

American Job Center Operator's Committee Meeting

Monday, April 20, 2026

Attendees Present by Agency:

Sonya Meighan/CCC; Angela Olden/CAU; Miguel Reyes/NJ DOL; Tony Staynings/Edison Job Corp; Anthea Williams/NJ DOL; Juanita Vargas/UWGUC; Esther Phillip/NJ DVRS; Andrea Palacios/UWGUC; Shonda Lewrd/CAU; Almetra Austin/UWGUC; Maritza Batista/UCNJ; Lisa Hiscano/Union College; Isabel Jimenez/NJ DOL; Valerie Kerrigan/NJ DVRS; Scott Kuchinsky/Plainfield Library; Yunia Labaut/Workforce Advantage;

DHS County Representatives Present:

Melissa Lespinasse, Asst. Director, Jeffrey Jackson, Special Projects/UCDHS

American Job Center Present:

Robert Croom, Director; Michelle Dixon;

Division of Social Services Present:

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

Division of Individual & Family Support Services Present:

Elizabeth Paskewich, Asst. Director, Rebecca Hajje

I. Welcome & Opening Remarks

The meeting was called to order by Melissa Lespinasse DHS Assistant Director.

Melissa welcomed all partners and emphasized the importance of continued collaboration and network integration efforts to strengthen compliance with Workforce Development Board requirements and improve customer service delivery throughout the American Job Center Network.

II. Roll Call

Roll call was conducted by Administrative Assistant Michelle Dixon.

III. Approval of the March 26, 2026 Core Partners Convening Meeting Minutes

The March 26, 2026 Core Partners Convening meeting minutes were reviewed.

A motion to accept the minutes was made by Valerie and seconded by Robert Croom.

Minutes were accepted without correction.

IV. Transition Plan Update

Jeffrey presented updates regarding the American Job Center Network transition plan and the 2025–2026 Network Assessment findings.

Discussion focused on the need to transition from a siloed program structure to a fully integrated functional service delivery model to align with Workforce Development Board expectations and compliance standards.

Key discussion points included:

- The network continues to provide extensive services; however, operations remain largely separated by program area.
- Current service delivery methods create barriers to streamlined customer experiences and integrated referrals.
- UC Works and Geo Solutions contracts will remain extended through May to support additional time for data integration and operational transition planning.
- Immediate implementation of customer satisfaction surveys for job seekers, employers, and customers throughout the network was identified as a priority initiative.

Jeffrey advised that Standard Operating Procedures (SOPs) outlining survey frequency, processes, responsibilities, and submission procedures would be distributed to all network partners by the end of the week.

V. Sub-Teams

The committee discussed the implementation of a new functional team structure within the American Job Center Network.

Jeffrey introduced the proposed functional sub-teams, which include:

- Service Coordination
- Employer Engagement
- Data & Performance
- Training
- Staff Development
- Access & Support Services

Discussion focused on the goal of creating a more integrated and customer-centered workforce system that allows customers to access multiple services through coordinated entry points rather than separate program silos.

Additional discussion included:

- Development of a Universal Intake Form to assist with customer triage and referral coordination.

- Plans to integrate the intake form into the developing management information system in collaboration with DHS technology team.
- Exploration of accessible formats for the intake form, including:
 - Fillable digital versions
 - Online accessibility
 - QR code functionality
 - Virtual and in-person entry points

Participants were instructed to:

- Sign up for at least one sub-team
- Participate in breakout discussions
- Select leads and co-leads for each team
- Begin developing operational recommendations for implementation

VI. Old/New Business

The committee discussed operational improvements and future planning initiatives across the network.

Discussion included:

- The importance of consistent survey implementation across all partner agencies.
- The need for improved referral tracking and customer follow-up procedures.
- Continued development of integrated customer service models throughout the One-Stop system.
- Enhancing communication and collaboration between partner agencies to reduce duplication of services.
- Planning for future sub-team meetings and ongoing implementation discussions.

VII. Partner Discussion and Feedback

Partners provided feedback regarding the transition toward a functional service delivery model.

Discussion included:

- The importance of cross-agency collaboration and communication.
- The need for clear referral pathways and standardized intake procedures.
- Interest in additional cross-training opportunities to strengthen understanding of partner services.
- Recommendations for ensuring balanced participation among sub-teams.
- Suggestions for maintaining consistent customer experiences across all service locations and programs.

Partners expressed support for the transition plan and agreed on the importance of continued collaboration to improve service integration.

VIII. Next Steps and Closing

Next Steps

(Technology / IT)

- Collaborate with Jeffrey to integrate the Universal Intake Form into the management information system (Salesforce)
- Support development of accessible and fillable versions of the form, including online and QR code accessibility.
- Distribute SOPs for customer, job seeker, and employer surveys to all network members. Collect sub-team sign-up forms and review assignments to ensure balanced participation.
- Schedule follow-up meetings with sub-teams as needed.

All Network Members

- Begin implementation of survey processes immediately upon receipt of SOPs.
- Submit survey results back to the Operator for network-wide compilation and review.
- Participate in at least one functional sub-team.
- Select leads and co-leads during breakout sessions.

Sub-Team Leads & Co-Leads

- Facilitate initial discussions and begin operational planning within assigned functional areas.

Meeting Adjourned

Next Meeting: Monday, May 18, 2026 @ 9:00 a.m. – Warinanco Sports Center Roselle NJ