UNION COUNTY WORKFORCE INVESTMENT BOARD

"TO WORK" CONSOLIDATION PLAN
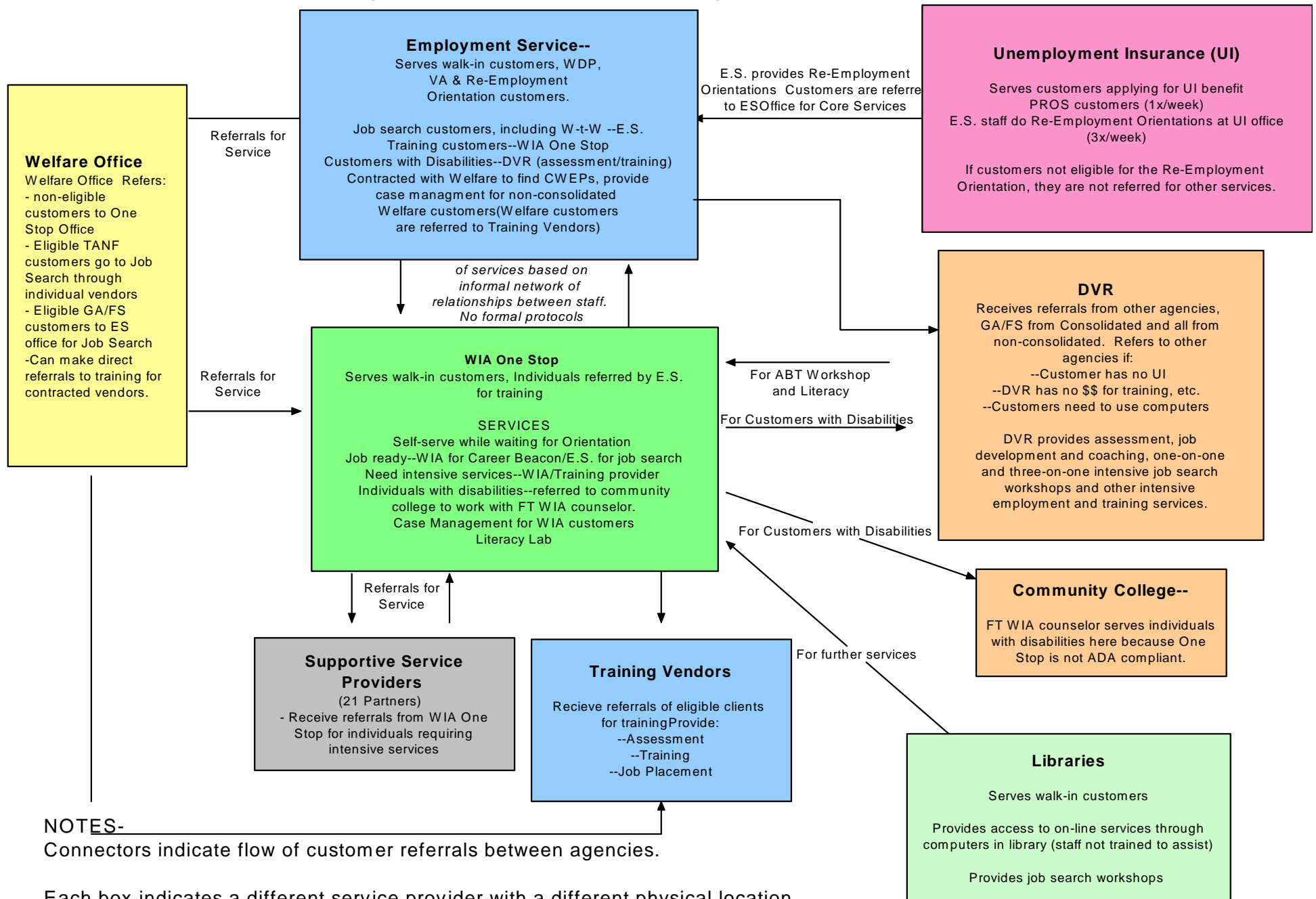
ATTACHMENTS

A.   "AS IS" ELIZABETH ONE-STOP SERVICE DELIVERY

B.   "AS IS" PLAINFIELD ONE-STOP SERVICE DELIVERY

C.   CURRENT SERVICE INTEGRATION MATRIX

D.   "AS IS" NON- WELFARE SERVICES AND CUSTOMER FLOWCHART

E.   "AS IS" WELFARE SERVICES AND CUSTOMER FLOWCHART

F.   "AS IS" ADULT LITERACY CUSTOMER AND SERVICE FLOWCHART

G.   CUSTOMER FOCUS GROUPS

H.   COMMUNITY INPUT

I.   "SHOULD BE" SERVICE INTEGRATION MATRIX

J.   ADULT LITERACY SERVICES CUSTOMER FLOWCHART

K.   ADULT LITERACY ASSESSMENT PROCESS

Attachment A

"As Is" Elizabeth One-Stop Service Delivery

Union County Service Delivery--Elizabeth One Stop

Employment Service--
Serves walk-in customers, WDP,
VA & Re-Employment
Orientation customers.

Job search customers, including W-t-W --E.S.
Training customers--WIA One Stop
Customers with Disabilities--DVR (assessment/training)
Contracted with Welfare to find CWEPs, provide
case managment for non-consolidated
Welfare customers(Welfare customers
are referred to Training Vendors)

Unemployment Insurance (UI)

Serves customers applying for UI benefit
PROS customers (1x/week)
E.S. staff do Re-Employment Orientations at UI office
(3x/week)

If customers not eligible for the Re-Employment
Orientation, they are not referred for other services.

E.S. provides Re-Employment
Orientations Customers are referre
to ESOffice for Core Services

Welfare Office
Welfare Office Refers:
- non-eligible
customers to One
Stop Office
- Eligible TANF
customers go to Job
Search through
individual vendors
- Eligible GA/FS
customers to ES
office for Job Search
-Can make direct
referrals to training for
contracted vendors.

Referrals for
Service

Referrals for
Service

*of services based on
informal network of
relationships between staff.
No formal protocols*

WIA One Stop
Serves walk-in customers, Individuals referred by E.S.
for training

SERVICES
Self-serve while waiting for Orientation
Job ready--WIA for Career Beacon/E.S. for job search
Need intensive services--WIA/Training provider
Individuals with disabilities--referred to community
college to work with FT WIA counselor.
Case Management for WIA customers
Literacy Lab

For ABT Workshop
and Literacy

For Customers with Disabilities

For Customers with Disabilities

DVR
Receives referrals from other agencies,
GA/FS from Consolidated and all from
non-consolidated. Refers to other
agencies if:
--Customer has no UI
--DVR has no $$ for training, etc.
--Customers need to use computers

DVR provides assessment, job
development and coaching, one-on-one
and three-on-one intensive job search
workshops and other intensive
employment and training services.

Community College--

FT WIA counselor serves individuals
with disabilities here because One
Stop is not ADA compliant.

Referrals for
Service

For further services

**Supportive Service
Providers**
(21 Partners)
- Receive referrals from WIA One
Stop for individuals requiring
intensive services

Training Vendors

Recieve referrals of eligible clients
for trainingProvide:
--Assessment
--Training
--Job Placement

Libraries

Serves walk-in customers

Provides access to on-line services through
computers in library (staff not trained to assist)

Provides job search workshops

NOTES-
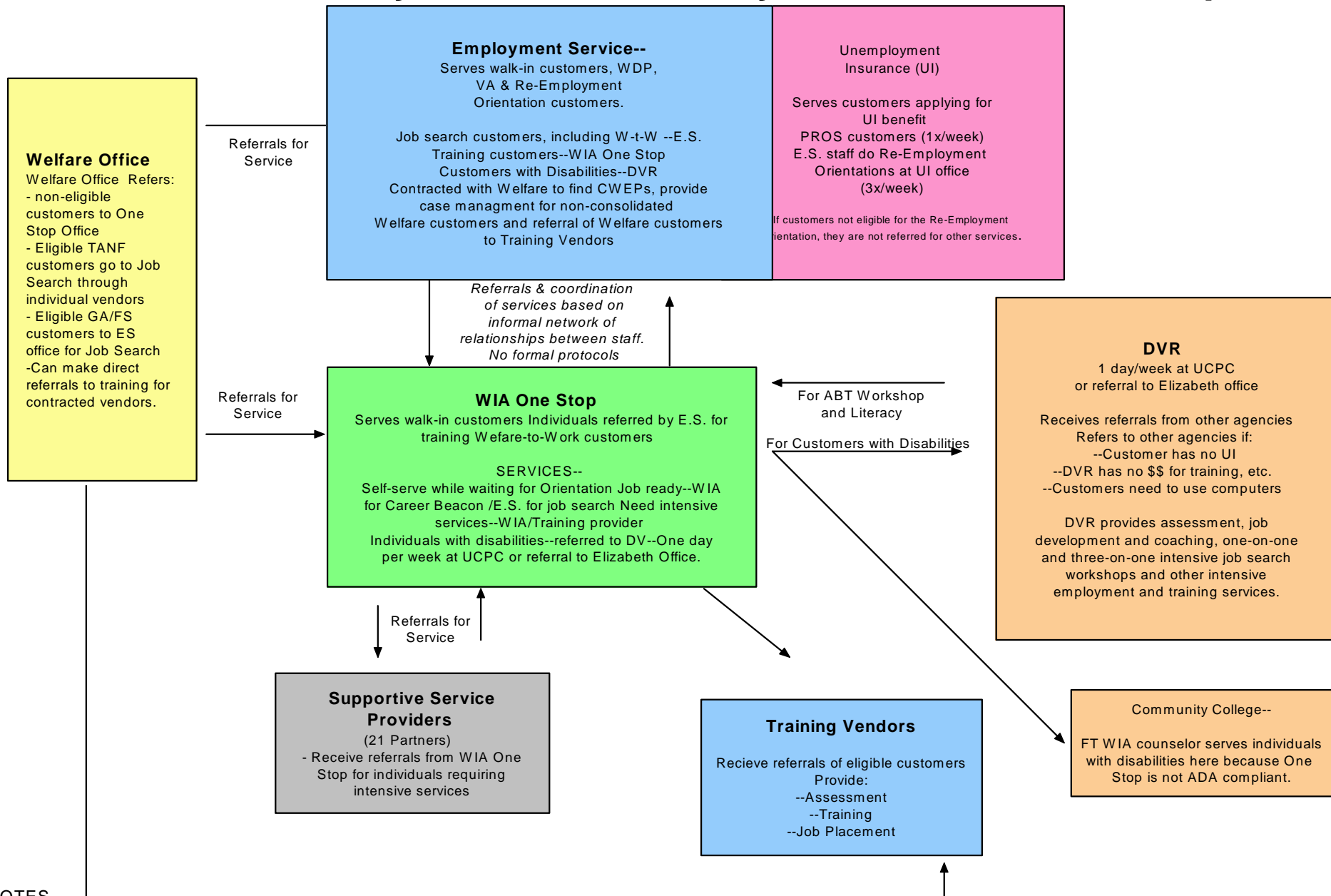Connectors indicate flow of customer referrals between agencies.

Each box indicates a different service provider with a different physical location.

Each referral between providers may require the customer to go to another physical location.

Attachment B

"As Is" Plainfield One-Stop
Service Delivery

Union County Service Delivery--Plainfield One Stop

Welfare Office
Welfare Office Refers:
- non-eligible customers to One Stop Office
- Eligible TANF customers go to Job Search through individual vendors
- Eligible GA/FS customers to ES office for Job Search
-Can make direct referrals to training for contracted vendors.

Employment Service--
Serves walk-in customers, WDP, VA & Re-Employment Orientation customers.

Job search customers, including W-t-W --E.S.
Training customers--WIA One Stop
Customers with Disabilities--DVR
Contracted with Welfare to find CWEPs, provide case managment for non-consolidated Welfare customers and referral of Welfare customers to Training Vendors

Unemployment
Insurance (UI)

Serves customers applying for UI benefit
PROS customers (1x/week)
E.S. staff do Re-Employment Orientations at UI office
(3x/week)

If customers not eligible for the Re-Employment Orientation, they are not referred for other services.

