

Operations Committee Meeting Minutes
FRIDAY, AUGUST 11, 2023, 9:00 AM (Zoom Conferencing)
1111 MARLKRESS ROAD, SUITE 101, CHERRY HILL, NJ 08003

COMMITTEE INFORMATION AND ATTENDANCE								
NAME	ORGANIZATION	TRUSTEE MEMBER	13-Jan-23	10-Feb-23	10-Mar-23	12-May-23	9-Jun-23	11-Aug-23
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
Connors, Kristi	NJ LWD-Employment Services	✓	X	X	X	X	X	X
Deitz, Jeff	NJDVRS	✓	X	X	X	X	X	
Maguire, Laurie	Camden County One-Stop		X	X	X	X	X	
McFarland, Salama	Camden County Board of Social Services		X	X	X	X		X
Peterson, Jyi	Camden County One-Stop							X
Regensburger, Robert	Lockheed Martin	✓	X	X	X	X	X	X
Sinclair, Nidia	Camden County Resource Center		X	X	X	X	X	X
Weil, Bob, BSOT Chair	Connor, Strong & Buckelew	✓	X	X	X	X	X	X
Wemple, Anita	CPAC	✓						X
Henderson, Bridget	WDB		X	X	X	X	X	
Levitt, Alex	WDB			X	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	

Welcome

Gregg DeBaere, Chair, welcomed attendees and called the meeting to order at 9:05 am. Motion to approve the minutes for the committee meeting on June 9, 2023 were tabled until the September committee meeting.

SETC/WDB Planning Updates

- On July 1st, Gregg became an SETC member. He attended a meeting that included an orientation several weeks ago. The Heldrich Center provided a presentation about its virtual service offerings during the pandemic. Gregg noted that a lot of the information provided in the presentation echoed information in the White Paper. The presentation, “The Transition to Virtual Services,” was commented on by Yolanda Allen (Director, Office of Career Services/NJ Department of Labor and Workforce Development). Dr. Aaron Fichtner, the former Commissioner, is now with the New Jersey County College Consortium and working with the Business and Industry Association. He spoke about his own Pathways and Career Opportunities Program.
- The delivery and receipt of the regional plan and local plans was confirmed. There has been no feedback on either plan to date.
- Leslie Williams stated the governance training contractor, EDSI, has recently posted a new local governance module (#7) on GSETA’s YouTube channel. There have been no additional changes to the local governance.
- Leslie commented that new guidance, with the original due date of December 31, 2023, has not been received for the MOU/IFA. A template is being prepared as part of the guidance package. The deadline is expected to be extended, but work on it will begin in September. The IFA may only need minor changes and updates but is already completed for the most part. Collecting state-required required signatures of the partners for the MOU will be part of the process.
- Gregg and Jeff attended the SETC meeting on July 16th. Union and Essex County were approved for their certifications from 2018. Two other counties remain to be approved for 2018 certification and four counties await approval for certification for 2020.

- Gregg encouraged meeting attendees to review the offerings of GSETA's upcoming conference program.

