



BergenWiB
BUILDING STRONGER BUSINESSES AND CAREERS

ANNUAL REPORT: Results Achieved for 2011-2012

INSIDE THIS REPORT

| | |
|---|----------|
| TOP ACCOMPLISHMENTS FOR 2011-2012 | 1 |
| FROM THE DIRECTOR'S DESK | 2 |
| WHAT WE DO | 3 |
| BERGEN COUNTY DEMOGRAPHICS AND LABOR MARKET REPORT | 4 |
| SERVICES FOR EMPLOYERS | 5 |
| SERVICES FOR JOB SEEKERS | 6 |
| WIB 2011-2012 FINANCIALS | 7 |
| ACKNOWLEDGEMENTS | 8 |

BergenWIB

BUILDING STRONGER BUSINESSES AND CAREERS

Bergen County Workforce Investment Board
25 Rockwood Place, Suite 205, Englewood NJ 07631
Telephone: (201) 343-8830
Fax: (201) 996-6975

www.bergenWIB.org





James Black,
Chairman of the Board

“We have put together a talented board and an effective leadership team. We have defined roles and responsibilities and developed a set of objectives aimed at delivering high-quality services to the employers and residents of Bergen County. They should expect no less. We should deliver no less.”

TOP ACCOMPLISHMENTS FOR 2011-2012

This year, in addition to developing and implementing some of the most productive programs in our organization’s history, we focused on bringing “Bergen County Talent to Bergen County Opportunity.”

To start, we recruited capable, professional board members and staff who have taken leadership of key committees and are providing innovative solutions to deal with the difficult economy. We have the right people in the right seats at the right time.

The WIB Board is managed by eight committees: Executive, Financial, Business/Economic Development, One-Stop, Marketing, Youth, Literacy, and Disability. All play an important part in providing service to Bergen employers and residents and are led by highly competent managers from the private sector. Because of space limitations, this report will cover the accomplishments of three committees.

- **The Business/Economic Development Committee** worked with the Bergen County Executive, Business and Economic Development Corporation and Small Business Development Center to develop “Outward Bound,” a multi-dimensional business outreach initiative. One of the resulting programs includes field contact with existing Bergen County employers to determine their hiring needs and to help manage and grow their companies. These agencies also introduce new businesses to services available from the County and the State.
- **The One-Stop Committee** is actively working to transform the One-Stop Career Center from a “processing center” to a full “re-employment center.” Our courageous committee Chair and One-Stop Director are leading an extensive evaluation of all Center processes in order to create a system fully responsive to the skill needs of Bergen residents and businesses. Changing the culture and existing practices at the Center will take hard work and require cooperation from employees and management, but we know this is necessary to help get more people back to work.
- **The Marketing Committee** and a creative WIB staff have developed and implemented a dynamic new Website, monthly marketing communications and press releases, employment success stories, a branding program, a brochure, a press kit, and this Annual Report. Our board was so impressed with their program we suggested that the State Employment and Training Commission consider it as a “best practice.”

We have put together a talented board and an effective leadership team. We have defined roles and responsibilities and developed a set of objectives aimed at delivering high-quality services to the employers and residents of Bergen County. They should expect no less. We should deliver no less. My thanks to everyone who made these achievements possible.

FROM THE DIRECTOR'S DESK

The backbone of the Bergen WIB lies with membership and staff. Our biggest accomplishment this year was reinforcing our foundation through leadership of our private-sector committee chairs. Together, we developed a shared vision with achievable goals, resulting in transformational changes to a complex service delivery system. Our collective efforts will shape our strategic plan and become the cornerstone of the Board's work.

Working together this year we provided:

