Atlantic County Workforce Development Board

Annual Report

Program Year 2019-2020

Atlantic County Workforce Development Board

Riaz Rajput, Chair

James Drew, Vice-Chair

Theresa Lutz, Treasurer

Fran Kuhn, Executive Director



2 South Main Street Pleasantville New Jersey 08232

Atlantic Workforce Development Board Annual Report Program Year 2019-2020

WDB CHAIR WELCOME LETTER

The year of 2020 has been very different and difficult for every one including the Atlantic County Workforce Development Board (ACWDB). The pandemic spread very fast and caught every one-off guard. The Federal and State governments order of shutting down every office and business affected the flow of tourists to the Atlantic City Casino market and hospitality and gaming industry in general. The closure of casinos and other businesses in Atlantic County opened the floodgate of unemployment seekers. The problem was of such a magnitude that no one anticipated and knew when to expect pay checks again. The unemployment system was not prepared to take so many claims on line and live help was not available due to closure of one stop locations. Both state and local staff had difficulty helping the claimants remotely. The difficulties in accessing the system led to public frustration. In an effort to address all technical and human challenges, the one stop was reorganized to make sure that any call made at the one stop center must be attended by one of the staff members. If they can help an individual- fine, otherwise they should listen, take information and forward that to the unemployment unit. Although, this put lot of stress on the staff, it, at the same time, created lot of good will in the general public as well.

The role of WDB to train people for gainful employment was compromised due to the pandemic resulting in the contracts of many vendors providing services to various groups of population having to be cancelled. However, those vendors who were equipped to provide services remotely remained active and continued serving their clients

In the past, under Federal and State guidelines, the main focus of the agency has been on job training and that will continue, although mostly in a virtual environment. Hopefully, things will be back to normal soon and WDB will serve the community with full strength.

At this time I also must recognize the efforts of One Stop Center staff and its Administration who worked hard in the most difficult environment and I also thank all WDB members and committee chairs for their hard work and support to the Board and staying together in the challenging circumstances.

Sincerely

Riaz A Rajput Chair person Atlantic County Work Force Development Board.

Greetings:

PY 19 began like any other program year. The Atlantic County Workforce Development Board initiated its usual array of services, including literacy services, training services, work activity services, youth services and business services. All of the contracts were in place to provide robust services to those customers interested in obtaining or improving their employment situation. The unemployment rate for Atlantic County in July of 2019 was 5%. The Hard Rock and Ocean Resorts casinos had recently opened and jobs and job opportunities were plentiful.

Fast forward to June 2020... the unemployment rate in Atlantic County is now 34.4%, the highest in the state and one of the highest in the country. There is a new vocabulary that includes phrases like 'social distancing', 'pandemic' and 'Covid Positive'. The number of unemployed laborers has exploded to 44,800. The need for the services of workforce development have never been greater, but the willingness of customers in need, to pursue training and skill development, has never been more trying.

For the first nine months of this program year, the agency and its customers experienced tremendous success and accomplishment. The agency's alignment with the Atlantic County Economic Alliance and enhanced relationships and collaboration with its local and regional workforce partners established a strong network of services and supports. To assure the workforce customer received high quality, individualized services that addressed their needs, the One Stop Career Center expanded its assessment and planning processes. The Atlantic County Workforce Development Board performed at or above nearly all performance benchmark requirements for the year.

In the fourth quarter of PY19, all state and local workforce development offices closed because of the Corona Virus. Face-to-face services were eliminated. From March to June, workers stayed home for the most part, coming into the office one day a week to field calls from anxious customers struggling to collect their unemployment and stay healthy. All effort to maintain business as usual, were abandoned.

Beginning in the middle of May, the agency began its pivot to virtual services while trying to maintain an oldschool telephonic connection to the agency's customers. With the advent of video conferencing, agency workers became equipped with laptop technology to interact virtually with the training customers and providers. The expansion and development of the county's website became a primary objective as an information source for customers interested in obtaining more information and pursuing training. Nearly all of the agency's internal discussions were about developing trusting relationships with customers and finding new and creative ways to serve the customers' needs. These efforts continue.

