

Atlantic County Workforce Development Board

Annual Report

Program Year 2016
July 2016 - June 2017



Atlantic Workforce Development Board Annual Report
Program Year 2016

WDB Chair

Welcome Letter

The challenges for our local workforce community continued in 2017. We faced a difficult local, regional, and state wide economic situation and are still seeing widespread competition to our casino market from neighboring states. In Atlantic County, our casino and hospitality industry employs a major portion of individuals and any changes in this industry effects everyone here and in our neighboring counties.

We do have many great things happening now and have much to look forward to in the upcoming year in 2018. It appears from economic indicators that Atlantic County has started gaining momentum towards positive development. The renovation of Hard Rock casino, previously known as the Taj Mahal casino, is going full speed and will be opened for the public in the summer of 2018. Similarly, the previously known Revel Casino property, which was purchased by a new developer, is also being prepared for public use. These projects might seem small but work on just these two properties will generate thousands of jobs. Furthermore, the Stockton University Atlantic City campus and South Jersey Gas company headquarters are near completion and expected to also be operational in the coming months which will bring new energy to our community.

The recent transition for the Work Force Development Board to the Work Force Innovation and Opportunity Act (WIOA) has made the Board accountable to meet the “indicators of effectiveness in serving employers”. We accomplished this primarily through two industry training models; on the job and cohort training. A partnership with Atlantic Cape Community College and Stockton University has proved very valuable and useful in helping us provide training to individuals seeking employment and to those that are already employed. I am very hopeful that, in 2018, we will continue this work to support our local workforce.

The recent government changes in Trenton and Washington DC will have far reaching effects on the local and regional employment and related programs. We hope this is for the better.

Before concluding, I must thank the Work Force Development Board’s committee chairs, board members, and administration for their hard work in serving our local community.

Sincerely

Riaz A Rajput
Chair Person
Work Force Development Board

WDB Executive Director's

Message:

Well, we have begun our implementation of the Workforce Innovation and Opportunity Act (WIOA) of 2014. With the role of the Workforce Development Boards now more important than ever, we have begun to address the needs of our local businesses. We are looking to develop the workforce of Atlantic County to meet the ever changing demands of the future. We are now credentialing our residents with the skills necessary to grow New Jersey, provide career pathways and develop high quality partnerships to make a difference.

In 2016, Atlantic County became its own workforce development area and have begun to communicate and build better relationships with our local partners. Transitioning from the downsizing of our casino industry in 2015 through early 2016, we are now recovering and beginning to build up and diversify our County. With the development of the Atlantic County Economic Alliance, we will be able to do just that. We look forward to working in partnership with our new economic development team to move Atlantic County forward.

On behalf of the Board, I would like to welcome our new Officers of the Board for 2017 – 2018, Riaz Rajput, Chair; James Drew, Vice Chair; Stephanie Koch, Secretary and Theresa Lutz, Treasurer. I would also like to thank the outgoing Officers for their hard work, time, dedication and commitment to the Board. Thanks to my WDB administrative staff and the employees of the Office of Workforce Development for their commitment in accomplishing my expectations for the program year 2016.

We still have a lot of challenges facing us during this upcoming year with the changes in our performance measure requirements, but I look forward to working through all of them with my great Atlantic County Team of staff and partners!

Sincerely,

Rhonda Lowery

Executive Director

Consumer Successes

Our Local Star

Submitted by: Rev. Odinga Maddox Atlantic County Youth Coordinator WDB Youth Advisory Council



Amara Johnson is a prime example of the difference the NJYC can make in a youth's life. Amara utilized many of our services while enrolled in our program. When she first came to us in January, 2016, her life was in disarray. She had serious legal issues and lacked direction. During her enrollment, she resolved her legal issues, gained employment at the Chelsea Hotel in Atlantic City and earned her high school diploma. She has future plans to further her education by attending college and has begun the process of applying at the Atlantic Cape Community College in Mays Landing, NJ. Congratulations Amara!