- **Business Outreach.** The Business Development Committee recruited a broad coalition of members, retooling how all stakeholders work together. Key services were identified to help businesses in hiring efforts and ways to communicate these services.
- **Marketing.** Our Marketing Committee implemented a robust branding and marketing campaign to deliver a consistent message about services and successes. A redeveloped website was launched in April, providing a single access point for workforce information and resources.
- **Funding Streams and Service Delivery.** The One-Stop Committee, together with the One-Stop Career Center, constructed a major review to develop data-driven performance criteria. Streamlined operating procedures resulted in greater accountability and more job placements.
- **Youth.** The Youth Investment Council developed a shared vision with the State Employment and Training Commission, and partnered with the NJ Chamber of Commerce Foundation's "Learn Do Earn" program to prepare youth for success in both higher education and the workplace.
- **Human Services.** Collaboration with the Housing, Health, and Human Services Center developed a pilot program focused on a single-point-of-contact model. This provided individual guidance for homeless, work-ready clients seeking sustainable employment while rebuilding self-esteem. Working with the faith-based community, the same model helped parolees transition back into the community and workforce.
- **Literacy.** According to many studies, one in five adults in Bergen County is functionally illiterate, resulting in additional costs for businesses to provide remedial employee training, and making the search for competent workers more difficult. The Literacy Committee is spearheading a business-led focus group to identify challenges of functional literacy in the workplace and develop solutions.
- **Technology.** The acquisition of a \$5 million H-1B Technical Skills Training Grant will keep 2,000 jobs in Northern New Jersey, while preparing 420 unemployed job seekers for jobs in the technology and science sector.

Our ongoing efforts will continue to address workforce skill gaps, support increased training opportunities, assist businesses with hiring needs, and streamline resource delivery.



Tammy Molinelli,
Executive Director

“Together, we developed a shared vision with achievable goals, resulting in transformational changes to a complex service delivery system.”



WHAT WE DO

The Bergen WIB is dedicated to supporting workforce development by connecting Bergen County residents to jobs and ensuring that employers have the skilled workers they need to grow, compete, and prosper. Board members are appointed by the County Executive with the advice and consent of the Bergen County Board of Freeholders. The Bergen WIB is one of 17 WIBs in New Jersey and one of 550+ WIBs in the United States. All WIBs are mandated by federal law (the Workforce Investment Act) to monitor spending and programs at a One-Stop Career Center that assists in recruiting and training employees and job seekers.

FOR EMPLOYERS

The Bergen WIB, working with the One-Stop Career Center and other organizations, helps employers find and hire qualified workers. Employers access the County's talent pool through the Business Resource Center (BRC) at the One-Stop Career Center, 60 State Street in Hackensack. The WIB also acts as a liaison between the New Jersey Department of Labor and Workforce Development (LWD) and local businesses, connecting them to education and training for current ("incumbent") and future workers seeking highly skilled jobs. The WIB connects employers to vital services, such as incentives and training grants, tax credits, on-the-job training for workers, and other business-related services.

FOR JOB SEEKERS

The Bergen WIB helps job seekers find jobs and careers. The One-Stop Career Center provides dozens of employment resources, most of which are free of charge. Special programs are available to assist job seekers of all ages, independent of their socioeconomic backgrounds or challenges to employment.

FOR THE COMMUNITY

The Bergen WIB envisions a thriving regional economy. We are not alone. We have partners in this effort—community, faith-based, and government organizations with which we are collaborating to create and support initiatives that tackle our most pervasive human capital challenges. We focus on youth, veterans, the disabled, and individuals seeking re-employment and re-entry into the workforce.