One Stop-Update

Frank Cirii, Local Area Director

- **Youth One-Stop:** Jyi Peterson has been promoted to Supervisor. In addition to his Youth Work Experience responsibilities, Jyi will now assist with the One-Stop's new approach to the SNAP/TANF population, managing G-Jobs and Youth One-Stop, as well as other duties.
- **Front Desk Check-in Process:** Kristi Connors' work to upgrade the check-in system simplified and improved the customer service process for the partners at the One-Stop. The improved system provides real-time data that is valuable to customer service. Volunteers at the front desk (from 55+) have also been very helpful with the flow of customers. Nidia commented that the partners need to make better use of the check-in system
- **Facility Safety:** Parking lot issues persist at the One-Stop. With the increased flow of customers and pedestrians outside of the building, a safety problem has developed with traffic in the parking lot. The Board of Social Services has emailed its staff about being patient and considerate in the parking lot. Staff schedules have been staggered to ease congestion in the parking lot. The incidents causing concern arise from personnel leaving the building at 4:30. Congestion and hostility getting out of the parking lot and people taking multiple parking spaces for their cars are some of the issues. The last resort will be assigned parking and towing cars at the owner's expense.
- **GSETA:** Seven One-Stop employees will attend the conference in October. Frank noted that he completed a GSETA questionnaire about training and recommended trainings and certifications important for providing good customer service that should be the primary focus, which WIOA should be funding.
- **Learning Link:** The GED software has been installed and all requirements have been met. Staff is being trained and certified to perform proctoring and administrator tasks next week and then GED testing can begin.
- **Chromebook Loaner Program:** Chromebooks will be issued to G-Jobs participants who need them. SNAP/TANF clients will have access to the equipment with the program. There have been no issues or concerns with the program. Most of the people in classes have been using their personal devices and computers in their homes.
- **Outreach/Upcoming Job Fair:** The next job fair will be on Friday, September 15th in the atrium at the Cherry Hill Mall. Multiple County agencies will participate in the job fair.
- **Incumbent Worker Training (IWT):**
 - The Goodwill cohort is finished. Laurie and MIS are completing their reports.
 - The ShopRite cohort is in its second year and will start its next class in September. The issue of employees skipping or not taking the courses consecutively needs to be resolved.
 - The Bancroft cohort of 10 people is a complex, new pilot program which likely will be used as a model for future IWT programs.
- **Youth Work Experience:** The Youth Work Experience (YWE) has begun its 4th or 5th cohort. The program includes a financial literacy module, as well as an entrepreneurship session with the employers. Jyi stated that Carmen Rodriguez and the federal government are asking for some Camden County youth to be participants on a panel that they're going to have in Philadelphia, PA. Several youth from the One-Stop's Youth Work Experience will be invited to discuss some of the pros and cons of their experiences at the One-Stop. WIOA funds will be used to transport youth to the venue. The Camden County youth participation is a good opportunity for the One-Stop's Youth Work Experience to be recognized nationally. Positive word of mouth from participants sharing their experience with family members and friends, has stoked interest in the program. Each YWE cohort to date has been filled.

Board of Social Services (BSS)

Salama McFarland, Case Management Asst. Administrator

A supervisor who was designated as temporary for 8 months has been made a permanent employee and has begun her 90-day probationary period on August 1st.

- The Division of Family Development (DFD) is in the process of making updates and changes to their field representatives. They are currently hiring and a few have visited and received a tour of the BSS office.
- The BSS is severely understaffed and waiting for information from a closed Civil Service posting in May to hire new people and fill training classes. Only General Assistance (GA) cases can be sanctioned at this time. The Sanction Unit currently only has two people, and an additional person will have to be onboarded internally. Salama is weighing the pros and cons and making sure each department is appropriately staffed.
- The Civil Service recently released a training tool called the “Civil Service and Learning Management System.” The Division of Family Development (DFD) will be using this system to upload all of the SNAP and TANF training. The new system provides an opportunity for soft skills training for an additional user fee, so the budget will have to be reviewed to implement that particular training. Supervisors will be able to mandate time management skills and customer service training for staff. The system gives the supervisor the opportunity to directly manage when staff will attend training, including receiving alerts for missed scheduled training. A “Welcome” e-mail is going out to all the staff this week and they will be able to create their username and passcode and get additional information about when the training is going to go live. The training is being implemented one county at a time, with the month of August for Camden County.
- Telephonic signatures will be accepted for Supplemental Nutrition Assistance Program (SNAP) until June 30, 2024, without interviews through May 2024 but as of June 1, 2024, telephonic interviews will become mandatory for applicants.
- ABAWD (Able Bodied Adults Without Dependents) waivers will continue through January 2024. Changes have been made to ABAWD regulations:
 - Effective 9/1/2023, the age will be 50.
 - Effective 10/1/2023, the age will be 52.
 - Effective 10/2024, the age will be 54.
 - Additional waivers and exemptions were made for homeless, veterans, and individuals 24 or younger who aged out of the foster care system.
 - Additional information and DFDI instruction, as well as training to get everybody up to speed, is forthcoming. At the beginning next month, the BSS will start screening applicants and all recipients in relation to a ABAWD, to see if they meet those criteria in preparation to go live with the changes in January.
- Regarding First Amendment auditors, a reminder was sent out to staff to not respond to anyone who states they're recording them at this time, but to notify Security and the Director's office. There has been some back and forth with regard to legality of recording interactions, as to what the staff's rights are, as well as the person recording. The Director's office and the State are expected to establish a policy for the manner of dealing with those situations.
- Salama met with supervisors, Denise Taguwa and Laurie McGuire last week to discuss the current IAR process with getting referrals for G-Jobs. There was a discussion about some components missing on the IAR and how to ensure that all the information that each partner needs is available in order to manage clients appropriately and get credit for serving them. One of the issues was missing hours, with some of the referrals appearing to be updates without information indicating whether there will be a follow up or if additional information will be provided later on. The clerks who are managing the mailbox, are not clear about what to do about incomplete information. Another meeting will be scheduled to correct the process as much as possible.

