instruction was received from DFD in March regarding TANF sanctions.
  - The DFD reiterated the State's request that BSS give everyone the opportunity to get into compliance at this time, including those who were previously noncompliant.
  - BSS staff has been asked to reach out to TANF recipients, letting them know there is available work activity for them, placing them into the G-Jobs program. Those who do not attend will be called to determine the reason the appointment was missed. If a good reason is given by the client, another opportunity will be provided.
  - If a client has barriers to training, efforts will be made to assist them.
  - The process is to do a cold call first, to see how many people were reached and after two call attempts, an appointment letter is sent out. If the client fails to show for their appointment without a valid reason, there will be sanctions.
  - Attempts to sanction some clients failed due to computer challenges. If attempts continue to fail, BSS will continue through the Help Desk.
- These are the numbers for the month of March:
  - EPDT – 91: GA – 81, TANF – 9, SNAP – 1.
  - Completed CSA's – 191: GA – 135, TANF – 56.
  - 142 Employable Activity Referrals: GA – 94, TANF – 48.



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- 62 Unemployable exemptions: GA – 35, TANF – 27.
- Scheduled for G-Jobs – 81: Reported – 25, Remained – 23.
- 13 TANF recipients received supportive services for their new employment.
- For the month of April: 125 referrals, 35 reported.
- Most of the staff who missed ABAWD training have rescheduled and completed the training.
- Regarding ABAWD, Salama, the specialist and supervisors have gone to One Track training, which is a new system. The rest of the staff will attend the training next week. There has been no response to questions previously asked and there has been no clear guidance on how to manage ABAWD cases. Right now, the exempt status is still in place until January 31<sup>st</sup>, so there is time to get things in order. Among the challenges to resolve are, having available work activities, being fully staffed, and having adequate space for workflow by February 1, 2025. The current budget is insufficient for adequate staffing.
  - Regarding employee activities requiring a director approval, everyone who submitted a proposal for an activity was approved. The main restriction is that no crockpot or sterno use is allowed.
  - A more formal process to submit proposals to the director, such as a form/template, is being created.

### **DVRS Update**

Jeffery Deitz, absent

- There has been no update on the replacement of Karen Carroll, who retired. She was still in place at the end of last month to sign the MOU/IFA.
- In the March meeting, Jeff Deitz mentioned that, to date, TD Bank had never hired any of the Project Search participants. Jeff (Swartz) commented that someone attending the recent Abilities Committee meeting stated that a Project Search participant has been hired.

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

Kristi Connors, Employment Services Manager

- ES will request an intern through the DOL's "I Lead" program, which starts on June 17<sup>th</sup> and lasts 8 weeks. The intern provided last year was used for the customer tracking system, shadowing other staff, assisting with resumes, etc.
- Kristi asked about being assigned a SYWEP intern. Jeff offered to discuss it with the State.
- The DVOP trainee has completed his MBTI (Myers-Briggs Training Institute) training. He has already completed the Selective Service training that will be presented to the staff in the coming weeks.
- For the software modification team, the last meeting was all about Job Source and getting it to the different modules that would sync with the new system that may eventually be coming. Kristi commented they are trying to figure out why more staff don't use Job Source, and it is likely because many staff members were not trained to use it when they had AOSOS Next Generation. Software modification is a work in progress, but they are getting ready to make a recommendation, which Kristi believes is Geo-Solutions.
- ES transitioned from DocuSign to SimplySign months ago. The program is easier to use, with unlimited reminders, and is more cost effective.
- The RESEA video project with Marketsmith has undergone 2 rough cuts so far. The voice talent and music have been selected and the script has been edited. The pre-final is expected to be ready on Tuesday. The video is 7 to 7.5 minutes, conversational and hopefully will keep people's interests.
- Kristi presented her report for the month of March. (report attached)
  - Customer check-in for March is 2749 and average per day in March of 137.



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

In Steve Buscher's absence, updates were provided by Kristi Connors

- UI Check-ins: January – 67%, February – 64%, March – 55%.
- The backlog of service appointments for UI has not been disclosed.
- People are still holding onto their in-person appointment dates after speaking with UI reps on the phone in anticipation of another issue popping up.
- In March, 73% of our customers had scheduled appointments. The show rate in March was 50%.
- People are still being sent to the phones and the computers and ID.me guard.

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

Bob Weil, Treasurer

Bob reviewed the minutes of the March 21<sup>st</sup> BSOT meeting.