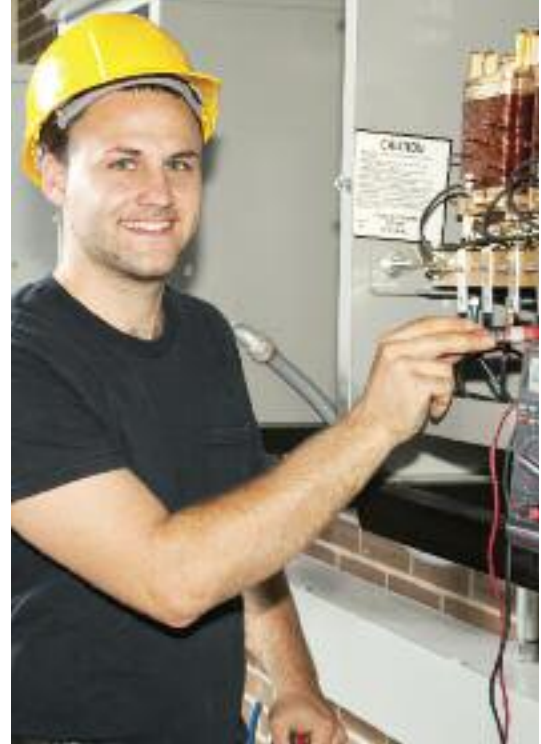
BENEFITS FOR BERGEN COUNTY

- **Contributed Services:** WIB business and community leaders contribute thousands of hours of in-kind services every year, saving the County tens of thousands of dollars in consulting fees.
- **Revenue:** In 2012, nearly \$7 million in WIA federal funds was allocated for One-Stop training programs to meet the needs of Bergen County residents and employers.
- **Grants:** Nearly \$40 million in grants has been awarded over the past 9 years to train Bergen County residents. The Bergen WIB has taken a leadership role in securing these grants.
- **Transparency & Accountability:** The One-Stop Career Center is audited regularly by state, federal, and independent auditors. The Bergen WIB has consistently met or exceeded all 9 federally mandated performance metrics.
- **New Technology:** The Bergen WIB played a key advisory role in the early stages of New Jersey's new job-matching technology, Jobs4Jersey.com. As of April 29, 2012, over 5,000 Bergen County residents have registered.

BERGEN COUNTY DEMOGRAPHICS AND LABOR MARKET REPORT

Located in the northeast corner of New Jersey, bordering New York State, Bergen County is the most populous county in New Jersey with 905,116 residents, an increase of 20,998 (2.4%) from the 884,118 enumerated in the 2000 Census. The County is part of the New York City metropolitan area; approximately 70,000 residents commute to Manhattan each day, using public rail and bus transportation. The Bureau of Economic Analysis ranked Bergen as having the 20th highest per capita income of all 3,113 counties in the United States (and the 4th highest in New Jersey) as of 2009.

Although Bergen has had the lowest county tax rate in the State since 1990, many business leaders are worried that the State's tax structure is keeping companies from expanding in New Jersey. The Workforce Investment Board is working closely with local and State economic development officials to maximize incentives so that businesses will locate in Bergen County, increase their workforce, and prosper.



GENERAL STATISTICS FOR BERGEN COUNTY

| | | |
|---|-----------------|-------------|
| Population 2010 | 905,116 | |
| <i>Source: 2010 Census</i> | | |
| Median Household Income 2011 | \$79,272 | |
| <i>Source: 2011 American Community Survey</i> | | |
| Per Capita Income | \$41,620 | |
| <i>Source: 2011 American Community Survey</i> | | |
| Unemployment Rate 2011 | 37,900 | 7.9% |
| Unemployment Rate as of Aug 2012 | 40,500 | 8.4% |
| <i>Source: NJDOL</i> | | |
| Number in Labor Force 2011 | 479,100 | |
| Labor Force as of August 2012 | 480,200 | |
| <i>Source: NJDOL</i> | | |

2011 EDUCATION ATTAINMENT

| | |
|---------------------------------|-------|
| HS Graduates | 24.4% |
| Bachelor's Degree | 29.1% |
| Graduate or Professional Degree | 17.0% |

Source: American Community Survey

GROWTH INDUSTRIES

Health Care and Social Assistance
Accommodation and Food Service
Professional, Scientific and Technical Services

Source: NJDOL & Workforce Development

TOP INDUSTRIES 2011

| INDUSTRY | EMPLOYMENT | % |
|--|------------|-------|
| Educational Services/ Health Care/Social Assistance | 107,915 | 24.2% |
| Prof/Science/Management/ Admin/Waste Management | 63,365 | 14.2% |
| Retail Trade | 43,915 | 9.8% |
| Fin/Insurance/RE/Rent/Lease | 43,183 | 9.7% |
| Manufacturing | 39,799 | 8.9% |
| Arts/Entertainment/Rec/ Accom/Food Services | 33,799 | 7.6% |
| Other services, except public admin | 23,331 | 5.2% |
| Construction | 20,761 | 4.7% |
| Transportation/Warehouse/ Utilities | 21,158 | 4.7% |
| Wholesale Trade | 19,810 | 4.4% |
| Information | 14,893 | 3.3% |
| Public Administration | 13,478 | 3.0% |
| Agricultural/Forest/Fish/ Hunt/Mining | 448 | 0.1% |

Source: 2011 American Community Survey



SERVICES FOR EMPLOYERS

The Bergen County One-Stop Center (BCOS) has programs to assist employers in identifying qualified candidates to fill open positions in their companies. Employers who work with the BCOS, Business Resource Center (BRC) will receive assistance in posting an open position, scheduling a positive recruitment (interviews), providing interview/meeting space, and coordinating a variety of training programs.

