

Operations Committee Meeting Minutes

FRIDAY, SEPTEMBER 8, 2023, 9:00 AM (Zoom Conferencing)

1111 MARLKRESS ROAD, SUITE 101, CHERRY HILL, NJ 08003

COMMITTEE INFORMATION AND ATTENDANCE								
NAME	ORGANIZATION	TRUSTEE MEMBER	10-Feb-23	10-Mar-23	12-May-23	9-Jun-23	11-Aug-23	8-Sep-23
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓	X	X		X	X	
Buscher, Steven	NJ DOL-Unemployment				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
Deitz, Jeff	NJDVRS	✓	X	X	X	X		X
Maguire, Laurie	Camden County One-Stop		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	
Weil, Bob, BSOT Chair	Connor, Strong & Buckelew	✓	X	X	X	X	X	
Wemple, Anita	CPAC	✓					X	X
Henderson, Bridget	WDB		X	X	X	X		X
Levitt, Alex	WDB		X	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

Jeff Swartz welcomed attendees and called the meeting to order at 9:05 am. Motion was made by Frank Cirii, seconded by Bob Regensburger to approve the minutes for the committee meeting on August 11, 2023. With a majority vote to the affirmative, the motion carried and the minutes for August 11, 2023 were approved.

SETC/WDB Planning Updates

Leslie Williams, WDB Chief Financial Officer

- Regional Plan: The southern region WDBs met with Triad Associates to answer questions raised and address feedback that was provided. TRIAD used the new information to submit a revised plan.
- Local Plan: There has been some feedback provided, requesting further explanation on some points. The local plan feedback will be addressed after the revised Regional Plan is submitted.
- Leslie Williams stated the governance training contractor, EDSI, has recently posted a new local governance module (#7) on GSETA's YouTube channel. Recent additions were related to budgeting and cost accounting. For budgeting, a template was included that is to be used by each county going forward.
- The MOU/IFA deadline has been extended until December. The IFA may only need minor changes and updates but it is already completed for the most part. Collecting state-required required signatures of the partners for the MOU will be part of the process. It has not been determined if the State will be responsible for collecting some of the partner signatures.

One Stop-Update

Frank Cirii, Local Area Director

- Facility Safety:
 - Previously reported parking lot issues have improved greatly.

- A homeless client (Michael Mercado) has been non-compliant with every partner that attempted to provide any services to him, including provision for a private room, and has been disruptive in the One-Stop lobby. Going forward, Security personnel will not allow Mr. Mercado to enter the building unless he has a confirmed meeting.
- Management Team Retreat: Six One-Stop employees attended the County Management Team Retreat in Atlantic City. The diversity-themed event was held on August 17th and 18th. Food was donated to the Camden County College Food Bank.
- 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.
- New Employee Orientation: Orientation for new employees will take place over 2 dates in the Fall.
- Commissioners/Resolutions: The WDB has one resolution to be approved and there are still 2 new counselors to be hired.
- Learning Link: The GED certification process has finally been completed. GED testing will begin Sept 12th and will be offered Tuesday through Thursday. Tests can be scheduled using Pearson VUE. Twelve to fifteen people are already scheduled to test. The One-Stop is one of 3 GED testing centers in the southern region of the State (Rowan College and Cape May County). CASAS tests are still being scheduled. Jeff asked about the possibility of adding testing on a Saturday.
- Chromebook Loaner Program: Chromebooks will be issued to G-Jobs participants who need them. SNAP/TANF clients have access to the equipment with the program.
- Outreach/Upcoming Job Fair: Outreach is being done at events around the county. 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): Special meetings have been held to resolve some glitches with MIS.
 - The Goodwill cohort is finished. MIS is working with data to complete their reports.
 - The ShopRite cohort is in its second year. After resolving some issues, the contract for the 3rd cohort has been signed and class will begin this month.
 - Bancroft's new pilot program continues.
- Youth Work Experience: Carmen Rodriguez and the federal government have invited Camden County youth to participate on a panel at their conference in Philadelphia, PA on September 19th. Jyi Peterson has selected the people to represent the Youth One-Stop/Youth Work Experience. They will discuss the resources provided to them during their experiences at the One-Stop.
 - Jyi is working on the next Youth Work Experience cohort.

