

In the upcoming year, the Passaic County WIB will use any and all criteria established by the State Employment and Training Commission regarding skill level and competency guidelines to be used as a basis for the selection of skill training programs and competency curriculum in the local areas.

The Passaic County Annual Report has been prepared in line with SETC guidance documentation and briefly describes the key members that are driving the system, summarizes the programs that are currently being provided under the WIB's oversight, provides a profile of the populations we are serving, and describes some systemic successes/failures that will be considered in the planning process for the next funding cycle—July 1st, 2013 through June 30th, 2014.

Current Freeholder Board Members

Bruce James
Freeholder Director

Terry Duffy
Freeholder

Hector C. Lora
Freeholder



John W. Bartlett
Freeholder

Theodore O. Best, Jr.
Freeholder Deputy Director

Pat Lepore
Freeholder

Ronda Cotroneo
Freeholder

Current Workforce Investment Board Members

The Workforce Investment Board (WIB) of Passaic County is a gateway to our area's workforce development system and its One-Stop services. The WIB is a public/private partnership formed through the Workforce Investment Act of 1998, which created workforce investment boards throughout the country.

The mission of our Workforce Investment Board is to provide the leadership and direction that leverages all workforce investment resources to create a system that is built on quality standards, strong interagency cooperation, and innovative ideas so that every employer and resident has access to and benefits from the workforce programs and services needed to be successful in the workplace.

The Workforce Investment Board provides planning and coordination, which are the key principles that form the foundation of New Jersey's unified workforce investment system. This allows the workforce system to adequately respond to clients' needs within the One-Stop Career Center system. This document is one of the reports the WIB uses to monitor systemic

progress and provide a picture of service and department changes that directly affect the Workforce Development System and some areas of Economic Development.

The Passaic County One-Stop Career Center is an Equal Opportunity Employer with Equal Opportunity Programs. Auxiliary aids and services are available upon request to individuals with special needs.

Below please find a summary of the current Workforce Investment Board members in office who have been voted in through the procedures outlined in the WIB bylaws. They are:

<p>Hon. Bruce James, Freeholder Director Passaic County Board of Chosen Freeholders</p>	<p>Yvonne Zuidema, President United Way of Passaic County</p>	<p>Rev. Randall Lassiter, Senior Pastor Greater Faith Church of the Abundance</p>
<p>Rick Allen Smiley, Director Workforce Investment Board of Passaic County</p>	<p>Everton Scott, (WIB Chair) Regional Public Affairs Manager PSE&G</p>	<p>Dr. Steven Rose, President Passaic County Community College</p>
<p>Bernadette Tiernan, Executive Director William Paterson University</p>	<p>Mark Schiffer, Director Passaic County Board of Social Services</p>	<p>Diana Lobosco, Superintendent Passaic County Technical Institute</p>
<p>Deborah Hoffman, Director Economic Development County of Passaic</p>	<p>Pamela Owen, Esq., Director Passaic County Department of Human Services</p>	<p>Lawrence Ghiorse, Claims Supervisor II NJLWD- Unemployment Insurance</p>
<p>Harvey Nutter, Executive Director Greater Paterson OIC</p>	<p>Maria Magda, Executive Director Hispanic Multipurpose Center</p>	<p>Kenneth Morris, Jr. Director, Government and Community Affairs St. Joseph's Regional Medical Center</p>
<p>Jamie Dykes II, President Greater Paterson Chamber of Commerce</p>	<p>Alan Concha, Vice-President/Director HoHoKus School of Trade and Technical Services</p>	<p>Alexis Barry, Director of Services Home Care Options</p>
<p>Julia McGovern, Vice President Human Resources Chilton Memorial Hospital</p>	<p>Mark Bocchieri, Director of External Affairs Verizon Communications, Inc.</p>	<p>Tarona Lee, President TLL Human Resources, LLC</p>

Summary of Programs and Activities Related to Workforce Development

Under the oversight of the Chosen Board of Freeholders and the Workforce Investment Board the following programs are being offered to Passaic County citizens through various State and local funding sources.