Through the Division of Vocational Rehabilitation Services (DVRS) employers are provided assistance in meeting the needs of newly employed disabled employees. A veteran's representative is located in the BCOS and is able to assist employers in identifying qualified veterans ready to return to the workforce. When an employer decides to hire a new employee from the BCOS, the employer could qualify for reimbursement, up to 50%, of the new employee's wages during the initial On the Job Training (OJT) period. These services are provided at no cost to the employer.

PROGRAM OUTCOMES

TOP 10 EMPLOYERS: Bergen Business Resource Center

| | |
|-----|--------------------------------------|
| 1. | Pop-A-Lock® Locksmith Services |
| 2. | Macy's® |
| 3. | Mt. Pleasant Ice Cream Company |
| 4. | Next Day Flyers® |
| 5. | Happy Planet Child Day Care Center |
| 6. | J. Josephson, Inc. |
| 7. | SELCO Associates, LLC |
| 8. | W.B. Mason |
| 9. | NJ TRANSIT |
| 10. | Triangle Manufacturing Company, Inc. |

Business Services 2011-2012:

- Employee Search Assistance
- Hiring Programs
- Skills Training Programs
- Employer-Benefit Programs
- Labor Market Information
- Funding for Training

SUCCESS STORY *Pop-A-Lock® Locksmith Services*

Pop-A-Lock® Locksmith Services was founded in 1991 when local law enforcement agents in Lafayette, Louisiana, recognized the need for a car locksmith in their community. Since then, Pop-A-Lock has grown to become the largest professional locksmith franchise in the country, providing 24-hour locksmith service to over 4,500 cities across the United States and Canada. Tom and Charlotte Williams' franchise in Ringwood, New Jersey, serves Bergen County.

CHALLENGE:

Like most Pop-A-Lock franchise owners, Tom and Charlotte Williams don't have the luxury of one central office location to use for recruitment or training meetings with employees. When they first started the company, they met applicants in a diner or fast-food restaurant. They needed a more professional setting for these functions.

SOLUTION:

Since they started their franchise, the Business Resource Center (BRC) at the One-Stop Career Center has been providing a place for them to hold recruitments, conduct meetings with employees, and review performance in a professional setting. The Williams' franchise recently celebrated its seventh anniversary, and the owners believe the BRC has been an integral part of their success.

SERVICES FOR JOB SEEKERS

Because the Bergen WIB is composed of private- and public-sector leaders from business, education, labor, community and faith-based organizations, and government, we are uniquely positioned to help connect job seekers to jobs. The One-Stop Career Center provides dozens of employment resources for job seekers, most of which are free of charge. Special programs are available to assist with re-employment of all types—whether an individual has a disability, needs literacy services, is a veteran, has been laid off, or is on welfare.

In 2011-2012, we entered into On-The-Job-Training (OJT) agreements with Crestron Electronics, placing several full-time individuals in the company. As we move forward, OJT will continue to be our goal—securing long-term employment with a variety of companies. This focus is a win/win for employers, for job seekers, and for all who reside in Bergen County.



PROGRAM OUTCOMES

FISCAL YEAR 2011-2012

| PROGRAM | TOTAL ENROLLED | OUTCOMES |
|-------------------------|----------------|---|
| Workforce Learning Link | 76 | Upgrades: 32* GEDs Received: 13 College/Training: 41** Job Placed: 2 |
| Youth | 102 | GEDs Received: 57 Educational Upgrades: 52 College/Training: 45 |
| Disabilities | 631 | Obtained Employment: 227 |

*Improved their level allowing them to enter training, enter or sit for the GED, and seek employment

**Left the program for vocational training or to enter a college program

Job Seeker Services 2011-2012:

- Job Search Assistance
- Free Office Resources
- Resource Library
- Support Services
- Career Assistance
- Training

SUCCESS STORY

Disability Employment Initiative

Frank G. is one of the first clients to participate in the Bergen One-Stop Career Center's newest project, the Disability Employment Initiative (DEI). Frank had spent his entire life employed as an accounts receivable and collections specialist at various corporations and credit and collection companies.

CHALLENGE:

After suffering a stroke in 2008, Frank was unable to return to work full-time. However, after four years, he was now anxious and ready to become involved in the world of work again. He wanted to find meaningful projects that would assist him to remain active and involved, to help others, and still be able to help supplement his family's income.

