



## 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 11, 2025, 9:00 AM (Zoom)

#### **ATTENDANCE**

NAME	ORGANIZATION	TRUSTEE		10-Jan-25	14-Feb-25	14-Mar-25	11-Apr-25
DeBaere, Gregg T., CHAIR	Atlantic Coast Communications NJ, Inc.	✓		X	X	X	X
Argenbright, Sarah	NJDVRS						
Buscher, Steven	NJ DOL-Unemployment						
Cirii, Frank	Camden County One Stop	✓		X	X	X	X
Connors, Kristi	NJ LWD-Employment Services	✓		X	X	X	X
Deitz, Jeff	NJDVRS	✓				X	X
Gutierrez, Inocencia	Camden County One-Stop					X	
Guzman, Elizabeth	NJDVRS						
Maguire, Laurie	Camden County One-Stop				X	X	X
McFarland, Salama	Camden County Board of Social Services			X	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	X
Regensburger, Robert	Lockheed Martin	✓			X	X	X
Romolini, Eric	Camden County One-Stop			X	X		X
Sinclair, Nidia	Camden County Resource Center			X	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	X
Vaughn, Debra	WDB			X	X	X	X
Williams, Leslie J	WDB			X			X

#### **WELCOME**

Gregg DeBaere welcomed attendees and called the meeting to order at 9:08 a.m.

Gregg asked for a motion to approve the March 14, 2025 meeting minutes. Motion to approve the minutes was made by Frank Cirii, seconded by Jeff Swartz. With a majority vote to the affirmative, the motion carried, and the minutes were approved.

#### **SUMMARY**

##### **For-Profit Entities in Workforce Development**

Jeffrey and Bob discuss the challenges surrounding for-profit entities bidding for One Stop operator positions or career services in local workforce areas. They highlight the lack of state guidance on allowable profit margins for these entities, which creates potential audit risks. Frank joins the conversation, expressing concerns about how profit margins could reduce funds available for workforce development programs and potentially lead to for-profit entities dominating the market. The group agrees on the need for clear guidelines, cost monitoring, and restrictions on price increases for such contracts.

##### **Workforce Development and Operations Update**

Jeffrey reports on attending state-mandated training for One Stop operators and mentions that their local area does not need to issue RFPs for career services this year. Leslie provides an update on the summer youth program, aiming at 100 participants with funding from State and Atlantic City Electric. They are currently receiving applications and conducting outreach at schools. Frank discussed



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facilities maintenance, including window washing and light bulb replacements. He also mentioned an increase in aggressive clients, primarily related to unemployment insurance issues, and emphasized the need for staff to be cautious when entering the building.

### **Reorganization, Training, and Grant Opportunities**

Frank discussed the reorganization of staff and training to improve data validity and case management. He mentioned the potential 20% cut in the federal budget and the need to be conservative in replacing staff. Frank also discussed the challenges with the Department of Labor's (DOL) data entry and the impact of co-enrollment on performance numbers. He mentioned the need to adjust the performance metrics and the potential for a regression model. Frank also discussed the new grant opportunities, including a digital literacy grant, and the potential for competition between vendors and partners. He emphasized the need for better coordination and communication between departments and divisions.

### **Career Center Updates and Policy Concerns**

Frank discussed the robust activities at the Career Center and the upcoming meeting with Leslie. Jeffrey expressed concern about missing policies and the need for updates. Leslie confirmed that they had received the list of policies and would coordinate with the One Stop Center to ensure no policy fell through the cracks. Salama shared updates on the EBT card system, including a new feature that allows clients to lock and unlock their cards to prevent benefits from theft. She also mentioned the new features on the New Jersey Families First website and the connect EBT app. Salama further discussed the new features on the [www.mynjhelps.gov](http://www.mynjhelps.gov) portal, including the ability to check case status, view certification dates, and upload documents. She also mentioned the upcoming ability to complete full recertification online. Lastly, Salama discussed the preparation for the ending of waivers and the need for staff training on handling cases properly.

### **DVRS Nears Full Staffing, New Partnerships**

Jeff Dietz reported that the Division of Vocational Rehabilitation Services (DVRS) is nearing full staffing after six months of interviews, having hired two new counselors, a clerical worker, and soon a supervisor. He also mentioned new partnerships with The Hub, an alternative school in Camden, and Oaks Integrated to help clients with mental health issues find employment. Jeff noted that evaluations for the Project Search Program are underway, and they are monitoring the situation with TD Bank, a partner in the program, following news of layoffs.

### **Department of Labor Updates**

Kristi provided updates on staffing and operations at the Department of Labor. She mentioned ongoing hiring efforts, including interviews for intern positions, but noted there is currently a hiring freeze for some vacant positions. The modernization project to replace the AOSOS system is out for RFP, though details are limited. New procedures are being implemented for tracking One Stop Center usage and co-enrollment, which may impact performance metrics. The One Stop Center video is nearly complete, and they are exploring new translation technology options. Kristi also noted that their veterans' services were nominated for a national award.



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### **One-Stop Center Services Statistics**

Kristi presented statistics on services provided at the One-Stop center. In March, 2,787 people received services, averaging 133 per day. 46% were for unemployment insurance. The center served about 2,900 people per month, with 76-82% receiving virtual services. Jeffrey raised concerns about capturing virtual services in the numbers. Kristi explained that all RESEA activities are recorded in AOSOS, regardless of whether they are virtual or in-person. The unemployment insurance department served 1,094 customers in March with a 56% show rate, which has remained consistent. Kristi noted that they are starting to see some federal employees coming in for unemployment services and anticipate potential increases if a recession occurs.

### **Next steps**

Eric: Prepare and submit the digital literacy grant application with input from the One Stop staff.

Nydia: Meet with managers to implement new process improvements for better interdepartmental communication and data validation.

Frank/Jeffrey: Follow up with State regarding guidance on allowable profit margins for for-profit entities in RFPs.

Frank/Nydia: Follow up with Raji on Monday regarding policy documentation and counseling notes review.

Frank/Lori/Jeff/Nydia/Eric: Discuss approach for handling and reporting performance numbers affected by co-enrollment data changes.

Leslie: Follow up with Jyi and the One Stop staff to coordinate interviews for summer youth program candidates

Eric: Attend the mandatory pre-bid process meeting for the digital literacy grant on April 14th

Leslie: Update website with new PII policy received from Lori

Leslie/Michelle/Deb: Continue outreach to schools for summer youth program recruitment

Kristi: Send updated directory with Gabriella Campbell's contact information to all team members

Jeffrey: Continue following up with Greg Castellini regarding Steve Busher's attendance at meetings

Eric: Work with vendor on marketing outreach and coordinate full-page ad in Parks Guide

Jeffrey: Organize the June in-person Quarterly meeting at the college, including securing a success story presentation

Executive Committee: Prepare for officer elections at the June Quarterly meeting

DVR Team: Coordinate with Irene for the targeted hiring event at Jonathan Sinay Building in late September

Jeff & Irene: Plan mini job fair at Clementon firehouse after the September hiring event

Jeffrey: Follow up with Howard Miller and potentially Yolanda regarding BSR replacement in Camden County

### **ADJOURNMENT**

Gregg asked for a motion to adjourn. A motion to adjourn was made by Frank Cirii and seconded by Salama McFarland. The meeting adjourned at 10:45 a.m.

**The next Operations Committee meeting will be held on Friday, May 9, 2025 at 9:00 AM. on Zoom.**

Respectfully submitted by: Michelle Rohan, Committee Coordinator