



Meeting Minutes

Open Meeting

Date: July 19, 2018

Location: Via Conference Call

IN ATTENDANCE:

Members

Anthony Abrantes (Northeast Regional Council of Carpenters), Marie Betlow (Job Search Central), Tammy Case (Fulton Bank of New Jersey), Ann Marie Flake (St. Clare's Health System), Carol Hulst (Highlands State Bank), Rosalie Lamonte (Sussex and Warren County Schools), Dianna Morrison (NORWESCAP), Nikki Sumpter (Atlantic Health System).

Guests

Amy Andrews (Atlantic Health System), Eve Azar (Warren County Community College), Patrick Enright (County College of Morris), Kyersten Gieger (Project Self-Sufficiency), Mignon Glenn (NJ Department of Labor & Workforce Development), Elizabeth Gloeggler (Literacy NJ), Robert Hopkins (Northeast Regional Council of Carpenters), Meghan Hunscher (Morris County Economic Development Corporation), Roger Jinks (Morris and Somerset County Schools), Julie Knapp (Sussex County Library), Annamaria Lalevee (Construction & Utilities Talent Network), Barbara McShane (Morris County School of Technology), Nancy Propsner (Warren County Library, Career Connections), Matt Putts (Employment Horizons), Jasmine Rangoola (Life Sciences Talent Network), Daniel Savon (Northeast Regional Council of Carpenters), Marc Schweitzer (NJ Division of Vocational Rehabilitation Services), Anand Sumaithangi (Phillipsburg One-Stop Career Center), Kathy Vincelette (The Women's Center at CCM).

Staff

Jane Armstrong (WDB Director), Donna Buchanan (MSW One-Stop Operator), Sarina DosSantos (Fiscal Officer), Manuela Schuster (WDB Strategic Planner), Sallie Sullivan (Secretary to the WDB Director).

ABSENT:

Members

William Austin, Mark Bocchieri, Paul Boudreau, David Fiore, David Hollowell, Carl Jablonski, George Krevet, Gus Modla, Scott Moffitt, Frank Petruccelli, Steve Sitek, Antoney Smith, Susan Zukoski.

Prior to the July 19, 2018 Open Meeting, the following documents were posted on the WDB website (www.mswwdb.org) for review: Open Meeting minutes (April 19, 2018); One-Stop Career Center Committee minutes (May 1, 2018), Disability Committee minutes (May 2, 2018); Literacy Committee minutes (May 16, 2018); Youth Investment Council minutes (May 21, 2018); draft Executive Committee minutes (July 10, 2018); and the WDB Director and One-Stop Operator Report.

The Oversight Committee electronically reviews budget, performance and monitoring reports monthly.

WDB Business Meeting

Meeting Opening Remarks

At 9:05 a.m., the meeting opened with the reading of the Public Meeting Notice. In the WDB Chair's absence, Marie Betlow, WDB Executive Committee Member and Youth Investment Council Chair, welcomed those present on the conference call and asked all to introduce themselves. She then asked Jane Armstrong to begin with the Director's Report.

Board Business

WDB Director Jane Armstrong reported on the following, which were detailed in the WDB Director Report:

Program Year 2017 Performance:

As of May 31, 2018, the following funds were expended/obligated:

- 78% of Adult
- 77% of Dislocated Worker
- 44% of Youth

As of June 30, those have increased to 81% for Adult and Dislocated Worker and 69% for Youth.

WDB Budget:

Jane explained that expenditures are managed by carrying over 20% to the next program year. The carryover is necessary to provide a cushion for continuing the work. There is also the opportunity to carry in money from the prior program year; therefore, the numbers provided include the carryover from the prior year.

The Notice of Obligation for the Program Year (PY) 2018 budget was received; overall, there is an 8% cut in funding for PY 18. The percentages cut from each program are:

- 5.22% for Adult
- 7.36% for Dislocated Worker
- 12.22% for Youth

The Needs Based awards for WorkFirst have not been received yet, but it looks like it will be flat funding. One of the reasons for the decreased funding is that the tri-county area has among the lowest unemployment rates in the state. In addition, the awards are based on economic factors as well as demographics, and the number of reported Dislocated Workers that have decreased in the three counties.