- Last month, the BSS reissued funds to clients reporting frauds or skimmed benefit cards. Over \$400,000 has been reissued state-wide. Reported skim/fraud claims are documented and forwarded to the State for determination for reimbursement. The DFDI is incomplete but expected to be distributed soon.
- The GA 28-Day protocol has been suspended indefinitely. Currently, the BSS is managing all GA applicants similarly to TANF applicants, trying to get the EPDT Part A completed as well as the IRP. The State has determined that it's not mandatory for applicants to complete it at the application phase, but they do ask each county to get it completed as quickly as possible to avoid delays in processing. It is currently not mandatory for an applicant to comply and agree to the work requirement prior to their case being open.
- The BSS has heard from some farmers markets. The State will formulate a list of different farmers markets that are issuing credit back to EBT cardholders that spend money in their market. They will offer a 50/50 credit (spend \$15, get \$15 back) as a means to encourage people to buy fresh food at the markets.
- The federal government is looking at the TANF Block Grants that are issued to each state and how it is used. New Jersey is one of the states that offer a lower amount of money to the cardholder, but NJ pays for supportive services such as childcare, employment assistance, schooling and things of that nature that other states may not offer in lieu of issuing a higher grant amount. The government is looking at how each state is funding the population to determine the best approach and possibly change some of the regulations.
- **GSETA Conference** (Garden State Employment and Training Association): The BSS budget is being reviewed to see if Salama and another staff member will be able to attend.
- **SAIF Conference** (Supportive Assistance to Individuals and Families): After approximately three years, the first case conference for the SAIF program was held. Catholic Charities brought their team and they reported about everything that they're doing with each of our shared clients. Catholic Charities has a high turnover rate for case managers and is in constant transition, having to train staff and hire new people. The conference was about 3^{1/2} hours, and the information offered indicated that Catholic Charities is providing information needed in the BSS system.

• **The following numbers are for activity in the month of July:**

Applications Received			
EPDT - 286	GA - 251	TANF - 35	SNAP - 0
Total CSA's 110	TANF - 60		GA - 50
CSA is an assessment to determine the type of work activity assigned or deferment from the work requirement			
Referred to employable work activities - 96		GA - 29	TANF - 67 SNAP - 0
Unemployable referrals/exempt from work requirement - 67		GA - 41	TANF - 26 SNAP - 0
Referred to G-Jobs - 73 (46 currently active/receiving benefits)		Reported the first day - 18	Remained in class - 11
G 28-Day Protocol 179	113 - Requested in-person	66 - Requested Zoom	0 - Undetermined
Provided support for new employment 10		TANF – 10	GA - 0

• **The following numbers are for activity in the month of August:**

Referred to G-Jobs - 51 44 are currently active/receiving benefits)	Reported the first day - 4	Remained in class - 2
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DVRS