Board of Social Services (BSS)

Salama McFarland, Manager

- The BSS' Employee Committee has restarted. So far, approximately 20 staff members will meet to make plans to enhance employee morale, engaging in volunteer opportunities and community event participation.
- BSS staff are registering for the Civil Service's "Civil Service and Learning Management System" training tool. IT is working to address issues while some problems must be addressed at the State level.
- Interest in participating in outreach events in the community has sparked the creation of an Outreach Committee. Jeff extended an invitation for BSS staff to join WDB staff at events.
- The Juvenile Justice Hub's new program will begin in October at the Wiggins School in Camden. The hub will be open from 8:00 am to 10:00 pm. After receiving JJC training, BSS staff will be stationed at the site two days a week from 8:30 am to 4:30 pm.

- Security issues:
 - A client injured a staff member when he threw a chair over the interview booth. In another incident, the employee entrance door was either held or left open, allowing a lost stranger to enter.
 - Employees are being reminded not to tolerate verbal abuse and to issue warnings or terminate interviews and that it is important to report the incidents to security personnel when they occur.
- SAIF Case Conference: The next case counselor conference will take place next Wednesday (9/13).
- The ABAWD (Able Bodied Adults Without Dependents) Program is set to begin this weekend.
 - There will be 4 new registration codes added during the scheduled system update (night of 9/8).
 - Refresher training will be provided for the staff.
- There is no information regarding First Amendment auditors.
- IAR (Interim Assistance Reimbursement): Salama will reach out to Jyi to meet in the next week to go over challenges with the referral system.
 - GSETA Conference (Garden State Employment and Training Association): Salama and the Deputy Director and another person will attend the conference.
- The GA 28-Day protocol has been suspended indefinitely and is targeted for permanent elimination.

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

- EPDT - 289
- Total CSA's - 200
- Referred to employable work activities - 81
- Unemployable referrals/exempt from work requirement - 66
- Referred to G-Jobs - 51 Reported the first day - 4 Remained in class - 2

The following numbers are for activity in the month of September:

- Referred to G-Jobs - 78 Reported the first day - 26 Remained in class - 15

DVRS

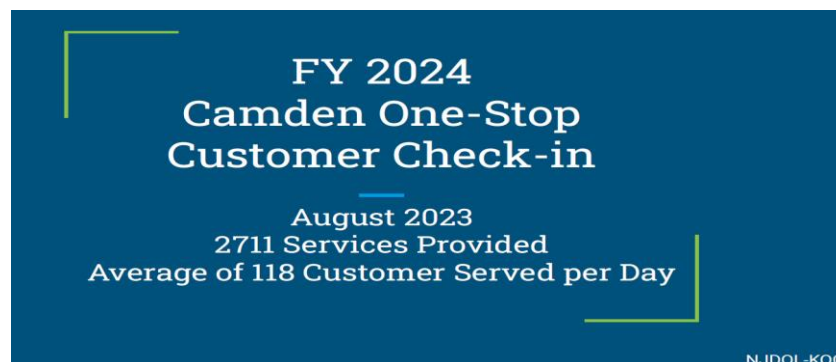
Jeffery Dietz, Manager

- Interviews for Project Search have been completed and 11 students are participating at TD Bank and Jefferson Hospital.
- DVRS staff received a 4-day training with Human Resources.
- The DVRS presentation at the Re-Entry Program with Sharon Beam went very well. Identification has been issued to DVRS staff for the County prison and visits with potential clients in the jail will begin soon.
- A job fair at an independent living center in Westville was well-attended and considered successful.

