

# American Job Center Operator's Committee Meeting

Monday, May 13, 2024

**Attendees Present:** Nakaya Bligen/UCVTS, Cassandra Casella/UCVTS, Scott Kuchinsky/Plainfield Public Library, Nitya LeoGrande/Edison Job Corp, Claire Sashi/CAU, Crystal Orr/ULOUNJ, Isaias Rivera/UCNJ, Claire Sashi/CAU, Marie Alston Menot/UWGUC, Ratyeemah, Ward/HACE, Miguel Reyes/NJ DOL, Anthea Williams/NJ DOL Business Rep,

**DHS County Representatives Present:**

**DHS Office of the Director Present:** Debbie-Ann Anderson, Director/UCDHS; Karen Dinsmore, Asst. Director/UCDHS; Melissa Lespinasse, Asst. Director/UCDHS, Jeffrey Jackson/UCDHS

**American Job Center Present:** Robert Croom, Director/AJC; Nasrene Mondol, Program Administrator /AJC; Michelle Dixon/AJC

**Division of Social Services Present:** Rhonda McClain, Amedio DiCosmo, Scott Dinardo, Kendal Sears

**Division of Children and Youth Services Present:** Hawa Bonds Division Director, Latoya Bennett

**Division of Individual & Family Support Services Present:** Liz Paskewich, Asst. Dir., Navin Singh, COC Dir., Rebecca Hajje

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I. Welcome & Roll Call

The meeting was called to order by Karen Dinsmore, Assistant Director of the Department of Human Services. Roll call was taken and all attendees introduced themselves.

II. Approval of the April 15, 2024 Meeting Minutes

A motion was made to approve the minutes and 2<sup>nd</sup> by Claire Sashi. All were in favor with no abstentions.

III. Role of Operator – Recap

In our recent meeting, clarity was provided regarding the AJC Operator's role. The Director of the UC Department of Human Services, Debbie-Ann Anderson, holds this responsibility. Essentially, the Operator ensures seamless coordination of services provided by our partners, ensuring smooth operations for the AJC network.

- An interactive discussion occurred regarding the role of the Operator. It was clarified that the Workforce Development Board and the American Job Center are not the Operators. It also included the functions of each entity in the AJC network.
- Karen Dinsmore inquired about the recipients of the Workforce Development Board's MOU/IFA Agreement between the AJC Network Partners information and highlighted the MOU's objectives during the MOU Training session.
- She stressed the significance of the MOU webinars in illustrating the utilization of the system with Federal, State, and all other partners.

#### IV. AJC Network – Current Integration and Coordination

Jeffrey Jackson elaborated on the composition of the AJC Network, highlighting federally-mandated partners which is the Core group, alongside the recommended state collaborators and other service-providing entities. He emphasized the importance of collaborative efforts to pinpoint existing silos, redundancies, and inefficiencies within the service delivery framework. The aim is to seamlessly integrate services for improved effectiveness.

#### V. AJC Network Integration and Coordination Vision

- Director Anderson is actively improving marketing consolidation to enhance accessibility for our consumers.
- AJC desires to incorporate partner service needs as an option within its online client intake program.
- Miguel Reyes/NJDOL emphasized the importance of having a comprehensive calendar and agency contact information to effectively refer clients who register for assistance based on their needs, such as training and job hunting, through the employment services site.
- Youth Core aims for seamless coordination in the intake process by screening all students and conducting an in-depth intake to gather their data for forwarding referrals to other agencies upon completion or advancement to other programs.

#### VI. Next Steps

- Director Anderson emphasized the necessity of a fully integrated and coordinated network to address challenges faced by all partners, noting that a federal appropriation has been allocated to Union County for building such a system capable of linking client data across agency systems, although specific details remain uncertain. DHS will be actively involved in building the system.
- The critical importance of a unified data system in enhancing client service delivery was stressed, highlighting the significance of staff training, cross-training, outreach, recruitment, and follow-up with customers. This is important for the overall customer experience and engagement of all sectors.
- Agreement was expressed by the Committee that a fully integrated and coordinated referral and case management system will greatly benefit the well-centered American Job Center.
- Next steps include looking at sub-teams for universal intake forms, referrals, UC Works integration, collective assistance from partners with job fairs, and partner MOUs with collective data sharing and reporting.

#### VII. Adjournment

Meeting adjourned with no further discussion.

**Next Meeting: June 17, 2024 - Warinanco Sports Center in Roselle @ 8:30 a.m.**