- Planning continues for the Youth Job Fair and Community Resources event that's going to be held on May 6<sup>th</sup> in Clementon. At the time of the meeting, there were 17 resource agencies and 7 employers confirmed to participate. Atlantic City Electric provided a grant to cover the event-related expenses.
- Carol McCormick reported that Camden County College is currently holding a manufacturing boot camp. Employers will visit the school and conduct mock interviews with students. The boot camp will be funded by the Skills Initiatives Grant.
- Angela Randall from the Community Planning and Advocacy Council (CPAC) recently met with Kiwanis of Haddonfield, and they're currently partnering with Anchor House and Covenant House, neither of which are in Camden County. The organizations are interested in partnering with them to provide paid internships for youth and young adults aged 14 to 24. CPAC's youth advisory group is working to assist young people facing such issues as housing instability, aging out of foster care, living in a nontraditional housing dynamic, financial instability leading to an inability to attend higher education institutions, and the lack of parental support.
- Henry Bass from NJ DOL Veterans Services stated there was a veterans-only recruitment event for US Customs and Border Protection on April 3<sup>rd</sup>.
- Wonderful Citrus (Gloucester City) held a virtual recruitment session towards the end of February. Of 190 people registered, 19 attended, including the facilitators.
- A virtual recruitment was held to fill the janitorial, environmental and food services personnel needs at Lionsgate. Of 115 people who registered, 30 people attended. And by the end of the day, the recruiter booked 5 interviews.
- NJEDA hosted a virtual session on Tuesday, March 26<sup>th</sup>, which was its first virtual session for South Jersey. Over 650 people registered. While most of the positions are hybrid, with 3 days in the office, 2 days remote, they do have some fully remote opportunities which are considered contract administrative positions and could run from months to years.
- The Hispanic Family Center held a small job fair seeking bilingual candidates to help support people whose first language is Spanish.

### **Robert Regensburger, Lockheed Martin**

Bob commented there was no significant update from the report that he provided last month about activities at Lockheed Martin.

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

Jeffrey Swartz, Workforce Development Board

Jeff commented that he attended the South Jersey Manufacturing Summit at Rowan University and had





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an opportunity to be a panelist with Tom Bianco and Jessika Baer from LWD, to discuss workforce boards and some of the services we can provide.

The WDB continues to promote the Summer Youth Work Experience Program and that ACE Spark Internship/Scholarships Program. The staff has been at a number of high schools across the county over the past several weeks and there are a number of events scheduled in the coming weeks. Yesterday, Ma'ayan and Bridget attended a career day event at Camden County College.

The GSETA Conference will be held on October 23-24 at the Ocean Resort in Atlantic City. One of the rooms needed at the Hard Rock Casino Hotel was unavailable for the conference and the Ocean Resort offered an outstanding proposal. The hotel is on the boardwalk, and a good room rate was negotiated.

The quarterly meeting will be in-person at Camden County College, held on Tuesday, June 18<sup>th</sup> because of the Juneteenth holiday.

**Final Comments**

The Operations Committee will recess in August, and the decision to change the meeting day from Friday to Thursday for the summer months will be considered.

The next Operations Committee meeting will take place via Zoom on Friday, May 10, 2024, at 9:00 AM.


**Adjournment**

A motion to adjourn was made by Bob Weil and seconded by Frank Ciri. The meeting adjourned at 10:40 AM.

Submitted by:

