

Operations Committee Meeting Minutes

May 12, 2023

WDB Office, 1111 Marlkreess Road, Cherry Hill (Zoom Conferencing)

COMMITTEE INFORMATION AND ATTENDANCE									
NAME	ORGANIZATION	TRUSTEE MEMBER	14-Oct-22	4-Nov-22	9-Dec-22	13-Jan-23	10-Feb-23	10-Mar-23	12-May-23
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓	X	X	X	X	X	X	
Buscher, Steven	NJ DOL-Unemployment		X	X	X				X
Cirii, Frank	Camden County One Stop	✓	X	X		X	X		
Connors, Kristi	NJ LWD-Employment Services	✓	X	X	X	X	X	X	X
Deitz, Jeff	NJDVRS	✓	X	X		X	X	X	X
Maguire, Laurie	Camden County One-Stop		X		X	X	X	X	X
McFarland, Salama	Camden County Board of Social Services		X	X	X	X	X	X	X
Regensburger, Robert	Lockheed Martin	✓	X		X	X	X	X	X
Sinclair, Nidia	Camden County Resource Center		X	X	X	X	X	X	X
Weil, Bob, BSOT Chair	Connor, Strong & Buckelew	✓	X	X	X	X	X	X	X
Henderson, Bridget	WDB		X	X	X	X	X	X	X
Levitt, Alex	WDB		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

Welcome

Jeff Swartz, Executive Director welcomed attendees and called the meeting to order at 9:06am. He asked for a motion of the minutes for the committee meeting on March 10, 2023. Bob Weil motioned, seconded by Bob Regensburger. By majority vote, the motion was carried and the minutes for March 10, 2023 were approved.

SETC Update

Jeff asked Leslie Williams, WDB Comptroller, for an update on the status of the regional and local plans and governance training.

- The regional plan is complete and has been submitted to the SETC.
- The SETC has been informed the local plan is out for signature with the county and it will be sent to them by the end of the month.
- Competitive bidding for a One-Stop Operator and governance training is moving forward and will be discussed at a separate meeting with the One-Stop Procurement Taskforce that will be set up.
- The current MOU and IFA expire 12/31/23 and a new one must be in place for 1/1/24. There will be partners meetings starting in July and August to start the process. While a considerable amount of the current content will roll forward, policies and procedures concerning the MOU will be updated during that time. The biggest part of the IFA is the breakdown of the square footage and the accessibility report which is already done. The Improvement Authority will assist with it. The new due date is 12/30/23. A draft is set to be completed by November 1 to allow time for holidays, partner board meetings and availability for signatures.

Incumbent Worker Training

Bridget Henderson, Program Evaluator

- There are currently 2 ShopRite cohorts in progress.
- Bancroft will begin its Direct Support Professional Certification, which is set up as a Work/Learn course. The Bancroft IWT cohort is one of the largest to date.
- The Goodwill IWT cohort has been completed.

Youth Work Experience

Laurie McGuire, One-Stop Career Center, MIS Manager

- Funding for YWE is available. Jyi does have a cohort and he's working with the employers to complete the worksite agreements. The cohort is expected to start in May or June.