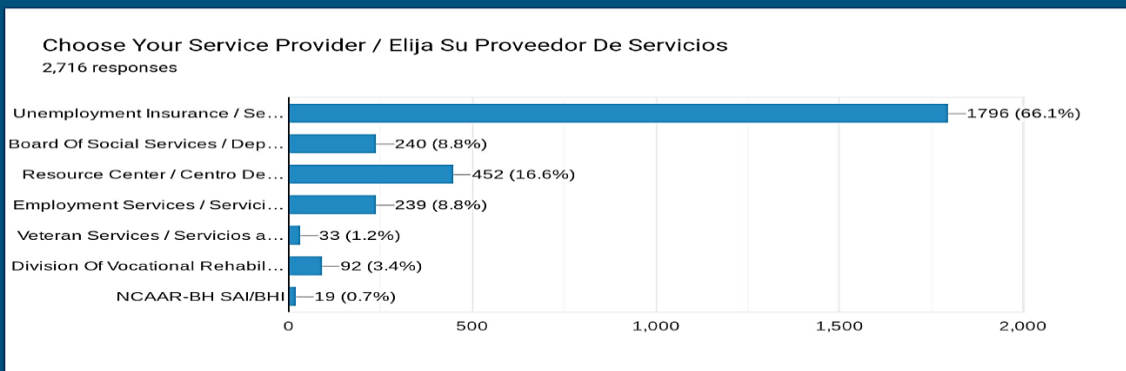
NJ DOL/Employment Services

Kristi Connors, ES Manager

- The One-Stop Customer Check-in is going well.



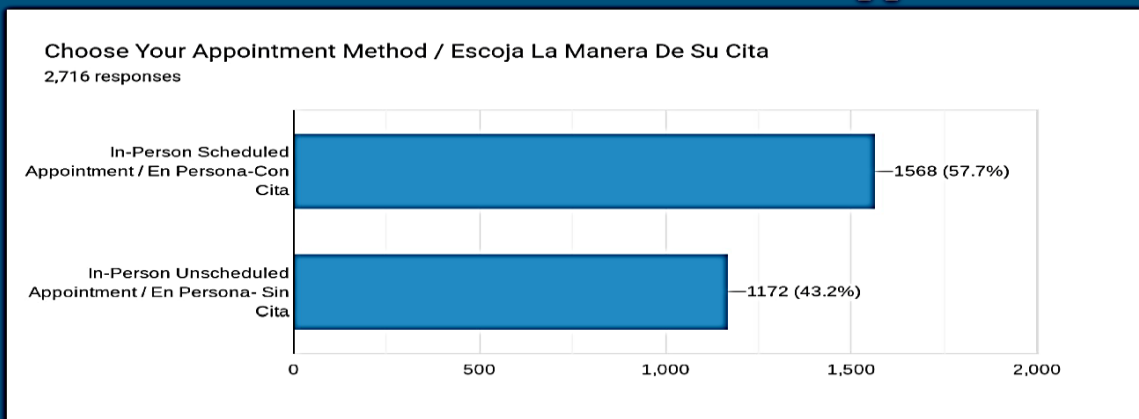
66 % of Total Customer Check-ins Were for UI



NJDOL-KQC

- The number of appointments scheduled has been increased from 65 to 90.

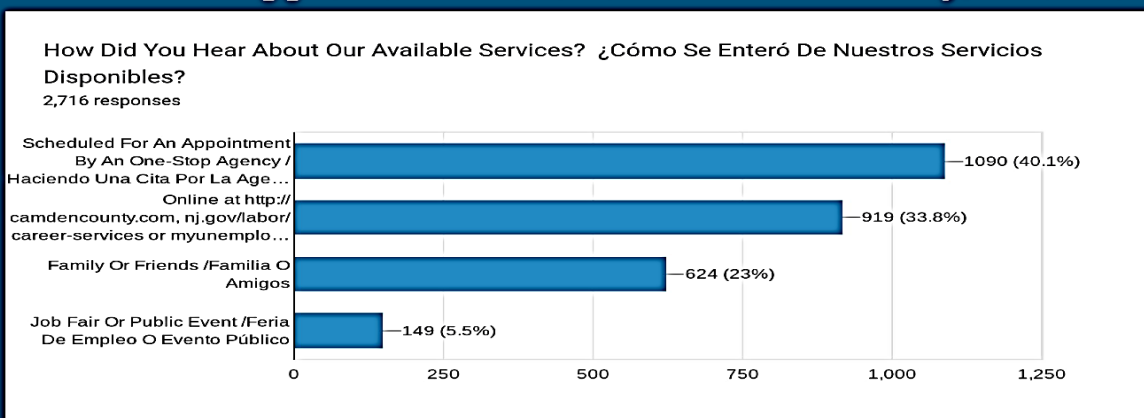
58% of Customers Had a Scheduled Appointment