Program Year 2018 Training Provider Contracts:

Jane expects that, as in the past, a minimum of 65% of the individuals who complete educational programs through the training providers will be employed within six months of the end of the training. Recently approved modifications to the contracts with training providers include the following changes:

- The training provider is required to provide students with placement assistance.
- If the grant comes to \$3,000 or less, vendors can bill for the full amount once the student completes the program. With programs over \$3,000, they can bill 80% at the time the student completes, then provide placement documentation that: 1) explains why the student was not placed, 2) provides corrective actions to increase placement outcomes, and 3) documents implementation of the corrective actions. They will then receive the remaining 20%.
- Vendors not meeting the 65% minimum may not receive new training grants.
- A determination of the replacement rate will be made based on the NJ Department of Labor and Workforce Development's AOSOS system and the Unemployment Insurance database.

The intent of the changes is to assure that training providers offer programs that lead to employment and feel a sense of responsibility for assisting students in obtaining jobs.

WDB Planner:

Manuela Schuster will be the new WDB Strategic Planner and Monitor.

Revision of WDB Bylaws:

The WDB Bylaws, last revised in 2012, are currently under revision by Jane. The main reason for the revisions is to reflect the change in legislation, both in wording and legislative requirements, from the Workforce Investment Act (WIA) to the Workforce Innovation and Opportunity Act (WIOA). The draft proposed revisions will be sent to the Executive Committee for review, and are expected to be sent to the entire Board before the October Open Meeting.

Other WDB Reports:

Other WIOA requirements being addressed are:

One-Stop Certification

This process includes a series of evaluations to be performed in the fall. Jane seeks to do this process through peer evaluation, possibly a One-Stop Operator or an affiliate outside of the State of New Jersey. Further information will be provided at the next Board meeting in October.

One-Stop Operator Renewal of Contract for PY 19

The 2016 State Plan required a two-year, public transparent competitive selection for a One-Stop Operator. The role of One-Stop Operator is currently filled by "Employment and Training Services, a Division of County of Morris". Donna Buchanan acts as the One-Stop Operator. With the new State Plan, there is an opportunity to extend the existing contract for two years. That will be discussed first through the Executive Committee, then brought to the full Board.

Performance Data

The full performance data is not yet available. There has been a series of extracts performed by the NJ Department of Labor and Workforce Development out of the AOSOS system; that information will be available in August. The extracts will continue until July 31, after which the outcomes will come from NJ Performs.

Career Pathway Event, October 18

The WDB will offer a Career Pathway event at County College of Morris on October 18. This event is based on a North Jersey Partners event held at Bergen Community College in May. Corporate speakers addressed the audience of high school and community college students. They spoke of how they began their careers with the corporate entity where they are currently employed, and how they worked through an internal career pathway to meet their goals. Jane thanked Atlantic Health System, UPS and Verizon, as well as others who are interested in participating in October. She will reach out to the District Superintendents of Schools to discuss how to share this information with area high schools, as well as the community college system.

Donna Buchanan Receives Mosaic Award

Donna Buchanan, Director of Employment and Training Services and One-Stop Operator, recently received the *Mosaic Award* from Project Self-Sufficiency (PSS). The award recognizes individuals instrumental in helping PSS pursue their mission. Project Self-Sufficiency is a non-profit agency that specializes in services for low-income families in Sussex, Warren and Hunterdon Counties.

Marie called for any questions for Jane on her report. Hearing none, she asked Donna Buchanan for the One-Stop Operator Report.