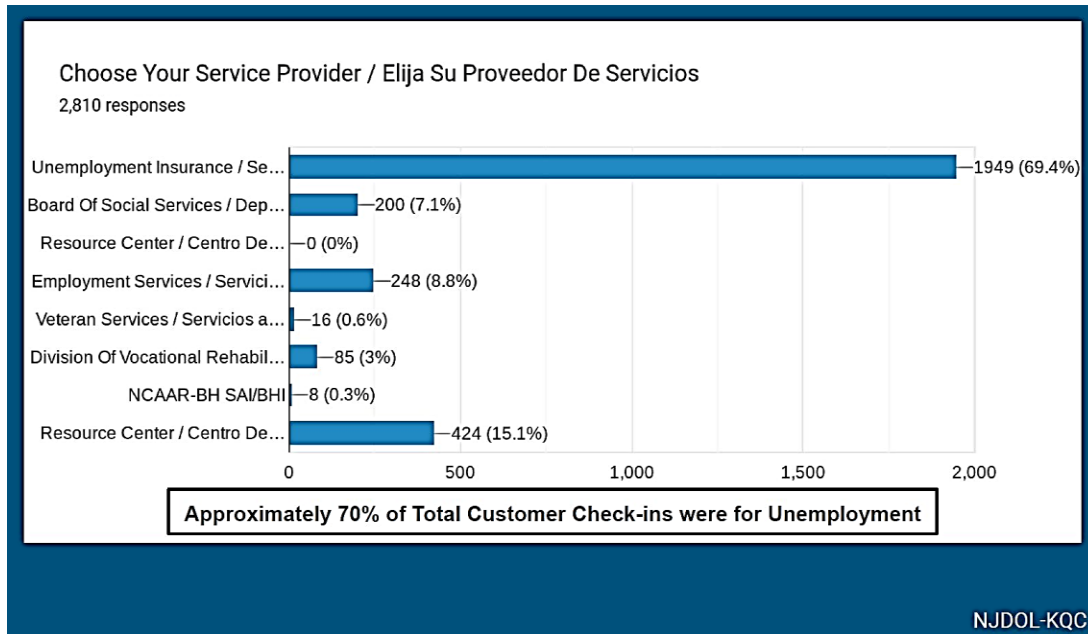
Jeffery Dietz, Manager

Schedule conflict/No update

NJ DOL/Employment Services

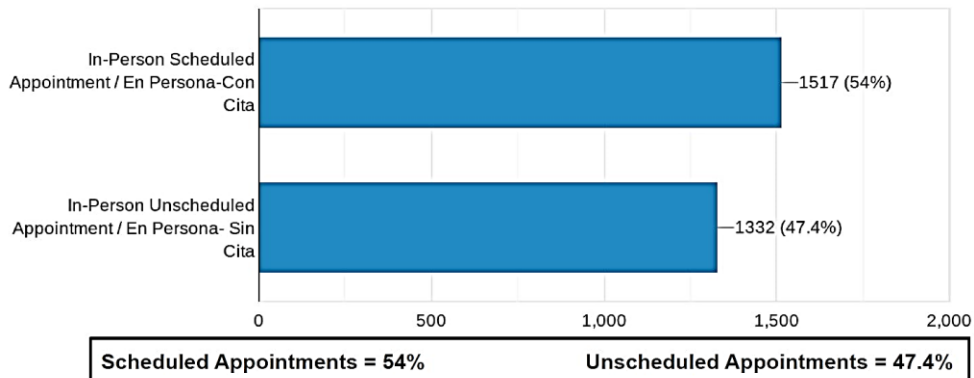
Kristi Connors, ES Manager

- Gregg thanked Kristi for the weekly updates that she provides.
- The One-Stop Customer Check-in resumed on July 3rd, using the upgraded system. The new system will enable staff to know that their appointments have arrived. The QR check-in system expedites customer check in, enabling them to use their phones with the QR shown on the monitors.
- Nidia agreed with Kristi that each partner at the One-Stop should have a person who is continuously monitoring the real-time spreadsheet connected to the check-in system.
- There are two small desks for the check-in computers located at the front entrance. An intern assisted for 5 weeks and there are now 2 people from 55+ assisting customers.
- Walk-ins are still coming in for UI, indicating that the DOL is not making it clear to people that do not use the website that they must make an appointment in advance.