For Employers & Job Seekers

1. State Labor Demand Statistics and County Programs, Resources, and Data

- a. **Labor Market Information** - This information is provided by the New Jersey State Department of Labor and all activities funded with Department of Labor funds must be in line with New Jersey State Labor Demand Statistics.

LWD Statewide Job Openings Statistics—for July 1, 2012 through June 30, 2013.

<u>Occupation</u>	<u>Openings</u>
Professional, Scieintific and Technikcal Services	21,490
Retail Trade	20,840
Admin. & Support, Waste Mgt. & Remediation	16,527
Transportation and Warehousing	9,808
Healthcare & Social Assistance	8,673
Manufacturing	4,106
Finance & Insurance	3,907
Information	3,318
Accomodation and Food Services Finance & Insurance	3,035
Other Services	3,019
Construction	2,316
Wholesale Trade	1,995
Arts, Entertainment & Recreation	1,197
Educational Services	990
Agriculture, Forestry, Fishing, Hunting	727
Real Estate & Renta & Leasing	627
Public Administration	623
Utilities	452
Management of Companies and Enterprises	440

Mining

| 111

Total**104,201**

- b. **Orientation to the One Stop System and Services** - Clients of the Passaic County One Stop Career Center are oriented to the various services, training opportunities, and employment opportunities they are linked to. All requirements, documents, and requisite registrations are also discussed at this time.
- c. **One Stop Assisted Job Placement Services** - One Stop Assisted Job Placement Services involve the use of One Stop resources in the form of computers and written resources, as well as staff assistance to secure job leads and job matching. In addition, clients are provided access to telephone and fax machines as needed for their job search. Through various websites and State data bases, employers and job seekers receive job matching services for follow-up by the customers.
- d. **Business Resource Center Services** - The Passaic County Business Resource Centers helps to match County businesses with business incentives that help them identify local talent, access training funds for new hires or incumbent workers, and/or other business incentives designed to help employers grow and hire Passaic County residents.
- e. **Remedial Education at the One Stop Career Center - ESL/ABE/GED** - The Passaic County One Stop provides remedial instruction in classroom training for various populations at the 200 Memorial Drive location, where the Passaic County Community College is also located.
- f. **Self-Directed Job Search Services** - At the Passaic County One Stop, self-directed job search includes access to specifically designated computers, telephones, and fax machines. We also provide space for businesses to interview clients for the job related meetings to occur.
- g. **Career Counseling, Vocational Assessment, Testing, & Evaluation** - Through various One Stop programs, the Passaic County One Stop offers Vocational Assessment in the form of tests, interviews, evaluations, and career counseling

in the form of counselor interactions with One Stop staff.

- h. **Community Organizations/Sub-Contracted Training Provider Services (Pending Awards)** - At this time, the WFNJ Open and Fair Request for Proposal Process is underway. The WFNJ operations, being overseen by the Passaic County Board of Social Services, is creating a new performance-based contracting system for providers who are serving the TANF and GA populations. The system has not yet been finalized and the process to secure training providers has not started.
- i. **Passaic County Community College** - Through funding from the County, the Passaic County Community College provides some remediation and vocational training to the WFNJ population.
- j. **Passaic County Board of Social Services** - Through County funding, the Passaic County Board of Social Services provides WFNJ-based Work Activities to the TANF and GA population.
- k. **Vocational Training Referrals to Qualified Providers** - Due to significant changes in the current system; the WFNJ service providers have not yet been selected. Private Vocational School providers are certified by the New Jersey State Training Evaluation Unit and receive referrals from the One Stop under WIA funding or ITA funding.
- l. **Youth Services** - Youth at the One Stop are provided access to the resources of the One Stop and also houses the staff and resources in charge of the Passaic County Summer Youth Employment Program. The program successfully services over 300 youth annually.
- m. **Services for Special Populations** - Special Populations include Veterans, Out of School youth, and other populations that are outlined by the State, County, or specialized funding sources (e.g., - Recovery4Jersey, National Emergency Grants, etc.)
- n. **Multi-Lingual Staff Assistance** - The One Stop currently provides their services in several languages. For more information on which languages are available, please call the One Stop Career Center or visit the website—as staff availability may limit the alternative languages that clients can receive services in.