Referrals for Service

Referrals & coordination of services based on informal network of relationships between staff. No formal protocols

Referrals for Service

WIA One Stop
Serves walk-in customers Individuals referred by E.S. for training Wefare-to-Work customers

SERVICES--
Self-serve while waiting for Orientation Job ready--WIA for Career Beacon /E.S. for job search Need intensive services--WIA/Training provider
Individuals with disabilities--referred to DV--One day per week at UCPC or referral to Elizabeth Office.

For ABT Workshop and Literacy

For Customers with Disabilities

DVR
1 day/week at UCPC
or referral to Elizabeth office

Receives referrals from other agencies
Refers to other agencies if:
--Customer has no UI
--DVR has no $$ for training, etc.
--Customers need to use computers

DVR provides assessment, job development and coaching, one-on-one and three-on-three intensive job search workshops and other intensive employment and training services.

Referrals for Service

Supportive Service Providers
(21 Partners)
- Receive referrals from WIA One Stop for individuals requiring intensive services

Training Vendors
Recieve referrals of eligible customers
Provide:
--Assessment
--Training
--Job Placement

Community College--
FT WIA counselor serves individuals with disabilities here because One Stop is not ADA compliant.

NOTES-
Connectors indicate flow of customer referrals between agencies.

Each box indicates a different service provider with a different physical location.

Each referral between providers may require customers to go to another physical location.

Attachment C

Current Service Integration Matrix

The following chart demonstrates the current degree of integration that supports the provision of these specific services.

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.*	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Assessments	Assessments include the results of the standardized test taking as well as more general assessment based on counselor/case manager to customer interviews and case management sessions. Information assessed includes: • Interests • Health Issues • Basic Skills • ESL needs • Work History • Barriers • Education • Transportation & Childcare needs • Functional Skills	WFNJ customers: Assessments at job search vendor site when enrolled in Four-Week Job Search. GA Customers are assessed by ES staff. One Stop (Core) customers by ES/WIA at One Stop. DVR customers at One Stop.	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	One Stop Customers: Log in sheets; SCAN cards only recently implemented. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.) Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Counseling Counseling (continued)	Counseling services are designed to provide case management to public assistance customers while they are in job search and during the job retention period. Counseling includes Career Counseling which is designed to assist the WIA customer in researching and selecting the most appropriate and effective career choices. Counseling also is offered to explore supportive services needs including childcare and transportation options. Referrals for childcare are made to the Lead childcare agency.	WFNJ customer are counseled by DSS Caseworker at DSS office, by Job Search training vendor at vendor site WIA enrolled customers at One Stop. One Stop (Core) customers by ES/WIA at One Stop. DVR enrolled customers at One Stop. Job Search Vendors at Vendor site.	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	One Stop Customers: Log in sheets; SCAN cards only recently implemented. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) WIA uses a blanket release of information contract. OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.) Vendor & AWEP site providers & employers share information based on "release" forms being signed. DSS: Omega and FAMIS (Family Assistance Management Information System) data management systems Non-consolidated Welfare uses: GAAS (General Assistance Automated

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
					System) and GACM (GA Case Management System)
Eligibility Determinations	Determination of eligibility for Public Assistance.	Division of Social Services at own site for Welfare eligibility.	WIA/WDP (Intensive) enrolled customers: WIA/WDP funds	OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form)
	Determination of eligibility for WIA or WDP funded training.	WIA at One Stop.	Persons with disabilities (Intensive): DVR funds		
	Determination of eligibility for DVR funded services.	DVR at One Stop for persons with disabilities.			OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices
Eligibility Determinations (continued)					have access to OSOS.)

DSS: Omega, FAMIS, and AOSS data management systems.

Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System) |
| Financial Assistance | Written and verbal information on financial assistance options that may be available to customers interested in attending an | WIA (Intensive) at One Stop

DVR (Intensive) at One Stop | Persons with disabilities (Intensive): DVR funds | OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate. | Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) |

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	occupational skills training course and/or higher education institution. Financial assistance also includes budget counseling, transportation assistance, and information/referrals to programs including the energy assistance program.		WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).		OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.)
Follow-up and Retention Follow-up and Retention (continued)	Follow up includes the regular contact by counselor/case manager of a customer placed in training or in a job for a specified period of time. Follow up case management required contacts include: WIA: Up to one year WFNJ: Up to 90 days; Post-TANF benefits may be provided up to	One Stop (Core) customers by ES/WIA at One Stop. WIA enrolled customers by WIA and ES at the One Stop. DVR enrolled customers by DVR and ES at the One Stop. WFNJ enrolled customers by Job Search Training Course provider at provider site.	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers:	OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.) Vendor, AWEP & CWEP site providers regularly

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	24 months.	Vendors collect follow up data on placed customers and report to the DSS, ES, and/or WIA office(s).	WIA funds. One Stop Customer (Core & Intensive).		share information. DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Individual Services Plan – Referral to Intensive Services Individual Services Strategies (ISS) for WIA customers Individual Services Plan – Referral to Intensive Services (continued)	An ISP (Individual Services Plan) is put into action when a customer is referred from Core Services to Intensive Services to access and receive additional workforce services such as literacy enhancement and more in-depth job search assistance. A goal plan is established setting concrete short and long-term goals with timelines & benchmarks for achieving goals.	ES at One Stop ~ referral to Intensive. WIA at One Stop ~ processing/acceptance of referral. DVR at One Stop ~ processing/acceptance of referral. Individual Services Plan(s) are written with customers in Core, Intensive, and Training Services.	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers:	One Stop Customers: Log in sheets; SCAN cards only recently implemented. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.) Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
			enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Interviewing skills Interviewing	Instructional assistance in effective Interviewing techniques. May be offered one-on-one during case management/counseling sessions or even brief conversations with Front Line Staff in Resource Area. May be offered as group presentations. Interviewing Skills are also taught via the Career Beacon workshops. Routinely offered during the WFNJ Four Week Job Search	ES at One Stop in Resource Area and through Job Search Workshop WIA at One Stop DVR at One Stop WFNJ Four Week Job Search Training Provider at own site	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	One Stop Customers: Log in sheets; SCAN cards only recently implemented. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.) Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems.

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
skills (continued)	courses.				Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Job Development, including Employer Outreach	Job Development is the individualized and group assistance provided to customers to make an effective match between a job seeker and an employer. Employer outreach includes activities geared to employers to engage them in the One Stop system, including posting job openings on WNJPIN and interviewing on-site at the One Stop. Employers participate in Positive Recruitments and Job Fairs on site at the One Stop.	One Stop (Core) customers by ES/WIA at One Stop. WIA enrolled customers by WIA and ES at the One Stop. DVR enrolled customers by DVR and ES at the One Stop. WFNJ enrolled customers by Job Search Training Course provider at provider site. WNJPIN website: One Stop, residence, or business location.	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	One Stop Customers: Log in sheets; SCAN cards only recently implemented. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.) Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
					Assistance Automated System) and GACM (GA Case Management System)
Job Placement	Job Placement occurs when a customer secures an employment position (part or full-time) and reports to work on the first assigned day. One Stop staff offers individualized job placement assistance. The Union County One Stops use an internal job posting database, the "STAR" computerized database. Vendors who have provided the Four-Week Job Search courses are responsible for job placement assistance to any of their enrolled customers.	One Stop (Core) customers by ES/WIA at One Stop. WIA enrolled customers by WIA and ES at the One Stop. WIA customers through the skills training vendors providing post-training job placement services. DVR enrolled customers by DVR and ES at the One Stop. WFNJ enrolled customers by Job Search Training Course provider at provider site and at AWEP training sites.	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	One Stop Customers: Log in sheets; SCAN cards only recently implemented. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.) Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA

Service Area	Brief Description – What & method of provision *"One Stop" refers to.	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
					Case Management System)
Job Readiness	Job Readiness is the training offered to customers to prepare them to enter or re-enter the workforce. Included in Job Readiness training is resume writing, interviewing skills, values	WFNJ customers: Job Readiness training at job search vendor site when enrolled in Four-Week Job Search and at AWEP sites.\n\nWIA enrolled customers at One Stop.	General Public, including GA & FS customers (Core): Wagner Peyser\n\nWorkFirst Job Search Course (Intensive): WFNJ funds	One Stop Customers: Log in sheets; SCAN cards only recently implemented.\n\nA weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form)\n\nOSOS accessible by/between ES & WIA (Neither
Job Readiness (continued)	assessment, elimination of barriers to continued employment, and on-the-job conflict resolution practice.\n\nJob Readiness is offered one-on-one with customers and through the Career Beacon and other workshops series.	DVR enrolled customers at the One Stop.\n\nOne Stop (Core) customers by ES/WIA at One Stop.	Persons with disabilities (Intensive): DVR funds\n\nWIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	partner agencies on an as-needed basis.\n\nOSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate.\n\nTANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	consolidated nor non-consolidated Welfare offices have access to OSOS.)\n\nVendor, AWEP & CWEP site providers regularly share information.\n\nDSS: Omega, FAMIS, and AOSS data management systems.\n\nNon-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.*	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Job search/job clubs	Group job search is offered through the Four-Week Job Search courses.	WIA and ES staff at One Stop.	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds TANF customers are not permitted to participate in Job Clubs as an approved activity.	One Stop Customers: Log in sheets; SCAN cards only recently implemented. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.) DSS: Omega, FAMIS, and AOSS data management systems.
Job search/job clubs (continued)			Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).		Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Lifelong Learning	WFNJ customers: Career Advancement Vouchers for post	Workshops: ES (and guest speakers) at the One Stop.	WorkFirst Job Search Course	One Stop Customers: Log in sheets; SCAN cards only	Paper referrals between agencies (after signing last page of the DSS

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	Vouchers for post-TANF (minimum of four months) individuals to attend higher education courses. The Literacy Lab offers computer literacy and remedial education workshops and classes on site at the One Stop.	Stop. WFNJ customers: Career Advancement Vouchers at training vendors, local colleges and universities. The Literacy Lab offers computer literacy and remedial education workshops and classes on site at the One Stop.	(Intensive): WFNJ funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive). GA and FS customers are NOT eligible for any "lifelong training" activities.	recently implemented. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate. TANF: Participation in each approved activity is documented in Omega/GAAS/AOSS.	page of the DSS Application and/or the WIA general Release of Information form) OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.) DSS: Omega, FAMIS, and AOSS data management systems.
Literacy Services in the One-Stop Center	The literacy services offered through One Stop include: • Computer literacy • Basic Reading and Math • ESL and GED preparation	AWEP participants receive computer literacy skills training at the AWEP site. Literacy Labs are on-site in One Stop. Seven literacy outreach labs have been established in the local public libraries.	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with	One Stop Customers: Log in sheets; SCAN cards only recently implemented. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.)

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
		Literacy Volunteers of America Local adult education programs.	disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	OSOS.) Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems.
Pre-Vocational Services Pre-Vocational Services (continued)	Pre-Vocational Services include: • Basic Skills remediation • GED courses • ESL courses • Basic Computer Literacy Skills • Workplace Literacy	Literacy Labs are on-site in One Stop. Seven literacy outreach labs have been established in the local public libraries. Literacy Volunteers of America Local adult education programs.	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer	A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.) DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
			(Core & Intensive).		Assistance Automated System) and GACM (GA Case Management System)
Resume and Related Activity	Help in developing a resume through the following methods: One Stop Customer (Core): • Career Beacon Workshop • Internet Resume Workshop • Hands On Workshop on America's Talent Bank (GA/FS customers) TANF Customer: • WorkFirst Four-Week Job Search Course	Career Beacon Workshops: • ES at One Stop, and • WIA at One Stop Internet Resume Workshop: • ES/WIA at One Stop WorkFirst Four-Week Job Search Course: • Vendor Job Search Provider at site • GA customers at Four Week Job Search course	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	One Stop Customers: Log in sheets; SCAN cards only recently implemented. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. OSOS collects services provided and case notes on each enrolled customer. WIA and ES staffs have access to OSOS. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.) Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
		Vendors at vendor site.

WFNJ:

• AWEP Sites | | | uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System) |
| Retention | Retention services include the regular contact by case/case manager of a customer placed in a job for a specified period of time.

During the post-employment Retention phase, support services and related financial assistance can be continued to ensure the customer's ability to maintain and retain the employment position.