Nidia Sinclair, One-Stop Career Center, Manager

- The final HiSET testing group consisted of 22 customers. The One-Stop will now be a GED testing site.
- The One-Stop is working with the Board of Social Services to better align the employment and training entity component for BSS participants.
 - A request has been submitted to the county for approval to post additional positions for increasing One-Stop staff to address the needs of the BSS.
 - Adjustments continue to be made internally. Staff training continues to be provided as needed.
- The Learning Link flow is increasing. Customers currently in CWEP will be referred to the One-Stop with the beginning of the new fiscal year on July 1st.
- UI appointment numbers vary but have fallen below 65 people per day, including walk-ins.
 - UI continues to provide customer service that falls short of delivering good service to people who come in to be assisted with claim issues. A supervisor who is more sensitive to the needs of the customers needs to be in place. UI staff have been seen at their desks and turning people away toward the end of the workday and walk-ins are still not being assisted.
 - Tensions arose when a customer came in for a UI appointment. A security guard was using foul language and when the customer addressed the guard about the foul language and asked for her name and the name of her supervisor, the guard was less than receptive and made a comment about having a gun and being allowed to use it. The guard's supervisor was also unprofessional, further upsetting the customer. Nidia isolated the customer and got a UI supervisor to speak with him. Security eventually removed the customer from the building after he was told his claim issue needed to be addressed in PA. Kristi commented that security documented the incident with a vague report and she asked Nidia to provide her written account of the incident, so she could report it to Allied Universal, the security contractor. Kristi stated she was told the upset customer was escorted out and banned from the building. Nidia said that she and another employee who witnessed the incident will provide statements. Steve Buscher also asked Nidia for a formal complaint for him to submit to Trenton. He stated that Active Aggressor Training is scheduled for UI staff. He added that a formal complaint about the UI supervisor from Nidia would be accepted as well. Leslie asked Nidia to copy Jeff on the reports and complaints. Kristi suggested a monthly meeting for all of the onsite partners to discuss issues, planned events and general information sharing, which Steve was receptive to.
 - The comment made by the guard about being able to shoot someone brought renewed concerns about access to safe exits in the event of an active shooter situation. Salama noted that she received a complaint about a door left ajar. Nidia responded there is an employee entrance with a door that requires repair that has been requested. The entrance is monitored by a guard until the repair is completed. Kristi pointed out there is no back door for DOL staff to use in the event of an active shooter. Nidia pointed out that the Sheriff's Dept has officers on site every day. Bob Regensburger stated that it is incumbent upon the organization to formally document and properly report the incident to the appropriate reporting agency, and to seek an independent security assessment from a law enforcement agency and guidance on a plan for the appropriate actions to be taken in response to an emergency situation. Nidia and Frank will reach out to the County for guidance to proceed as Bob commented.

Board of Social Services

Salam McFarland, Manager

- The Board of Social Services (BSS) has been undergoing Active Shooter Training since April. A Sheriff's officer has been observing the staff, noting their habits and behavior that showed a lack of situational awareness. He commented on ways to practice effective personal safety, including a visit to the One-Stop to

demonstrate hiding places and safe exits there. Information to reach the security station at the complex has been shared with the staff.

- The BSS failed an Emergency Evacuation Drill on May 3rd, when it could not reach everyone, leaving two staff members unaccounted for. The failure exposed gaps in communication among staff members. Another drill will be planned.
- Cyber Security Training and Active Shooter Training are ongoing. Two different county agencies have been shut down completely due to hacking. The BSS has implemented additional authentication practices to ensure data protection through its access systems.
- On May 4th, a meeting was held to discuss the new workflow and the areas of responsibility for each partner. On May 5th, Salama scheduled meetings with the BSS departmental staff to provide an understanding of the new protocol and how work-ready clients will be handled.
- Clients have adapted to the new location but the barrier to public transportation still exists for work activities. Nidia pointed out that there is a shuttle schedule and asked if it was being provided to BSS clients. She suggested a blast of the shuttle schedule, and they discussed creating a flyer. Laurie added that the NJ identification numbers that AOSOS and NJID, and all SJTA people are supposed to be in the AOSOS but they are not. She said that participants should know their NJID and share it with the SJTA driver, and stated the case manager can provide the information to the clients.
- **The following numbers are for activity in the month of April:**

Applications Received			EPDT		219	
April - Total CSA's 121			GA - NA		TANF - NA	
CSA is an assessment to determine the type of work activity assigned or deferment from the work requirement						
Referred to employable work activities			110 Total		GA - NA	TANF - NA
Unemployable referrals/exemption from work requirement		80 Total	GA - NA	TANF - NA	SNAP - NA	
Referred to G-Jobs	70 referrals	(17 reported, 15 remained in class)			GA - NA	TANF- NA
G 28-Day Protocol 393 Total	216 - Requested in-person		174 - Requested Zoom		3 - Undetermined	
Provided support for new employment			6 Total		GA - NA	TANF – NA

- **The following numbers are for activity in the month of May:**
Referred to G-Jobs: 69 referrals (22 reported, 11 remained in class)
- Laurie commented that the One-Stop, BSS and MIS should share the referral numbers in terms of the IAR and reach a consensus of what numbers are being counted. A meeting is set up with Denise for IAR training.

DVRS

Jeffrey Dietz, Manager

- The in-person client meeting numbers have increased, though not to pre-Covid levels, but there are relatively few virtual meetings. Jeff continues to meet with clients on a regular basis to assist them with any problems they may have.
- Veterans Haven is still being supported on a monthly basis. Geoffrey Taylor is working to make Home of the Brave a regularly scheduled counseling site.
- Jeff will be presenting at the next re-entry meeting with Sharon Bean's group. In WIOA, the ex-offenders are documented as underserved. Jeff will also meet with the Camden County Dept of Corrections about getting a counselor back into the county prison system.