Choose Your Appointment Method / Escoja La Manera De Su Cita

2,810 responses

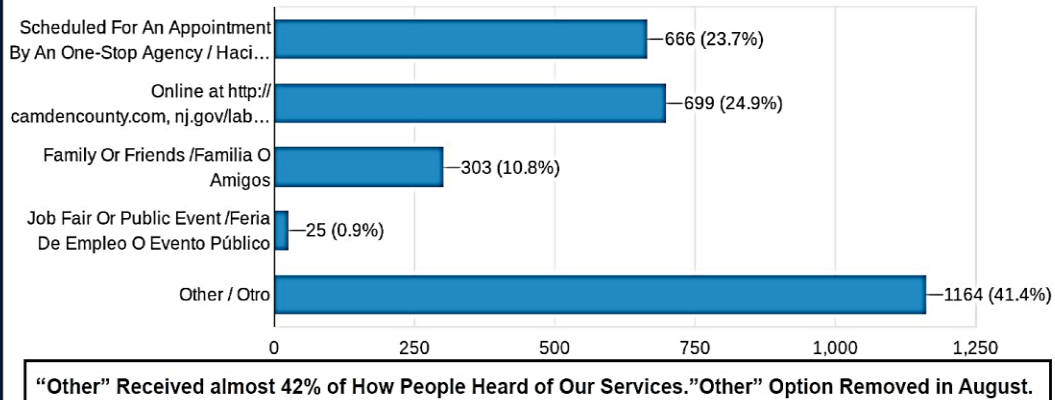


10.00 x 5.62 in

NJDOL-KQC

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

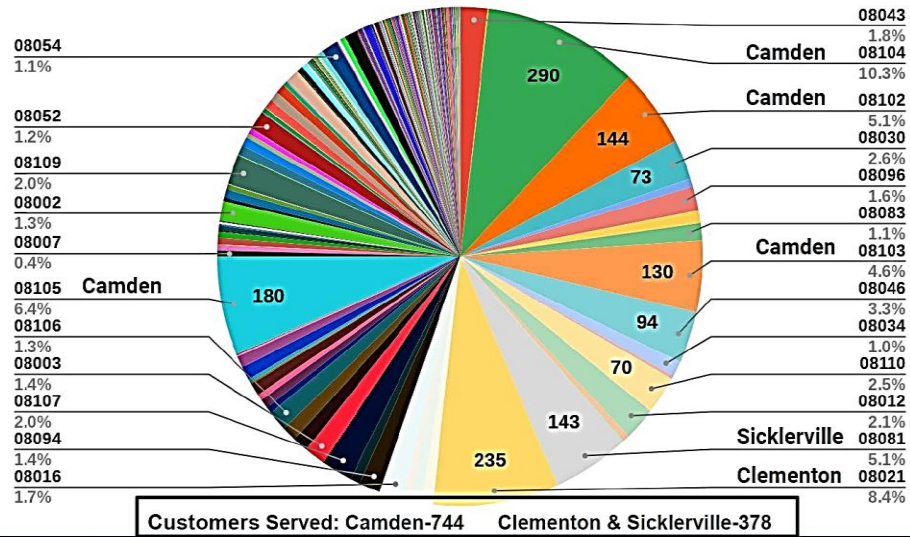
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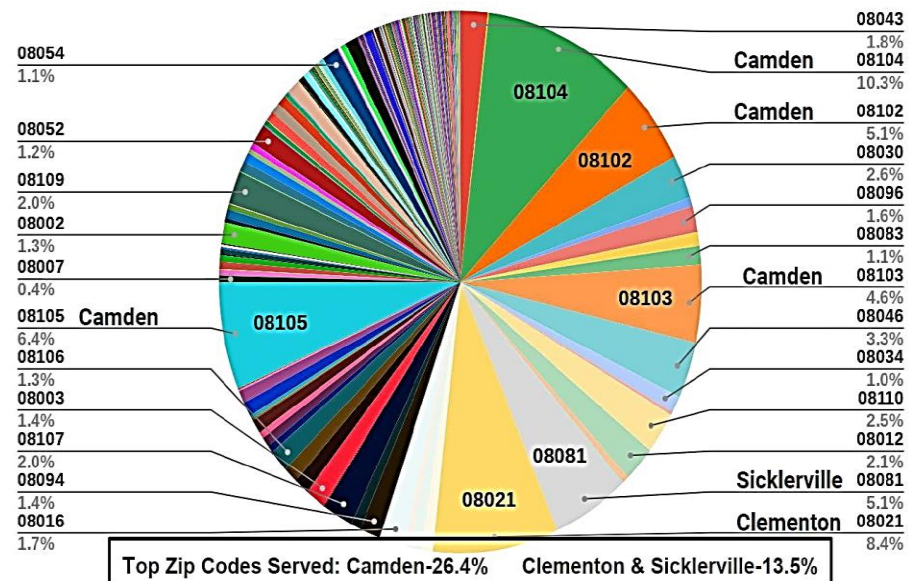
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NJDOL-KQC

