

Union County American Job Center Operator's Committee

Meeting Minutes

May 18, 2026

Attendees Present by Agency:

Almetra Alston/United Way; Iesha Armour/DOL; Patricia Banks/Plainfield Library; Maritza Batista/UCNJ; Stephanie Falana/Urban League (ULOUC); Valerie Kerrigan/NJ DOL, DVRS; Yunia Labaut/Workforce Advantage; Marlene Loff/UCNJ; Sonya Meighan/CCC; Miguel Reyes/NJ DOL; Antoney Smith/UC DOL; Tony Staynings/Edison Job Corp; Anthea Williams/NJ DOL; William Webb/CAU; Ester Phillip/DVRS; Vincent Rouse/HACE; Latanya Palmer/CAU

DHS County Representatives Present:

Jeffrey Jackson, Special Projects, UCDHS

American Job Center Present:

Robert Croom, Director
Lillian Roman; Michelle Dixon

Division of Social Services Present:

Rhonda McClain; Amedio Di Cosmo; Scott Dinardo; Stephanie Hodges-Johnson

Division of Individual & Family Support Services Present:

Navin Singh

I. Welcome & Roll Call

The meeting was called to order by Jeffrey Jackson, UCDHS.

Roll call was conducted to confirm attendance of all partner agencies participating in the Operator's Committee meeting.

II. Open Remarks

Jeffrey Jackson welcomed all partners and emphasized the continued importance of collaboration across the American Job Center Network. He reiterated the commitment to strengthening integrated service delivery, improving coordination across agencies, and ensuring compliance with Workforce Development Board expectations.

III. Approval of April 20, 2026 Meeting Minutes

The April 20, 2026 meeting minutes were reviewed by the Committee.

A motion to approve the minutes as presented was made by Valerie Kerrigan and seconded by Robert Croom. The motion passed without correction.

IV. Update on Location of Service

Robert Croom provided an update on current service locations across the American Job Center Network.

Updates included:

- Continued operation of the American Job Center at **342 Westminster Avenue**. Title I Adult and Dislocated Worker, WFNJ/TANF and Title IV (DVRs) are co-located there.
- Additional services operating across partner sites, including 12 West Jersey Street which house both Title III and Title IV programs delivered by NJDOL/ES and DVRs respectfully.
- Ongoing coordination to ensure consistent customer access across all locations

Discussion emphasized the importance of ensuring customers are directed appropriately and receive consistent service regardless of entry point.

V. Transition Plan Update

Jeffrey Jackson provided an update on the ongoing AJC Network Transition Plan and implementation of the Integrated Functional Service Delivery Model.

Discussion focused on continued movement away from siloed service delivery toward a fully integrated functional system.

Key updates included:

- Continued implementation planning for universal intake and referral alignment
- Strengthening cross-agency service coordination and communication
- Reinforcing standardized intake and customer feedback processes
- Continued development of SOPs to support consistent service delivery across all partners

SOP Development Updates

The following Standard Operating Procedures were highlighted for implementation:

Customer Feedback Collection, Analysis, and Continuous Improvement

- Standardized process for collecting job seeker and employer feedback
- Centralized reporting and review of survey data
- Use of feedback to guide system improvements

Welcome & Universal Intake Process

- 12–15 minute standardized intake model
 - Functional routing based on customer need
 - Warm handoffs between service teams
 - Consistent entry point across all AJC partners
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VI. American Job Center Primary Functional Service Areas – Roles, Responsibilities, and Operational Expectations

The Committee reviewed the structure and responsibilities of the functional service delivery model.

1. Welcome & Universal Intake Team

- Initial customer engagement and intake
- Rapid assessment and triage (12–15 minutes target)
- Referral to appropriate functional service area

2. Services Coordination & Case Management Team

- Career services delivery
- Case management and individualized planning
- Coordination of services across partner agencies

3. Training & Staff Development Team

- Training and education services coordination
- Staff professional development and cross-training
- Support for provider alignment and capacity building

4. Access & Support Services Team

- Barrier resolution and supportive services
- Coordination of transportation, childcare, and related supports
- Customer stabilization services

5. Employer Engagement Team

- Employer outreach and business services
- Job matching and referral coordination
- Employer partnership development and engagement activities

6. Data, Performance, and Continuous Improvement Team

- Data tracking and performance reporting
 - Follow-up and retention services
 - System improvement and performance alignment across agencies
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VII. Old / New Business

Work First New Jersey (WFNJ) Operations Committee

Discussion included expanding alignment with WFNJ operations and ensuring coordination across programs to support integrated service delivery.

Resume Network Partner Presentations

The Committee discussed resuming partner presentations across the network to:

- Increase awareness of available services
 - Reduce duplication of services
 - Strengthen collaboration between agencies
 - Improve customer referral pathways
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VIII. Partner Discussion and Feedback

Partners provided feedback on implementation of the functional service delivery model.

Key themes included:

- Continued need for strong cross-agency communication
- Importance of clear referral pathways and intake consistency
- Interest in additional cross-training opportunities
- Support for structured functional team implementation
- Emphasis on maintaining consistent customer experience across all locations

Partners expressed continued support for the transition plan and alignment efforts.

IX. Next Steps

DHS / AJC Leadership

- Finalize and distribute SOPs for:
 - Customer Feedback Collection and Continuous Improvement
 - Welcome & Universal Intake Process
- Continue support for transition plan implementation
- Coordinate functional team alignment and operational rollout
- Support integration of intake and survey processes across systems

All Network Partners

- Implement SOPs upon distribution
- Participate in assigned functional service teams
- Support standardized intake and referral processes
- Submit customer feedback through designated systems

Functional Team Leads

- Begin operational planning within assigned teams
- Coordinate cross-agency implementation efforts
- Develop recommendations for workflow standardization

X. Adjournment

The meeting was adjourned with appreciation for all partner participation and continued collaboration across the American Job Center Network.

Next Meeting:

Monday, June 12, 2026 at 8:30 a.m.

UC Emergency Management Building, 535 Laurel Avenue, Roselle, NJ