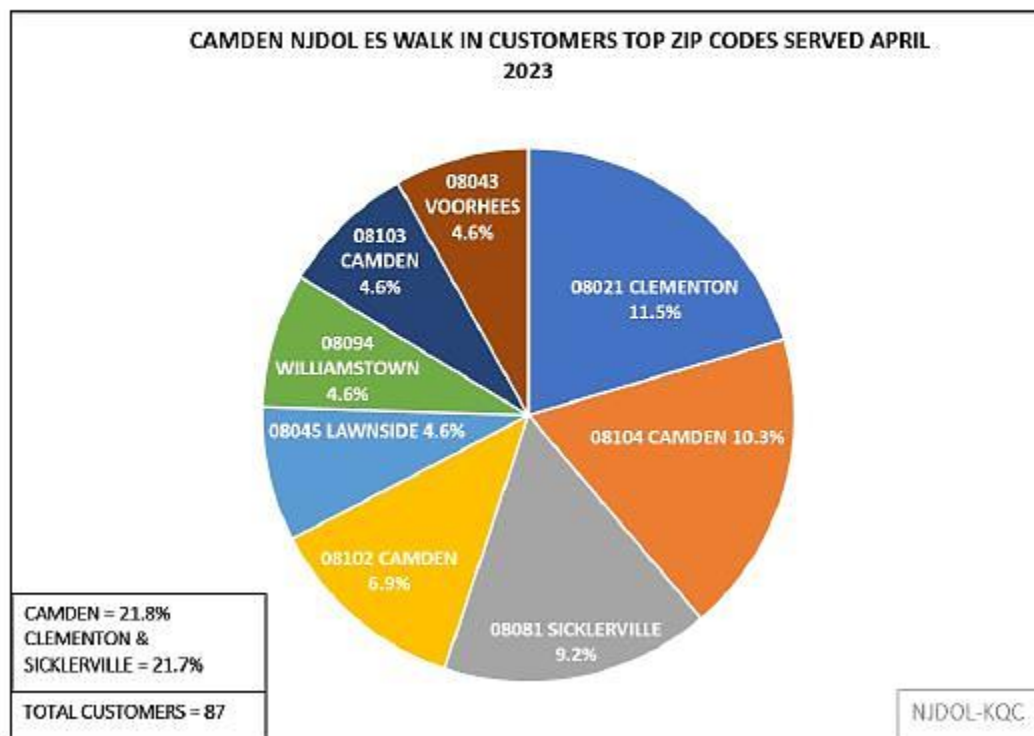
- Project Search continues to move along. The next cohort is about to graduate from high school, so there will be employment meetings to set those youth up for employment.