ZIP CODES OF CAMDEN ONE-STOP ONSITE CUSTOMERS-JULY 2023



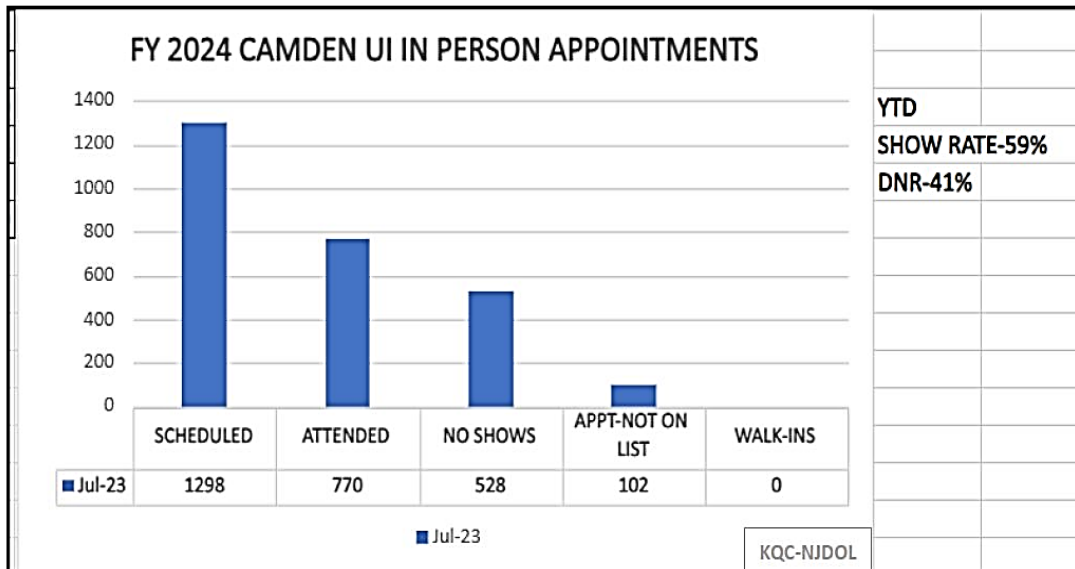
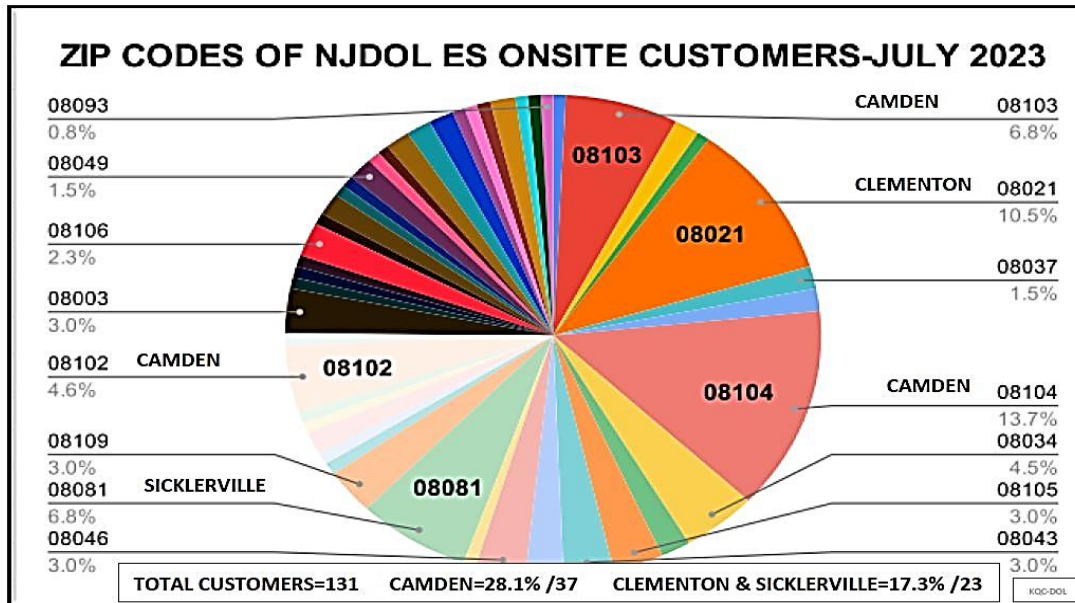
ZIP CODES OF CAMDEN ONE-STOP ONSITE CUSTOMERS-JULY 2023