Debra Vaughn

Assistant to the Executive Director



# FY 2024 Camden One-Stop Customer Check-in



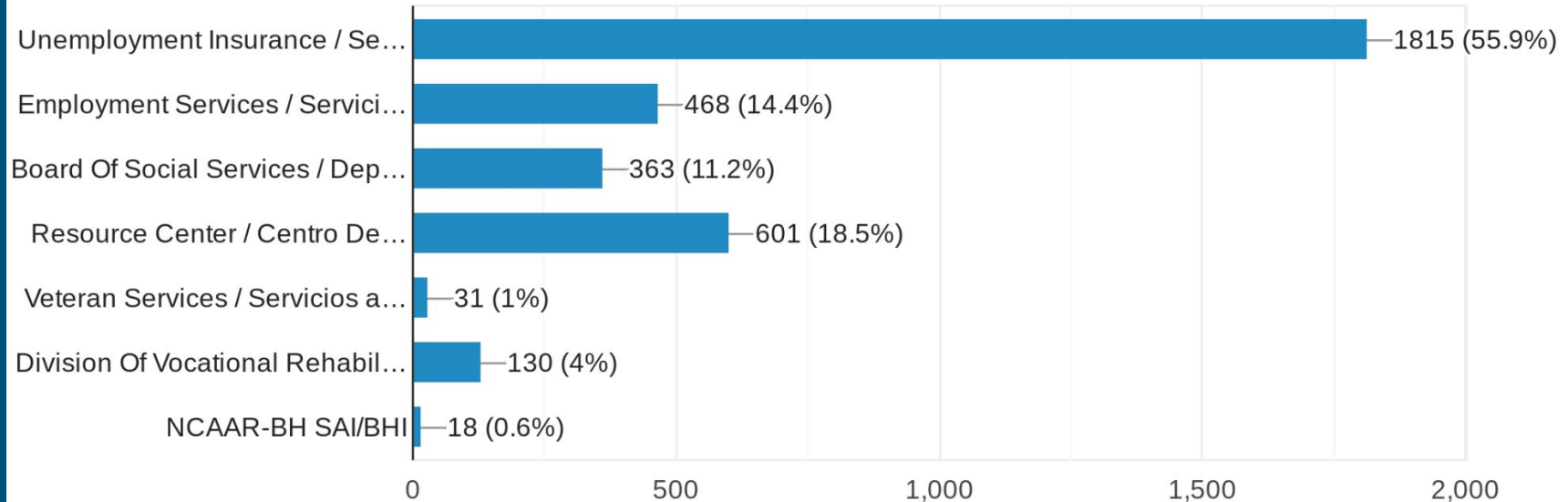
April 2024  
3248 Services Provided  
Average of 148 Customer Served per Day