As we move forward into PY 20, all of the challenges are before us. We must determine how best to meet the employment and training needs of the workforce development customer, including adult, dislocated workers, youth, public assistance recipients and employers. With the advent and increased reliance on virtual services, there are expanded opportunities to reach out to more customers than ever before. We must ascertain how best to engage a very reluctant population that is currently more concerned with their health than they are with their job or career. Needless to say, PY 20 will be a very challenging year. We will continue to explore new ways to serve and support our customers and expand our methods of outreach to let customers know we are open and ready to help. The skilled workforce within the local One Stop Career Center and our One Stop Partners are already finding innovative ways to collaborate to offer a comprehensive array of workforce services to customers in need.

While there have been many dark and tragic episodes to the PY 19 story, the experience has compelled workforce practitioners to work more closely together, communicate more frequently and collaborate more readily. It has developed stronger working relationships and awareness of each other strengths, when considering how best to benefit the client. In short, we have become a more unified workforce development system. We look forward to continuing this work in PY 20.

Sincerely,

Francis F Kuhn

Executive Director Atlantic County Workforce Development Board

Consumer Successes

Tamara McGowan

Tamara McGowan an underemployed PCA is a 32yr old single mother of two school-aged children receiving SNAP benefits and childcare through the childcare network. Tamara worked as a PCA at AtlantiCare for two years and found out about WIOA funded training while exploring ACIT's LPN training program to upgrade her skills to advance in the medical field.

Before coming to Atlantic County Workforce Development for funding, Tamara demonstrated initiative by gaining acceptance into the ACIT LPN training program by completing and passing the TEAS VI test. Tamara's LPN training

contract was approved and she successfully completed the program with not only an ACIT Certificate of Completion but completed and obtained the industry-valued credential N-Clex LPN license a month later while still working fulltime. Upon graduation, Tamara waited for an open LPN position at AtlantiCare. She was ultimately hired as an LPN at AtlantiCare. However, the position did not meet her career aspirations regarding upgrade in pay and specific patient duties based on her new qualifications. Tamara decided to pursue other employment options based on her newly acquired skills and credential. She was immediately hired by Royal Suites Healthcare and Rehabilitation as an LPN with pay, duties and opportunities for advancement which satisfied her future career aspirations. Tamara's future career plans include pursuing a Bachelor Degree in Nursing and to become a Registered Nurse.

Nicole Kearns

When Nicole Kearns, a single mother came to the Atlantic County One Stop Career Center in early 2019, her income was Unemployment Insurance and she was receiving SNAP benefits. Nicole was approved for WIOA funding to attend Bradway Truck Driving School CDL-A training program from 7/8/2019 to 8/21/20. Nicole did not have an easy time. The training program originally scheduled for approximately two months took almost one year.

Over the course of the year, Nicole failed the CDL-A test more than once. The training was also interrupted by the COVID-19 lockdown. Despite these setbacks, Nicole persevered.

Once the school reopened, Nicole passed the CDL-A driving test, graduated and obtained her CDL-A license on 8/21/20. With this upgrade in job skills, Nicole was hired immediately. She started working at Dutch Made Trucking in Ohio as a CDL-A driver on 9/3/20. Nicole is now no longer receiving SNAP benefits as a result of her decision to pursue job training. During follow-up counseling, Nicole expressed immense satisfaction with her job OTR (Over The Road) driving and is very thankful for the opportunity to have this rewarding career for the foreseeable future.

Katie Tran

SNAP customer Katie Tran, divorced mother of two, originating from Vietnam, became a naturalized citizen of the United States on 5/11/80. She came to the One Stop Career Center in November of 2019, requesting assistance to fund her final semester of ACCC's Registered Nurse training program, where she was an excellent student. Katie was approved for a training contract. She successfully completed and graduated with a Registered Nursing Degree on 5/29/20. Katie took and passed the N-Clex exam and was issued her Registered Nurse license on 9/29/20. As of 10/21/20, Katie is now employed at AtlantiCare as a Registered Nurse, working 24 hours per week, earning \$25.00 hourly.

Juan Roldan

Juan Roldan is a 45 years old single parent of two young children. He is not only a dedicated and responsible father, but he is also a reliable, hardworking, motivated, and dependable worker. He worked hard for his family and his company delivering ice. Juan had a High School Diploma but no discernable skills or training.