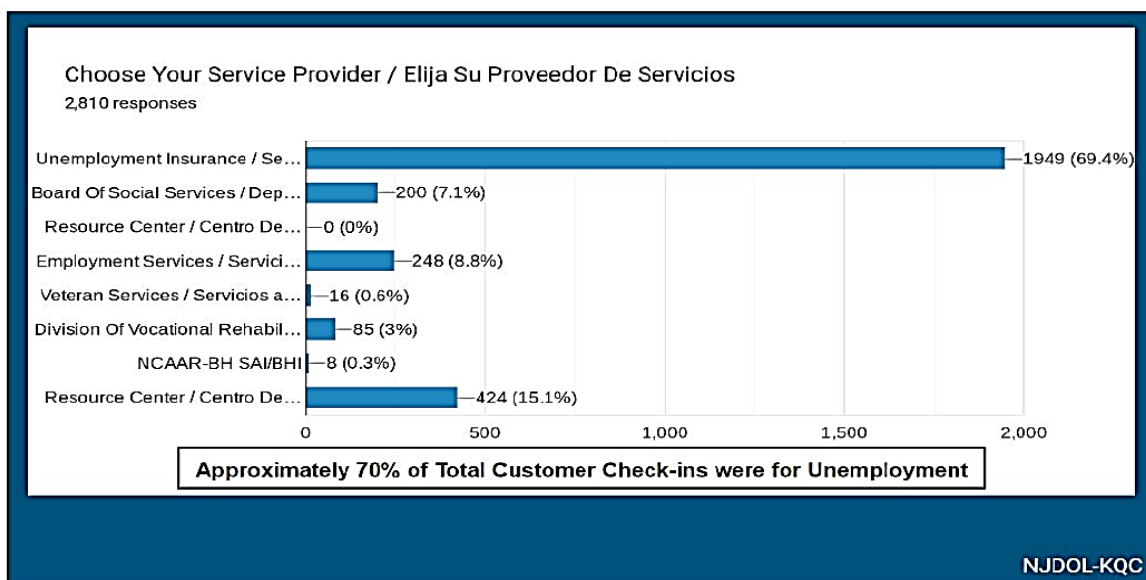
NJDOL-KQC

NJDOL-KQC

**FY 2023 CAMDEN NJDOL EMPLOYMENT SERVICES
AND UI STATS/CHARTS-JULY 2023**



JULY 2023																										
FY 2024 UI APPTS																								TOT	AVG	
	7/3	7/4	7/5	7/6	7/7	7/10	7/11	7/12	7/13	7/14	7/17	7/18	7/19	7/20	7/21	7/24	7/25	7/26	7/27	7/28	7/31					
SCHEDULED	55		65	65	65	65	65	65	65	65	65	65	65	65	65	67	66	67	67	66				1298	64.9	
ATTENDED	31		39	38	33	45	45	40	40	42	43	36	37	38	35	40	39	42	39	36	32				770	38.5
NO SHOWS	24		26	27	32	20	20	25	25	23	22	29	28	27	30	25	28	24	28	31	34				528	26.4
NOT ON LIST, BUT HAD APPT.CONFIRMATION	3		26	10	3	2	1	2	0	3	3	4	5	5	2	0	3	2	8	5	15				102	5.1
WALK-INS	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				0	0.0



NJ DOL/Unemployment Insurance (UI)

Steve Buscher, Manager

- UI is increasing appointments per day from 65 to 90 (450/week), with appointment intervals going from 30 minutes to 20 minutes as schedules change over the coming weeks.
- Steve thanked Kristi for the data that her check-in process provides because it will be useful to him in his communications with the DOL. He commented that he will speak to his supervisor regarding messaging that appointments are required and posting signage for the One-Stop entrance.
- Steve noted that UI is making calls to claimants and some of them are failing to cancel their in-person appointments once their problem is resolved by the UI call center. He added that ID.me is still a problem and people are walking in without appointments or required documentation to resolve their issue.