NJDOL-KQC

Why Customers Came into the One Stop

*40% Had Appts *34% Website Info *23% Family/Friends



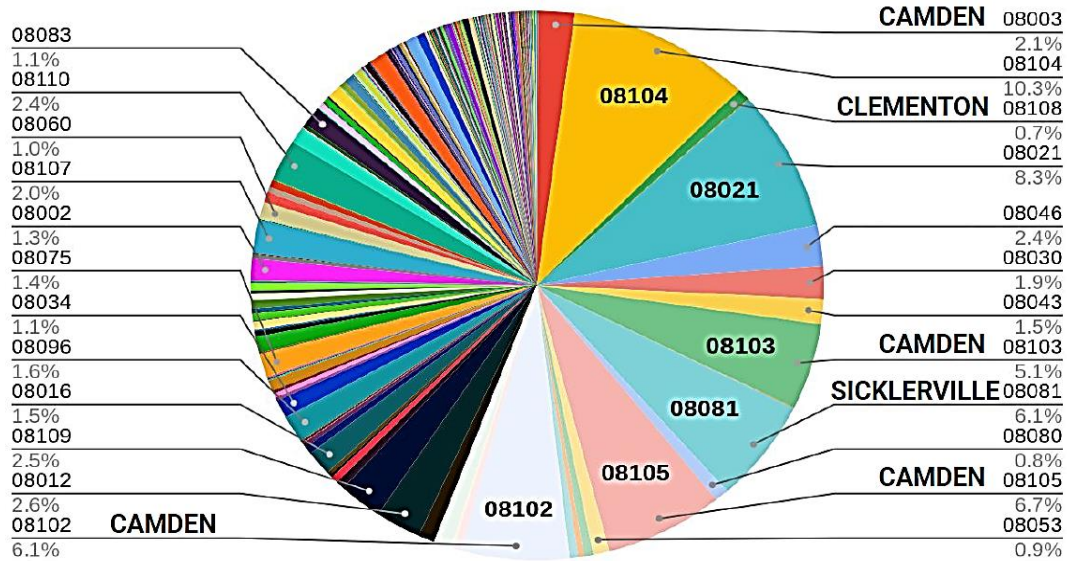
NJDOL-KQC

- Completing a check-in form is required for services. "Other" has been eliminated as an option.

