OPERATIONS COMMITTEE
MEETING MINUTES
Friday, September 18, 2026, 9:00 AM on ZOOM

NAME	ORGANIZATION	TRUSTEE MEMBER	9-Jan-26	13-Feb-26	13-Mar-26	10-Apr-26	8-May-26	12-Jun-26	10-Jul-26	14-Aug-26	18-Sep-26
Donato, Carl (CHAIR)	Workforce Development Board	✓									
Buscher, Steven	NJ DOL-Unemployment		X								
Cirii, Frank	Camden County One Stop	✓	X	X	X	X	X	X	X	X	X
Connors, Kristi	NJ LWD-Employment Services	✓	X	X	X	X	X	X	X	X	X
Daunoras, Heidi	Multiplicity , Inc										X
Deitz, Jeff	NJDVRS	✓		X	X	X		X	X	X	
Gutierrez, Inocencia	Camden County One-Stop		X	X	X	X	X	X	X	X	X
Kelly, Sandy	SLK Partners Marketing	✓									
Jones-Benjamin, Michaela	Board of Social Services						X				
Martin, Lynn	Camden County One-Stop									X	X
Maguire, Laurie	Camden County One-Stop		X	X	X	X	X	X	X	X	X
McFarland, Salama	Camden County Board of Social Svcs		X	X		X		X	X	X	
Peterson, Jyi	Camden County One-Stop		X	X	X	X	X	X	X	X	X
Regensburger, Robert	Lockheed Martin	✓	X	X	X	X	X	X		X	X
Romolini, Eric	Camden County One-Stop		X	X	X	X	X	X	X	X	X
Sinclair, Nidia	Camden County Resource Center		X			X	X		X	X	X
Spector, David	NJ DOL-Busness Services										
Weil, Bob	Conner, Strong & Buckelew	✓	X	X	X	X		X		X	X
Wemple, Anita	CPAC	✓	X	X	X			X	X		X
Hardison, Richelle	WDB			X	X	X	X	X	X	X	X
Swartz, Jeffrey S.	WDB		X	X	X	X	X	X	X	X	X
Swisa, Johnathan											X
Vaughn, Debra	WDB		X	X	X	X	X	X	X	X	
Williams, Leslie J	WDB		X	X	X	X	X	X	X		X

WELCOME

Robert Weil opened the meeting at 9:02 AM and requested a motion to approve the minutes of the meeting held on August 14, 2026.

Motion: Frank Cirii Second: Jeffrey S. Swartz Motion carried: Minutes approved

WDB Update/Jeffrey S. Swartz

- The Workforce Development Board received certification from SETC allowing them to be a WDB in good standing for the next two years.
- A new compliance schedule has been implemented to to improve transparency and communication across committees
- Funding issues were addressed, with Leslie explaining that while training funds have not run out yet, backend system setup delays are preventing access to current WIOA training dollars, with expectations to have systems reset by mid-October.

Summer Youth Work Experience Program/Leslie Williams

- The Summer Youth Work Experience Program successfully completed with 93 of 95 interns, though final reports and filings are still being processed through October.
- A follow-up meeting will be held with ASPIRE Youth, this year's program manager, to review results and lessons learned.
- Highlights included a recent college graduate securing full-time employment with a local law firm and

several participants obtaining part-time positions at ShopRite.

ONE STOP UPDATE/Frank Cirii

Program Activity and Performance

- Facilities and classroom capacity remain adequate, and scheduling with partners continues to operate effectively despite increased customer volume.
- In August, 254 individuals were served, bringing the grant-year total to 534.
- Forty-two training contracts were issued: 16 Adult, 20 Dislocated Worker, 4 Youth, 2 TANF, and none for GA/SNAP.
- August activity included 81 GED tests, 150 CASAS assessments, 20 CareerScope assessments, 21 CWEP placements, 18 youth orientations, 17 ABODs, and 21 ten-day evaluations. Year-to-date totals were 156, 267, 56, 42, 29, 42, and 48, respectively.
- WorkFirst New Jersey participation has increased substantially. The first two months totaled 174 scheduled clients and 66 attendees. The transcript gives conflicting August attendance figures—37 in one statement and 31 in another—so the final number should be confirmed.

Customer Service and Administration

- Customer entry, exit, testing-area flow, and service-access procedures have been revised to improve operations.
- Digital customer service and de-escalation training has been introduced for staff and is expected to become part of mandatory county online training, with completion records coordinated through Human Resources.
- Frank emphasized in-person assistance, avoiding unnecessary referrals, and ensuring that clients receive either service, a clear answer, or a timely appointment. This focus will continue to be reinforced with One-Stop partners.
- Three resolutions were approved by the County Commissioners. A WorkFirst New Jersey funding resolution was withdrawn pending budget figures or the required funding letter.
- Co-enrollment, dashboard, and monthly reporting submissions are current and timely despite changing state requirements; staff responsible for refining and maintaining the process were commended.