# 56% of Total Customer Check-ins Were for UI

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

3,248 responses

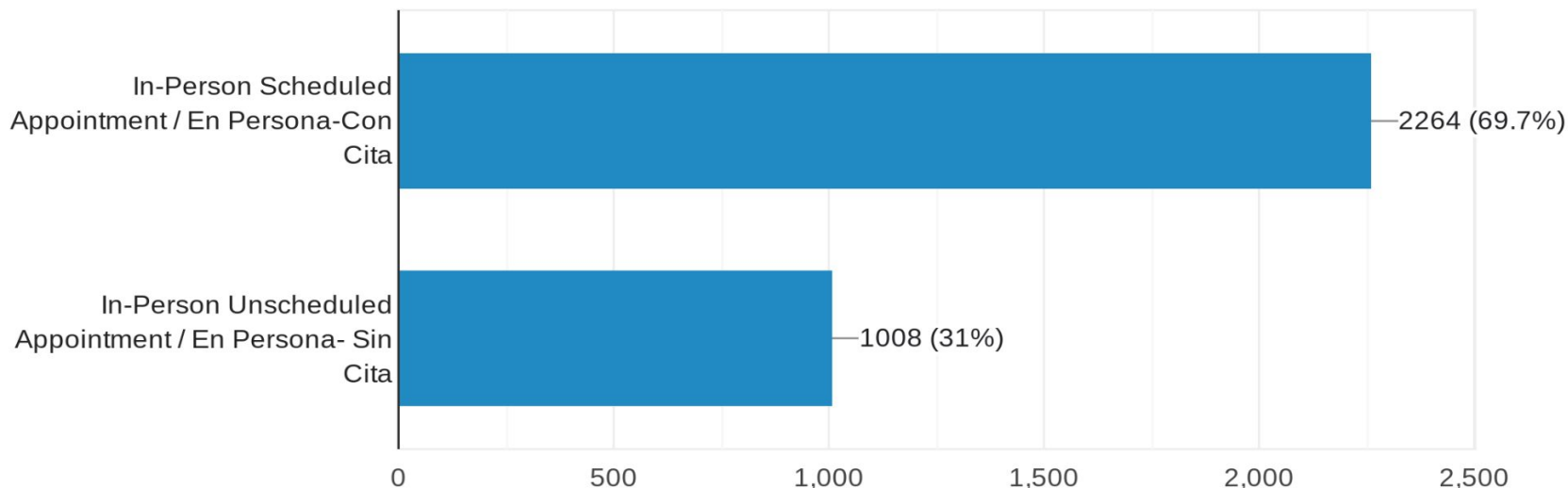




# 70% of Customers Had a Scheduled Appointment

Choose Your Appointment Method / Escoja La Manera De Su Cita

3,248 responses

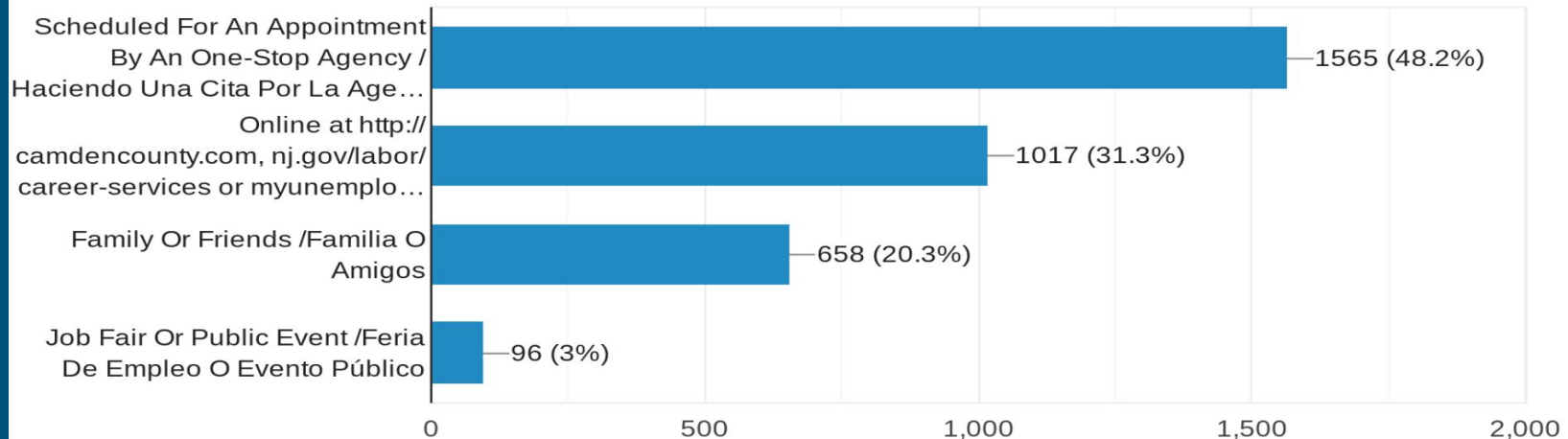


# Why Customers Came into the One Stop

\*48% Had Appts \*31% Website Info \*20% Family/Friends

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

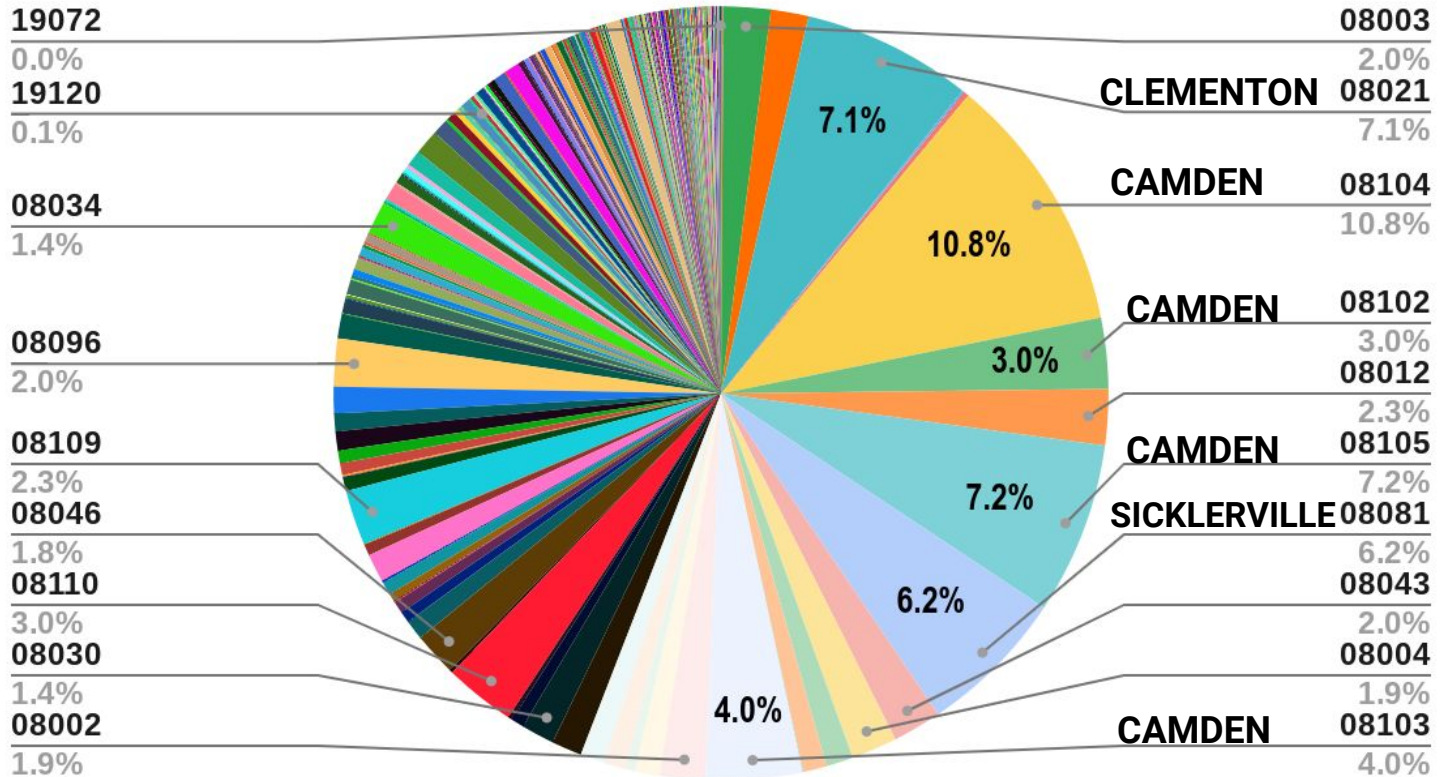
3,248 responses



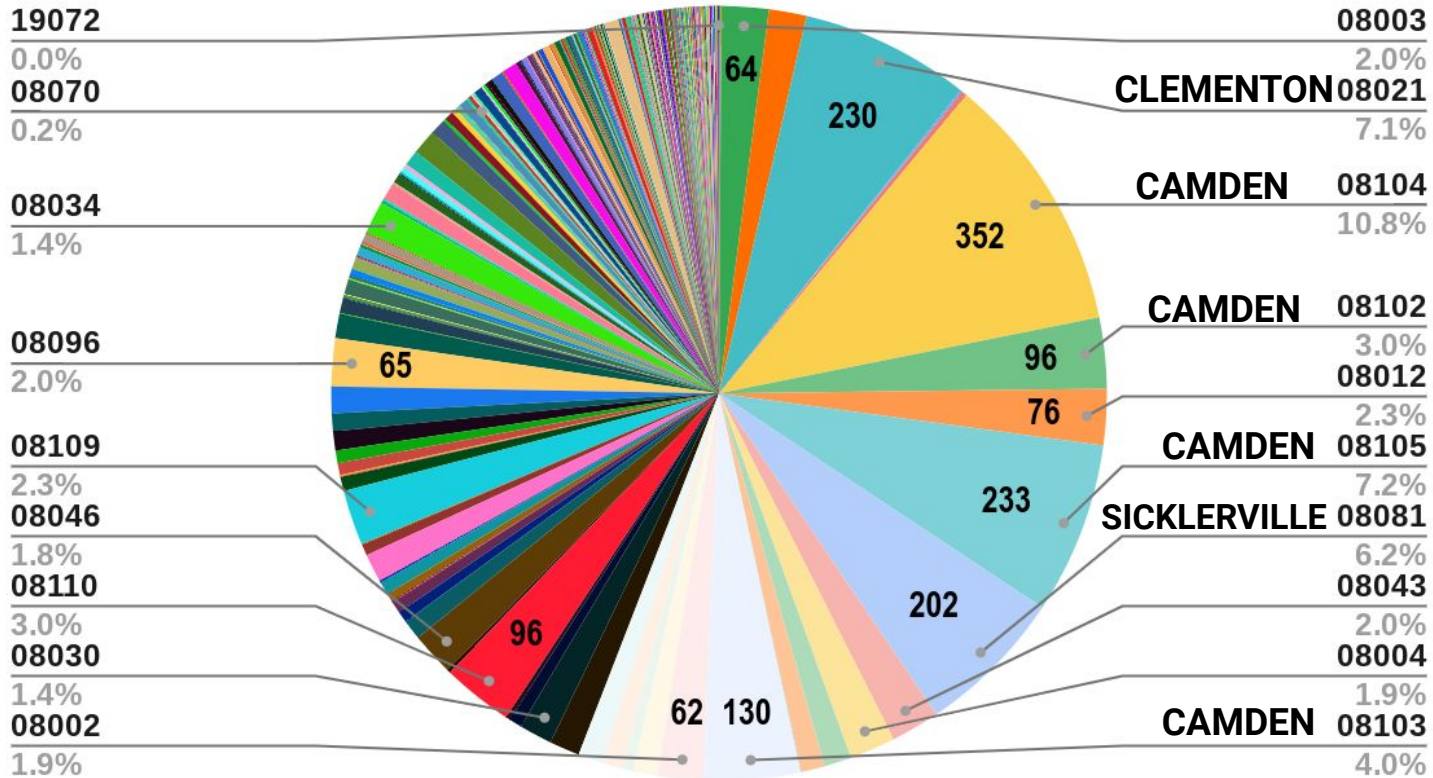