TOP ZIP CODES SERVED: CAMDEN-28.2%

CLEMENTON/SICKLERVILLE-14.4%

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

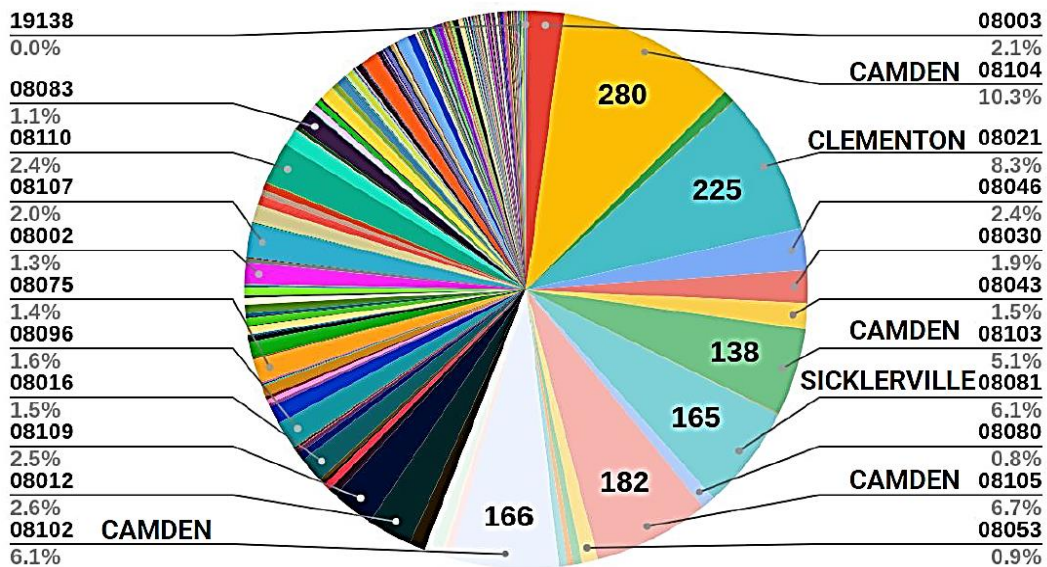


NJ DOL- KQC

CUSTOMERS SERVED: CAMDEN-766

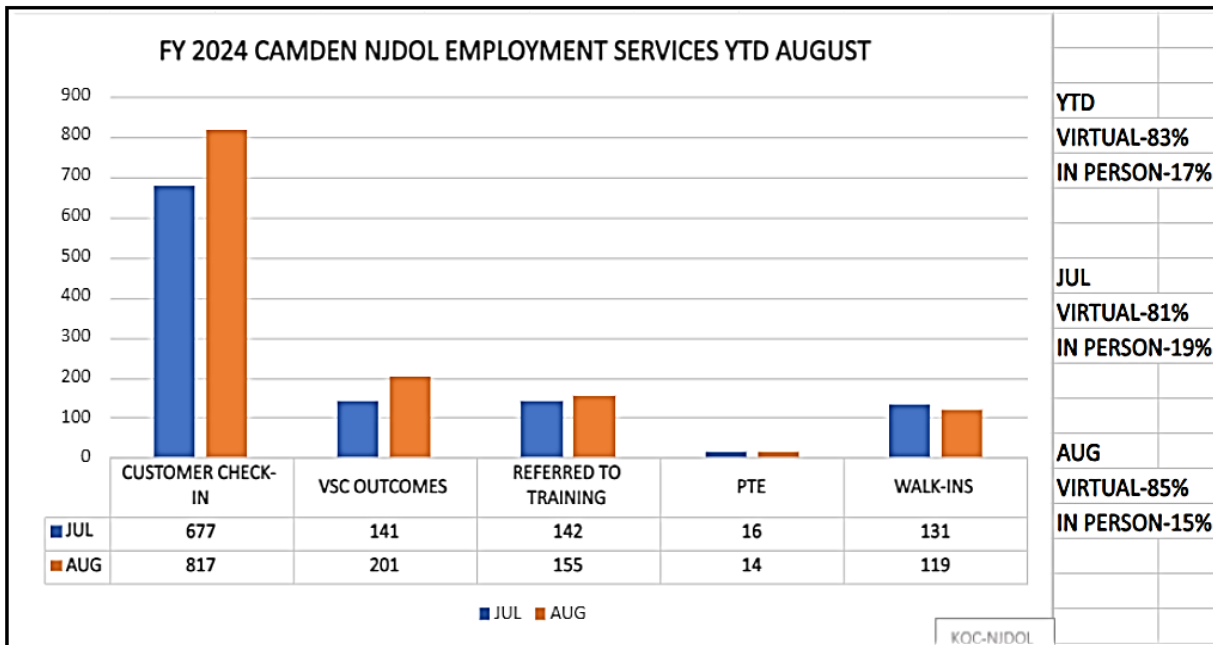
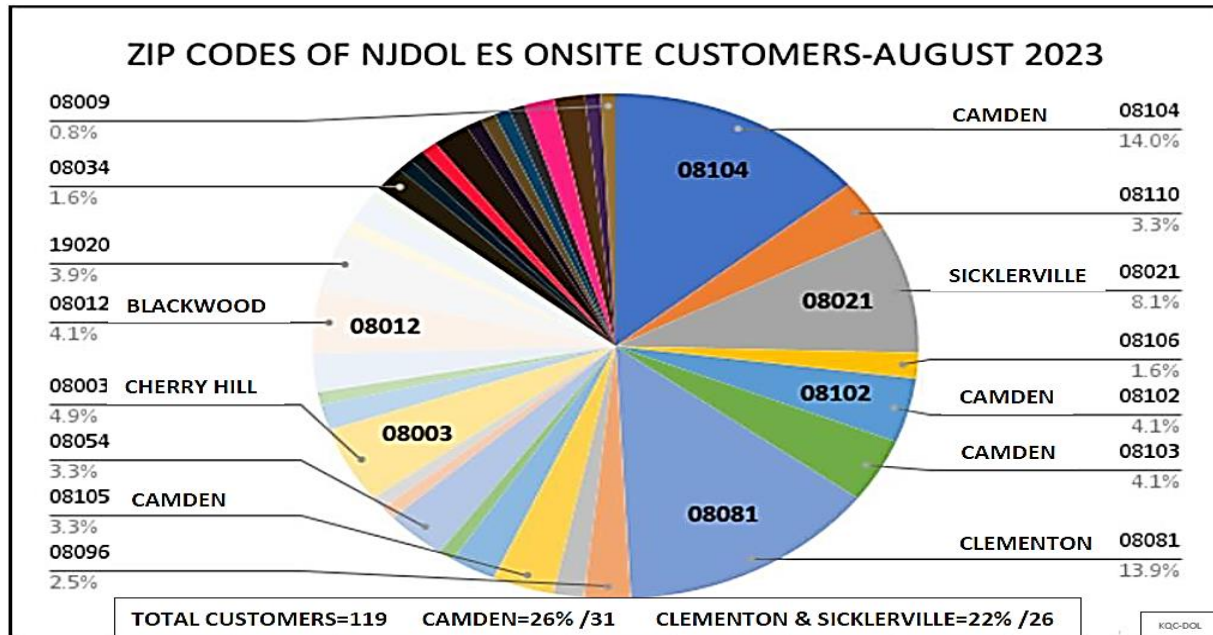
CLEMENTON/SICKLERVILLE-390