Housing Coordination and Outreach

- The One-Stop and partner agencies use Resource Pal for internal referrals and resource information. Frank will distribute additional information about the platform.
- Historically, referrals from housing authorities have been limited, but coordination is expected to increase through the Food Insecurity and Homelessness Task Force and related county initiatives.
- County plans include a shelter in Lakeland and a day center in Camden City. Workforce, social services, and housing partners are expected to provide services on site so that clients experiencing homelessness can access coordinated assistance in one location.
- The Cherry Hill Mall job fair was reported as highly successful, with approximately 70 tables and participation by Workforce Development, the One-Stop, Veterans Services, Department of Labor staff, and numerous employers. Cooper University Health Care drew especially strong interest.
- The gold sponsorship's outreach and marketing value, including materials and QR codes linking attendees to One-Stop partners and resources, is being documented in response to Department of Labor audit questions.
- Additional employer outreach included an EMR hiring event with approximately 200 preregistrations and an

Aramark event.

Audits, Youth Programs, and Workforce Trends

- Recent or current reviews involve the Workforce Development Board, Department of Labor, county reviewers, and the external county auditor. Four grant areas were identified for the current external audit: WIOA 2023–2024, WIOA 2025–2026, Summer Youth Program 2025, and WIOA Data Grant 2026. Staff will comply with information requests and provide updates.
- Cooper Hospital youth programming, onboarding, and work-experience placements are progressing well. Additional CWEP host sites are needed to support the growing WorkFirst population, and businesses interested in providing work-experience slots may contract with the program. Cooper's partnership with the local vocational-technical school was highlighted as a successful healthcare apprenticeship model, with several apprentices completing the program and being hired. Greater emphasis on nontraditional apprenticeships in healthcare and other fields was encouraged.
- Staff are seeing more job seekers approximately ages 60–75, including retirees seeking income beyond Social Security. Frank identified financial pressure, housing instability, perceived hiring barriers, and the difficulty of placing or retraining older workers as emerging service concerns.

WIOA Training Funds Access Challenges

- The team discussed challenges with accessing WIOA training funds due to backend system setup issues and budget constraints. Leslie explained that while funds have been allocated, the accounting system needs to be reconfigured to process them properly, with a goal to have everything set up by mid-October.
- Frank and Leslie clarified that while they cannot currently use their WIOA training dollars, they will need to manage client expectations about potential waiting lists, as the available funds are running low and will require ongoing coordination between staff.

Board of Social Services

The group noted that Ivory Marrero will replace Salama (retired) or assign someone to serve as the Board of Social Services representative.

Employment Services/Kristi Connors

Staffing

- Two Employment Service Trainee positions and two Counselor Trainee positions were posted for the Camden office. The posting closed September 1, 2026.
- Resumes are expected to begin coming in in early October, with interviews and onboarding anticipated thereafter.
- Staffing needs remain a concern, as one staff member is expected to begin maternity leave and remain out through February.

September Leadership Meeting

- Kristi attended the September 2–3 leadership meeting in Trenton, which focused on brainstorming and strategies for improving One-Stop operations.
- Discussion emphasized the One-Stops' role as the first point of contact for customers seeking assistance.
- A significant issue discussed was the burden of assisting customers with ID.me verification for Unemployment Insurance (UI). In some One-Stops, Employment Service Counselors are being pulled away from their regular duties to assist customers with the process.

- Kristi noted that a dedicated staff person or "concierge" function, equipped with a laptop and specifically assigned to assist with ID.me, could help address this bottleneck.

Resumé Video

- Kristi continues to work with Spark Creative Group (SCG) on the resumé video project. The goal is to complete the video by October, although the timeline remains tentative.

OPG/Title I Training Coordination

- Preliminary discussions are underway regarding the funding of training for individuals transitioning from OPG to Title I.
- Kristi has discussed the matter with Nydia and Lori and anticipates a meeting the following week to further address the issue.
- Potential options include co-enrollment and the use of available State funds for training.

Employer Recruitment – EMR

- An on-site recruitment event for EMR was held at Home of the Brave. Approximately 20 individuals attended the recruitment event.
- Kristi noted that the One-Stop typically sees approximately a 20% turnout for events with larger scheduled attendance, making the on-site recruitment effort a useful approach.

Camden One-Stop – Customer Check-In/August Activity

- The Camden One-Stop recorded 3,081 services in August, averaging approximately 147 customers per day.
- Year-to-date activity totaled 6,553 services, with an average of approximately 3,267 services per month and 152 customers per day.

Employment Services

- In August, 677 customers received Employment Services:
- 83% virtually, 17% in person
- Fiscal-year activity totaled 1,383 services, averaging approximately 692 customers per month.

RESEA

- The August RESEA attendance rate was 64%, with 128 individuals attending.
- Kristi noted that attendees, unless otherwise excluded (such as for Selective Service requirements), were generally co-enrolled in Title I.

July Data Correction

- Kristi reported a correction to the previously submitted July customer activity data.
- The original report reflected 530 customers based on an AOSOS query using staff names, activity dates, and the local office contact.
- After consulting with Laurie and obtaining a Crystal Report—the reporting method used by the State—the correct figure was determined to be 712 customers.
- Kristi noted that she had previously used the AOSOS method for several years but learned that the method did not accurately capture the data. Going forward, she will request a Crystal Report to ensure the figures submitted are accurate. No other corrections were reported.