Juan came to Atlantic County Workforce Development for funding when he was collecting Unemployment Insurance. He was quite enthusiastic and eager to get training so he could earn a good wage and provide for his children. He had a good driving record and wanted to be a Commercial Driver.

Juan selected Smith & Solomon Driver Training and was approved for CDL-A (Tractor Trailer) with Forklift training. He successfully completed his training and got his Commercial Driver License on 02-05-19. Juan started looking for work as soon as he got his Industry-valued Credential. He was immediately hired on 3/18/20 by US Express as an OTR-Truck Driver making more than \$3000.00 a month. He is happy, and thanks Atlantic County Workforce Development for the training program. This new career has now given him the ability to provide a better standard of living for him and his family.

NEW JERSEY YOUTH CORPS Atlantic County Office of Workforce Development

Mikayla Hanes



Mikayla is a true example of persistence paying off. She attempted to enroll in our program twice before she was accepted on her third application.

After a year of her applying and re-applying for our program, she was accepted and set to begin in March, 2020, and then the Coronavirus Pandemic and lock-down caused another lengthy delay. By this time Mikayla had matured, was more focused and determined to succeed in life and she waited patiently for the program to resume.

In July, 2020, she was enrolled in the 1st Cohort of FY21 and excelled greatly. It should be noted that due to the pandemic, all Academic, Work Readiness and Life Skills Classes are facilitated by remote learning and Mikayla excelled in all of them.

In October, 2020, Mikayla successfully completed our program as one of the top students in her class and in November, 2020 she passed the TASC / HSE examination earning her high school diploma.

Also in November she was hired as a Sales Associate for WAWA. WAWA immediately noticed her dependability and strong work ethic and it should not take long for her to receive upward mobility and advancement. Additionally, Mikayla is in the process of enrolling in Atlantic Cape Community College and is set to begin classes in the Spring of 2021.

Anthony Washington, Jr.



In July, 2018, Anthony enrolled in our program. Like many of our students, he was undecided about his future and the direction of his life. However, by the time he completed his cohort, Anthony not only earned his high school diploma, but he was also promoted to assisting the staff and became Valedictorian for the Class of 2019. After graduating from our program Anthony maintained a strong connection with us through our program's post follow-up. In the Summer of 2019 he was employed in our office's Summer Youth Work Experience Program and was assigned to our program as an Aide/Clerk. Throughout that Summer he continued to work with our program's Career Counselor and eventually decided to join the United States Army.

Anthony scored extremely high on the Army's Armed Services Vocational Aptitude Battery (ASVAB) Test and made a strong impression upon the recruiters. He was offered and accepted a major high security clearance position and is sure to move through the ranks. He regularly visits our program through video conferencing and gives motivational talks to current students.

One Stop Career Centers

2019-2020

Atlantic County Workforce Development: Literacy Performance Goals

Literacy Services

The Learning Link provides literacy services for customers who have achieved scores between 6th and 12th grade level on the CASAS academic assessment and are interested in pursuing either post-secondary education or occupational training. Learning link services are also offered for those customers whose goal is to achieve a high school diploma. The data related to the Learning Link are found below:

PY 19 Actual Learning Link Outcomes- (Grade 6 to 12)

Referred	53
Referred to Job Training/Post-Secondary Education	9
Attained High School Equivalency	7
Entered Employment	5

Supplemental Learning Lab

The supplemental learning lab provided services to customers who have been assessed at an academic level between 4th and 6th grade level. The scope of customers served in the population include adult, dislocated worker and youth who were eligible to receive WIOA services.

Referred	55
Enrolled (12 hours of attendance)	54
Completed	23
Referred to Higher Level	7
Referred to Job Training/Post-Secondary Education	1
Entered Employment	7

The objective of the Supplemental Learning Lab is to provide an additional literacy resource for those customers in need of academic remediation to assist them in achieving the requisite grade levels for pursuit of training or secondary and post-secondary credentials.

ESL/ ABE Classroom

The Atlantic County Workforce Development Board also funds services for workforce customers who score below a fourth grade level or are English Language Learners. Once again, the Atlantic County Workforce Development Board partnered with the Atlantic Cape Community College to provide these literacy services. The services were designed primarily for those customers who were participating in the mandated work activity requirements for public assistance recipients.