An Inspiration...*Kurt Ohlson, Vice President Community Employment Services, Career Opportunity Development, Inc.*



Having been referred to CODI's Janitorial program through its Residential program, Rasheed J. is a shining example of the benefits this program offers to our clients.

Rasheed was raised in Philadelphia in a large family with several foster brothers and sisters. For many years he struggled with mental illness and often found himself self-medicating with various substances. Lacking the understanding of his illness and without a solid support system, he was frequently admitted to inpatient treatment; inevitably becoming a ward of the state.

Rasheed was eventually referred to CODI's Residential Program and started his road to recovery and stability. He began working in CODI's Janitorial Maintenance Program and quickly became a valuable asset to the team assigned to the state set aside programs throughout Atlantic County. His steady employment has contributed to his wellbeing and he now lives independently in his own apartment.

Rasheed is an excellent worker and is dedicated to performing every task he completes with perfection. He is constantly looking for additional duties and has also acted as an unofficial mentor to the newcomers. He has become our “go to guy” when an unexpected project needs to be completed quickly and efficiently. CODI maintains over 40 buildings throughout Atlantic County on a daily basis and relies on trustworthy and dedicated employees like Rasheed.

Rasheed is a “Rising Star” among our crew and we look forward to his continued personal and professional growth.

Networking Goes a Long Way

Business Recognitions

2016-2017

Chartwells Dinning

The Atlantic County Special Services School District (ACSSSD) recognizes CHARTWELLS STOCKTON DINING at Stockton University for the 2017 Outstanding Employer Award. The criteria for the Outstanding Employer Award as per the Disabilities Workforce Committee requires that the employer nominated “supports the mission and goals of vocational rehabilitation, demonstrates a sincere commitment and willingness to empower and improve the self-esteem of individuals through employment opportunities, and is positive about the integration of persons with disabilities in the competitive work force. “Chartwells meets this criterion and so much more.

ACSSSD and Stockton University developed a unique and innovative School to Career partnership in 1997 that grew to include Chartwells Stockton Dining in 2000. This strong partnership gives high school age students with disabilities the opportunity to participate in real life work experiences in the community as part of their educational program. Chartwells (and also other departments at Stockton!) has gone beyond the originally established expectations of this partnership and has, over the years, hired numerous ACSSSD grads at the completion of their work experience program. Chartwells provides thorough and carefully planned training and mentoring to students while they are in the program in collaboration with ACSSSD teachers. Chartwells directors and mentors help students learn and achieve industry standards in their training positions. They also model and reinforce appropriate workplace behaviors and social skills. Students develop skills and confidence, and mature into excellent candidates for employment. If Chartwells has position vacancies, they consider the ACSSSD graduates to fill those positions. Just recently, three 2017 graduates were hired by Chartwells and will begin working in August. At least nine previous graduates have been hired by Chartwells since the beginning of the partnership.

Chartwells Stockton Dining parent company; Compass Group USA- regularly invites submissions from each dining/food service group for the company’s Be-A-Star recognition program. In 2015, Chartwells Stockton Dining won this recognition for the School to Career program they operate with ACSSSD. The Chartwells directors and mentors, as well as the students themselves, were featured in the company newsletter article, which described the benefits of the program to all involved, including the greater community. Chartwells noted in the article that on top of helping students learn and succeed, the employees and customers have been greatly affected by the students; they have learned so much about diversity and differences, hard work and determination.

In October of 2016, during National Disability Employment Awareness month, Chartwells recognized the students that participate in the work experience program. All Stockton students were invited to an appreciation event in the Student Center to recognize the dedication and commitment to excellence in customer service by the ACSSSD students in the program. Appreciation flyers were posted with the theme EXPECT. EMPLOY. EMPOWER. These three words truly exemplify how Chartwells Stockton goes above and beyond in meeting the criteria for Outstanding Employer of 2017!

Nomination submitted by Anne Dillon, ACSSSD

Employee Recognitions

2016-2017



To work in the arena of Human Services requires special talents. There is someone in our Supported Employment community who in a very quiet and subtle way stands apart from others. **Janice D'Amico** has the ability to embrace people not in the physical sense, but more of a natural aura that is maternal and nurturing. She displays compassion in a way that doesn't imply pity.