- o. **Referrals to Community Resources** - The One Stop provides referrals to community services or other County services not directly provided out of the One Stop, co-located at the Passaic County Community College.
- p. **Computer Instruction** - The Passaic County One Stop also provides basic computer instruction for business related applications. The Community College may also provide periodic trainings through the One Stop for community and business benefit.

Summary of Workforce Development Systemic Successes/Failures

SUMMARY OF SYSTEMIC SUCCESSES

1. Met and exceeded performance benchmarks under WIA/Wagner-Peyser Funding

New Jersey Department of Labor and Workforce Development

Program Year 2012 Workforce Investment Act (WIA) Title IB Summary

Passaic

Total Participants Served	
Adults - Total	5,522
Adults - Excluding Self-Service Only	394
Dislocated Workers	330
Youth	513
TOTAL Served	6,365

Overall Performance	
Exceeded	9
Met	0
Not Met	0

Total Exiters	
Adults - Total	5,338
Adults - Excluding Self-Service Only	93
Dislocated Workers	117
Youth	28
TOTAL Exiters	5,483

Adults	Negotiated	Actual	% of Goal	Results
Entered Employment Rate	80.9%	93.2%	115.2%	E
Retention Rate	76.3%	90.4%	118.5%	E
Average 6 Month Earnings	\$10,244.00	\$12,830.00	125.2%	E

Dislocated Workers	Negotiated	Actual	% of Goal	Results
Entered Employment Rate	85.2%	97.1%	114.0%	E
Retention Rate	75.8%	92.3%	121.8%	E
Average 6 Month Earnings	\$14,989.00	\$17,721.00	118.2%	E

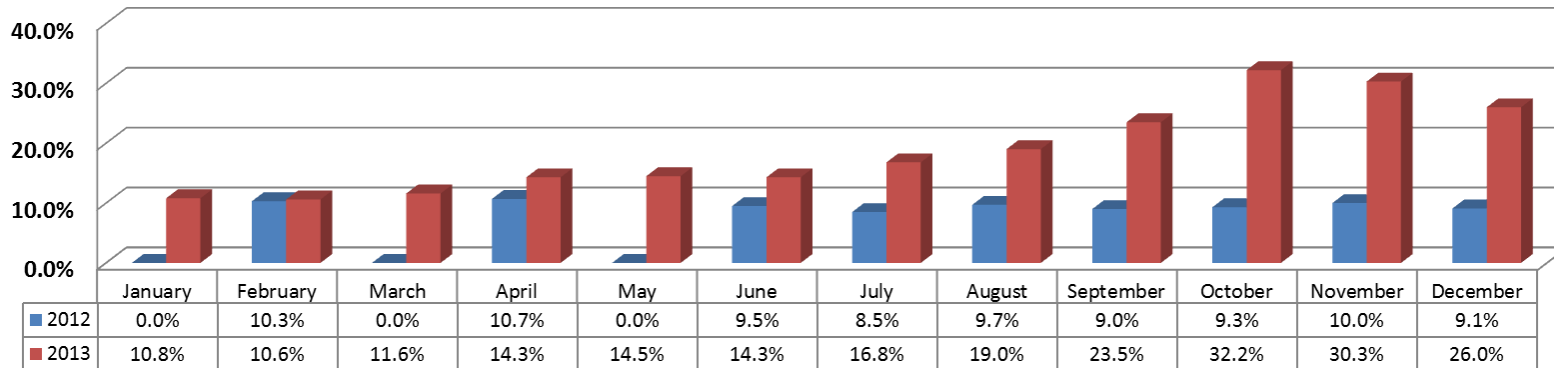
Youth	Negotiated	Actual	% of Goal	Results
Youth Placement	59.0%	67.9%	115.1%	E
Youth Degree Attainment	59.0%	90.5%	153.4%	E
Literacy/Numeracy	45.0%	45.5%	101.1%	E

2. WorkFirst New Jersey “Participation Rate Requirement” and Adoption of Performance-Based Service Provider Contracts and RFP Document