Enrolled	26			
Post Tested				
Increased 1 or More EFL Levels				
Entered Employment				
Entered Post-Secondary Education/Training	0			

High School Equivalency

Atlantic County Workforce Development Board is one of a small number of workforce development agencies in the state that contains a certified testing center for the High School Equivalency exam. The above data reflects a reduced number of tests and successful passes as a result of the limitations imposed by the pandemic.

Tests Completed	Tests Passed			
88	45			

CASAS Testing

The CASAS test is an adult basic education assessment of the educational functional level of workforce customers who are pursuing occupational training or a high school diploma. For program year 2019, a total of 796 exam licenses were administered through the first nine months of that program year.

Work First New Jersey:

During PY 2019, the population of TANF and GA public assistance customers continued to decline as a result of customer employment, sanction activity and customers reaching the end of the five-year lifetime benefit. In June of 2019, the TANF Work Participation Rate was 24.3%. This performance rate placed Atlantic County in the middle of all county performance in New Jersey. In June of 2020, the TANF Work Participation Rate was 4.3%. The dramatic drop in TANF work activity performance was a result of the removal of work activity mandates because of the pandemic. The last three months of the program year, April, May and June 2020, had no referrals and no documented work activity. In addition, the local area did not receive a Notice of Award for Work First New Jersey as of June 30, 2020.

Contracted Services Outcomes PY 19

Referrals	Level of Service	Job Placement Referrals		
719	219	189		

The contracted work activity services were very successful in creating a pipeline to employment for the Work First New Jersey customer. Although this customer presents with significant barriers to employment, 86% of enrolled individuals were referred for job placement during the first nine months of the program year-evidence that the program concept was providing a true pathway to employment for many of the Work First New Jersey customers.

New Jersey State Department of Labor and Workforce Development

- Wagner-Peyser Performance: 2nd Qtr after exit: Actual- 58.25% LWDB Plan- 58.80% = 99.07%
- Wagner-Peyser- Performance: 4th Qtr after exit: Actual 62.12% LWDB Plan- 59.60% = 104..22%
- Over 1,523 customers participated in Job Search Atlantic County One-Stop.
- Over 1,662 customers participated in Jersey Job Clubs at the Atlantic County One-Stop.
- Over 127 job openings were posted through the Atlantic County One Stop.
- Over 38 Positive On-Site Employer Recruitments at the Atlantic County One-Stop.

WDB Members Atlantic

County Commissioner Liaisons: Amy Gatto, Atlantic County Board of Commissioners

Member Name	Affiliation
Alan Beatty	Shore Medical Center
Daniel Brown	Atlantic City Rescue Mission
Neal Bellinger	Glenn Insurance
Patricia Constantino	Pathstone Corporation
Jim Drew	Borgata Casino
Mark Ford	Enphront Veterans Services
Roy Foster	IBEW Local 351
Forrest Gilmore	Atlantic County Department of Family and Community Development
James Connett	Federal Aviation Administration, William J. Hughes Technical Center
Dr. Philip Guenther	Atlantic County Institute of Technology
Dan Konczyk	UFCW Local 152
Bob McDevitt	Local 54
Carol Spina	Our Lady Star of the Sea School
Daniel Kelly	Community Quest, Inc.
James Barton	Longport Media
Rick Lovering	AtlantiCare
Tim Kreischer	Resident Ventnor City
Terri Lutz	Tropicana Entertainment, Inc.
Paul McClellan	New Jersey State Department of Labor and Workforce Development
Stephanie Koch	Atlantic City Boys and Girls Club
Dr. Barbara Gaba	Atlantic Cape Community College
Riaz Rajput	Global Community Services
Joe Ingemi	Pinarus Technologies/ACEA
Greg Freelon	Our Lady Star of the Sea
Candace Titanski	NJDVRS
Torrie Garvin	ACBGC
Charles Wimberg	Atlantic City Electric

MaryAnn Mcghee	Samseng Tissue
Geoffrey Dorsey	Dorsey Construction
Joshua Winter	Perfectly Clean Cleaning Services
Linda Novelli	Real Estate
Marian Woodson	America Works of New Jersey