The duration of Retention Services is: | WFNJ customers through AWEP sites.

WIA enrolled customers by WIA and ES at the One Stop.

DVR enrolled customers by DVR and ES at the One Stop.

WFNJ enrolled customers by Job Search Training Course provider at provider site.

All training vendors conduct Retention services as part of their contract to provide job search or training | WorkFirst Job Search Course (Intensive): WFNJ funds

Persons with disabilities (Intensive): DVR funds

WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive). | One Stop Customers: Log in sheets; SCAN cards only recently implemented.

A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis.

OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate. | Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form)

OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.)

Vendor, AWEP & CWEP site providers regularly share information.

DSS: Omega, FAMIS, and AOSS data management |

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	WIA: Up to one year WFNJ: 30-60-90 days post-placement	services.		TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System) One Stop MIS department data enters all retention information.
Self-Service	Self Service Activities include services and information accessible in the Resource Area (Labor Market, Financial Assistance, Community Services, etc. information and access to the Office Equipment)	ES at One Stop (Core) (Intensive when used by Customer enrolled in Intensive Services) Partners at One Stop (Core) (Intensive when used by Customer enrolled in Intensive Services)	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive)	One Stop Customers: Log in sheets; SCAN cards only recently implemented. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.)

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
			enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	
Support Payments	Support Services include financial assistance to the customer in the form of childcare and/or transportation funds. The EEI Program offers supportive services.	WFNJ customers through local DSS offices.	WorkFirst Job Search Course (Intensive): WFNJ funds	TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.) Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
					uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Support Services	The purpose of Support Services is to enable a customer to seek and then maintain employment.

The EEI Program offers supportive services.

Referrals to other partner agencies and/or community resources providers are made. | WFNJ customers through local DSS offices. | WorkFirst Job Search Course (Intensive): WFNJ funds

Persons with disabilities (Intensive): DVR funds

WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive). | OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate.

TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS. | OSOS - WIA

DSS: Omega, FAMIS, and AOSS data management systems.

Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System) |
| Testing | Testing includes the written, verbal, or computerized testing of a customer's educational levels and aptitudes. Standardized testing offered to customers includes the Tests of Adult Basic Education (TABE), and the BEST (Basic English Skills Test) for ESL | WFNJ customers: Tested at job search vendor site when enrolled in Four-Week Job Search.

WIA enrolled customers at One Stop.

One Stop (Core) customers by ES/WIA at One Stop. | General Public, including GA & FS customers (Core)

WorkFirst Job Search Course (Intensive): WFNJ funds

Persons with | One Stop Customers: Log in sheets; SCAN cards only recently implemented.

A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. | OSOS - WIA

DSS: Omega, FAMIS, and AOSS data management systems. Testing scores are recorded on the CSA.

Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System) |

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	ESL customers. The purpose of "Testing" is to determine achievement and basic skills levels; to determine suitability for training and/or employability; to determine occupational interests and to assess English language proficiency.	WIA – ESL customers through the Literacy Labs.	disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	
Vocational Training – Classroom Training	Occupational skills training available to WIA customers enrolled in Intensive Services and being referred to Training Services. Classroom Training Providers are listed on/ accessible through: NJ Eligible Training Provider List on the WNJPIN website, local colleges' websites and through Job/Career Fairs.	NJETP on WNJPIN Training providers' information is available (brochures, fliers) in the Resource Area.	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds	One Stop Customers: Log in sheets; SCAN cards only recently implemented. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.) DSS: Omega, FAMIS, and AOSS data management

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
				information as appropriate.	systems.
			WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	
Vocational Training – Other

Vocational Training – Other (continued) | Occupational skills training available to WIA customers enrolled in Intensive Services and being referred to Training Services.

Training Providers are listed on/ accessible through: NJ Eligible

Training Provider List on the WNJPIN website. | NJETP on WNJPIN | General Public, including GA & FS customers (Core): Wagner Peyser

WorkFirst Job Search Course (Intensive): WFNJ funds

Persons with disabilities (Intensive): DVR funds

WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive). | A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis.

OSOS collects services provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate.

TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS. | Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form)

OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices

have access to OSOS.)

DSS: Omega, FAMIS, and AOSS data management systems. |

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Workshops	Variety of speaker and computer-presentations workshops offered during Core, Intensive and Training Services. Customers are also welcome to return to the One Stop post-employment to attend appropriate workshops. One Stop Customer: • Career Beacon • Monthly Calendar of Events • Money Smart • How to Avoid Interviewing Pitfalls • How to Apply for Government Jobs • Internet Resume • Basic Computer Literacy	Career Beacon Workshops: • ES at One Stop • WIA at One Stop Monthly Calendar of Events: • ES/WIA at One Stop	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	One Stop Customers: Log in sheets; SCAN cards only recently implemented. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. OSOS collects services provided and case notes on each enrolled customer. WIA and ES staffs have access to OSOS.	OSOS accessible by/between ES & WIA (Neither consolidated nor non-consolidated Welfare offices have access to OSOS.)
Welfare Services: Case Management	Case Management is provided to the customer once s/he is assigned to a Case Manager. Case Management is the	DSS at DSS office	WFNJ Customers from opening to two years post-TANF. (TANF)	TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Welfare Services: Case Management (continued)	counseling and barriers to employment resolution services that are offered to a customer with an open Welfare case.		WFNJ Customers until Welfare case is closed (GA/FS).		Assistance Automated System) and DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Welfare Services: Comprehensive Assessment	Comprehensive Assessment is provided to Welfare customers through the Comprehensive Social Assessment (TANF and GA customers only), which is offered within the first 12 months of opening a Welfare case. Assessments are on-going for the Welfare customer and include the IDT and each undated or new IRP documents.	DSS at DSS office WorkFirst Job Search Course (Intensive) Training Provider at provider site.	WFNJ Customers	TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Welfare Services: Outreach	Outreach to Welfare customers (engagement) occurs when a customer is referred to a mandatory	Maximus (vendor) via telephone, postal mail, and/or home visits to the customer's residence	WFNJ Customers who are mandatory participants of training programs.	TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	DSS: Omega, FAMIS, and AOSS data management systems.

Service Area	Brief Description – What & method of provision *"One Stop" refers to.	Provider & Location/site	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Welfare Services: Outreach (continued)	referred to a mandatory participation in a four-week job search program. Outreach also occurs (re-engagement) when a customer who is enrolled in a training vendor program is not in compliance for three consecutive days.		WorkFirst Job Search Course (Intensive): WFNJ funds		Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Welfare Services: Work Supports	Work supports are the supportive services offered to Welfare customers in addition to the cash grant and/or food stamps grant and/or medical assistance grant. Work supports include financial assistance to subsidize transportation and childcare costs, payments for uniforms and work-related required clothing or tools. Work supports may also include financial assistance for emergent situations or crises, i.e. payment of a utility bill or rental	DSS at DSS office	WFNJ Customers from opening to two years post-TANF. (TANF) WFNJ Customers until Welfare case is closed (GA/FS).	TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)

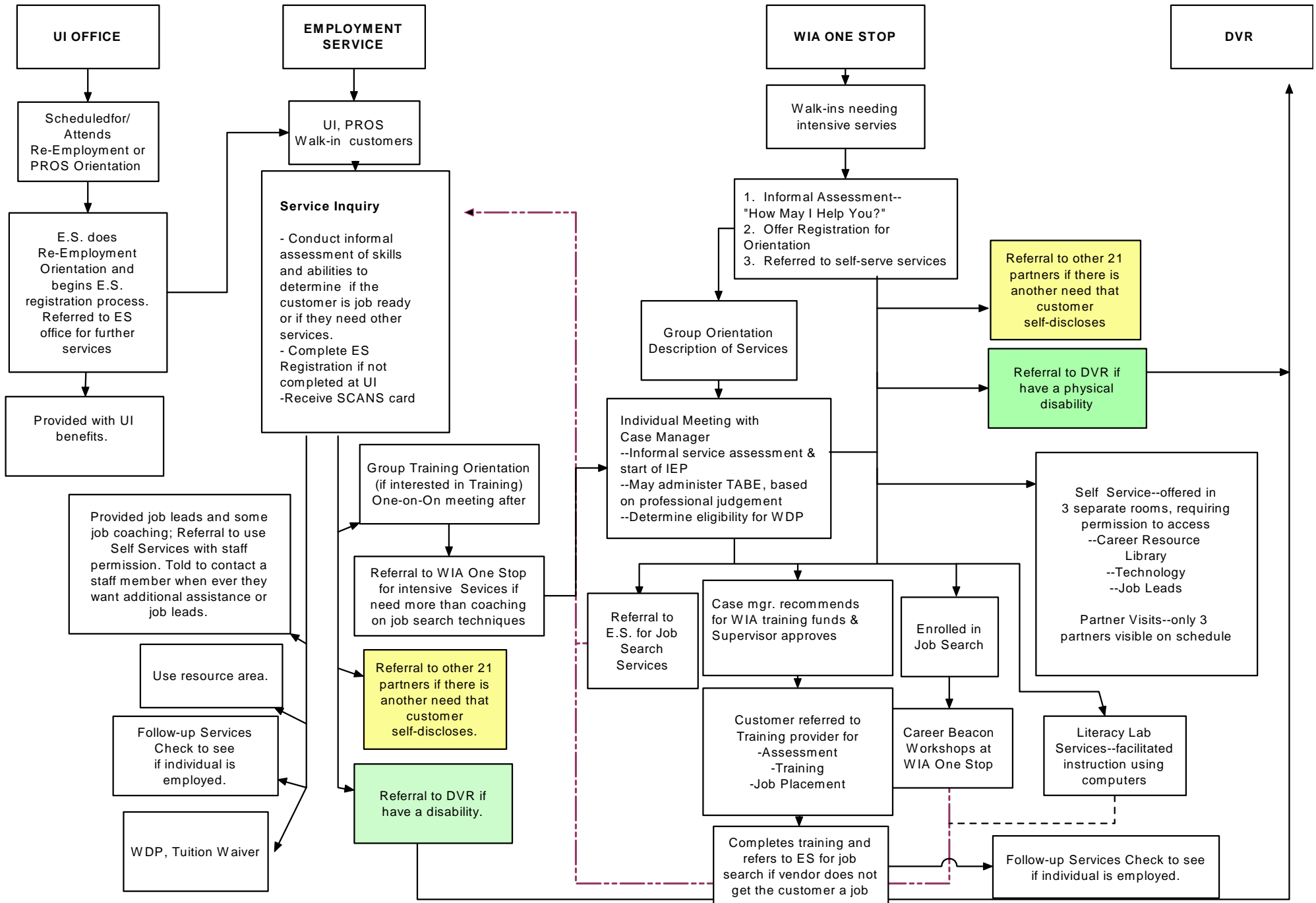| Service Area	Brief Description – What & method of provision *"One Stop" refers to.	Provider & Location/site	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	payment on a one-time basis.				
Welfare Services: Follow Up & Retention Welfare Services: Follow Up & Retention (continued)	Follow Up and Retention services are offered to employed WFNJ customers who secure employment. Services include continued case management, issuance of Career Advancement Vouchers, continued issuance of work supports, and enrollment in specialized health care programs.	DSS at DSS office	WFNJ Customers from opening to two years post-TANF. (TANF) WFNJ Customers until Welfare case is closed (GA/FS).	TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)