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



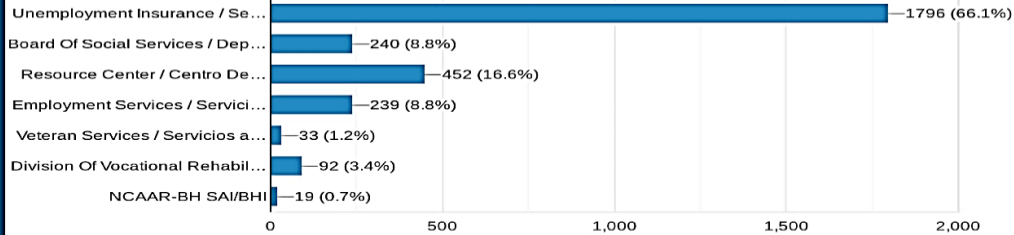
NJ DOL- KQC

FY 2024 CAMDEN NJDOL EMPLOYMENT SERVICES AND UI STATS/CHARTS-YTD AUGUST 2023



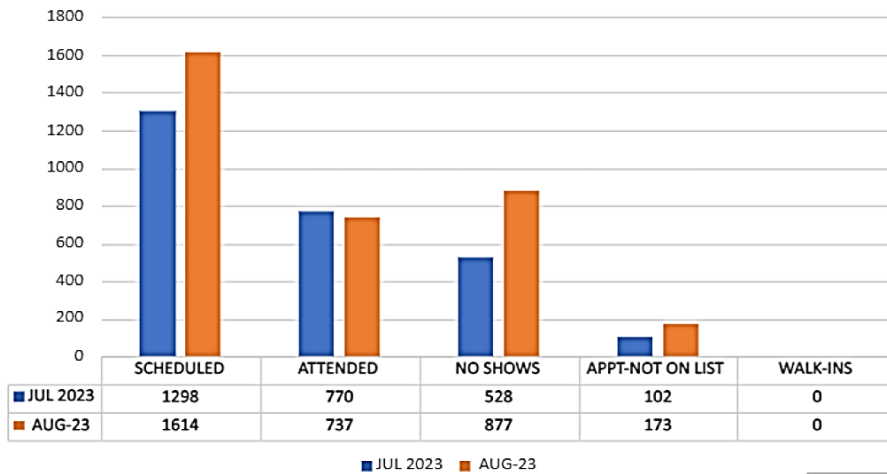
66 % of Total Customer Check-ins Were for UI

Choose Your Service Provider / Elija Su Proveedor De Servicios
2,716 responses



NJDOL-KQC

FY 2024 CAMDEN UI IN-PERSON APPOINTMENTS YTD AUGUST



YTD
SHOW RATE-52%
DNR-48%

JUL
SHOW RATE-59%
DNR-41%

AUG
SHOW RATE-47%
DNR-53%

KQC-NJDOL

*1796 Checked-in for UI minus 737 Attended minus 173 Appt not on list = 866 UI customers receiving UI info for future appointments or clicked first box on Check-in form?