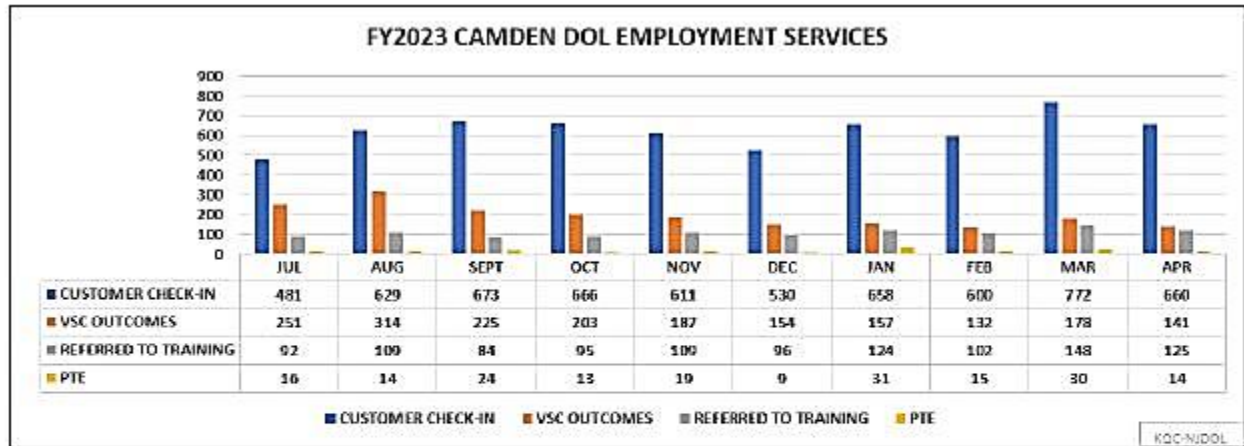
NJ DOL

Kristi Connors, ES Manager

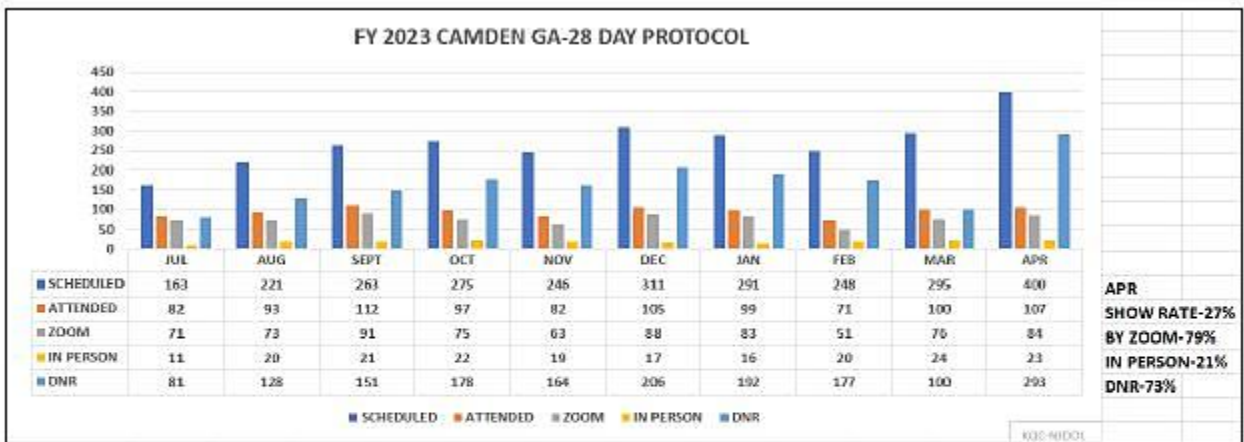
- Sherie Jenkins has been promoted to Director of Workforce Transition Services. Baden Almonor, formerly the Acting Director, now oversees Career Services.
- The latest budget meeting showed an emphasis going forward on apprenticeship and how NJ is leading UI modernization.
- In the proposed budget, the GA-28 Day will end.
- Geoffrey Taylor saw a combined total of 7 veterans at Home of the Brave in April and May, assisting them in their job search. He saw a combined total of 11 veterans at Veterans Haven in April and May. He will circulate the information about the June 8th job and resource fair among his contacts.
- A DVOP position will be reposted because the first posting only yielded one candidate. An interviewer is retiring, so Kristi will request a posting for a replacement. The DOL has an intern program and she has recommended 2 for the One-Stop's location who will start on June 26th, dovetailing with a soft opening with the check-in system on June 1st, for a hard opening on July 1st. She would like 2 computers installed at the front door for sign-in.
- Active Shooter Training and Cyber Security Training are scheduled for May.