TOP ZIP CODES SERVED: CAMDEN-25.0%

CLEMENTON/SICKLERVILLE-13.3%

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



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



# FY 2024 Camden One-Stop Customer Check-in Monthly Totals and Daily Averages

YTD April 2024  
26,671 Services Provided  
Average of 130 Customer Served per Day

## Camden County One-Stop Customer Check-in Monthly Totals and Daily Averages



<span style="color: blue;">■</span> CUSTOMER CHECK-IN	2806	2711	2296	2526	2588	2782	2448	2517	2749	3248
<span style="color: orange;">■</span> AVERAGE PER DAY	140	118	115	120	136	139	117	126	137	148

■ CUSTOMER CHECK-IN ■ AVERAGE PER DAY

KQC-NJDOL

NJDOL-KQC

# FY 2024 Year to Date Through April 2024

## 26,671 Customers Were Provided Services

### Average of Customers Served Per Day

FY 2024 CAMDEN COUNTY ONE-STOP CUSTOMER CHECK-IN											TOT-YTD	AVG
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR		
CUSTOMER CHECK-IN	2806	2711	2296	2526	2588	2782	2448	2517	2749	3248	26671	2667.1
AVERAGE PER DAY	140	118	115	120	136	139	117	126	137	148		129.6





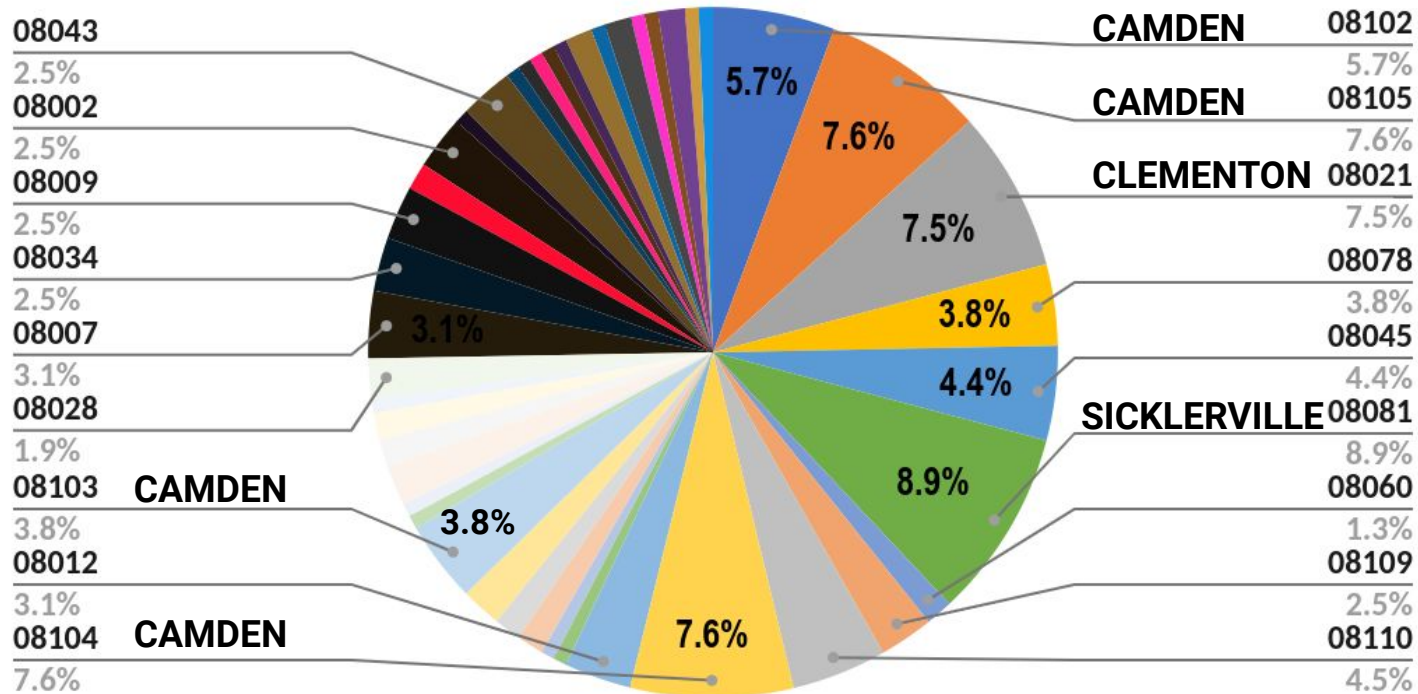
# FY 2024 Camden NJDOL Employment Services and Unemployment