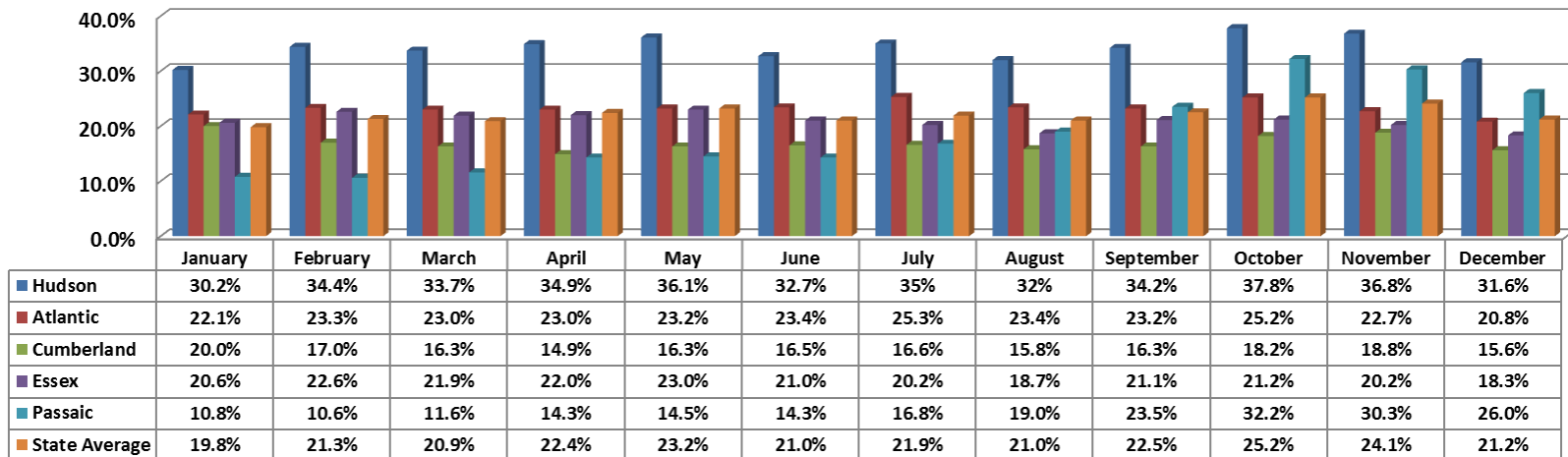
Through the colocation of One Stop Staff and significant changes to the Board of Social Services Standard Operating Procedures (SOP) related to the participation rate, the “participation rate” increased significantly from 9.1% in December of 2012. By June of 2013, the participation rate had already increased to 14.3 percent and has maintained a steady increase since the oversight of the One Stop Career Center was granted to the Passaic County Board of Social Services.

In addition to the “participation rate” metric, the County and Workforce Development partners implemented their first “performance-based” contracting system that emphasizes the engagement of clients in a work activity and provides more occupational training alternatives for Passaic County WFNJ clients. The process was initiated mid-year and contracts are not yet awarded to vendors. The new process should increase the number of interested vendors and should attract several new vendors to the County, leading to increased client choice and service provider accountability. Below please find calendar year comparison of Passaic County’s 2012/2013 performance comparison and a comparison of the participation rates for the 5 counties with the biggest caseloads. Comparing these counties is important because counties with larger caseloads affect the State’s participation rate more significantly. Passaic is considered one of the “Big Five”.