One-Stop Operator Report

One-Stop Operator Donna Buchanan addressed the following topics, which were detailed in the One-Stop Operator Report:

- Morris County School of Technology collaborates with Literacy NJ
- Literacy program transitions from Warren County Technical School to Warren County Community College (WCCC)
- WCCC opening their High School Equivalency Test Center in late August/early September.
- Warren County moving from TASC testing to HiSET.
- Warren County One-Stop Career Center moving to WCCC Phillipsburg campus on July 27.
- MSW ETS youth counselors going twice a month to Morris County Juvenile Detention Center and the Youth Shelter to counsel, motivate and share program options.
- Needs Based Work Support funding in the amount of \$160,000 requested from State for transportation services in the three counties.
- 2018 Annual GSETA Workforce Conference being held in early October in Atlantic City. More information available at www.gseta.org.

Other Business

OLD BUSINESS

Marie Betlow opened the floor for old business. Hearing none, she moved to the next item on the agenda.

NEW BUSINESS

Marie Betlow opened the floor for new business. Eve Azar of Warren County Community College reported on their Opportunity Grant. She said they appreciated all the partnership, help and support that they received from Jane and Donna. They are starting their first class on Monday, July 23. There are twelve students; an additional two students did not pass the math section of the exam and they hope to get them up to speed so that they can come to class in August. They are working with QuVa and getting them placed, and hope to work with Atlantic Health System.

Marie asked Jane Armstrong to lead off the labor market discussion.

Meeting Topics

Labor Market Discussion

Jane Armstrong reported on Regional Job Postings information available on the WDB website under "Labor Market Data" at <https://mswwdb.org/resources/>. This information, received from the New Jersey Department of Labor and Workforce Development (NJ LWD), covers April 1 through June 30, 2018.

Unemployment Rates, as of May 2018:

3% in Morris County | 3.4% in Sussex County | 3.3% in Warren County

The reports include a combined report for all three counties and individual reports for each county. Jane provided the following statistics:

- Top Employers: Deloitte, Atlantic Health, Accenture, Capital Markets Placement, Novartis, Mutual of Omaha Company, Prime Healthcare Services Saint Clare's LLC
- Top Industry Sectors: Professional, Scientific and Technical; Manufacturing; Healthcare; Finance and Insurance
- Top Certifications: Registered Nurse, CDL, Security Clearance, and CPA

- Top skills: customer service, sales, project management, budgeting, scheduling, retail industry knowledge, SAP, quality assurance, SQL
- Top titles: Registered Nurse, CDL, Administrative Assistant, Sales Associate, Customer Service Representative, Job Developer, Business Analytics
- Top Occupations by Number of Postings: Software Developers, Applications (806); Sales Representatives, Wholesale and Manufacturing except technical and scientific products (578); Managers, all others (551); Retail Salespersons (486); Registered Nurses (474)
- Greatest Number of Jobs: Parsippany (4,559); Morristown (2,028)

The report breaks down the educational experience required based on the level of education and the predominant experience or education required.

Jane encouraged attendees to contact her if they need additional labor market information other than what can be found in the reports. She said one WIOA requirement is for the local WDB to be a source of labor market information for the region. New WDB staff member Manuela Schuster will be responsible for providing that data.

With regard to the unemployment statistics, Jane mentioned that she has seen evidence of the low unemployment rates when talking with employers in the area who used to tell her, "We can't find people with the skills we need," and now tell her, "We can't find people." Jane said this is an opportunity for the WDB to look at things differently and determine how to best address the talent pipeline. To that end, she is working with Meghan Hunscher of the Morris County Economic Development Corporation (MCEDC) to present a series of Morris@Work events, roundtables that include HR directors, talent management folks, and a wide array of participants. In the upcoming event, they will look at the talent pipeline in the Morris County area and how to best assist companies in expanding that pipeline.

Jane also reported that she is working with John Sarno of the Employers Association of New Jersey (EANJ). He recently released a survey to address employer shortages and responses. Jane said she will have the survey available shortly to share with the Board. She plans to work with John in the future by setting up a workshop to address talent acquisition needs for his membership of small and medium-sized businesses.

Marie Betlow of Job Search Central reported that the top positions for New Jersey are in the area of software development. She said individuals who are targeting that as a career path should learn and develop skills in the following languages: SQL, Java, JavaScript, C#, C++, Perl, Python, SQL for Data Scientists, PHP, Ruby, Subjective-C. She also shared that individuals targeting Subjective-C as well as Python were looking at an average salary of \$120,000.

