

American Job Center Operator's Committee Meeting

Monday, April 28, 2025

I. Call to Order

The meeting was called to order by Melissa Lespinasse at 2:30 pm. A roll call was conducted.

Attendees:

Ilesha Armour /NJDOL (OJT Rep); Maritz Batista/UCNJ; Isaias Rivera/UCNJ; Marlene Loff/UCNJ; Patricia Banks/Plainfield Public Library; Nakaya Bligen/UCVTS; Clair Sashi/CAU; Tony Staynings/Edison Job Corps; Juanita Vargas/UWGUC; Almetra Alston/UWGUC; Bethany Freeland/UWGUC; Melody Holiday/ULOUC; Cathy Waters/ULOUC; Barbara Bagger/Literacy NJ; Ratyeeman Ward/HACE; Maurice McClain/HACE; Valerie Kerrigan/DVRS; Woody Phillippe/Jefferson Park Ministry; Julio Sabater/Workforce Advantage; Juanito Chiluisa/NJDOL Employment; Isabel Jimenez/NJDOL

DHS County Representatives Present:

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

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

Division of Social Services Present: Rhonda McClain Amedio Di Cosmo; Scott Dinardo, Kendall Sears

Division of Individual & Family Support Services Present: Navin Singh

II. Approval of Minutes

The minutes of the previous meeting (March 17, 2025) were reviewed and unanimously approved.

III. Federal Funding Update

Union County provided an update on federal funding:

- Members were informed of recent developments and ongoing concerns about potential funding changes.
 - Emphasis was placed on proactive communication and preparation for anticipated adjustments.
 - The group stressed the importance of aligning services to outcome-based performance and using a data-informed approach.
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IV. Key Discussion Points

A. Tracking Client Outcomes & Measuring Success

- Importance of defining success within Union County AJC programs.
- Emphasis on client retention and measurable benefit from services.
- Proposal to implement a new system by year-end for better tracking and reporting of client progress.

- Discussion of a system-wide “report card” to assess key performance metrics and community impact.

B. Service Delivery Improvements

- Collaborative system-wide approach recommended.
- Focus on customer feedback and satisfaction as performance indicators.
- Upcoming training on customer satisfaction survey discussed.

C. Co-Location & Collaboration

- Continued planning for co-locating AJC within the Social Services building.
- Discussion on the benefits of integrated service delivery and partnership synergies.

V. Success Stories

Participants shared brief success stories highlighting individual client achievements and the positive impact of AJC services in Union County.

VI. Action Items / Next Steps

- ✓ **AJC Operator Committee** to send an email to partners requesting examples of their customer satisfaction surveys.
- ✓ **AJC Operator Committee** to establish a working group to review surveys and create a unified survey tool.
- ✓ **AJC Operator Committee** to design a system-wide report card focused on key outcomes and benchmarks.
- ✓ **Jeffrey** to present on best practices, branding, partnership engagement, and gap assessments at the May meeting.
- ✓ **Tony/Edison Job Corps** to host the next meeting and:
 - Confirm attendee capacity one week in advance.
 - Send a flyer for their event to the committee for distribution.
- ✓ **AJC Operator Committee** to identify potential hosts for the June and July meetings.

VII. Adjournment

The meeting was adjourned at 4:30 PM.

Next Meeting: Monday, May 19, 2025 @ 9:00 a.m.

Location: Edison Job Corps