* August scheduled appointments increased by 316 compared to July but attendance decreased by 33

* July Attended + App Not on List = 872 / August Attended + App Not on List = 910 Increase of 38

ES and UI Delivered Services

FY 2024 CAMDEN DOL EMPLOYMENT SERVICE			TOT-YTD	AVG
	JUL	AUG		
CUSTOMER CHECK-IN	677	817	1494	747.0
VSC OUTCOMES	141	201	342	171.0
REFERRED TO TRAINING	142	155	297	148.5
PTE	16	14	30	15.0
WALK-INS	131	119	250	125.0

FY 2024 CAMDEN UI IN-PERSON APPOINTMENTS				KQC-NJDOL
			TOT	AVG
	Jul-23	Aug-23		
SCHEDULED	1298	1614	2912	1456.0
ATTENDED	770	737	1507	753.5
NO SHOWS	528	877	1405	702.5
APPT-NOT ON LIST	102	173	275	137.5
WALK-INS	0	0	0	0.0

- Jeff asked if it is possible to track the numbers for customers from UI being referred for partner services. The problem remains that multiple systems are used by the partners at the One-Stop, none of which share compatible data. Steve Buscher commented that UI staff have been instructed to send their visitors back to the One-Stop front desk for further assistance with other services. Kristi suggested that if a partner has a group of people scheduled for a class or an orientation, a representative should be at the front desk to check people in so they are documented for the correct agency, so the check-in data is accurate.
- ES Administration:
 - ES has transitioned from Docu-Sign to SimplySign(SimplyGov)/for electronic document signatures. It is easier for customers to use and more cost-effective.
 - A DVOP candidate has been interviewed and recommended for onboarding.
 - ES has received authorization to back-fill an Employment Services Trainee for a vacant Interviewer position.
 - A day-long management training session was provided covering management, EEO, grievances, and performance improvement plans.
- Kristi created a card with QR codes that provide links to the CC/One-Stop on one side and DOL career services on the other.
- Geoffrey Taylor visited Veterans Haven and Home of the Brave in the past month, providing services to 15 veterans. He also attended the AACCNJ (African American Chamber of Commerce of NJ) event at Camden County College and reported the event had a very high turn-out and a number of people were interested in the services offered at the One Stop.

NJ DOL/Unemployment Insurance (UI)

Steve Buscher, Manager

- UI has increased scheduling appointments by approximately 30% from 65, but the show rate decreased. Steve noted that UI is contacting claimants off of a call list but some people are choosing to keep their scheduled in-person appointments once their problem is resolved by the UI call center. Scheduled appointments are not canceled without the claimant's approval.
- When UI appointments conclude, the in-person visitors are directed to return to the One-Stop front desk for further assistance.

Regional Updates/Workforce Development Board

Jeffrey Swartz, Executive Director

- Atlantic City Electric Initiative: The Line School has concluded its first cohort and another will start soon. There will not be a new GIE /WISE (Get Into Energy/Work in Sustainable Energy) program until sometime next year. The challenge has been that there are not enough employment opportunities at this time for candidates.

- The WDB assisted Atlantic City Electric (ACE) with its SPARK Program over the summer, which provides paid internships for high school students and externships for teachers and will also assist with the ACE scholarship program. The scholarships will assist students with college tuition or training school expenses.
- GSETA Conference: Over 600 people are registered to attend the upcoming 2-day conference at the Hard Rock Hotel in Atlantic City.
- An events tab is maintained on the WDB website to share information submitted of upcoming events.
- Workforce Development Day will be held at Camden County College/Rohrer Center in Cherry Hill. Jeff noted that he will speak on the Incumbent Worker Training Program established in partnership with the College.
- The upcoming Quarterly Board Meeting will be on September 20th at 9:00 am via Zoom. The meeting has some important matters on the agenda, including approval of the budget and other business activities, so a quorum will be needed.

Committee Member Updates

- Jeff Swartz provided the update for the Business Services and Outreach Team (BSOT)
 - The Business Services and Outreach Team (BSOT) continues to meet and grow. Jeanne Page-Soncrant, NJDOL Business Services Representative, continues to update the committee on hiring events in Camden County.
 - There are no updates on the Camden County College/Navy Yard project.
- Anita Wemple, Community Planning & Advocacy Council (CPAC)
 - CPAC is hosting a fundraiser event in October.
- Leslie Williams, WDB Chief Financial Officer
 - The Summer Youth Employment Program concluded with 48 participants and 2 or 3 interns from the program have been hired.
- Bridget Henderson, WDB Program Evaluator
 - The RFP for CWEP services is due on September 14th.

Adjournment

Jeff asked for a motion to adjourn. The motion was made by Anita Wemple and seconded by Frank Ciri. The meeting adjourned at 10:00 am.

The next Operations Committee meeting on Friday, October 13, 2023, at 9:00 am via Zoom.

Submitted by:

Debra Vaughn

Assistant to the Executive Director