2012/2013 TANF PARTICIPATION RATE COMPARISON PASSAIC COUNTY



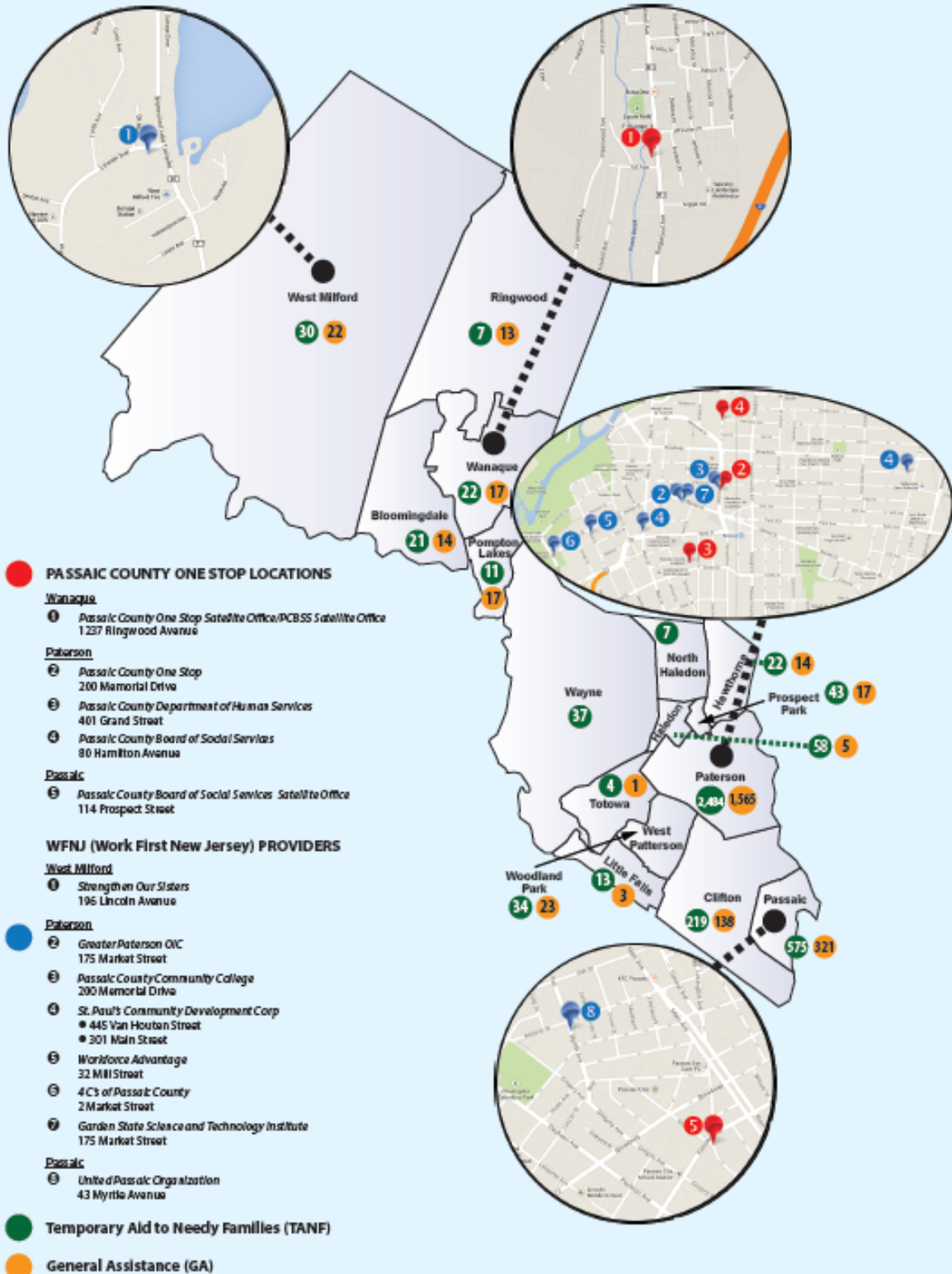
2013 TANF PARTICIPATION RATE COMPARISON WITH COUNTIES



3. Repurpose Transportation Funds for Department of Human Services TANF Shuttle Services

Through close collaboration with the New Jersey State Division of Family Development, the Passaic County Department of Human Services underwent an audit of Services and TANF transportation needs. Through existing coordination and the establishment of an Oversight Committee, the Department of Human Services has coordinated with the Passaic County Board of Social Services and the WIB to begin to reimagine this service after the State Division of Family Development requested a justification of the existing services. Although it is still in the planning phase, the shuttle service will serve a “One Stop Campus Model” and provide transportation to clients in need of transportation services that connect the various One Stop Partners and Sub-Contracted training vendors. Due to the slow development of the WFNJ RFP, the shuttle service fixed routes are still under development, but are available for job fairs and other special events related to employment and training for TANF clients under prior year’s transportation funding. Attached is a preliminary planning map that shows the One Stop campus and the County’s initial plan to leverage resources and other relevant funding to create a shuttle that first serves the TANF population and subsequently other Passaic County citizens for improved service delivery and employment opportunities. The map also includes the distribution of the TANF and GA population, by municipality, for future planning.

