

UNION COUNTY AMERICAN JOB CENTER OPERATOR'S COMMITTEE

Meeting Minutes

July 20, 2026

Attendance

Almetra Alston, United Way	Katlyn Geraold, United Way of GUC
Patricia Polanco, PPL	Anthea Williams, NJDOL
Maritza Batista, UCNJ	Navin Singh, UCDIFFS
Lisa Bonanno, UCWDB	Miguel Reyes, NJDOL/ES
Amedio DiCosmo, UCDHS	Marlene Loff, UCNJ
Jeffrey Jackson, DHS	Michelle Dixon, UCAJC
Melissa Lespinasse, UCDHS	Kendal Givens, HACE
Rhonda McClain, UCDHS	Dr. Lisa Hiscano, UCNJ
Julio Sabater, Workforce Advantage	Stephanie Hodges-Johnson, UCDHS
Cathy Waters, Urban League of UC	Isabel Jimenez, NJDOL
Esther Phillip, NJDOL	Scott Kuchinsky, PPL
Valerie Kerrigan, NJDOL/DVRS	

The purpose of the meeting was to advance the AJC Network transition toward an integrated, function-based service delivery model; clarify the responsibilities of functional teams and sub-teams; address current location and management-information-system changes; and establish concrete preparation steps for implementation.

The meeting was called to order by Jeffrey Jackson and Roll Call was performed by Michelle Dixon.

Members confirmed that they reviewed the minutes covering the June 22, 2026 AJC Operator's Committee meeting. A motion was made to accept the minutes; Valerie Kerrigan, NJDOL/DVRS, made a motion to accept the minutes and Robert Croom seconded Valerie's motion. The minutes were accepted.

The Committee discussed maintaining continuity and accurate public access during AJC location transitions. In doing so, the Committee reviewed current service-location changes and the broader transition of Human Services operations. Moves to Plainfield were discussed for the Division of Individual and Family Support Services, Division of Aging, Division of Outreach & Advocacy, and Office of Paratransit. The AJC location on Elizabeth Avenue is expected to reopen during the first quarter of 2027. The group also noted growth in open referrals/cases from approximately 1,100 to more than 1,500.

Network partners are to verify that their locations and service information shown on the County's AJC webpage are current so customers receive accurate access information.

Establishing a workable interim and future management information system was tabled. The Committee discussed the end of the UC Works contract and the resulting return to paper-based processes while a replacement/internal solution is developed. Physical files have been created for uploaded documents, and password-protected transmission of documents will continue as needed. The group also discussed Launchpad, a Salesforce-based platform presented as a potential option for integrated eligibility, referrals, co-enrollment tracking, job matching, notifications, and cross-program service coordination. Funding was identified as a principal implementation challenge. FutureWorks was also mentioned in connection with

cross-program data collection and performance visibility; FutureWorks and Launchpad are separate systems.

AJC Leadership will continue evaluating an integrated platform capable of supporting referrals, co-enrollment, shared data, and systemwide performance reporting while maintaining secure interim processes.

Discussions continued around the AJC Network's transition from organization-based service delivery to a functional team model. The proposed model organizes work around functions rather than individual programs or specialists. Core functional areas discussed included welcoming/universal intake, case management, business services, training, staff development, data, accessibility, and barrier removal. Customers would enter through a standardized universal intake process and then move to the appropriate service function based on assessed need.

Sub-teams will help design the operating processes, tools, responsibilities, and staffing needed for each function; staff within the AJC will ultimately carry out day-to-day implementation.

Creating a consistent, welcoming, intake, triage, and referral experience is vital to the AJC Network. The Committee emphasized the need for a designated greeter/triage function using a consistent script and universal intake form. After universal intake and initial assessment, staff should refer customers to appropriate services. A thorough assessment and case-management process should precede referrals to training providers. Title I representation across key functional areas was discussed as important to seamless coordination.

Building a standardized front-door process that reduces duplication, improves handoffs, and gives customers a consistent experience regardless of entry point is a must-have for a successful model.

The Committee agrees that AJC Network staff would benefit by strengthening cross-program knowledge and coordinated service delivery. Members discussed the need for cross-training so front-line staff understand the basic purpose of partner programs and know when and how to make an appropriate referral. The model is intended to reduce multiple points of contact asking customers or employers for the same information and to improve coordinated decision-making across programs.

The Committee shall develop ongoing cross-training and regular communication opportunities, including virtual process-review sessions, to improve referral quality and staff understanding of the integrated model.

Sub-team representation should be based on expertise in the area. The Committee discussed moving away from staff self-selection alone and assigning members based on expertise and the needs of each functional area. Particular attention was given to accessibility and data expertise. Accessibility was framed as a shared responsibility requiring both appropriate staffing and budget consideration.

Participants reconsidered their sub-team selection and reassigned to ensure each team has the expertise necessary to design workable processes and address accessibility, data, and service-delivery requirements.

Action

- Distribute the detailed sub-team structure and responsibilities document to core members.
- Explore options and advocate for funding for an integrated system, including the Launchpad option discussed.
- Review the County AJC webpage and send Michelle corrections to location and service information.
- Consider sub-team assignments based on staff expertise, especially in accessibility and data.
- Participate in future cross-training and functional-model/system-change training.

Next Meeting: Monday, September 21, 2026 at 11:30 a.m. — Location TBD.