She has been with Community Quest for over 17 years. She started out as a volunteer and then very quickly her energy selfless drive to help others shone through, she was hired as a Project Employment Specialist. Her initial duties were to handle all of the administrative responsibilities of Supported Employment but she consistently, put her own tasks aside to handle SOS phone calls, to lift consumers up from the frustrations of the job seeking process, counsel them when they hit "bumps in the road at work, talk them through personal difficulties, and to mentor & encourage staff. All of these traits that Janice possess, cannot be taught, they are simply natural to who she is.

Through her employment retention efforts, she has advocated for and instills equality for our consumers in the workplace and employment community. She instills a mission to instill a work ethic in others, to enlighten them that the road to self-sufficiency has lifelong rewards and is empowering. A mission that includes convincing people to abandon fear, self-doubt and the negative influence of others.

Janice has strong family values which transfers over to her duties at Community Quest. In her own unique way she has embraced our consumers and has given them the gift to realize they are part of something special and that the road to employment, although arduous is full of personal rewards.

Submitted by: Norca Johnson Human Resource Manager, Community Quest, Inc.

One Stop Career Centers

2016-2017

Atlantic County Workforce Development

Literacy Services

The Learning Link provides literacy services for customers who have achieved scores between 6th and 12th grade level on the Test of Basic Education and are interested in pursuing either some kind of post-secondary or occupational training or a high school diploma. Through the dedication of the instructor and supporting services, the service achieved 99-100% of all targeted outcomes for the service.

Level of Service	100% toward 100% target (LOS =77 students, 83 students served)
Entered Employment	18 students
Entered Post-Sec Education/Training	47 students
HS Equivalency Attainment	8 students
Outcome Attainment Total	99% toward 60% target - 73 students
Educational Gains	100% toward 30% target - 76 EFL Gains

Supplemental Learning Lab (Grades 4-6)

Referred	85
Enrolled (12 hours of attendance)	174
Completed	1
Referred to Higher Level	10
Referred to Job Training/Post-Secondary Education	11
Entered Employment	8

Workforce Learning Link (Grade 6-12)

Referred	84
Increased Educational Functioning Level	45 of 80
Referred to Job Training/Post-Secondary Education	8
Attained High School Equivalency	2
Entered Employment	3

English as a Second Language

Enrolled	39
Post Tested	12
Increased 1 or More Levels	12
Entered Employment	2
Entered Post-Secondary Education/Training	5

Work First New Jersey:

During PY 2016, 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 an effort to improve the skill-based work activities that the customers participated in, one of the vendors developed and implemented a short-term industry-based training credential program in order to create improved marketability. The training programs that resulted in an industry credential included an online course for basic computer skills and the ServeSafe credential for food safety. Plans are in place to expand the training offerings to other industry-driven credentials in the upcoming program year. The number of TANF and GA recipients who are mandated to participate in a work-related activity continues to decline. As is evidenced by the chart below, both GA and TANF members are experiencing a marked drop in public assistance recipients.

	June 2016	June 2017
TANF	733	597
GA	794	633

The largest population required to participate in work activities is the SNAP/ABAWD population (food stamps) the agency is currently receiving approximately 500 referrals per month for this population.

New Jersey State Department of Labor and Workforce Development

- Entered Employment Rate of 52.3 % for consumers receiving WP services in Atlantic County One-Stop.
- Retention Employment rate of 81.5% for consumers receiving WP services in Atlantic County One-Stop.
- Entered Employment Rate of 52.0 % for consumers receiving WP services in Atlantic County One-Stop.
- Over 3937 customers participated in Job Search Atlantic County One-Stop.
- Over 842 Jersey Job Clubs at the Atlantic County One-Stop.
- Over 2323 job openings were posted through the Atlantic County One Stop.
- Over 42 Positive On-Site Employer Recruitments at the Atlantic County One-Stop.

