

American Job Center Operator's Committee Meeting

Monday, October 21, 2024

Attendees Present: Ilesha Armour/NJ DOL OJT; Barbara Bagger/Literacy NJ; Patricia Banks/Plainfield Public Library; Nakaya Bligen/UCVTS; Lisa Bonanno/UCWDB; Lisa Hiscano/UCNJ Union College of Union County NJ; Valerie Kerrigan/NJ DOL (DVRs); Scott Kuchinsky/Plainfield Public Library; Marlene Loff/UCNJ Union College of Union County NJ; Ingrid Macias/NJ DOL; Miguel Reyes/NJ DOL; Claire Sashi/CAU; Tony Staynings/Edison Job Corps; Juanita Vargas/UWGUC; Anthea Williams/NJ DOL; Maritza Batista/UCNJ Union College of Union County NJ; Melody Holiday/ULOUC; Cathy Water/ULOUC; Marie Alston/UWGUC

DHS County Representatives Present:

DHS Office of the Director Present: Melissa Lespinasse, Asst. Director/UCDHS; Jeffrey Jackson, Special Projects/UCDHS

American Job Center Present: Robert Croom, Director; Nasrene Mondol, Program Administrator; Lillian Roman; Carolina Marin; Michelle Dixon

Division of Social Services Present: Rhonda McClain, Administrator; Amedio DiCosmo; Scott Dinardo, Kendall Sears; Stephanie Hodges-Johnson

Division of Children and Youth Services Present: Latoya Bennett

Division of Individual & Family Support Services Present: Elizabeth Paskewich, Asst. Director/DIFSS; Navin Singh, COC Dir.

I. Welcome & Roll Call

The meeting was called to order by Melissa Lespinasse, Asst. Director Anderson and Asst. Director Dinsmore are excused from this meeting today.

Roll call was taken by Melissa Lespinasse. She reminded all attendees to please state their names during roll call and when speaking during the meeting for the minutes.

II. Approval of the September 23, 2024 Meeting Minutes

Marlene Loff made the motion to approve the minutes and Latoya Bennett seconded that motion. A motion passed with no abstentions and/or corrections to these minutes.

III. Presentations

Melissa asked all presenters to have handouts and/or summaries available for review of services so that this information can also be added to attachments for the next meeting.

Presenters:

Robert Croom, Director/Nasrene Mondol, Program Administrator/Lillian Roman, Program Manager
UC American Job Center – Title I Adult/Dislocated Worker Services

Scott Kuchinsky/Patricia Banks
Plainfield Public Library – Community Libraries Services

Rhonda McClain, Administrator
UC Division of Social Services - WFNJ & ET Services

IV. UC Works Registration and Training Plan

Robert Croom has secured training for partners and staff with Geographic Solutions for the UC Works training which will take place during the week of November 11-15, 2024. Melissa asked each agency to assign one person to attend the training(s).

V. NJDOL-NJ Workforce Innovation Notice PY24-11: Title I – Adult, Dislocated Worker, and Youth Services Eligibility Guidelines

The NJDOL-NJ Workforce Innovation Notice PY24-11 consolidates and updates eligibility guidelines for Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker, and Youth Services.

- Highlights alignment with other One-Stop partners and additional state workforce programs; and
- Guides to ensure that eligibility criteria do not place unnecessary barriers to accessing services
- Provides clarity regarding Title I eligibility criteria
- Ensures that eligibility criteria and documentation procedures support access for the greatest number of participants possible, in alignment with WIOA. In particular, this guidance highlights the differences between eligibility for Title I career services (basic or individualized), eligibility for Title I training services, and specifically, Title I Adult Priority of Service
- Supports the connection of all participants to the fullest range of services possible, particularly through WIOA Title I funds, regardless of their entry point.

VI. Core Partners Breakout Session

Jeffrey led the discussion with all the core partners to better understand the challenges they face with client intake and service flow. He inquired about the process clients experience when they first engage with each agency, asking for a detailed explanation of how clients are received and referred across the various organizations. Specifically, Jeffrey wanted to understand the intake and referral processes, including how clients are connected to services. Some agencies shared that they do not actively recruit clients, and instead,

most clients come through referrals from other agencies. Other clients may walk in, schedule appointments for specific services, or call in for assistance. Discussion followed.

VII. Next Steps

- ✓ Jeffrey will send a sample template of the completed referral process and required information to all partners.
- ✓ All partners are to complete and return the referral process template to Jeff using the provided sample.
- ✓ Jeffrey will compile a comprehensive chart of all partner referral processes based on the returned templates.
- ✓ Jeff will send the completed chart to partners for verification and sign-off.
- ✓ Robert and his team will focus on cross-training front desk/triage staff at the American Job Center.
- ✓ All partners will create a one-pager outlining their services, eligibility criteria, and contact information.
- ✓ Implementing a centralized booking/appointment system for all partners will be explored.
- ✓ Will investigate the implementation of a touch-screen information kiosk similar to the one seen in Jacksonville.
- ✓ All partners will review and update their current orientation processes to ensure they cover all available network services.
- ✓ Will develop a client-facing document explaining the overall process and available services.
- ✓ The Employment Services team will clarify and communicate their job search services and eligibility criteria to all partners.
- ✓ Will explore creating an "air traffic controller" position or system to streamline client referrals.
- ✓ All partners will provide updated contact information and referral procedures for the service directory.
- ✓ A follow-up meeting will be scheduled to review the completed referral process chart and discuss next steps.
- ✓ All partners will review their current assessment tools and explore options for sharing assessment information across agencies.

VIII. Adjournment

Meeting adjourned.

Next meeting: Monday, November 18, 2024 @ 8:30 a.m.
Edison Job Corps
500 Plainfield Avenue
Edison, New Jersey