UI Client Service/Kristi Connors

Kristi provided an update regarding coordination with Unemployment Insurance (UI) and One-Stop services. She noted that UI has appointed a new Regional Manager, John Lesko, who is responsible for the One-Stop

operations, while Steve remains responsible for adjudication. Kristi indicated that Mr. Lesko would be the appropriate UI representative to participate in future One-Stop-related meetings.

Implementation of a dedicated liaison position at the front desk to help direct UI clients to other services was discussed, with Frank suggesting this person could serve as a resource while handling UI matters, and the group also proposed adding service links to all UI client email correspondence.

- Frank requested to be copied on introductory emails for John Lesko and suggested following up with him to establish a true partnership approach.
- Kristi explained that while UI appointments can be made online or through a QR code, the current system shows availability three days out rather than the previously longer wait times.

Kristi also discussed an immediate opportunity to improve customer awareness of available One-Stop services. UI clerks had been distributing small cards containing QR codes that provide access to information about One-Stop services; however, the supply of cards has been depleted. Kristi offered to provide the existing template/information so that additional cards can be produced.

As an additional resource, Kristi noted that the One-Stop already has a one-page service directory with a QR code that could be provided to UI customers. She suggested supplying the UI clerks with a stack of these directories so customers can easily access information about available services while in the building.

Kristi further noted that information about One-Stop services is displayed on the building's large monitor, providing another opportunity to direct UI customers to available resources. She emphasized that making information readily accessible and providing customers with simple tools, such as the QR cards and service directory, would make it easier for UI customers to connect with additional One-Stop services.

Jeff commented that several people at a job fair who were receiving unemployment benefits were not being informed about other available services at the One-Stop centers, despite being in the building. Kristi explained that John Lesko is now the regional manager overseeing one-stops for UI and suggested providing QR-coded information cards to UI clerks as an easy solution.

BUSINESS SERVICE & OUTREACH TEAM/Jeffrey S. Swartz

- The committee received an overview of the Hanwha shipbuilding program and noted a September 8 event at Rowan College of South Jersey attended by state and local representatives.
- The committee is seeking a private-sector member to serve as vice chair, with Ryan identifying potential candidates.
- Members reviewed upcoming job fairs and recent workforce activities, including the International Paper layoff-aversion event in Barrington, which drew strong attendance and participation from approximately eight or nine employers.
- Additional job fairs included events at the mall and EMR, with strong registration reported for the EMR event.
- The committee recognized Derena Schafer of Camden County College, who is retiring and relocating to Florida, and noted the need to identify a replacement committee member.
- Active job openings at Mid Penn Bank and Connor, Strong & Buckalew were also reported.

LOCKHEED MARTIN/Bob Regensburger

Bob Regensburger reported on aggressive hiring for new government programs, particularly related to the "Golden Dome" initiative and pending shipbuilding projects, noting that for every job created, approximately three and a half additional jobs are generated through the supply chain.

REGIONAL UPDATES/Jeffrey Swartz

- Jeff provided updates on regional initiatives, including a recent regional WDB meeting with Hanwha Shipbuilding Company. Hanwha Shipbuilding's presentation identified a need for specialized welders.
- Jeff provided details about upcoming events including the Stand Down for South Jersey at the Armory in Cherry Hill on the 25th, where team members will have a table to provide services and connect with veterans.
- The upcoming GSETA Conference will be held on October 21-22 at the Ocean Resort in Atlantic City.

ACTION ITEMS

Frank

- Provide more information to the committee about the "Resource Pal" online referral resource. Jeffrey
- Send introductory and invitation email to John Lesko (UI regional manager) for the next Operations Committee meeting and copy Bob Weil.
- Reach out to John Lesko to discuss the integration of UI services with the One Stop, including the idea of a dedicated liaison or concierge service.
- Attend the "Stand Down for South Jersey" veterans event on September 25th at the Cherry Hill Armory, or ensure Leslie attends as a representative.
- Attend the GSETA conference on October 21-22 in Atlantic City.
- Attend the next quarterly Operations Committee meeting in person on December 16th.

Kristi

- Send the template or information for the QR code cards to Jeffrey and Frank for UI clerks to hand out.
- Follow up with the client who was told there were no training funds available, to clarify the situation and provide a plan.
- Meet with Nidia and Laurie next week to discuss the funding transition for OPG to Title I training.

Collaboration

- Leslie and Eric: Complete the setup of the backend accounting system to process new grant funds, with a goal of completion by mid-October.

Motion to Adjourn: Frank Cirii Seconded: Kristi Connors Adjourned: 10:13 AM

The next Operations Committee Meeting will be held on October 9, 2026 at 9:00 AM on ZOOM.

The next Quarterly Board of Trustees Meeting will be held on December 16, 2026 at 8:30 AM at Camden County College/Blackwood Campus, Roosevelt Hall, Room 102. Breakfast will be provided. Board members are asked to RSVP for the December quarterly board meeting to ensure a quorum.

Respectfully submitted: Debra Vaughn, Executive Assistant