▪

Attachment D

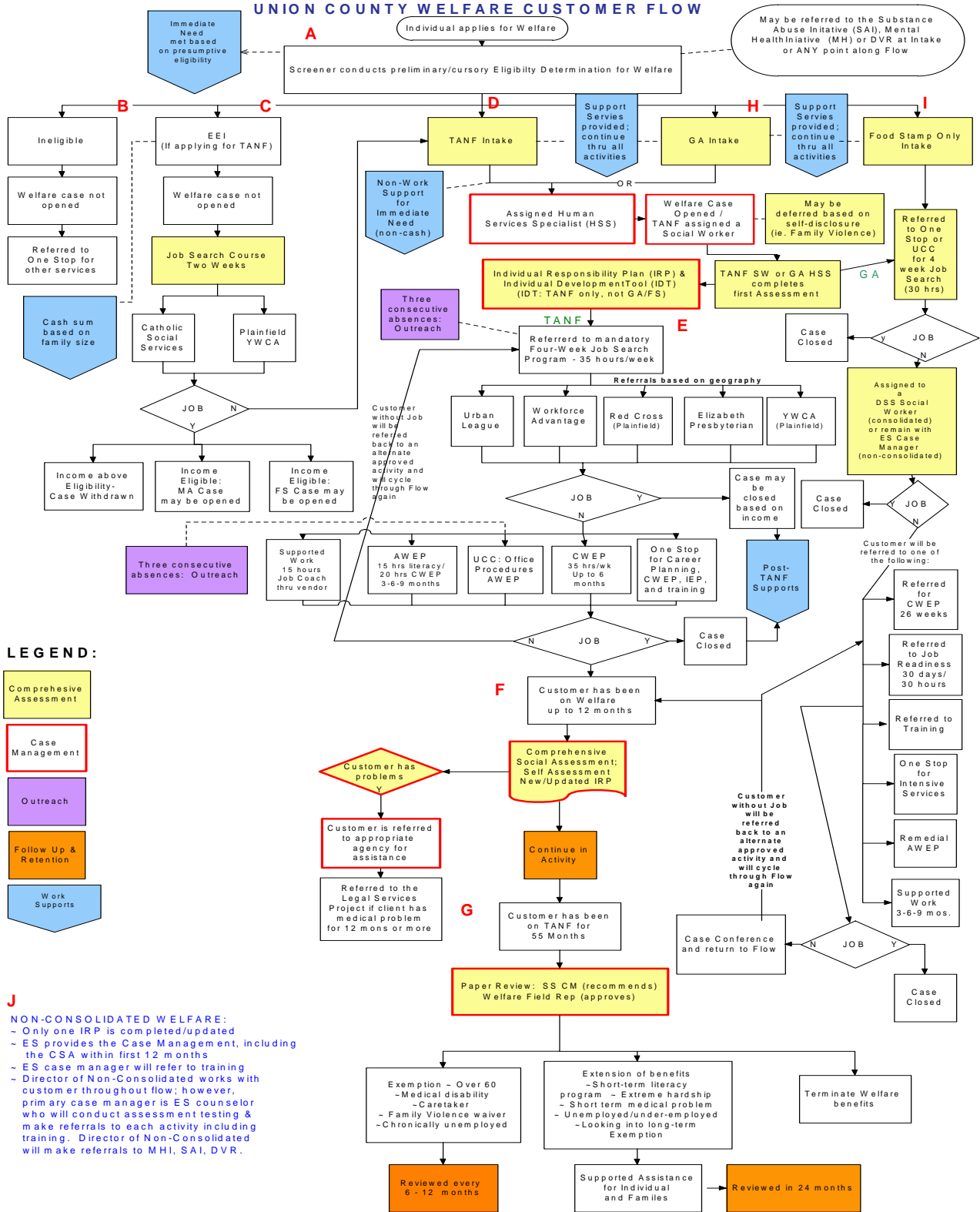# "As Is" Non-Welfare Services and Customer Flowchart

Union County Service Delivery - Non-Welfare Customers

UI OFFICE

Scheduledfor/ Attends Re-Employment or PROS Orientation

E.S. does Re-Employment Orientation and begins E.S. registration process. Referred to ES office for further services

Provided with UI benefits.

Provided job leads and some job coaching; Referral to use Self Services with staff permission. Told to contact a staff member when ever they want additional assistance or job leads.

Use resource area.

Follow-up Services Check to see if individual is employed.

WDP, Tuition Waiver

EMPLOYMENT SERVICE

UI, PROS Walk-in customers

Service Inquiry

- Conduct informal assessment of skills and abilities to determine if the customer is job ready or if they need other services.
- Complete ES Registration if not completed at UI
-Receive SCANS card

Group Training Orientation (if interested in Training) One-on-On meeting after

Referral to WIA One Stop for intensive Sevices if need more than coaching on job search techniques

Referral to other 21 partners if there is another need that customer self-discloses.

Referral to DVR if have a disability.

WIA ONE STOP

Walk-ins needing intensive servies

1. Informal Assessment-- "How May I Help You?"
2. Offer Registration for Orientation
3. Referred to self-serve services

Group Orientation Description of Services

Individual Meeting with Case Manager
--Informal service assessment & start of IEP
--May administer TABE, based on professional judgement
--Determine eligibility for WDP

Referral to other 21 partners if there is another need that customer self-discloses

Referral to DVR if have a physical disability

Referral to E.S. for Job Search Services

Case mgr. recommends for WIA training funds & Supervisor approves

Enrolled in Job Search

Self Service--offered in 3 separate rooms, requiring permission to access
--Career Resource Library
--Technology
--Job Leads

Partner Visits--only 3 partners visible on schedule

Customer referred to Training provider for
-Assessment
-Training
-Job Placement

Career Beacon Workshops at WIA One Stop

Literacy Lab Services--facilitated instruction using computers

Completes training and refers to ES for job search if vendor does not get the customer a job

Follow-up Services Check to see if individual is employed.

DVR

Attachment E

"As Is" Welfare Services and Customer Flowchart

UNION COUNTY WELFARE CUSTOMER FLOW

Individual applies for Welfare

A

Screener conducts preliminary/cursory Eligibilty Determination for Welfare

Immediate Need met based on presumptive eligibility

May be referred to the Substance Abuse Initative (SAI), Mental Health Iniative (MH) or DVR at Intake or ANY point along Flow

B

C

D

Support Servies provided; continue thru all activities

H

Support Servies provided; continue thru all activities

I

Ineligible

EEI (If applying for TANF)

TANF Intake

GA Intake

Food Stamp Only Intake

Welfare case not opened

Welfare case not opened

Non-Work Support for Immediate Need (non-cash)

— O R —

Assigned Human Services Specialist (HSS)

Welfare Case Opened / TANF assigned a Social Worker

May be deferred based on self-disclosure (ie. Family Violence)

Referred to One Stop or UCC for 4 week Job Search (30 hrs)

Referred to One Stop for other services

Job Search Course Two Weeks

Individual Responsibility Plan (IRP) & Individual DevelopmentTool (IDT) (IDT: TANF only, not GA/FS)

TANF SW or GA HSS completes first Assessment

G A

Cash sum based on family size

Catholic Social Services

Plainfield YWCA

Three consecutive absences: Outreach

TANF

E

Referred to mandatory Four-Week Job Search Program - 35 hours/week

Case Closed

Customer without Job will be referred back to an alternate approved activity and will cycle through Flow again

Referrals based on geography

Assigned to a DSS Social Worker (consolidated) or remain with ES Case Manager (non-consolidated)

JOB N

Y

Income above Eligibility - Case Withdrawn

Income Eligible: MA Case may be opened

Income Eligible: FS Case may be opened

Urban League

Workforce Advantage

Red Cross (Plainfield)

Elizabeth Presbyterian

YWCA (Plainfield)

JOB Y

N

Case may be closed based on income

Case Closed

JOB N

Y

Customer will be referred to one of the following:

Three consecutive absences: Outreach

Supported Work 15 hours Job Coach thru vendor

AWEP 15 hrs literacy/ 20 hrs CWEP 3-6-9 months

UCC: Office Procedures AWEP

CWEP 35 hrs/wk Up to 6 months

One Stop for Career Planning, CWEP, IEP, and training

Post-TANF Supports

Referred for CWEP 26 weeks

LEGEND:

Comprehesive Assessment

N JOB Y

Case Closed

Referred to Job Readiness 30 days/ 30 hours

Case Management

F

Customer has been on Welfare up to 12 months

Referred to Training

Outreach

Comprehensive Social Assessment; Self Assessment New/Updated IRP

Customer has problems

Y

One Stop for Intensive Services

Follow Up & Retention

Customer without Job will be referred back to an alternate approved activity and will cycle through Flow again

Remedial AWEP

Work Supports

Customer is referred to appropriate agency for assistance

Continue in Activity

Supported Work 3-6-9 mos.

Referred to the Legal Services Project if client has medical problem for 12 mons or more

G

Customer has been on TANF for 55 Months

Case Conference and return to Flow

N JOB Y

J

NON-CONSOLIDATED WELFARE:
~ Only one IRP is completed/updated
~ ES provides the Case Management, including the CSA within first 12 months
~ ES case manager will refer to training
~ Director of Non-Consolidated works with customer throughout flow; however, primary case manager is ES counselor who will conduct assessment testing & make referrals to each activity including training. Director of Non-Consolidated will make referrals to MHI, SAI, DVR.

Paper Review: SS CM (recommends) Welfare Field Rep (approves)

Case Closed

Exemption ~ Over 60 ~Medical disability ~Caretaker ~ Family Violence waiver ~Chronically unemployed

Extension of benefits ~Short-term literacy program ~ Extreme hardship ~ Short term medical problem ~ Unemployed/under-employed ~Looking into long-term Exemption

Terminate Welfare benefits

Reviewed every 6 - 12 months

Supported Assistance for Individual and Familes

Reviewed in 24 months

Attachment F

"As Is" Adult Literacy Customer and Service Flowchart

Union County Existing Literacy Customer and Service Flow

Literacy and Education Programs

The compendium of literacy and education programs include:
Integrated ESL/Civics, Adult High School
credit-based (district HS diploma), ABE, ESL, GED,
EFB, Board of Education enricment programs,
Employer Based literacy programs, Computer and Technology
literacy programs, Vocational and Technical education programs.

Comments

"AS IS"

Multiple customer entry points:
*directly to schools and programs
*referrals from agencies and organizations
 -One-Stop System (WIA, ES, CWA)
 -Employers
 -Community and Faith Based Organizations

Recruitment & Outreach

*Direct Mailings
*Word of Mouth
*Media Advertisements
*Referrals

Written intake and registration forms
are used.
Intake & registration can be by:
--phone
--in person
--Internet
--appointment or walk-in

*Orientation is provided formally
and informally depending on program

Intake and Registration

*Eligibility (if applicable)
*Orientation (overview of
programs & services)

Documents

Assessment is a combination of
interviews to gather data and
information and testing to determine
learners' literacy, occupational and/or
skill specific levels

 Assessment can occur
 at Intake and
 Registration

Assessment

Assessment is conducted
to evaluate learners' needs and for
placement in programs
        *Formal Interviews
        *Informal Interviews
        *Formal Testing
        *Informal Evaluation

**Formal Testing Instruments
include:**
*CASAS
*TABE
*BEST
*GED
*LVA READ
*LVA ESLOA
*Occupational assessments
 (trade specific)
*Provider generated assessments

Instructional outcomes vary by learner goal:
*Incremental growth
*Attainment of a credential
 (education or occupation related)
*Personal fullfillment or enrichment
 (lifelong learning)
*Higher work productivity/advancement
*Employment
*Citizenship
*Occupational training
*Attainment of certificate/license
*Economic or educational gain
*Post-secondary education placement
*Military

Instructional Interventions

*Bd. of ED. credit-based programs
*ABE
*GED (English & Spanish)
*ESL
*Integrated ESL/Civics
*workplace literacy
*computer literacy
*vocational & Technical education
 programs
*enrichment programs

Measurement Indicators

Pre-Post measurement can be
instructor administered or self
directed. It is used to document
progress or completion of a level of
learning
--Standardized tests
--Proficiency based evaluations
--Portfolios
--Learner evaluation of goal attainment

ATTACHMENT G

Report on Customer Focus Groups

Union County Workforce Investment Board

Summary Report of Findings

Based on Customer Focus Groups

Introduction

The Union County Workforce Investment Board (herein referred to as the "WIB") conducted three (3) customer focus groups on Tuesday, November 18, 2003. The focus groups were conducted with a wide range of customers from Workforce Investment Act (herein referred to as "WIA") One-Stop literacy programs, various training services conducted at outside vendors, and the General Assistance/Food Stamp population[1]. Nineteen customers volunteered to participate in the focus group. All of the participants were from the Elizabeth area.

The focus group participants in the WIA One-Stop literacy programs were enrolled in either the workplace/computer literacy training or the GED preparation program. Both the literacy training and the GED preparation program are conducted at the WIA One-Stop computer lab as self-paced tutorials with support from instructors. There were five participants (three (3) male, two (2) female) in this group, all of whom were dislocated workers.