WDB Members Atlantic*Freeholder Liaisons: John W. Risley, Atlantic County Board of Chosen Freeholders*

Member Name	Affiliation
Alan Beatty	Shore Medical Center
Daniel Brown	Atlantic City Rescue Mission
Tanya Cain	Atlantic City School District
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
Spencer Hamilton	Shore Green Energy, LLC
Kenneth Harrison	South Jersey Industries
Ellen Hohmann	Innovative Leadership of Delaware Valley
Daniel Kelly	Community Quest, Inc.
Joseph Kelly	Atlantic City Chamber of Commerce
Rick Lovering	AtlantiCare
Stephanie Lutz-Koch	JEVS Human Services
Terri Lutz	Tropicana Entertainment, Inc.
Paul McClellan	New Jersey State Department of Labor and Workforce Development
Michelle Morales	Boys & Girls Club of America
Dr. Barbara Gaba	Atlantic Cape Community College
Riaz Rajput	Global Community Services
Eric Reynolds	Workforce Connections, LLC
Claire Sooy	AtlantiCare
Candace Titanski	NJDVRS
Kimberly Ward	NJ Casino Reinvestment Development Authority
Charles Wimberg	Atlantic City Electric
Alice Woods	United Way of Greater Philadelphia and Southern New Jersey
Kimberly Ward	NJ Casino Reinvestment Development Authority
Charles Wimberg	Atlantic City Electric
Alice Woods	United Way of Greater Philadelphia and Southern New Jersey
Marian Woodson	Atlantic County One Stop Operator

Performance 2016-2017

Final Year-End Workforce Investment Act Performance & Outcome Report

Period Covered: July 1, 2016 through June 30, 2017

Adult Program

Measure	Local WIOA Plan	Actual Results	% Local WIOA Achievement
Entered Employment Rate	75.1%	73.9%	98.4%
Employment Retention Rate	71.2%	76.3%	107.2%
Average Earnings	\$5047	\$4869	96.5%

Dislocated Worker Program

Measure	Local WIOA Plan	Actual Results	% Local WIOA Achievement
Entered Employment Rate 2 nd Quarter	78.1%	77.5%	99.3%
Employment Rate 4 th Quarter	69.5%	74.0%	106.5%
Average Earnings	\$6010	\$5656	94.1%

Youth Program

Measure	Local WIOA Plan	Actual Results	% Local WIOA Achievement
Placement Rate 2 nd Quarter	52.8%	29.8%	56.4%
Degree Attainment 4 th Quarter	57.0%	30.1%	52.9%

WIOA Levels of Service

Generated From: Performance Matters
(Includes self-service and co-enrollments)

Adults	3297
Dislocated Workers	286
Youth	196
Total	3779

WIOA Job Training Grants

Generated From America's One Stop Operation System

Adults	196
Dislocated Workers	147
Youth	14
Total	357

New Jersey Youth Corps

Enrollment	50
High School Credential	19
Employment	19
Post-Secondary Education/Training	13

ATLANTIC COUNTY WORKFORCE DEVELOPMENT BOARD
SCHEDULE OF YEAR END STATE FINANCIAL REPORT
PROGRAM YEAR 2016 (JULY 1, 2016 - JUNE 30, 2017)
MONTH ENDING: JUNE 30, 2017

WIOA GRANTS	Adult	Dislocated Worker	Youth	Total WIOA
<u>Administration</u>				
Personnel - Salary & Benefits	\$ 60,876	\$ 9,858	\$ 61,220	\$ 131,954
Operating Costs	\$ 7,043	\$ -	\$ -	\$ 7,043
<i>Total Admin Expended</i>	\$ 67,919	\$ 9,858	\$ 61,220	\$ 138,997
<u>Program</u>				
Personnel - Salary & Benefits	\$ 210,035	\$ 146,577	\$ -	\$ 356,612
Operating Costs	\$ 49,140	\$ 23,267	\$ -	\$ 72,407
Contract/Participant Services	\$ 454,784	\$ 217,200	\$ -	\$ 671,984
Needs Based Support	\$ -	\$ -	\$ -	\$ -
<i>Total Program Expended</i>	\$ 713,959	\$ 387,044	\$ -	\$ 1,101,003
WIOA TOTAL EXPENDED	\$ 781,878	\$ 396,902	\$ 61,220	\$ 1,240,000
Program Year 2016 Budget	\$ 1,053,424	\$ 1,227,388	\$ 1,212,245	\$ 3,493,057
% Expended against Budget	74.22%	32.34%	5.05%	35.50%
AVAILABLE BALANCE	\$ 271,546	\$ 830,486	\$ 1,151,025	\$ 2,253,057