FY 2023 CAMDEN NJDOL ES, GA-28 DAY PROTOCOL AND UI YTD APRIL 2023

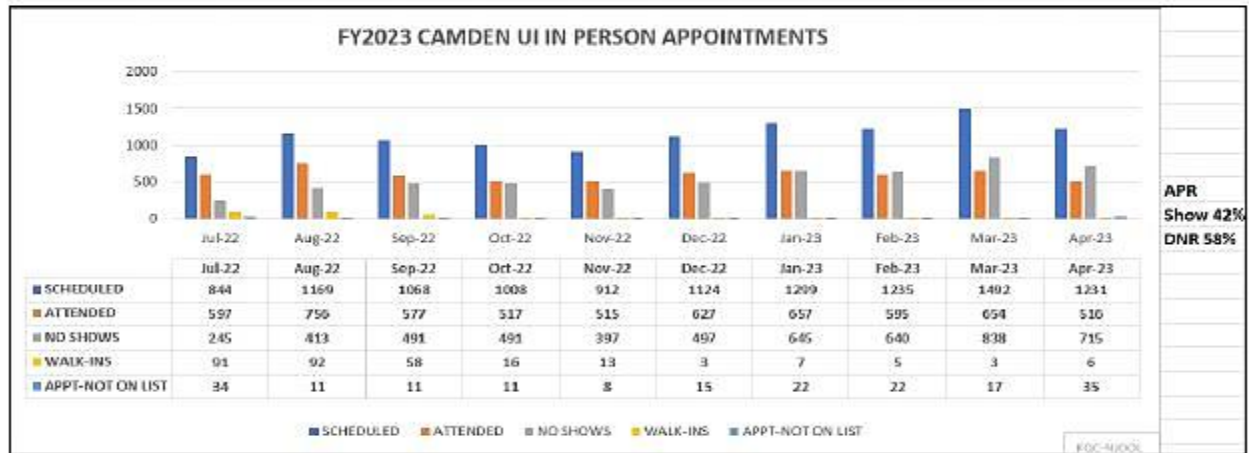




FY 2023 CAMDEN DOL EMPLOYMENT SERVICES											TOT-YTD	AVG
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR		
CUSTOMER CHECK-IN	481	629	673	666	611	530	658	600	772	660	6280	628.0
VSC OUTCOMES	251	314	225	203	187	154	157	132	178	141	1942	194.2
REFERRED TO TRAINING	92	109	84	95	109	96	124	102	148	125	1084	108.4
PTE	16	14	24	13	19	9	31	15	30	14	185	18.5

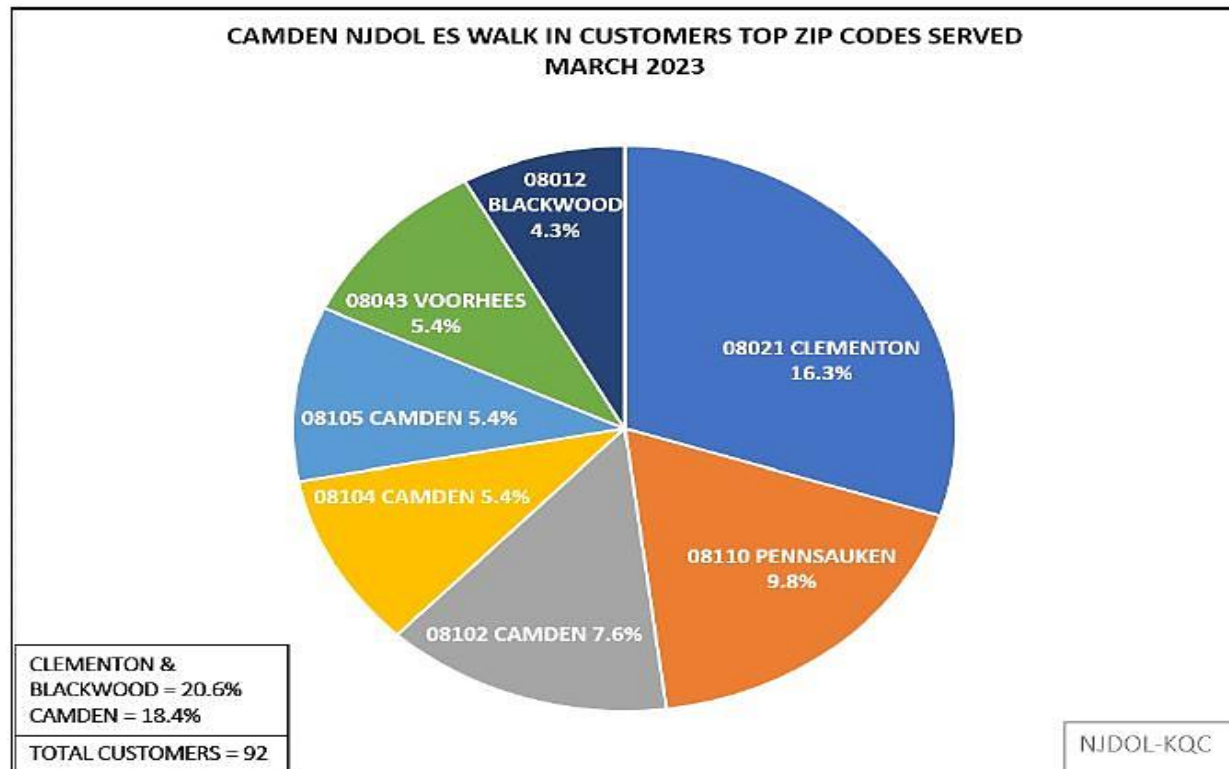


FY 2023	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	TOT	AVG	
GA-28 Day													
SCHEDULED	163	221	263	275	246	311	291	248	295	400	2713	271.3	YTD-APR
ATTENDED	82	93	112	97	82	105	99	71	100	107	948	94.8	SHOW RATE-35%
ZOOM	71	73	91	75	63	88	83	51	76	84	755	75.5	ZOOM-80%
IN PERSON	11	20	21	22	19	17	16	20	24	23	193	19.3	IN-PERSON 20%
DNR	81	128	151	178	164	206	192	177	100	293	1670	167.0	DNR-65%