PASSAIC COUNTY WFNJ VENDORS AND ONE STOP CAMPUS



SUMMARY OF AREAS THAT NEED IMPROVEMENT

1. Additional Planning to expand existing WFNJ Training Providers and Client Options for Work Activities

Due to a vacancy created by the former One Stop operator at the Passaic County One Stop Career Center, temporary administrative oversight was proposed and approved by the Passaic County Board of Trustees and granted to the Passaic County Board of Social Services. The oversight agreement and the steps immediately following delayed the Request for Proposal Planning Process for WFNJ funds. In addition to late contract awards to service providers, an over emphasis on WFNJ activity has led to limited development on other One Stop services (e.g., - WIA, State Programs located at the One Stop, etc.)

2. Additional Planning needed for New Bus Route that Connects “One Stop Campus Model” and supports TANF Work Activities and Supports Employment Activities

Due to similar planning challenges surrounding establishing leadership over the One Stop Career Center, discussing TANF transportation needs, and the delay in awarding contracts, a finalized transportation plan could not be completed. However, through communications between the partners, and with the State, the Passaic County Department of Human Services is in the process of finalizing their corrective action plan and formalizing a referral process that will connect TANF clients - needing to get around the new One Stop Campus during mid-day hours or in the process of being sanctioned - to continue their engagement in their Work Activity. We are currently working with DFD to expand the existing services and secure an approval from the New Jersey State Division of Family Development.

3. Additional Planning required to help coordinate services, referrals, and meet the 50% participation rate requirement for the County

Although the participation rate is also listed in the “successes” section of this report, the participation rate was not reached and Passaic County is still having some difficulties reaching the participation rate, providing occupational services that produce employment, and; thus, expending WFNJ funds at the level of funding they are receiving. This issue is being reviewed and discussed at the monthly Oversight

Committee meetings and our current short-term goal is to support the system in any way possible to exceed the State average.

4. Additional outreach and development must be done to increase WIB Membership to adhere to SETC Recertification of all County WIB's

Currently, WIB membership from private sector businesses did not reach the required 51%. As the recertification process continues to be completed, the membership and missing documents will be secured and submitted to the SETC for final review and approval in the new funding cycle.

Profile of Existing Populations for Future Funding Recommendations

Snap Shot of General Statistics for Passaic County

(2012 Estimates United States Census Bureau, Federal Reserve Economic Data, NJ.com)

Indicator	Value
Population	502,885
Median Household Income	\$56,299
Per Capita Income	\$43,209
Poverty Rate (all people)	37.1%
Unemployment Rate	9.4%
Number In Labor Force	250,798/64.6%
High School Graduates	112, 675/34.9%
Bachelor's Degrees	56,071/17.4%
Graduate or Professional Degree	25,978/8%

Snapshot of WorkFirst New Jersey Services Provided in Passaic County*WorkFirst New Jersey Statistic from November 2012- New Jersey State Department of Human Services- DFD Statistical Report*

November 2012	TANF Families	Child Only Cases	Added	Closed				
	4876	746	277	172				
	Food Stamps	Adults	Child	Total				
		48327	50686	99013				
	Emergency Assistance	WFNJ/EA Families	Chg from '09	Temp Rent Assist	Motel Housing	Emergency Shelter	Other	SSI Receiving EA
		766	-0.304	613	19	30	188	143
	GA	Employable	Chg from '09	Unemployable	Chg from '09	Total	Chg from '09	
		2706	-0.173	1468	0.066	4174	-0.102	
	WFNJ	CWEP	Training	Job Search				
		441	469	55				