The focus group participants enrolled in outside training programs were receiving varied occupational skills training services. Several of the participants were enrolled in the Target training program, which teaches Microsoft Office skills. One participant was enrolled in a criminal justice program and the rest were in various computer programming and certification training programs. There were eight (8) participants in this group (five (5) male, three (3) female), all of whom were dislocated workers.

The General Assistance/Food Stamps focus group consisted of six (6) individuals (two (2) men and four (4) women). All of the participants had completed the four-week Job Readiness/ Job Search workshop at the One-Stop and were enrolled in a CWEP.

The Report that follows is a summary of recommendations and feedback from the focus groups. We have also included customer examples to illustrate their experiences as a customer. The Report is organized into four service areas: 1) Initial Contact/Intake/Registration, 2) Assessment Process, 3) Service Planning and Program Services, 4) Service Planning: Facilitation of Customers, and 5) Other Issues.

I. Initial Contact/Intake/Registration

Themes:

■ There is a need to make the registration process for GA/Food Stamps more efficient.

> ***Customer Example:*** *Participants in the GA/Food Stamp focus group shared that the registration process was laborious due to the volume of paperwork to be completed.*

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[1] It is important to note in this report that all references to "One Stop" refer to what's known as the "WIA One Stop"—that is, the location where participants are referred if they want training. This is distinct from the "ES One Stop," with which it appears focus group participants had minimal contact.

Participants shared that it took them approximately 1-3 hours to complete the paper work however most participants felt this was a reasonable amount of time.

■ There is a need to provide customers with upfront information about all One-Stop services as well as how customers can connect to the One-Stop, where it is located, and hours of operation.

Customer Examples: Focus Group Participants shared that they learned about the One-Stop through informal means such as through friends, through conversation with other customers, or inquiring about specific One-Stop services on their own.

One participant shared that he heard about the One-Stop while sitting in the Unemployment Insurance (herein referred to as "UI") waiting room when another customer was telling everyone in the room about the One-Stop and passing out the One-Stop phone number.

Participants in the GA/Food Stamp focus group shared that they became aware of public assistance also through "word of mouth" and "on the streets".

■ There is a need to provide customers with the most accurate and up to date information about accessing One-Stop services, particularly during One-Stop Orientations. Participants shared that they were confused about the paperwork they were asked to fill out and not clear about the purpose of the paperwork. Participants were also unclear about program requirements and expectations.

Customer Examples: Participants shared that in the "referral process" from UI to the One-Stop they were told they could not contact the One-Stop until they had been employed for three (3) months.

Some participants also shared that after they attended an Orientation they were told they had to complete paperwork indicating they had applied for at least 18 jobs.

All participants reported that during Orientation they were told that currently there was no money available for training. Participants were asked to complete paperwork necessary to get them on a waiting list for training. In the interim, participants were told they could use the self-service area.

Several of the focus group participants enrolled in the One-Stop Literacy Lab training shared that they were placed in the GED preparation program as a "holding pattern" while they waited for occupational skills training funds to become available. One participant shared that he was informed he must complete the GED preparation program before he could look into occupational skills training.

■ It should be noted that overall, focus group participants shared that they were pleased with their experiences with One-Stop staff, both case managers, and literacy instructors. Most customers reported that their case managers were equally friendly and helpful. "They're interested in what you're doing" and "they have the human touch" were two comments were made by participants to describe their experience with One-Stop staff.

II. Assessment

Themes:

■ There is a need for a comprehensive assessment strategy for customers.

Customer Examples: After sharing information with their case manager, participants shared that they were still not clear about their next steps as well as their strategy towards obtaining employment.

Participants in the GA/Food Stamp focus group shared that no matter what their TABE score was they had to complete a 4-week job search workshop before they could be referred to any other services that might address their literacy issues.

■ There is a need to make referrals to AWEP's and CWEP's following the job search workshop that are based on a customer's occupational interests, goals, work experience or workplace readiness needs of the customer rather than make referrals based on an opening in the program.

Customer Example: Several participants reported begin enrolled in a GED program through their AWEP, despite the fact that they already had a GED. Participants shared that they were assigned to their AWEP or CWEP based on "anywhere they [were] needed".

■ There is a need to conduct a formalized comprehensive assessment not just to determine program eligibility but for customer interests, aptitudes, skills, and supportive service needs. A variety of assessment tools are needed to assess for the above areas.

Customer Example: Participants shared that they completed a "questionnaire of interests" however, participants shared that an assessment of their needs, interests, etc. was conducted primarily though informal discussion with their case manager.

Participants receiving GA/Food Stamps shared that they received a minimal assessment, which was only conducted after they were enrolled in their first allowable activity.

Some participants shared that they had close and extensive discussions with their case managers regarding their needs, interests, etc. however, other participants shared that they were asked very few questions about their needs and goals.

III. Service Planning and Program Services

Themes:

■ There is a need for additional staff in the workplace literacy labs to allow for more intensive classroom instruction to support the use of self-paced computer tutorials. There is also a need for additional staff in the literacy lab to help support non-English speaking customers.

■ Participants shared several suggestions that they felt would improve the quality of workplace literacy programs and services including:
  - Obtain more books for GED preparation so that students can take books home to study.
  - Setting up night hours for GED preparation so that students can work part-time jobs during the day if available.

- Allow for full-time GED preparation training so that those students who want to "get in and out" can do so at a faster pace.

- Provide services in more than one type of program. Customers felt it was a "one size fits all" approach and that a range of offerings should be available to help customers meet their goals.

■ There is a need for two tracks of training; one for those who want and need to get back to work quickly and one for those who need/have more time to learn.

Customer Example: *Participants in both the Literacy Lab trainings (GED preparation and computer applications) and the occupational skills training made the above recommendation about creating two tracks for training.*

■ There is a need to shorten/improve the length of time customers wait for services.

Customer Example: *Participants enrolled in the occupational skills training shared that they had to wait 9-12 months to receive training funds.*

Participants enrolled in the GED preparation also reported lengthy waiting lists to sign up for GED testing as well as sign up for GED testing.

■ It should be noted that overall participants shared that they were pleased with the quality of their training programs.

IV. Service Planning: Facilitation of Customers

Themes:

■ Career Service Planning needs to be conducted on a continuous basis.

Customer Example: *Several participants shared that they were preparing to graduate in one week from a training program but had no idea what their next steps were or what assistance would be available to help them obtain employment.*

Participants in the GED/Food Stamp focus group shared that they were unable to obtain employment at the conclusion of the 4-Week Job Search/Job Readiness Workshop not because they did not know how to find work, but because they did not possess the skills and qualifications to obtain employment.

■ There needs to be one-on-one assistance and guidance with customers in their Service Planning as well as more effectively connecting customers to supportive services.

■ There is a need to actively involve customers in developing and carrying out their Service Plans.

Customer Example: *Participants shared that they did not feel a sense of ownership over their service plans because they were told what to do.*

■ There is a need to create a GED testing site in Union County. Presently, customers must take the GED test in another County.

Customer Example: *Several participants shared that they received little or no assistance in selecting a training program and in identifying and accessing appropriate supportive services such as child care and transportation. Participants also added that if supportive services were identified, they were discussed in the context of barriers to employment, rather than as a guideline to services that might be needed by the customer.*

■ There is a need to improve communication and coordination between customers and their case managers while customers are waiting for training funds.

Customer Example: *Participants shared that once training funds became available customers had to find a program immediately in order to take advantage of the funds. Participants shared that this was difficult for them to plan because they had no idea when the funds were going to become available and therefore could not have something in place in advance.*

Participants also shared that funding could become available but their preference for a training program may not be available, participants would have to select another program that would allow for rolling enrollment.

Participants shared frustration when training funds did not become available by the time they needed to enroll in a program.

Participants also shared that there was little contact, unless initiated by the participant, with their case manager when they were waiting for training funds.

V. Other Issues

Themes:

■ There needs to be adequate working equipment in the One-Stop such as faxes, copiers, etc.

Customer Example: *While participants reported being pleased that equipment was available in the Career Resource areas, they also indicated that equipment was frequently out of service. Participants shared that usually there were copiers, faxes, etc. that were not working, which resulted in longer lines to use equipment that was available or an inability to use the equipment at all. Participants also shared that it appeared that equipment went weeks without repair.*

Attachment H

Community Input

Public Comments

The WIB held a public forum that outlined the goals of the consolidated plan, issues that may arise as the WIB proceeds to implementation, how the WIB developed the plan and key concepts.

The public was encouraged to comment on the key components of the plan. It was communicated that their comments would be included in the submission of the plan and any issues would be taken into consideration in the implementation of the plan.

The public's comments included:

Employment Readiness Defined:
- Checklist of " Benchmarks"?

Comprehensive Assessment:
- Uniformity/Standard in testing for ESL & BAS
- Scores must be readily available; standard interpretation; standard recommendations
- Schedules must be accepted to all parties concerned

Integration of Case Management Staff:
- Management must assure high quality of all Case Managers (for similar service to all)
- Concern of co-workers doing same job but different salaries/ benefits
- How will communication between "Case Managers Generalist" and specific program managers be handled?
- Will referrals to other programs be timely? (i.e.: TRA, WOPP)
- What are "immediate" needs?

Programs & Services Keyed to Employment Readiness:
- All agencies must agree on Readiness definition – if not, it does the client a great disservice

Literacy Services:
- Assessment your scores to identify levels of needs!
- Recommendation & scores
- To determine clients needs
- Standard Time frames for past assessment
- Standard curriculum

New Facilities:
- Be sure they are handicapped accessible

- Be sure the facility is <u>conveniently</u> located for our customer base and rapid transit accessible
- Parking (client/staff)
- Security

Attachment I

"Should Be" Service Integration Matrix

The following chart demonstrates how services should be integrated to support the provision of these specific services.

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.*	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Assessments	Initial point of contact - informal assessment by Triage Unit to determine customer needs & preliminary eligibility, assess client's immediate needs and provide information on available One-Stop and community services. Brief check list questionnaire completed by customer. Assessments include the results of the standardized test(s) , i.e. TABE & BEST as well as more general assessment based on counselor/case manager to customer interviews and case management sessions. Information assessed includes: • Interests • Health Issues	WFNJ customers: TANF assessments are provided at job search vendor sites when clients are enrolled in Four-Week Job Search - information entered into AOSOS within one week of start dates. WFNJ customers not enrolled in 4-week job search, One Stop (Core) customers by a mobile comprehensive assessment unit of the UCC Career Institute at each of the One Stops. DVRS customers at One Stop or specific cases may have to be completed at the DVRS office where technical and specialized equipment is available.	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVRS funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive). Adult Literacy basic skills/ESL education (New Jersey Act for Supplemental Workforce Funds)	One Stop Customers: Log in sheets; SCAN Cards, all are entered into AOSOS. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. AOSOS collects services provided and case management information on each enrolled customer; WIA/ES/CWA staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in AOSOS/ Omega/GAAS/Abacus One Stop System. All assessment results are entered into AOSOS.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) Standardized referral form is used for this process. Comprehensive Assessment results forwarded to One-Stop MIS staff for input into AOSOS. Assessment results and Referral information entered into AOSOS. Data shared among case managers and as needed by providers of services. AOSOS accessible by/between ES/WIA/CWA (Non-Consolidated Welfare offices will not have read access to AOSOS.) Vendor, AWEP & CWEP site providers regularly

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	• Basic Skills • ESL needs • Work History • Barriers • Education • Transportation & Childcare needs • Functional Skills Employability Assessment: Checklist to determine levels of employment readiness Centralized comprehensive assessment center.				share information. DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Counseling	Counseling services are designed to provide case management to public assistance customers while they are in job search and during the job retention period. Counseling includes Career Counseling which is designed to assist the WIA customer in researching and selecting the most appropriate and	WFNJ customer are counseled by CWA staff for eligibility determination for TANF, Food Stamps, General Assistance, and immediate needs. CWA social worker, part of multidisciplinary interagency case management team at the One-Stop, or by Job Search training vendors at vendor sites	General Public, including GA & FS customers TANF- WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVRS funds	One Stop Customers: Log in sheets; SCAN cards, all are registered into AOSOS A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. AOSOS collects services provided and case management information on each enrolled customer; WIA/ES/CWA staff may access information as	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) Standardized referral form. WIA uses a blanket release of information contract. AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Counseling (continued)	effective career choices. In addition, it helps to Determine levels of job readiness to direct appropriate services. In consult with client - assist client in making realistic decisions on how to get to next level of job readiness. Counseling also is offered to explore supportive services needs including childcare and transportation options. Referrals for childcare are made to the Lead childcare agency.	DVR enrolled customers at One Stop. WIA case managers at the One-Stop. Job Search Vendors at Vendor site.	WIA (Intensive & training) enrolled customers: WIA funds. All customers that are determined to be eligible for WFNJ, WIA (intensive & training) and Workplace Literacy services.	access information as appropriate. All scheduling of work activities and follow-up information entered into AOSOS. TANF/GA/FS: Participation in each approved activity is documented in AOSOS/ Omega/GAAS/(Abacus One Stop System). For WFNJ customers, members of case conference team will have access to client's information.	access to AOSOS.) Vendor & AWEP site providers & employers share information based on "release" forms being signed. DSS: Omega and FAMIS (Family Assistance Management Information System) data management systems Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System) For WFNJ customers, members of case conference team will coordinate activities to move the client forward.
Eligibility Determinations	Determination of eligibility for Public Assistance. Determination of eligibility for WIA or WDP funded training.	CWA social workers at the One-Stop will determine Welfare eligibility. WIA at One Stop. DVR at One Stop for	General Public and Welfare including GA & FS customers WIA/WDP (Intensive) enrolled customers:	AOSOS collects services provided and case management information on each enrolled customer; WIA/ES/CWA staff may access information as appropriate.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) Standardized referral forms will be used.