Performance 2019-2020

Final Year-End Workforce Investment Act Performance & Outcome Report Period Covered: July 1, 2019 through June 30, 2020

	Employment Q2 Adult	Employment Q2 DW	Employment Q2 Youth	Employment Q4 Adult	Employment Q4 DW	Employment Q4 Youth	Credential Adult	Credential DW	Credential Youth	Skill Gains Adult	Skill Gains DW	Skill Gains Youth
All Location	93.0%	91.5%	95.0%	98.0%	99.6%	129.2%	108.0%	107.3%	85.0%	Infinity	Infinity	Infinity
Atlantic County WDB	102.2%	93.7%	126.2%	104.7%	111.4%	155.5%	109.0%	118.5%	128.0%	Infinity	Infinity	Infinity
Bergen County WDB	102.0%	103.0%	114.1%	105.8%	100.2%	122.0%	126.8%	121.5%	94.9%	Infinity	Infinity	Infinity
Blank WDB Name												
Burlington County WDB	90.8%	91.7%	102.8%	102.0%	85.8%	68.0%	115.9%	99.7%	181.8%	Infinity	Infinity	Infinity
Camden County WDB	102.6%	100.9%	114.9%	103.9%	103.3%	122.3%	64.8%	52.2%	88.3%	Infinity	Infinity	Infinity
Cumberland/Salem/Cape May WD	110.8%	84.2%	91.2%	135.7%	99.9%	136.7%	90.7%	95.2%	101.2%		Infinity	Infinity
Essex County WDB	90.1%	90.1%	85.6%	98.0%	114.9%	120.5%	66.5%	70.8%	77.2%		Infinity	Infinity
Gloucester County WDB	92.1%	79.5%	133.3%	100.0%	83.6%	123.5%	118.4%	123.9%	94.3%	Infinity	Infinity	Infinity
Greater Raritan WDB	70.2%	82.5%	76.0%	97.0%	89.3%	111.1%	112.0%	114.8%	134.2%	Infinity	Infinity	Infinity
Hudson County WDB	96.2%	94.7%	93.6%	92.7%	101.0%	102.0%	172.3%	169.4%	120.5%	Infinity	Infinity	
Jersey City WDB	84.5%	83.2%	82.2%	88.4%	92.3%	120.9%	96.6%	82.5%	87.6%	Infinity	Infinity	
Mercer County WDB	107.1%	81.2%	71.1%	100.1%	101.4%	131.5%	93.9%	59.3%	81.2%	Infinity	Infinity	Infinity
Middlesex County WDB	97.5%	83.4%	111.4%	98.6%	89.7%	118.2%	49.4%	42.1%	77.9%	Infinity	Infinity	Infinity
Monmouth County WDB	115.4%	99.4%	109.9%	95.9%	103.8%	135.0%	114.0%	101.2%	92.9%	Infinity	Infinity	Infinity
Morris-Sussex-Warren WDB	75.6%	89.4%	95.3%	83.3%	97.6%	122.8%	112.5%	112.0%	104.6%	Infinity	Infinity	Infinity
Newark WDB	85.1%	79.4%	75.3%	99.0%	120.7%	152.0%	103.2%	82.0%	63.8%	Infinity	Infinity	Infinity
NJDOL Trenton Central Office	Infinity	Infinity	Infinity	Infinity	Infinity	Infinity	Infinity	Infinity	Infinity		Infinity	
Ocean County WDB	97.3%	92.9%	95.9%	85.8%	91.9%	136.6%	106.6%	116.7%	77.8%	Infinity	Infinity	Infinity
Passaic County WDB	92.5%	95.8%	75.9%	95.0%	98.2%	103.4%	68.9%	46.9%	46.3%	Infinity	Infinity	Infinity
Union County WDB	101.8%	94.4%	102.3%	114.3%	124.1%	145.5%	154.5%	158.4%	87.9%	Infinity	Infinity	Infinity
zz-Cumberland-Salem County WIB	Infinity			Infinity	Infinity		Infinity	Infinity				

WIOA Levels of Service

WIOA Job Training Grants

Generated From: AOSOS Services

(Includes self-service and co-enrollments)