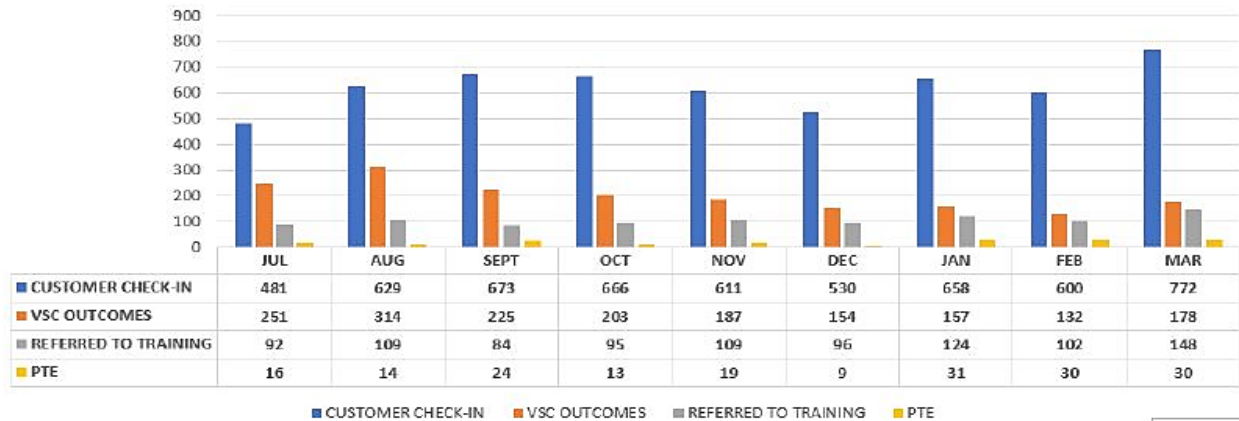


FY 2023 CAMDEN UI IN-PERSON APPOINTMENTS											TOT	AVG	
	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23			YTD
SCHEDULED	844	1169	1068	1008	912	1124	1299	1235	1492	1231	11382	1138.2	
ATTENDED	597	756	577	517	515	627	657	595	654	516	6011	601.1	Show-53%
NO SHOWS	245	413	491	491	397	497	645	640	838	715	5372	537.2	DNR-47 %
WALK-INS	91	92	58	16	13	3	7	5	3	6	294	29.4	
APPT-NOT ON LIST	34	11	11	11	8	15	22	22	17	35	186	18.6	

FY 2023 CAMDEN NJDOL ES, GA-28 DAY PROTOCOL AND UI YTD MARCH 2023



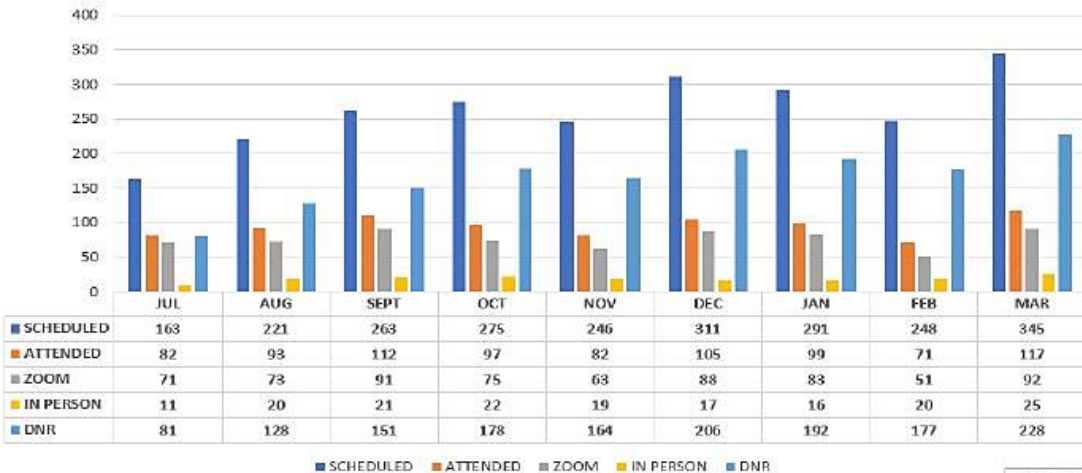
FY 2023 CAMDEN DOL EMPLOYMENT SERVICES



KQC-NJDOL

FY 2023 CAMDEN DOL EMPLOYMENT SERVICES										TOT-YTD	AVG
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR		
CUSTOMER CHECK-IN	481	629	673	666	611	530	658	600	772	5620	624.4
VSC OUTCOMES	251	314	225	203	187	154	157	132	178	1801	200.1
REFERRED TO TRAINING	92	109	84	95	109	96	124	102	148	959	106.6
PTE	16	14	24	13	19	9	31	30	30	186	20.7

