

Union County American Job Center Operator's Committee

Meeting Minutes

June 22, 2026

Attendees present by agency:

Almetra Alston, United Way of Greater Union County
Maritza, Batista, Union College of Union County NJ
Juanito Chiluisa, NJDOL/ES
Robert Croom, DHS/AJC
Michelle Dixon, DHS/AJC
Dr. Lisa Hiscano, Union College of Union County NJ

Jeffrey Jackson, DHS/AJC Operator's Office
Valerie Kerrigan, NJDOL/DVRS
Yunia Labaut, Workforce Advantage
Marlene Loff, Union College of Union County NJ
Rhonda McClain, DHS/DSS/WFJ
Lillian Roman, DHS/AJC
Julio Sabater, Workforce Advantage
Anthea Williams, NJDOL

Welcome & Roll Call

Jeffrey Jackson convened the meeting and welcomed members of the American Job Center (AJC) Operator's Committee. The meeting focused on continued planning for the American Job Center transition, implementation of the Functional Teams Model, and system improvements to support integrated service delivery.

Approval of May 18, 2026 Meeting Minutes

The Committee reviewed the May 18, 2026 meeting minutes. Valerie Kerrigan made a motion to accept the minutes and Robert Croom seconded her motion. No substantive revisions were discussed. The minutes were accepted as presented.

Status Update on Partners' Locations of Services

Members provided updates regarding partner agency locations and service delivery. Several Department of Human Services divisions continue relocating to Plainfield, while the American Job Center at Elizabeth Avenue is expected to reopen during the first quarter of 2027. Members were reminded to review the AJC website and notify Michelle Dixon of any updates to partner locations or services to ensure accurate public information.

Management Information System Update

Jeffrey Jackson reported that the UC Works contract has concluded, requiring temporary paper-based processes while an internal solution is developed. The Committee discussed challenges associated with operating without a fully integrated case management platform.

Robert Croom presented information on Launchpad, a Salesforce-based system designed to improve referrals, eligibility determination, co-enrollment, and data sharing across partner programs. Members discussed the importance of identifying a long-term integrated solution capable of supporting system-wide collaboration and performance reporting.

Transition Plan – Functional Teams Model

The Committee continued its discussion of the proposed Functional Teams Model, emphasizing a transition from organization-centered service delivery to customer-centered functional teams.

Discussion topics included:

- Universal Intake and Triage

- Case Management
- Business Services
- Training Services
- Staff Development
- Data Management and Accessibility

Members emphasized the importance of:

- Cross-training staff to improve understanding of partner programs.
- Standardizing the intake process to provide a consistent customer experience.
- Assigning staff to functional teams based on expertise and organizational needs.
- Continuing planning efforts to ensure full operational readiness when the Elizabeth Avenue AJC reopens.

Old/New Business

Job Seeker and Employer Surveys

- Committee members discussed the continued importance of collecting customer and employer satisfaction surveys to support continuous improvement and compliance activities.

Resume Network Partner Presentations

- Members discussed opportunities for partner organizations to present services and resources to improve cross-agency knowledge and collaboration.

Next Steps

The Committee agreed to:

- Distribute the Functional Team Sub-Team Structure and Responsibilities document.
- Review the proposed Functional Teams Model and identify implementation challenges and recommendations.
- Research functional team models used in other workforce systems.
- Continue exploring funding opportunities for an integrated case management platform, including Launchpad.
- Verify partner information on the AJC website and submit updates as needed.
- Continue planning and training activities supporting implementation of the Functional Teams Model.

Adjournment

The meeting adjourned following completion of the agenda. The next meeting is scheduled for Monday, July 20, 2026, at 8:30 a.m. Location: To Be Determined.

Action Items

Action	Responsible Party
Review AJC website information and submit updates.	All Partners
Review Functional Teams structure and identify concerns.	All Partners
Research functional team models in other counties.	Leadership Team
Explore funding opportunities for an integrated platform.	Leadership Team
Continue planning and staff training for implementation.	All Core Partners