Business Services and Outreach Team

Bob Weil, Chair

- Quinton Law of Camden County Community Partnership (CCCCP) attended the July BSOT meeting and provided information about the Camden Loop Initiative, a new micro-transit rideshare service for Camden residents which launched in July. In the first 30 days, during a beta testing period, over 4,000 rides were logged with five vans.
 - Customers register and use an app to arrange rides which cost \$2.00.
 - Drivers are paid \$22 per hour on part-time schedules.

BSOT Committee Member Updates

- Jeanne Page-Soncrant, NJ Business Services Representative
 - All of the business representatives were assigned to the working papers project in May. Effective June 1st, the working papers process for minors is now under the purview of the DOL. The process is now completed online, with the youth and parent/guardian/caregiver creating a profile and the employers are also involved.
 - Jeanne has been training Henry Bass, Ricky O'Hara's replacement, as Veterans Business Representative for Burlington, Camden and Gloucester Counties.
 - Jeanne attended a meeting with American Water to discuss their initiative to hire disabled individuals. She continues to circulate information and assist employers with recruiting and hiring events
- Irene Perez, DVRS
 - DVRS held a targeted hiring event on June 28th with federal contractors. The event was both in-person and virtual with veterans, disabled veterans, and DVR clients attending. Hiring outcomes have not been determined.
- Nidia Sinclair, Career Center Manager, The One-Stop
 - The number of visitors at the One-Stop is picking up, with an average of approximately 154 people coming in per day.
 - The One-Stop's performance measures are all being met or exceeded (in yellow or green).
 - Employment Services reported serving 7,700 customers from July 1, 2022 to June 30, 2023.
- Ryan Thompson, Truist Bank
 - Truist Bank has been working on an initiative with Hopeworks, both in Philadelphia and Camden. The initiative provides workshops for interview skills, mock interviews and mentoring 101. As part of the initiative, donations will be collected in Camden and Philadelphia to create clothing closets to provide students with professional attire for interviews and beginning employment. Ryan commented that, on a recent visit to a workshop at the Philadelphia location, students were very engaged in recent work initiatives with American Water. She asked anyone who has a donation or is interested participating in the program to contact her.
- Derena Shafer, Camden County College (CCC)
 - Planning for the Fall term is on-going.
- Nicole Field, NJDOL/Office of Apprenticeship
 - Nicole stated the first K-12 teacher and teacher aide apprenticeship program was approved by the State of New Jersey. A press conference and signing ceremony took place at Camden City Hall on July 6th. The program will be run through "Camden U," a nonprofit organization in Camden. The initiative will be expanded throughout the state. Nicole commented she will also be working with other school districts and hopes some funding becomes available to assist future educators with certification fees.
- David Spector, NJDOL/Office of Apprenticeship
 - For fiscal year 2023, over \$8.6 million in pre-apprenticeship and apprenticeship grants were awarded by the State.
- Frank shared that a film production company was in the process of moving into Camden County but could not disclose the details. The move, targeted for October or November, with filming planned to take place in the area, both of which are impacted by the pending property acquisition and the current strike in the industry. The company will be hiring at least 200 people.
- The next BSOT meeting is August 17th.

Workforce Development Board/Regional Updates

Jeffrey Swartz, Executive Director

Alex Levitt provided the update in Jeff's absence.

- Summer Youth Employment Program met all the requirements for 50 participants. There were 23 work-learn sites ranging from Camden to the southern end of the County. The program is in its final weeks. The interns expressed satisfaction with their assigned work-learn sites.
- Bridget commented that on August 21st, there will be another RFP for the CWEP, TANF and GA programs.
- The upcoming Quarterly Board Meeting will be on September 20th at 9:00 am via Zoom. The annual report is being prepared. The meeting has some important matters on the agenda, including approval of the budget, so a quorum will be needed.

Adjournment

Gregg asked for a motion to adjourn. The motion was made by Frank Ciri and seconded by Salama McFarland. The meeting adjourned at 11:00 am.

The next Operations Committee meeting on Friday, September 8, 2023, at 9:00 am via Zoom.

Submitted by:

Debra Vaughn

Assistant to the Executive Director