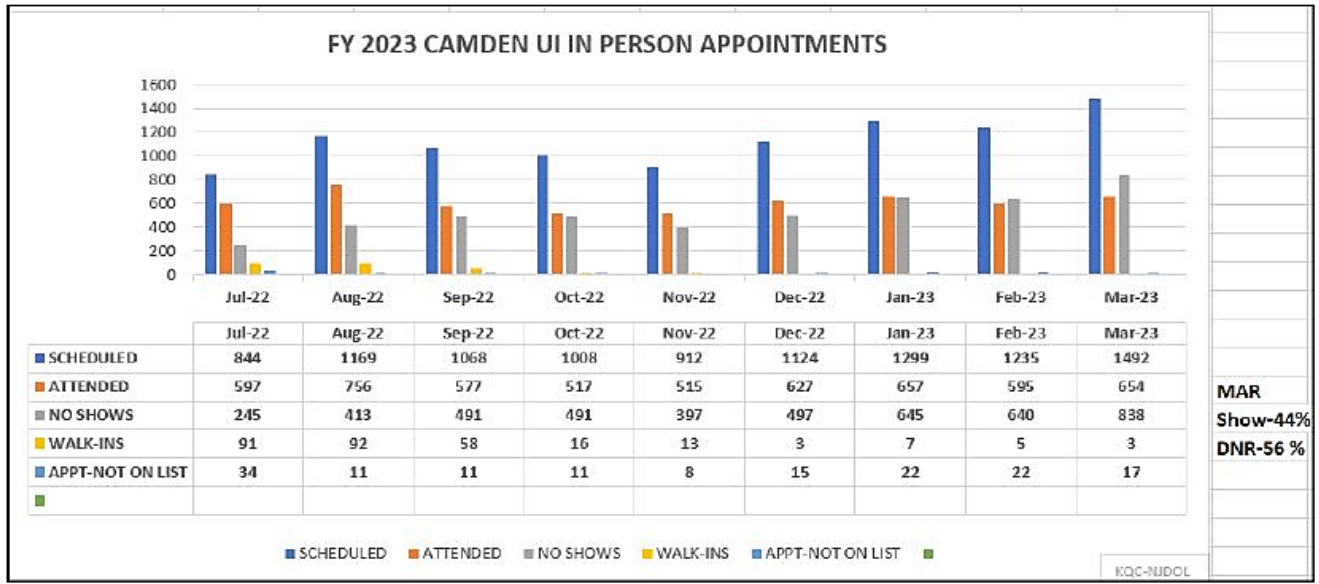
FY 2023 CAMDEN GA-28 DAY PROTOCOL



MAR
SHOW RATE-34%
BY ZOOM-79%
IN PERSON-21%
DNR-66%

KQC-NJDOL

FY 2023										TOT	AVG	
GA-28 Day	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR			
SCHEDULED	163	221	263	275	246	311	291	248	345	2363	262.6	YTD
ATTENDED	82	93	112	97	82	105	99	71	117	858	95.3	SHOW RATE-36%
ZOOM	71	73	91	75	63	88	83	51	92	687	76.3	ZOOM-80%
IN PERSON	11	20	21	22	19	17	16	20	25	171	19.0	IN-PERSON 20%
DNR	81	128	151	178	164	206	192	177	228	1505	167.2	DNR-64%



FY 2023 CAMDEN UI IN-PERSON APPOINTMENTS										TOT	AVG	
	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23			
SCHEDULED	844	1169	1068	1008	912	1124	1299	1235	1492	10151	1127.9	YTD
ATTENDED	597	756	577	517	515	627	657	595	654	5495	610.6	Show-54%
NO SHOWS	245	413	491	491	397	497	645	640	838	4657	517.4	DNR-46 %
WALK-INS	91	92	58	16	13	3	7	5	3	288	32.0	
APPT-NOT ON LIST	34	11	11	11	8	15	22	22	17	151	16.8	

- Kristi asked that other partners inform their staff that the new check-in system is coming their way and she and Nidia will work to coordinate the front desk on the workflow process. The check-in process will likely take a customer 10 seconds to fill out on their phone or at the check-in stations, and the data will be collected in real time using Google. Other partners in the building can access the attached real time spreadsheet, but Kristi purchased a Chromebook to monitor the data because the State does not use Google.