Adults	308
Dislocated Workers	332
Youth	1370
Total	2010

Generated From: America's One Stop Operating System

Adults	64
Dislocated Workers	78
Youth	18
Total	160

New Jersey Youth Corps

Enrollment	32
High School Credential	1
Employment	10
Post-Secondary Education/Training	10

ATLANTIC COUNTY WORKFORCE DEVELOPMENT BOARD SCHEDULE OF YEAR END STATE FINANCIAL REPORT PROGRAM YEAR 2019 (JULY 1, 2019 - JUNE 30, 2020) MONTH ENDING: JUNE 30, 2020

WIOA GRANTS

	Adult	Dislocated Worker	Youth	Total WIOA
Administration				
Personnel - Salary & Benefits	\$5,399	\$1,789	\$20,150	\$27,338
Operating Costs	\$320	\$177	\$1,285	\$1,782
Total Admin Expended	\$5,719	\$1,966	\$21,435	\$29,120
Program				
Personnel - Salary & Benefits	\$117,806	\$27,418	\$187,245	\$332,469
Operating Costs	\$19,239	\$2,483	\$27,947	\$49,669
Training Contracts	\$272,922	\$224,071	\$788,886	\$1,285,879
Supported Services	\$-	\$-	\$683	\$683
Work Experience	\$-	\$-	\$286,391	\$286,391
Total Program Expended	\$409,967	\$253,972	\$1,291,152	\$1,955,091
WIOA TOTAL EXPENDED	\$415,686	\$255,938	\$1,312,587	\$1,984,211
Program Year 2019 Budget	\$1,470,714	\$703,944	\$1,591,062	\$3,765,720
% Expended against Budget	28.26%	36.36%	82.50%	52.69%
AVAILABLE BALANCE	\$1,055,028	\$448,006	\$278,475	\$1,781,509

WFNJ GRANTS

	TANF	GA & SNAP	SNAP	Total WFNJ
Administration				
Personnel - Salary & Benefits	\$222,039	\$93,570		\$315,609
Operating Costs	\$12,754	\$5,216		\$17,970
Total Admin Expended	\$234,793	\$98,786	\$-	\$333,579
Program				
Subsidized Employment	\$-	\$-	\$-	\$-
Education & Training	\$1,490,057	\$583,670		\$2,073,727
Other Work Activities	\$321,052	\$353,227		\$674,279
CAVP	\$-	\$-	\$-	\$-
Case Management	\$266,904	\$201,851	\$-	\$468,755
Work Verification	\$88,276	\$-	\$-	\$88,276
On-The-Job Training	\$-	\$-	\$-	\$-

Needs Based Support	\$-	\$-	\$-		\$-
Total Program Expended	\$2,166,289	\$1,138,748	\$-		\$3,305,037
WFNJ TOTAL EXPENDED	\$2,401,082	\$1,237,534	\$-		\$3,638,616
Program Year 2019 Budget	\$3,109,914	\$1,239,884	\$-		\$4,349,798
% Expended against Budget	77.21%	99.81%		0.00%	83.65%
AVAILABLE BALANCE	\$708,832	\$2,350	\$-		\$711,182

MISCELLANEOUS				
GRANTS	Budget/	Expended	Balance	%
	Award			Expended
Workforce Learning Link	\$88,000	\$74,689	\$13,311	84.87%
SmartSteps	\$1,605	\$-	\$1,605	0.00%
New Jersey Youth Corps	\$425,000	\$378,570	\$46,430	89.08%
Total Miscellaneous Grants	\$514,605	\$453,259	\$61,346	88.08%

	<u>Budget</u>	Expended	Balance	<u>% Expend</u>
WIOA Grants	\$3,765,720	\$1,984,211	\$1,781,509	52.69%
WFNJ Grants Miscellaneous Grants	\$4,349,798 \$514,605	\$3,638,616 \$453,259	\$711,182 \$61,346 	83.65% 88.08%
	-	-	-	
Grand Total PY 2019	\$8,630,123	\$6,076,086	\$2,554,037	70.41%

Atlantic County Board of Commissioners

Maureen Kern, Chairwoman

John W. Risley, Vice Chairman

Frank X. Balles

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Richard R. Dase

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