April 2024  
Statistics and Charts

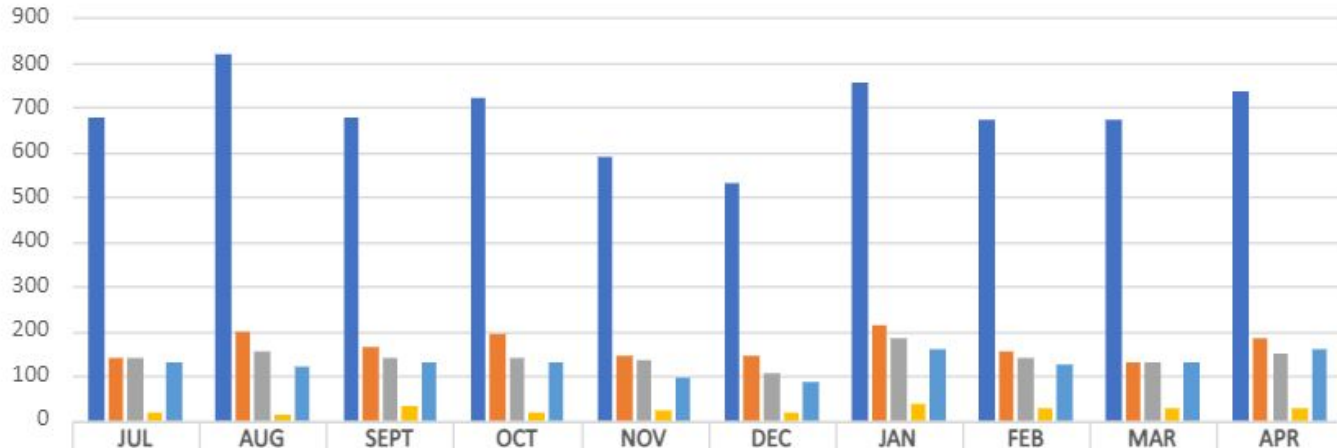


## ZIP CODES OF CAMDEN ONE-STOP NJDOL ES ONSITE CUSTOMERS APRIL 2024



# APRIL 2024 TOTAL ES SERVICES DELIVERED-78 %VIRTUALLY/22% IN PERSON YTD 2024 TOTAL ES SERVICES DELIVERED-82%VIRTUALLY/18% IN PERSON

FY 2024 CAMDEN DOL EMPLOYMENT SERVICES



CUSTOMER CHECK-IN	677	817	676	723	590	530	756	675	675	736
VSC OUTCOMES	141	201	166	194	146	146	213	157	131	182
REFERRED TO TRAINING	142	155	141	140	134	105	183	139	130	151
PTE	16	14	32	16	22	18	36	26	30	27
WALK-INS	131	119	129	128	95	84	158	127	128	159