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Eligibility Determinations (continued)	Determination of eligibility for DVR funded services.	persons with disabilities.	WIA/WDP funds Persons with disabilities (Intensive): DVR funds	All information entered into AOSOS for comprehensive case management.	GUMP software used by CWA and Intake Specialist (Human Services Specialist-3) at One-Stop for determining eligibility for public assistance. AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read access to AOSOS.) DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Financial Assistance	Written and verbal information on financial assistance options that may be available to customers interested in attending an occupational skills training course and/or higher education institution.	WIA (Intensive) at One Stop DVR (Intensive) at One Stop Cross trained case managers known as Human Service Specialists (HSS) at the	Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer	AOSOS collects services provided and case management information on each enrolled customer; WIA/ES/CWA staff may access information as appropriate.	Standardized Paper referrals forms used between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) AOSOS accessible

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	Financial assistance also includes budget counseling, transportation assistance, and information/referrals to programs including the energy assistance program.	One Stop Career Centers.	(Core & Intensive). General Public and Welfare, including GA & FS customers.		by/between ES/WIA/CWA (Consolidated Welfare offices will not have read access to AOSOS.)
Follow-up and Retention Follow-up and Retention (continued)	Follow up includes the regular contact by counselor/case manager of a customer placed in training or in a job for a specified period of time. The One-Stop case manager will provide client follow-up services for work activities based on their client assignment for a pre-work, to work employable, or career designated activity. . Follow up case management required contacts include: WIA: Up to one year	One Stop (Core) customers by ES/WIA/CWA at One Stop. WIA enrolled customers by WIA and ES at the One Stop. DVR enrolled customers by DVR and ES at the One Stop. WFNJ enrolled customers by Job Search Training Course provider at provider site. Vendors collect follow up data on placed customers and report to the DSS, ES,	General Public, including GA & FS customers (Core): One-Stop WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	AOSOS collects services provided and case management information on each enrolled customer; WIA/ES/CWA staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in AOSOS/Omega/GAAS/ AOSS.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read access to AOSOS.) Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	WFNJ: 90 days; 6 months, and 1 year. Post-TANF benefits may be provided up to 24 months. One-Stop MIS follow-up/retention (unit) will generate customer tracking and follow-up on all populations.	and/or WIA office(s).			uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Individual Services Plan – Referral to Intensive Services Individual Services Strategies (ISS) for WIA customers	An ISP (Individual Services Plan) is put into action when a customer is referred from Core Services to Intensive Services to access and receive additional workforce services such as literacy enhancement and more in-depth job search assistance. A goal plan is established setting concrete short and long-term goals with	ES at One Stop ~ referral to Intensive. WIA at One Stop ~ processing/acceptance of referral. DVR at One Stop ~ processing/acceptance of referral. Individual Services Plan(s) are written with customers in Core, Intensive, and Training Services.	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with	One Stop Customers: Log in sheets; SCAN cards A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. AOSOS collects services	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read access to AOSOS.)

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	timelines & benchmarks for achieving goals. After comprehensive assessment, there is a determination of the academic and interest employment readiness levels of the clients after which appropriate counseling training can be given to the client, that will provide them with the necessary services needed to get them to the next employment readiness level.		disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	provided and case management information on each enrolled customer; WIA/ES/CWA staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Interviewing skills	Instructional assistance in effective Interviewing techniques. May be offered one-on-one during case management/counseling sessions or even brief conversations with Front Line Staff in Resource Area. May be offered as	ES at One Stop in Resource Area and through Job Search Workshop WIA at One Stop DVR at One Stop WFNJ Four Week Job Search Training Provider at own site	General Public, & including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities	One Stop Customers: Log in sheets; SCAN cards A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. AOSOS collects services provided and case notes on each enrolled customer; WIA/ES/CWA staff may	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read access to AOSOS.)

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	group presentations. Interviewing Skills are also taught via the Career Beacon workshops. Routinely offered during the WFNJ Four Week Job Search courses. Based on numbers participating in orientations - may be offered at the conclusion of same.		(Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	WIA/ES/CWA staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/ GAAS/AOSS.	Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Job Development, including Employer Outreach	Job Development is the individualized and group assistance provided to customers to make an effective match between a job seeker and an employer. Employer outreach includes activities geared to employers to engage them in the One	One Stop (Core) customers by ES/WIA at One Stop. WIA enrolled customers by WIA and ES at the One Stop. DVR enrolled customers by DVR and ES at the One Stop.	General Public, & including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds	One Stop Customers: Log in sheets; SCAN cards A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. AOSOS collects services	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	Stop system, including posting job openings on WNJPIN and interviewing on-site at the One Stop. Employers participate in Positive Recruitments and Job Fairs on site at the One Stop.	WFNJ enrolled customers by Job Search Training Course provider at provider site. WNJPIN website: One Stop, residence, or business location. WFNJ providers meet periodically as a job developers association to distribute discuss and share job leads and orders.	Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	access to AOSS.) Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Job Placement	Job Placement occurs when a customer secures an employment position (part or full-time) and reports to work on the first assigned day. One Stop staff offers individualized job placement assistance. The Union County One Stops use an internal job posting database, the "STAR"	One Stop (Core) customers by ES/WIA at One Stop. WIA enrolled customers by WIA and ES at the One Stop. WIA customers through the skills training vendors providing post-training job placement services. DVR enrolled customers by DVR and ES at the One Stop.	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR	One Stop Customers: Log in sheets; SCAN cards A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. AOSOS collects services provided and case notes on each enrolled customer; WIA/ES/CWA staff may	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read access to AOSOS.) Vendor, AWEP & CWEP

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	the "STAR" computerized database. Vendors who have provided the Four-Week Job Search courses are responsible for job placement assistance to any of their enrolled customers.	WFNJ enrolled customers by Job Search Training Course provider at provider site and at AWEP training sites.	funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in AOSOS/ Omega/GAAS/AOSS.	site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Job Readiness Job Readiness (continued)	Job Readiness is the training offered to customers to prepare them to enter or re-enter the workforce. Included in Job Readiness training is resume writing, interviewing skills, values, work shops, assessment, elimination of barriers to continued employment, and on-the-job conflict resolution practice. Job Readiness is offered one-on-one with customers and through the Career Beacon and other workshops series.	WFNJ customers: Job Readiness training at job search vendor site when enrolled in Four-Week Job Search and at AWEP sites. WFNJ customers not enrolled in job search activity: at One-Stop WIA enrolled customers at One Stop, through weekly workshops designed to prepare the customer for the workforce. DVR enrolled customers	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One	One Stop Customers: Log in sheets; SCAN cards A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between Partner agencies on an as-needed basis. AOSOS collects services provided and case management information on each enrolled customer; WIA/ES/CWA staff may access information as appropriate.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read access to AOSOS.) Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems.

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
		at the One Stop.

One Stop (Core) customers by ES/WIA at One Stop. | Stop Customer (Core & Intensive). | TANF/GA/FS: Participation in each approved activity is documented in AOSOS/ Omega/GAAS/AOSS. | Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System) |
| Job search/job clubs

Job search/job clubs (continued) | Group job search is offered through the Four-Week Job Search courses.

Job Fairs
Internet
Assist the client to make connection to an appropriate employment network
Job placement staff - should develop rapport with business community
Client needs to be able to fill out job application
Mock interviewing experience

Clients need:
(1) to be able to market themselves

(2) to know employers' expectations | WIA and ES staff at One Stop.

Job search workshops are provided two to three times a week which prepares the customer in the search for employment. The workshops also provides the customer with the resources necessary to acquire employment. | General Public, including GA & FS customers (Core): Wagner Peyser

WorkFirst Job Search Course (Intensive): WFNJ funds

TANF customers are not permitted to participate in Job Clubs as an approved activity.

Persons with disabilities (Intensive): DVR funds

WIA (Intensive) enrolled customers: | One Stop Customers: Log in sheets; SCAN cards

A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis.

AOSOS collects services provided and case management information on each enrolled customer; WIA/ES/CWA staff may access information as appropriate. | Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form)

AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read access to AOSOS.)

DSS: Omega, FAMIS, and AOSS data management systems.

Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System) |

Service Area	Brief Description – What & method of provision *"One Stop" refers to.	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	Information necessary to initiate a job specific search plan: (1)to set realistic job goals (2)Ongoing support: Job Clubs - when clients in job search meeting once a week - facilitated by staff person - (1)staff person knowledgeable in the One-Stop resource area (2)has an educational component (3)employer contact (visits by area businesses) (4)By sector - e.g. manufacturing, clerical, health care, automotive		WIA funds. One Stop Customer (Core & Intensive).		
Lifelong Learning Lifelong Learning	WFNJ customers: Career Advancement Vouchers for post-TANF (minimum of four months) individuals to attend higher education courses.	Workshops: ES (and guest speakers) at the One Stop. WFNJ customers: Career Advancement Vouchers at training vendors, local colleges and universities.	WorkFirst Job Search Course (Intensive): WFNJ funds WIA (Intensive) enrolled customers: WIA funds. One	One Stop Customers: Log in sheets; SCAN cards A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) AOSOS accessible

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
(cont.)	The Workforce Learning Link offers computer literacy and remedial education workshops and classes on site at the One Stop. Mobile literacy lab offers computer literacy and occupational specific training on-site.	The Workforce Learning Link offers computer literacy and remedial education workshops and classes on site at the One Stop.	Stop Customer (Core & Intensive). GA and FS customers are NOT eligible for any "lifelong training" activities.	AOSOS collects services provided and case management information on each enrolled customer; WIA/ES/CWA staff may access information as appropriate. TANF: Participation in each approved activity is documented in Omega/GAAS/AOSS.	by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read access to AOSOS.) DSS: Omega, FAMIS, and AOSS data management systems.
Literacy Services in the One-Stop Center Literacy Services in the One-Stop Center	The literacy services offered through One Stop include: • Computer literacy • Basic Reading and Math • ESL and GED preparation Mobile literacy lab offers computer literacy and occupational specific training on-site.	AWEP participants receive computer literacy skills training at the AWEP site. Literacy Labs are on-site in One Stop. Seven literacy outreach labs have been established in the local public libraries. Literacy Volunteers of America provide services to customers with extreme low levels of literacy	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds	One Stop Customers: Log in sheets; SCAN cards A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. AOSOS collects services provided and case management information on each enrolled customer; WIA/ES/CWA staff may access information as	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read access to AOSOS.) Vendor, AWEP & CWEP site providers regularly share information.

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
the One-Stop Center (cont.)		Local adult education programs.	WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	appropriate.