Out of the top companies, two that made the top "Happiest" list were Pfizer (average salary of \$81,000) and Citrix Systems, a software company in Parsippany (average salary of \$126,000).

Marie shared the following, based on a recent poll of companies:

- 48% are placing great emphasis on training and development
- 44% are recruiting outside of their talent pool
- 27% are exploring alternative sourcing strategy
- 22% are willing to pay higher salary packages
- 19% are willing to offer additional benefits and perks
- 17% are changing their existing work model
- 12% may have to outsource their work if they cannot find help

Marie mentioned Artificial Intelligence (AI), its place in the labor market, and why companies are using AI to help create what is considered higher employee satisfaction. She said ChatBox is one popular form of AI used to create conversations and dialogues to attract talent to a company, as well as help with the scheduling of interviews. Some benefits of AI for the company include:

- Defraying the cost of processing a potential hire (interview, schedule and assessment). On the average, companies pay around \$4,000 for this process.
- The ability to pick up a history of absenteeism and leaves, which can be brought to the attention of hiring managers.
- Personalizing people's career paths by suggesting learning courses and development.
- Retaining talent by providing what is considered instant recognition, rather than an individual having to wait for a bonus or some type of perks in the future. AI is able to analyze the needed data more quickly.

Marie also mentioned the article, "Millennials in the Workforce" by Brandon Schoonover of NJ LWD (https://www.nj.gov/labor/lpa/pub/lmv/lmv_2018_01.pdf), which relates the impact of millennials (individuals between the ages of 20 to 34). Statistics indicate that over 1.7 million of New Jersey's 7 million working age population are millennials. They are expected to surpass Baby Boomers by 2024. They are the fastest growing population in the U.S. workforce, the most diverse generation in U.S. history, and have more college degrees than any previous generation. Millennials are now in positions related to Leisure, Hospitality and Retail, Health Services, and Technology.

Meghan Hunscher of Morris County Economic Development Corporation said they are working to address the needs of employers through roundtable discussions in partnership with the WDB. MCEDC also facilitates a roundtable discussion with employees at County College of Morris to gather high-level trends and information from local employers about what training they need.

In addition to the work that MCEDC is doing with Jane in Morris@Work, they are exploring the preparation of a workforce report. Jane mentioned that they are looking at a model of a study done by the Lehigh Valley Economic Development Corporation called, "[Lehigh Valley Education and Talent Supply Report](#)" (LehighValley.org). MCEDC and the WDB are looking to create a similar report that drills down on the Integrated Postsecondary Education Data System (IPEDS) data and includes such information as: existing programs in the three counties, number of graduates for those programs, and what occupations are in demand.

Meghan shared an interesting statistic for the engineering field from one of the roundtables: Each new candidate that this employer found was getting 7 competing offers. They said many employers report being "ghosted", which means they are not hearing back from potential candidates because the candidate has so many competing offers.

Kathy Vincelette of County College of Morris said she noticed that lately they have had a number of clients get jobs, especially those in the medical field with a certification. She read in the "Director and One-Stop Operator Reports" that Medical Assistant and Dental Assistant were on the "most in-demand training program," mentioned by One-Stop Operator Donna Buchanan on page 6. She asked if there were adequate training programs in the Morris, Sussex, Warren area, especially in the area of healthcare, or if there were employers looking for more people who just do not have those certifications. Donna Buchanan said the "most in-demand training programs" are programs that have been attended by individuals who have come into Morris-Sussex-Warren Employment and Training Services for training programs funded through the Workforce Innovation and Opportunity Act (WIOA). These are programs that people have been put through based on the list of available, State-approved training programs on the Eligible Training Provider List.

The next WDB Open Meeting will be held on October 18, 2018.

Marie Betlow thanked all for attending and asked for a motion to adjourn. The motion was received and seconded, and passed unanimously. The meeting adjourned at 9:55 a.m.