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

YTD  
VIRTUAL-82%  
IN PERSON-18%

JAN  
VIRTUAL-79%  
IN PERSON-21%

FEB  
VIRTUAL-81%  
IN PERSON-19%

MAR  
VIRTUAL-80%  
IN PERSON-20%

APR  
VIRTUAL-78%  
IN PERSON-22%

KQC-NJDOL

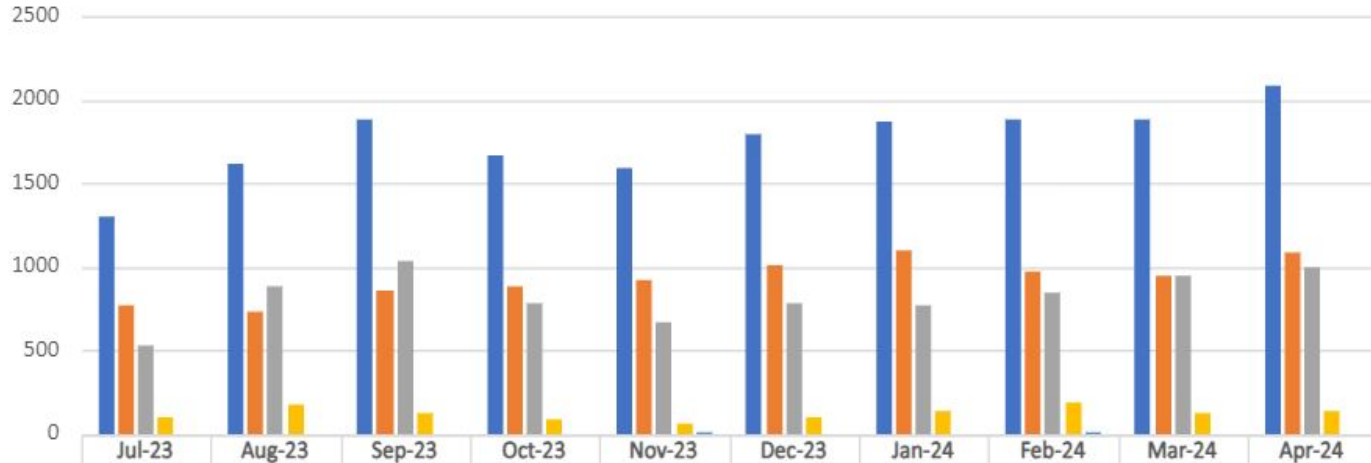
NJ DOL- KQC

# Total ES Customer Check-ins=6855 Average Per Month=686

FY 2024 CAMDEN DOL EMPLOYMENT SERVICES											TOT-YTD	AVG
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR		
CUSTOMER CHECK-IN	677	817	676	723	590	530	756	675	675	736	6855	685.5
VSC OUTCOMES	141	201	166	194	146	146	213	157	131	182	1677	167.7
REFERRED TO TRAINING	142	155	141	140	134	105	183	139	130	151	1420	142.0
PTE	16	14	32	16	22	18	36	26	30	27	237	23.7
WALK-INS	131	119	129	128	95	84	158	127	128	159	1258	125.8

# APRIL 2024 UI SHOW RATE=52% YTD UI SHOW RATE 53%

FY 2024 UI IN-PERSON APPOINTMENTS



■ SCHEDULED	1298	1614	1888	1665	1598	1798	1873	1885	1889	2090
■ ATTENDED	770	737	859	885	925	1014	1099	968	943	1092
■ NO SHOWS	528	877	1029	780	673	784	774	849	946	998
■ APPT-NOT ON LIST	102	173	117	88	64	103	132	189	127	131
■ WALK-INS	0	0	0	0	10	0	0	3	0	0

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

KQC-NJDOL

YTD	
SHOW RATE-53%	
DNR-47%	
JAN	
SHOW RATE-59%	
DNR-41%	
FEB	
SHOW RATE-51%	
DNR-49%	
MAR	
SHOW RATE-50%	
DNR-50%	
APR	
SHOW RATE-52%	
DNR-48%	

**Total UI Onsite Customer Check-ins=9292    Average Per Month=929**

FY 2024 CAMDEN UI IN-PERSON APPOINTMENTS												
											TOT	AVG
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24		
SCHEDULED	1298	1614	1888	1665	1598	1798	1873	1885	1889	2090	17598	1759.8
ATTENDED	770	737	859	885	925	1014	1099	968	943	1092	9292	929.2
NO SHOWS	528	877	1029	780	673	784	774	849	946	998	8238	823.8
APPT-NOT ON LIST	102	173	117	88	64	103	132	189	127	131	1226	122.6
WALK-INS	0	0	0	0	10	0	0	3	0	0	13	1.3