TANF/GA/FS: Participation in each approved activity is documented in AOSOS/ Omega/GAAS/AOSS. | DSS: Omega, FAMIS, and AOSS data management systems. |
| Pre-Vocational Services | Pre-Vocational Services include:
• Basic Skills remediation
• GED courses
• ESL courses
• Basic Computer Literacy Skills
• Workplace Literacy | Literacy Labs are on-site in One Stop Career Centers.

Seven literacy outreach labs have been established in the local public libraries.

Mobile literacy lab offers computer literacy and occupational specific training on-site throughout the community

Literacy Volunteers of America provide services to customers with low levels of literacy

Local adult education programs provide services throughout local educational areas.. | General Public, including GA & FS customers (Core): Wagner Peyser

WorkFirst Job Search Course (Intensive): WFNJ funds

Persons with disabilities (Intensive): DVR funds

WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive). | A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis.

AOSOS collects services provided and case management information on each enrolled customer; WIA/ES/CWA staff may access information as appropriate.

TANF/GA/FS: Participation in each approved activity is documented in AOSOS/ Omega/GAAS/AOSS. | Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form)

AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read access to AOSOS.)

DSS: Omega, FAMIS, and AOSS data management systems.

Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System) |

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Resume and Related Activity	Help in developing a resume through the following methods: One Stop Customer (Core): • Career Beacon Workshop • Internet Resume Workshop • Hands On Workshop on America's Talent Bank (GA/FS customers) TANF Customer: • WorkFirst Four-Week Job Search Course	Career Beacon Workshops: • ES at One Stop, and • WIA at One Stop Internet Resume Workshop: • ES/WIA at One Stop WorkFirst Four-Week Job Search Course: • Vendor Job Search Provider at site • GA customers at Four Week Job Search course Vendors at vendor site. WFNJ: • AWEP Sites	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	One Stop Customers: Log in sheets; SCAN cards. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. AOSOS collects services provided and case management information on each enrolled customer. WIA/ ES/CWA staffs have access to AOSOS. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS/AOSOS.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read access to AOSOS.) Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Retention Retention (cont.)	Retention services include the regular contact by case/case manager of a customer placed in a job for a specified period of time. During the post-employment Retention phase, support services and related financial assistance can be continued to ensure the customer's ability to maintain and retain the employment position. The duration of Retention Services is: WIA: Up to one year WFNJ: 30-60-90 day, 6 months, 1 year post-placement	WFNJ customers through AWEP sites. WIA enrolled customers by WIA and ES at the One Stop. DVR enrolled customers by DVR and ES at the One Stop. WFNJ enrolled customers by Job Search Training Course provider at provider site. All training vendors conduct Retention services as part of their contract to provide job search or training services. The One-Stop has a newly developed MIS/Follow-up Retention unit that has as one of its goals to reach out to all customers placed in employment and their employers to provide retention services such as help with child care,	WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	One Stop Customers: Log in sheets; SCAN cards. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. AOSOS collects services provided and case management information on each enrolled customer; WIA/ES/CWA staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read access to AOSOS.) Vendor, AWEP & CWEP site providers regularly share information. DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System) One Stop MIS department data enters all retention information.

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	transportation, financial planning, and educational assistance for not less than one year after obtaining employment.				
Self-Service	Self Service Activities include services and information accessible in the Resource Area (Labor Market, Financial Assistance, Community Services, etc. information and access to the Office Equipment)	ES at One Stop (Core) (Intensive when used by Customer enrolled in Intensive Services) Partners at One Stop (Core) (Intensive when used by Customer enrolled in Intensive Services)	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	One Stop Customers: Log in sheets; SCAN cards A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. AOSOS collects services provided and case management information on each enrolled customer; WIA/ESCWA staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in AOSOS/ Omega/GAAS/AOSS.	Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will not have read access to AOSOS.)

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Support Payments

Support Payments (cont.) | Support Services include financial assistance to the customer in the form of childcare and/or transportation funds.

The EEI Program offers supportive services. | WFNJ customers through local DSS offices.

Division of Planning - through subcontracted agencies provide support payments for homeless prevention/case management (i.e. one time rent, security, utilities, phone and/or moving assistance); | WorkFirst Job Search Course (Intensive): WFNJ funds | TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS. | Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form)

AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will have read access to AOSOS.)

Vendor, AWEP & CWEP site providers regularly share information.

DSS: Omega, FAMIS, and AOSS data management systems.

Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System) |
| Support Services | The purpose of Support Services is to enable a customer to seek and then maintain employment. | WFNJ customers through local DSS offices.

Division of Planning - through subcontracted agencies provide supportive services. | WorkFirst Job Search Course (Intensive): WFNJ funds | AOSOS collects services provided and case management information on each enrolled customer; WIA/ES/CWA staff may access information as | AOSOS - WIA

DSS: Omega, FAMIS, and AOSS data management systems. |

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Support Services (cont.)	The EEI Program offers supportive services. Referrals to other partner agencies and/or community resources providers are made.	supportive services including: child care; homeless prevention/case management (i.e. one time rent, security, utilities, phone and/or moving assistance); intensive outpatient treatment for alcohol/drugs; food pantry; employment counseling with referral and follow-up; nutritional counseling and companionship for development disabled; health screenings, educational counseling; family/individual counseling	Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	appropriate. TANF/GA/FS: Participation in each approved activity is documented in AOSOS/ Omega/GAAS/AOSS.	Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Testing	Testing includes the written, verbal, or computerized testing of a customer's educational levels and aptitudes. Standardized testing offered to customers includes the Tests of Adult Basic Education (TABE), and the BEST (Basic English Skills Test) for ESL customers.	WFNJ customers: Tested at job search vendor site when enrolled in Four-Week Job Search. WIA enrolled customers at One Stop. One Stop (Core) customers by ES/WIA at One Stop. WIA – ESL customers	General Public, including GA & FS customers (Core) WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities	One Stop Customers: Log in sheets; SCAN cards. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. AOSOS collects services	AOSOS - WIA DSS: Omega, FAMIS, and AOSS data management systems. Testing scores are recorded on the CSA. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	The purpose of "Testing" is to determine achievement and basic skills levels; to determine suitability for training and/or employability; to determine occupational interests and to assess English language proficiency. Testing is valuable in determining "work readiness" levels	through the Literacy Labs. Union County College Mobile Assessment Unit for comprehensive assessment, to determine both academic and interest inventory levels. The assessment unit will be mobile to provide services at both One Stops or if needed at a specially scheduled site to provide availability to customers	(Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	provided and case notes on each enrolled customer; WIA/ES staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	
Vocational Training – Classroom Training	Occupational skills training available to WIA customers enrolled in Intensive Services and being referred to Training Services. Classroom Training Providers are listed on/ accessible through: NJ Eligible Training Provider List on the WNJPIN website, local colleges' websites and through Job/Career Fairs.	NJETP on WNJPIN Training providers' information is available (brochures, fliers) in the Resource Area.	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds	One Stop Customers: Log in sheets; SCAN cards only. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. AOSOS collects services provided and case management information on each enrolled customer; WIA/ES/CWA staff may	Standardized Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will have read access to AOSOS.) DSS: Omega, FAMIS, and AOSS data management systems.

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
			WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS/AOSOS.	
Vocational Training – Other Vocational Training – Other (continued)	Occupational skills training available to WIA customers enrolled in Intensive Services and being referred to Training Services. Training Providers are listed on/ accessible through: NJ Eligible Training Provider List on the WNJPIN website.	NJETP on WNJPIN	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. AOSOS collects services provided and case management information on each enrolled customer; WIA/ES/CWA staff may access information as appropriate. TANF/GA/FS: Participation in each approved activity is documented in Omega/GAAS/AOSS.	Standardized Paper referrals between agencies (after signing last page of the DSS Application and/or the WIA general Release of Information form) AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will have read access to AOSOS.) DSS: Omega, FAMIS, and AOSS data management systems.

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Workshops	Variety of speaker and computer-presentations workshops offered during Core, Intensive and Training Services. Customers are also welcome to return to the One Stop post-employment to attend appropriate workshops. One Stop Customer: • Career Beacon • Monthly Calendar of Events • Money Smart • How to Avoid Interviewing Pitfalls • How to Apply for Government Jobs • Internet Resume • Basic Computer Literacy	Career Beacon Workshops: • ES at One Stop • WIA at One Stop Monthly Calendar of Events: • ES/WIA at One Stop	General Public, including GA & FS customers (Core): Wagner Peyser WorkFirst Job Search Course (Intensive): WFNJ funds Persons with disabilities (Intensive): DVR funds WIA (Intensive) enrolled customers: WIA funds. One Stop Customer (Core & Intensive).	One Stop Customers: Log in sheets; SCAN cards. A weekly report is prepared and shared at the Monthly Provider meeting; information is routinely shared between partner agencies on an as-needed basis. AOSOS collects services provided and case management information on each enrolled customer. WIA/ ES /CWA staff have access to AOSOS.	AOSOS accessible by/between ES/WIA/CWA (Non-consolidated Welfare offices will have read access to AOSOS.)
Welfare Services: Case Management	Case Management is provided to the customer (after intake) once s/he is assigned to a Case Manager. Case Management is the	DSS at DSS office The One Stop will have a case management team approach. All participating team	WFNJ Customers from opening to two years post-TANF. (TANF)	TANF/GA/FS: Participation in each approved activity is documented in AOSOS/ Omega/GAAS/AOSS.	DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Welfare Services: Case Management (continued)	counseling and barriers to employment resolution services that are offered to a customer with an open Welfare case.	members will be train through a condensed 16 week training course for Human Service Specialist (HSS). This training will give all members of the team an advantage in documents. The need of services of any customer coming to the One Stop.	WFNJ Customers until Welfare case is closed (GA/FS).		Assistance Automated System) and DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Welfare Services: Comprehensive Assessment	Comprehensive Assessment is provided to Welfare customers through the Comprehensive Social Assessment (TANF and GA customers only), which is offered within the first 12 months of opening a Welfare case. Assessments are on-going for the Welfare customer and include the IDPT and each undated or new IRP documents.	DSS at DSS office WorkFirst Job Search Course (Intensive) Training Provider at provider site.	WFNJ Customers	TANF/GA/FS: Participation in each approved activity is documented in AOSOS/ Omega/GAAS/AOSS.	DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Welfare Services: Outreach	Outreach to Welfare customers (engagement) occurs when a customer is referred to a mandatory	Maximus (vendor) via telephone, postal mail, and/or home visits to the customer's residence	WFNJ Customers who are mandatory participants of training programs.	TANF/GA/FS: Participation in each approved activity is documented in AOSOS/ Omega/GAAS/AOSS.	DSS: Omega, FAMIS, and AOSS data management systems.

Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
Welfare Services: Outreach (continued)	referred to a mandatory participation in a four-week job search program. Outreach also occurs (re-engagement) when a customer who is enrolled in a training vendor program is not in compliance for three consecutive days.	DSS Special Initiatives program to ensure customers show-up for scheduled activities. An informative letter would be sent to clients that explain the programs and the reason(s) they were required to attend the activities.	WorkFirst Job Search Course (Intensive): WFNJ funds		Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)
Welfare Services: Work Supports	Work supports are the supportive services offered to Welfare customers in addition to the cash grant and/or food stamps grant and/or medical assistance grant. Work supports include financial assistance to subsidize transportation and childcare costs, payments for uniforms and work-related required clothing or tools. Work supports may also include financial assistance for emergent situations or crises, i.e. payment of a utility bill or rental	DSS co-located at One-Stop or at DSS office Case Management team will have the ability to document the need for services and to make sure that customer has the ability to access the supports needed	WFNJ Customers from opening to two years post-TANF. (TANF) WFNJ Customers until Welfare case is closed (GA/FS).	TANF/GA/FS: Participation in each approved activity is documented in AOSOS/ Omega/GAAS/AOSS.	DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)

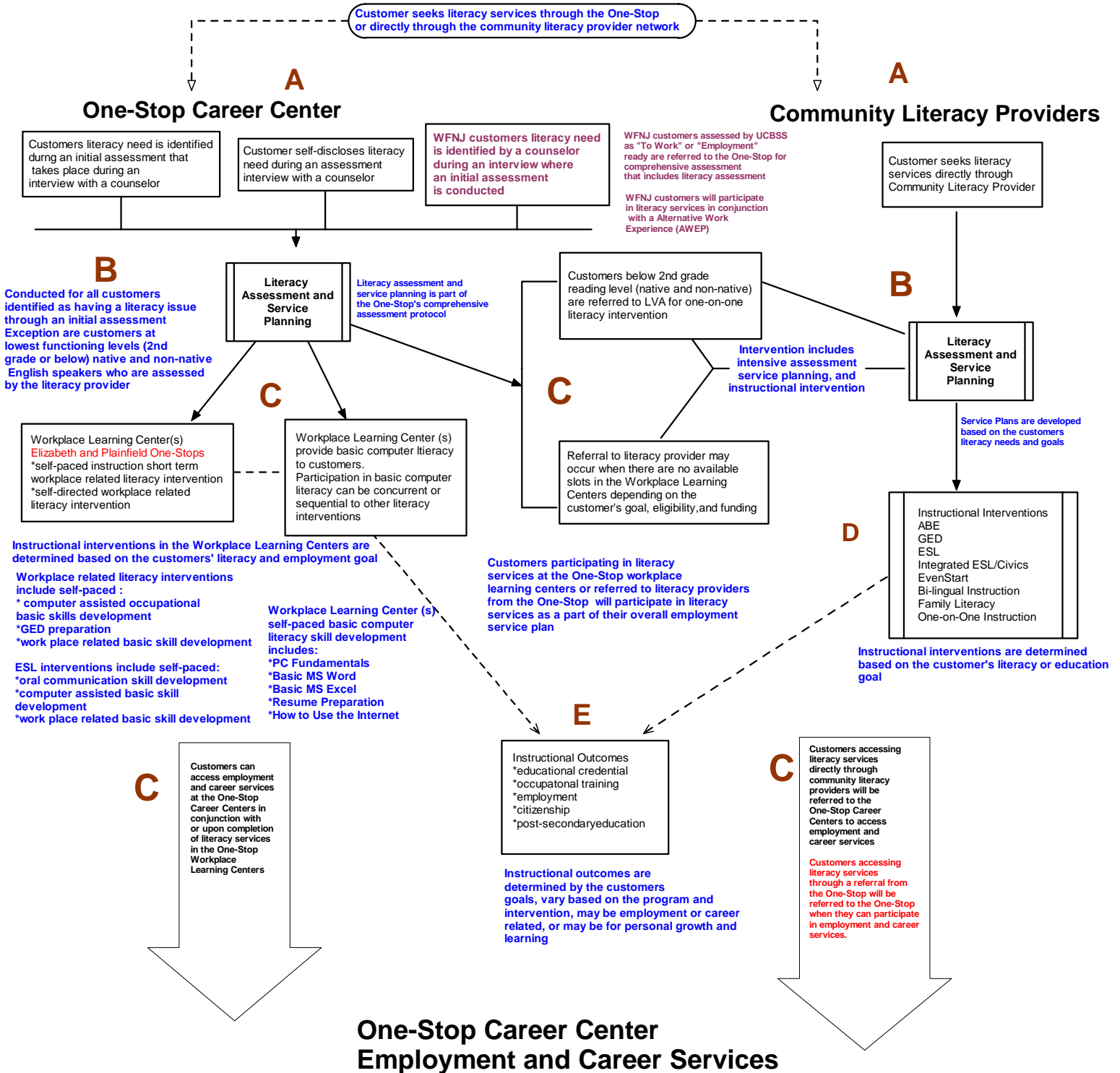| Service Area	Brief Description – What & method of provision	Provider & Location/site *"One Stop" refers to.	Populations Served & Funding Source(s)	Data Collected – Who Shared With, How	Activities Coordinated with Whom and How
	payment on a one-time basis.				
Welfare Services: Follow Up & Retention Welfare Services: Follow Up & Retention (continued)	Follow Up and Retention services are offered to employed WFNJ customers who secure employment. Services include continued case management, issuance of Career Advancement Vouchers, continued issuance of work supports, and enrollment in specialized health care programs.	One-Stop Career Center MIS Evaluation Team	WFNJ Customers from opening to two years post-TANF. (TANF) WFNJ Customers until Welfare case is closed (GA/FS).	TANF/GA/FS: Participation in each approved activity is documented in AOSOS/ Omega/GAAS/AOSS.	DSS: Omega, FAMIS, and AOSS data management systems. Non-consolidated Welfare uses: GAAS (General Assistance Automated System) and GACM (GA Case Management System)

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Attachment J

Adult Literacy Services Customer Flowchart

Union County WIB Literacy Services Customer Flow
"Should Be"

Customer seeks literacy services through the One-Stop or directly through the community literacy provider network

A

One-Stop Career Center

A

Community Literacy Providers

Customers literacy need is identified durng an initial assessment that takes place during an interview with a counselor

Customer self-discloses literacy need during an assessment interview with a counselor

WFNJ customers literacy need is identified by a counselor during an interview where an initial assessment is conducted

WFNJ customers assessed by UCBSS as "To Work" or "Employment" ready are referred to the One-Stop for comprehensive assessment that includes literacy assessment

WFNJ customers will participate in literacy services in conjunction with a Alternative Work Experience (AWEP)

Customer seeks literacy services directly through Community Literacy Provider

B

Conducted for all customers identified as having a literacy issue through an initial assessment Exception are customers at lowest functioning levels (2nd grade or below) native and non-native English speakers who are assessed by the literacy provider

Literacy Assessment and Service Planning

Literacy assessment and service planning is part of the One-Stop's comprehensive assessment protocol

Customers below 2nd grade reading level (native and non-native) are referred to LVA for one-on-one literacy intervention

B

Literacy Assessment and Service Planning

C

Intervention includes intensive assessment service planning, and instructional intervention

Service Plans are developed based on the customers literacy needs and goals

C

Workplace Learning Center(s)
Elizabeth and Plainfield One-Stops
*self-paced instruction short term workplace related literacy intervention
*self-directed workplace related literacy intervention

Workplace Learning Center (s) provide basic computer lteracy to customers. Participation in basic computer literacy can be concurrent or sequential to other literacy interventions

C

Referral to literacy provider may occur when there are no available slots in the Workplace Learning Centers depending on the customer's goal, eligibility,and funding

D

Instructional Interventions
ABE
GED
ESL
Integrated ESL/Civics
EvenStart
Bi-lingual Instruction
Family Literacy
One-on-One Instruction

Instructional interventions in the Workplace Learning Centers are determined based on the customers' literacy and employment goal

Workplace related literacy interventions include self-paced :
* computer assisted occupational basic skills development
*GED preparation
*work place related basic skill development

ESL interventions include self-paced:
*oral communication skill development
*computer assisted basic skill development
*work place related basic skill development

Workplace Learning Center (s) self-paced basic computer literacy basic skill development includes:
*PC Fundamentals
*Basic MS Word
*Basic MS Excel
*Resume Preparation
*How to Use the Internet

Customers participating in literacy services at the One-Stop workplace learning centers or referred to literacy providers from the One-Stop will participate in literacy services as a part of their overall employment service plan

Instructional interventions are determined based on the customer's literacy or education goal

C

Customers can access employment and career services at the One-Stop Career Centers in conjunction with or upon completion of literacy services in the One-Stop Workplace Learning Centers

E

Instructional Outcomes
*educational credential
*occupatonal training
*employment
*citizenship
*post-secondaryeducation

Instructional outcomes are determined by the customers goals, vary based on the program and intervention, may be employment or career related, or may be for personal growth and learning

C

Customers accessing literacy services directly through community literacy providers will be referred to the One-Stop Career Centers to access employment and career services

Customers accessing literacy services through a referral from the One-Stop will be referred to the One-Stop when they can participate in employment and career services.

One-Stop Career Center
Employment and Career Services

Elizabeth

Plainfield

Labor Market Information

Demand Occupations
Employment Trends
Employment Opportunities
Local Businesses and Employers

Core Services Workshops

Resume Writing
Job Applications
Interviewing Skills
Financial Planning
Applying for Employment

Access to Resource Area

Computers with Internet
Posting Resumes on Internet
County Information
Transportation Information
Written Resources for Job Search

Job Placement Assistance
Employment Opportunities
Career Guidance and Placement

Attachment K

Adult Literacy Assessment Process

Union County Adult Literacy Assessment Process
"Should Be"

One Stop Career Centers
**Elizabeth and Plainfield**

Literacy Provider Community

Initial Literacy Assessment
Conducted through a face to face interview with a counselor and includes a brief interview in which the counselor is observing the customer's written and oral English communication skills.to detrmine if a literacy issue exists.

Initial Literacy Assessment

Initial Interview (observation and conversation)

Initial Literacy Assessment
Conducted by phone at the time of customer's initial contact or in a face to face interview with a counselor during the intake and registration process to discuss customer literacy needs and determine if the literacy programis right for the customer
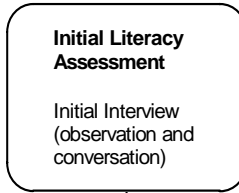
Formal Literacy Assessment
Consists of an indepth interview with a counselor to collect information such as education history, employment history as it relates to literacy use and administration of a test instrument to identify existing literacy skills and literacy skill gaps.

Formal Literacy Assessment

*In-depth Interview
* Testing

Formal Literacy Assessment
Consists of an indepth interview with a counselor or instructor to collect previous education and literacy program participation information and administration of a test instrument to evaluate customers needs and placement in an appropriate level of a literacy program.
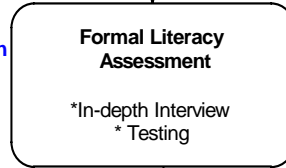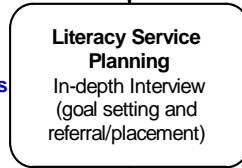
Literacy Service Planning
Consists of an indepth interview with a counsleor to set customer literacy goals, expectations and responsibilities, make comnnections between the literacy goal and customers employment goal and determine and make the literacy intervention referral

Literacy Service Planning
In-depth Interview (goal setting and referral/placement)

Literacy Service Planning
Consists of an indepth interview with a counsleor or instructor to set customer literacy goals, expectations and responsibilities,
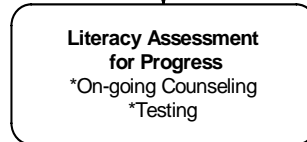
Literacy Assesment for Progress
Consists of periodic assessment sessions with counselor to discuss progress in achieving literacy goals and incremental testing for advancement in levels of literacy intervention as dictated by the NRS

Literacy Assessment for Progress
*On-going Counseling
*Testing

Literacy Assesment for Progress
Consists of on-going communication between the customer and instructor to chart progress in achieving literacy goals as well as incremental testing for advancement in levels literacy intervention as dictated by the NRS

Formal Literacy Assessment Tests and Outcomes

One-Stop Career Centers
Workplace Learning Centers
Workplace Literacy Programs
Assessment
TABE
Outcome
Annotation of Progress
One-grade level increase
for every 100 hours of instruction

Linden Adult School
ABE, GED, ESL
Assessment
TABE, BEST, Teacher assessments
Outcome
Annotation of Progress
Advancement within NRS levels after 50 hours of instruction
GED

Kean University
ABE, GED, ESL
Assessment
TABE, Teacher assessments
Annotation of progress
Advancement within NRS levels after 50 hours of instruction
GED

Workforce Advantage
Project ABLE, ESL/Civics
Assessment
TABE, BEST
Outcome
Annotation of progress
Advancement within NRS levels after 50 hours of instruction
Citizenship

Union County Vocational Technical Schools
ABE, GED, & ESL
Assessment
TABE
Outcome
Advancement within NRS levels after 50 hours of instruction
GED

Union County College
ABE, GED, ESL, Project ABLE, ESL/Civics
Assessment
TABE
Outcome
Advancement within NRS levels after 50 hours of instruction
GED
Citizenship

LVA of Union County
ABE, ESL ESL/Civics
Assessment
READ, ESLOA
Outcome
Citizenship
Annotation of Progress

Venture & Venture
ABE, ESL, GED
Assessment
TABE
Outcome
Advancement within NRS levels after 50 hours of instruction
GED

Prepared by The Widing Group
December 31, 2003