Unemployment

Steve Buscher

- UI scheduled appointments average about 160 people a week.
- There is no service for walk-in customers but there are courtesy computers that people can use. There is no plan to implement service for walk-in customers. The reasoning for this is that the Cherry Hill office would be faced with unmanageable numbers of people from the closest five counties.
- An ID.me computer has been set up on site for the public use where they can use a direct link to the ID.me service for assistance with their issue.
- There are still some COVID claims coming in and the need for adjustments from claims from 2019 through 2023. Most of the problems are COVID claims that need to be reevaluated and reconstructed.
- UI staff will have Active Aggressor Training scheduled in the next couple of weeks.
- In light of recent tense interaction between security and a UI customer, Steve asked for written complaints about troublesome situations, so they can be funneled to Trenton.

Business Services and Outreach Team

Bob Weil, Chair

Bob was not able to attend the last BSOT meeting, which was run by Ryan Thompson, Vice Chair. The meeting update provided by Jeff Swartz

- Jeanne Page-Soncrant provided an update on her activity. There are a number of upcoming recruiting events that she is focused on.
- An Events tab is kept on the WDB website, to serve as a clearinghouse for upcoming events in the county.
- Transportation remains an area the committee concentrates on, getting from the cities to employment in the suburban areas. Camden Community Partnership is working with a vendor and they will be joining our next business services team to discuss the service that they're providing. The service is for Camden city residents, providing curb to curb service. The vendor will have a designated spot to pick up groups of people in a 12 or 15 passenger van and get them to their work site. When the contract is finalized, they'll share how this is going to work in the city.
- The BSOT committee continues to grow. Bob commented that Ryan will be moving into the Chair position of the BSOT team, and she will be a nice addition down the line to the Executive Committee.
- Bob Regensburg commented that Lockheed Martin is hiring, aggressively recruiting engineers and computer science professionals, in particular. They are continuing to expand their partnership with Brown University in particular, as well as Rowan College - Burlington County (RCBC) on its initiatives with expanding some of the pathways to work. Lockheed Martin's operations are primarily located in Moorestown and has a satellite operation in the city of Camden. They continue to work with their customers to innovate and continue to meet the competitive threats that surrounds their business.

Workforce Development Board

Jeffrey Swartz, Executive Director

- The processes of interviewing applicants and securing work site agreements have begun for the Summer Youth Employment Program. The State grant will fund payments for 50 youth. There were 83 or 84 applications submitted for the program. While interviews continue, the mandatory applicant orientations will take place next Tuesday and Wednesday. Once the interviews are completed and 50 interns are selected, they will be matched to their work-learn sites. There are approximately 24 employers on board, potentially 25.
- Atlantic City Electric is running an internship program during the summer and an externship program for teachers.
 - The GIE and WISE programs will be starting again, kicking off again toward the end of this year. The Line/Physical Abilities School graduated and another program will begin next year. Information sessions for GI and WISE will be held toward the latter part of the year to prepare for the start of another program in 2024.
- The WDB has been working with Camden Works and Cooper Hospital to create an EMT training program. The contracts have been finalized and the MOU's are being circulated for signatures. The program will begin with a cohort of 12 in June and will be run through the EMT training program at Cooper University Hospital.
- The regional and local plans have been completed. The One-Stop operator procurement and certification, and the WDB certification are the next priorities. There will be number of local governance activities to be worked on between now and the end of the year.
- GSETA will hold its in-person conference in Atlantic City. The event will take place on October 17th and 18th at the Hard Rock Hotel. The online registration is being finalized and will be available shortly at www.GSETA.org.
- The Abilities Committee will host its veterans resource and hiring event on June 8th at Cooper University Hospital. Seating is limited to 75 people and registration is required. Lunch will be provided by Wawa and parking will be complimentary. The flyer is posted on the WDB website.
- The upcoming quarterly meeting will be on June 21st at 8:30am via Zoom. A Success Story will be shared by the One-Stop. The meeting has some important matters on the agenda. A quorum will be needed for such matters as the election/re-election of Board officers and other important business.

Adjournment

Jeff Swartz asked for a motion to adjourn. The motion was made by Bob Weil and seconded by Salama McFarland. The meeting adjourned at 10:15 am.

The next Operations Committee meeting on Friday, June 9, 2023, at 9:00 am via Zoom.

Submitted by:
Debra Vaughn,
Assistant to the Executive Director