

American Job Center Operator's Committee Meeting

Monday, September 15, 2025

Attendees Present by Agency:

Barbara Bagger/Literacy NJ; Maritza Batista/UCNJ; Juanito Chiluisa/NJ DOL; Isais Rivera/UCNJ; Julio Sabater/Workforce Advantage; Ratyeemah Ward/HACE; Cathy Waters/ULOUC; Anthea Williams/NJ DOL; Carol Serrano/DVRS; Maurice McClain/YB Elizabeth; Yunia Labaut/Workforce Advantage; Kendall Givens/HACE; Angela Olden/CAU; Leslie Rojas/DVRS; Marie Alston/United Way of GUC; Stephanie Falana/ULOUC; Lisa Hiscano/UCNJ; Scott Kuchinsky PPL

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; Lillian Roman, Michelle Dixon, Jennifer Byczkiewicz, Minerva Sandoval, Ana Mariano

Division of Social Services Present:

Rhonda McClain, Amedio Di Cosmo; Scott Dinardo, Kendal Sears

Division of Individual & Family Support Services Present:

Rebecca Hajje

I. Welcome & Roll Call

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

Director Debbie-Ann Anderson and Karen Dinsmore, Assistant Director, were excused from this meeting.

Roll call was taken by Administrative Assistant Michelle Dixon.

II. Approval of the Meeting Minutes

The July 21, 2025 meeting minutes were reviewed with a motion to accept by Patricia Banks and seconded by Juanito Chiluisa. Minutes were accepted without correction.

III. Federal Funding and Data Updates

- Discussion on potential impacts of a government shutdown on federal funding. County services will remain operational, although reimbursement processes may be delayed if federal operations and reimbursement systems shut down.

IV. Accurate Client Data Reporting / AOSOS Data Refresher

- Union County highlighted the need to track client progress (e.g., school completion certificates, job placements).
- Timely and comprehensive partner reporting is critical for accurate reflection of program outcomes.

- Monthly data cleanup to occur between the 7th–10th of each month. Emphasis is on the importance of data sharing with the AOSOS case management system.
- Partners were reminded to provide complete client entry forms (including gender, income, and employment status).

V. AJC Network Directory Tool

- Review of Draft AJC Network Directory – Jefferey Jackson is leading the development of the directory, which is intended to be a central resource as requested by the AJC Network partners.
- Purpose and Importance – The directory will ensure all partners, staff, and stakeholders have accurate, up-to-date contact information, strengthening collaboration and communication across the network.
- Team Responsibility – Members are asked to review the draft thoroughly and send any feedback, corrections, or suggestions directly to jjackson@ucnj.org.
- Outcome – A finalized directory that will serve as a reliable and comprehensive reference tool for the entire network.

VI. AJC Network Mock Integration Testing – Part II

- Active Participation – Partners took on dual roles during the exercise, with some serving as job seekers and others acting as agency representatives.
 - Client Flow Simulation – We followed the client experience step-by-step, from walking through the AJC doors to being referred across multiple agencies.
 - Observation & Learning – This hands-on approach allowed everyone to see how the system currently operates and where bottlenecks or gaps may exist.
 - Feedback & Improvement – Partners provided valuable feedback on how to streamline referrals, strengthen communication, and improve overall service delivery.
 - Concerns raised over triage processes requiring more time per client than currently allocated.
 - Identified need for improved inter-agency communication and referral tracking.
 - Next Steps – Insights gained from Part II will help refine the integration process and move us closer to a more seamless, client-focused system.
 - Highlighted the need for resources and referrals for non-funded services to eliminate customer barriers.
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Next Steps

- All partners to verify email addresses on the sign-in sheet.
- All partners encouraged to view the APHSA website for a summary of federal mandates (SNAP, Medicaid, TANF, work requirements). https://aphsa.org/wp-content/uploads/2025/08/2025-08-22_APHSA-HR1-Work-Requirements-Crosswalk.pdf
- All partners to complete client entry forms thoroughly for AOSOS reporting.
- All partners to provide timely reports on certifications and employment outcomes to MIS/Ana Mariano.
- All partners to review the draft AJC Network directory and provide feedback to Jeffrey.
- Partners to submit feedback on the integration testing process.
- Union County to build a flowchart for the referral system and compare to the ideal process.
- Union County to analyze business services functions across agencies for overlap and resource optimization.
- Union County to send out the location of the October 20th.

Meeting Adjourned

Next Meeting: October 20, 2025 @ 8:30 a.m., Warinanco Sports Center, Roselle.