SOLUTION:

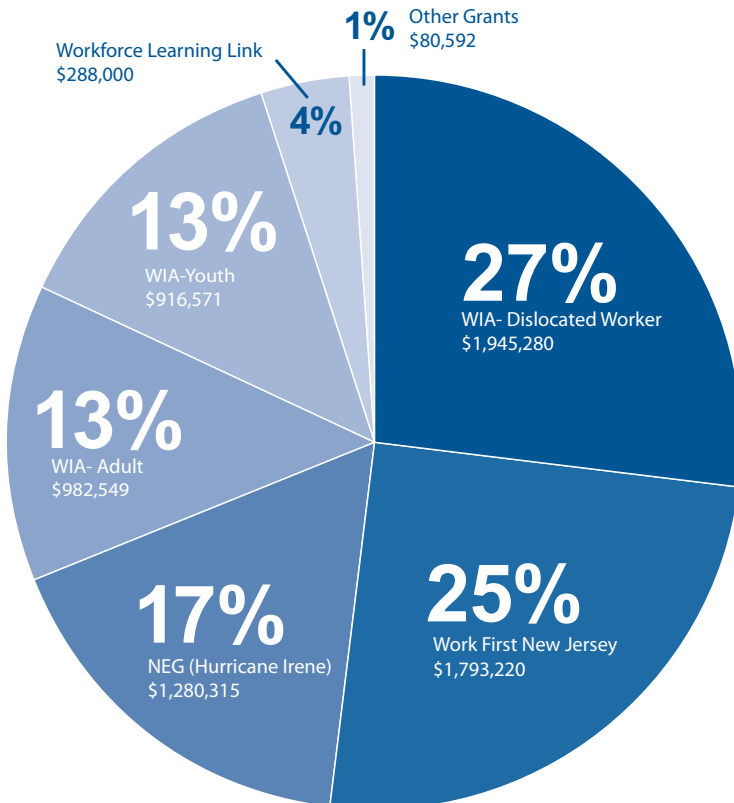
Frank's experience with the DEI Coordinator and the Employment Services Interviewer provided him a seamless coordination of services that assisted him in identifying his new interests, creating a new resume, and providing support for his job search strategies. In September, Frank successfully found a job as a part-time driver for the Developmental Disabilities Association of NJ. This position became the perfect match for Frank's abilities and his generous and kind personality. In addition, guidance and support were provided to Frank throughout his contacts with the Social Security office to ensure his benefits were not impacted. Not only was Frank our first DEI customer to find employment, but he is an inspiration to all of us as he serves others in return.



WIB 2011-2012 FINANCIALS

BERGEN WIB FUNDING

The Bergen WIB is funded primarily by the federal Workforce Investment Act of 1998 (WIA) and is mandated by federal law to monitor spending and programs at a One-Stop Career Center that assists in recruiting and training employees and job seekers. Bergen County received an allocation of \$7.2 million in WIA and National Emergency Grant (NEG) funds. The funds included \$1.9 million for Dislocated Worker programs; \$1.7 million for Work First New Jersey programs; \$982,549 for Adult programs; \$916,575 for Youth programs, and \$288,000 for Workforce Learning Link programs. In addition to WIA funds, the Bergen WIB applied for and received over \$80,000 in competitive grant funds, bringing the FY2011-2012 available funds to \$7,286,527.



FUNDING BY SOURCE

| FISCAL YEAR 2011-2012 | |
|-------------------------|-----------------------|
| WIA- Dislocated Worker | \$1,945,280.00 |
| Work First New Jersey | \$1,793,220.00 |
| NEG (Hurricane Irene) | \$1,280,315.00 |
| WIA- Adult | \$982,549.00 |
| WIA- Youth | \$916,571.00 |
| Workforce Learning Link | \$288,000.00 |
| Other Grants | \$80,592.00 |
| TOTAL | \$7,286,527.00 |

ACKNOWLEDGEMENTS

BOARD MEMBERS:

Gina Bizzarro, DuPont*

Steven Blumenthal, MBAF Certified Public Accountants

Jerry Calabrese, NJ Department of Labor and Workforce Development (Division of Vocational Rehabilitation)

Dominick D'Agosta, Freedom Bank*

Dr. Allan DeGiulio, Bergen County Community Action Partnership, Inc.