WFNJ GRANTS	TANF	GA & SNAP	SNAP	Total WFNJ
<u>Administration</u>				
Personnel - Salary & Benefits	\$ 87,105	\$72,324	\$ -	\$ 159,429
Operating Costs	\$ 14,738	\$7,470	\$ -	\$ 22,208
<i>Total Admin Expended</i>	\$ 101,843	\$79,794	\$ -	\$ 181,637
<u>Program</u>				
Work Subsidies	\$ -	\$ -	\$ -	\$ -
Education & Training	\$ 510,081	\$ 239,115	\$ 216,792	\$ 965,988
Work Activities	\$ 516,791	\$ 109,828	\$ 42,236	\$ 668,855
CAVP	\$ -	\$ -	\$ -	\$ -
Case Management	\$ 323,479	\$ 277,250	\$ -	\$ 600,729
Work Verification	\$ 66,229	\$ -	\$ -	\$ 66,229
On-The-Job Training	\$ -	\$ 10,800	\$ 20,239	\$ 31,039
Needs Based Support	\$ 989	\$ 162	\$ -	\$ 1,151
<i>Total Program Expended</i>	\$ 1,417,569	\$ 637,155	\$ 279,267	\$ 2,301,801
WFNJ TOTAL EXPENDED	\$ 1,519,412	\$ 716,949	\$ 279,267	\$ 2,483,438
Program Year 2016 Budget	\$ 2,292,850	\$ 912,947	\$ 536,606	\$ 3,742,403
% Expended against Budget	66.27%	78.53%	52.04%	66.36%
AVAILABLE BALANCE	\$ 773,438	\$ 195,998	\$ 257,339	\$ 1,258,965

MISCELLANEOUS GRANTS	Budget/Award	Expended	Balance	% Expended
Workforce Learning Link	\$ 77,000	\$ 77,000	\$ -	100.00%

SmartSteps	\$ 1,605	\$ -	\$ 1,605	0.00%
Workforce Dev. Partner Prog.	\$ -	\$ -	\$ -	#DIV/0!
Atlantic City Casino NEG	\$ 4,974,750	\$ 2,192,668	\$ 2,782,082	44.08%
New Jersey Youth Corps	\$ 425,000	\$ 310,517	\$ 114,483	73.06%
Total Miscellaneous Grants	\$ 5,478,355	\$ 2,580,185	\$ 2,898,170	47.10%

ATLANTIC COUNTY PROGRAM YEAR 2016 TOTAL

	<u>Budget</u>	<u>Expended</u>	<u>Balance</u>	<u>% Expend</u>
WOIA Grants	\$ 3,493,057	\$ 1,240,000	\$ 2,253,057	35.50%
WFNJ Grants	\$ 3,742,403	\$ 2,483,438	\$ 1,258,965	66.36%
Miscellaneous Grants	\$ 5,478,355	\$ 2,580,185	\$ 2,898,170	47.10%
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Grand Total PY 2016	\$ 12,713,815	\$ 6,303,623	\$ 6,410,192	49.58%

Atlantic County Board of Freeholders

Frank D. Formica, Chairman

John W. Risley, Vice Chairman

James A. Bertino

John L. Carmen

Ernest D. Coursey

Richard R. Dase

Amy L. Gatto

Maureen Kern

Alexander C. Marino

Atlantic County Workforce Development Board

Riaz Rajput, Chair

James Drew, Vice-Chair

Joseph Kelly, Treasurer

Stephanie Koch, Secretary

Rhonda Lowery, Executive Director



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