Vincent D'Elia, Bergen Small Business Development Center

Etta Denk, Bank of America

Martin Devaney, Crestron Electronics, Inc.

Thomas Eastwick, Ho-Ho-Kus Schools, Eastwick Education

Ellen Elias, Center for Alcohol and Drug Resources

Cynthia Forster, North Jersey Media Group

Deborah Fredricks, Fairleigh Dickinson University*

Lori Friedman, Goodwill Industries of Greater NY and Northern NJ, Inc.

Robert Gilmartin, Department of Education

Patrice Goldfarb, Employee Benefits Advisors Group*

Walter Hecht, Educational Consultant

Jayne Jacobson, SCORE Bergen

Greg Janz, Bergen County One-Stop Career Center

Marcia Karrow, NJ Meadowlands Commission

Jim Kirkos, Meadowlands Regional Chamber of Commerce

Tedd Kochman, Littler Mendelson, P.C.

Janice Lavin, Bergen County Board of Social Services

Dr. Howard Lerner, Superintendent of Schools, Bergen County Technical Schools and Special Services

Jane Linter, Bergen County Department of Human Services

Robert Loderstedt, New Jersey Manufacturing Extension Program, Inc. (NJMEP)*

Jackie Lue Raia, NJ Sharing Network

Charles Mattson, I.B.E.W. Local Union 164

Dr. Ronald Milon, Bergen Community College

Corethia Oates, Morgan Stanley, Smith Barney

Julia Orlando, Bergen County Housing, Health and Human Services Center

Ketul Patel, Hackensack University Medical Center*

Maggie Peters, Bergen County Economic Development Corporation*

Ellen Stein, RE/MAX Elite Associates & Resource Authority L.L.C.*

Jim Thebery, Bergen County Department of Human Services – Disability Services

Thomas Toronto, United Way of Bergen County

Steven Valvano, SGS North America Inc.*

Kathy Walsh, ARC of Bergen/Passaic

Dr. B. Kaye Walter, Bergen Community College

Paula Wills, NJ Department of Labor and Workforce Development (Employment Services)

**Pending County appointment approval*

ELECTED OFFICIALS:

Kathleen A. Donovan,
Chief Elected Official,
Bergen County Executive

Robert Hermansen,
Freeholder, WIB Liaison

Maura DeNicola, Freeholder

John Driscoll, Jr., Freeholder

John Felice, Freeholder

David Ganz, Freeholder

John Mitchell, Freeholder

Joan Voss, Freeholder

COMMITTEE CHAIRS:

James Black,
Entel Systems, Inc.
*Chairman of the Board and
Executive Committee*

Randall Guthrie,
Advanced Technologies and Services, Inc.
Vice Chairman of the Board

George Charne,
Hunter Group
*Chair Finance Committee**

Dr. Annette Freund, Freund Associates
Technical Communication
Chair Marketing Committee

Walter Hecht, Educational Consultant
Chair Literacy Committee

Shannon Lazare,
J.P. Morgan Chase Bank
*Chair Youth Investment Council**

Dimitri Miaoulis, Baroan Technologies
Chair One-Stop Committee

Lou Weiss, WFM Project &
Construction Assoc., L.L.C.
*Chair Business & Economic
Development Committee**

STAFF:

Tammy Molinelli, Executive Director
Carol Polack, Business Manager

BergenWIB

BUILDING STRONGER BUSINESSES AND CAREERS



Bergen County Workforce Investment Board
25 Rockwood Place, Suite 205, Englewood NJ 07631
Telephone: (201) 343-8830
Fax: (201) 996-6975

www.bergenWIB.org

Bergen County Workforce Investment Board
25 Rockwood Place, Suite 205
Englewood, NJ 07631

www.bergenWIB.org

ADDRESS CORRECTION REQUESTED



“Our job is to provide an integrated Workforce Investment System that is fully responsive to the skill needs of the residents of Bergen County and is in full alignment with the skill needs of the employers of Bergen County. Our entire organization is focused on doing just that, and I am deeply grateful for their time, dedication, and passion in doing so.”

*—Jim Black, Chairman of the Board,
Bergen WIB*

BergenWiB
BUILDING STRONGER BUSINESSES AND CAREERS