

Summary of Recent Workforce Activities

Client Engagement

“Case Manager to Career Coach” workshops:

- Customer Service
- Motivational Interviewing
- Career Pathways
- Stackable Credentials
- Co-enrollment

Partner Engagement

Identifying and Strengthening Partner Responsibilities:

- Mapping Workforce Partners and Systems
- Gap Analysis
- Enhancing the Role of Partner Members

Workforce Development Board Development

Strategic Plan Assistance (Technical Assistance)

- Systems Needs Analysis
- Meeting w/ Major System Players
- Construction of Actual Plan Document
- Board/Staff Input – Ongoing Refinement

Policies/Procedures (Technical Assistance)

- Review of Existing WIOA (WDB and AJC) Policies
- Review Best Practices to Aid in Constructing Local Policy/Procedures Handbook

Sub-Committee Meeting Facilitation (Workshops)

- Meetings w Youth, Literacy and Partner Subcommittees
- One-Stop Operator Procurement Process Consultation
- Design and Delivered three workshops for each of three Subcommittee to advance System Improvement

CAREER PATHWAYS

WORKSHOP # 4

NOVEMBER 28, 2018

Don Passarella, Senior Associate, Workforce Development

Toufic M. Hakim, PhD, Senior Managing Principal

Group i&i Consultancy



UNION COUNTY
NEW JERSEY



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CAREER COACH SKILLS DEVELOPMENT WORKSHOP

AGENDA

Exploring Career Pathways

Foundational Skills
Educational Training
Work-based Learning
Credentials
Tools and Resources



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LAST SESSION

Learn to Build Relationships with Participants
Use Behavioral Interventions to Keep Participants Engaged
Role Play to Strengthen our Engagement Skills



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JOHN



SARAH



TEGRA



THYE



VERNON



BETH

CAREER PATHWAYS EXERCISE

EACH TABLE WILL HAVE THEIR OWN CLIENT

TEAMS WILL BUILD A CAREER PATH FOR THEIR CLIENT

1. LIST ASSESSMENT TOOLS/PROCESS
2. DRAW CONCLUSIONS
3. DEVELOP CAREER PLAN
4. IDENTIFY PARTNERS
5. TASK PARTNERS
6. LIST SPECIFIC STEPS
7. IDENTIFY BARRIERS

REPORT OUT on ALL 7 ITEMS



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JOHN'S PROFILE

One year unemployed
Math teacher
59 years old
Excellent work history



Interpersonal Observations

"If you had told me 10 years ago that I was going to be in this position at 59 years old, I would have told you, you were nuts"
"Feel inadequate, kick in the stomach"
"Has it been stressful to the family, of course."
"I want to teach again, I like it, I'm good at it I do miss it"



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CAREER PATHWAYS



Foundational Skills – Soft Skills
allow relationships w other people

Educational Training –
Technical continuously fine tune
skills support goals

Work-Based Learning –
Experience/Grow in their work -

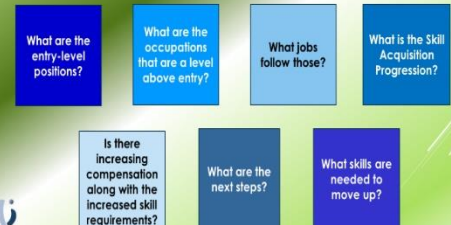


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CAREER PATHWAYS

Questions that Require Answers



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Case Manager Workshop
June 13, 2018

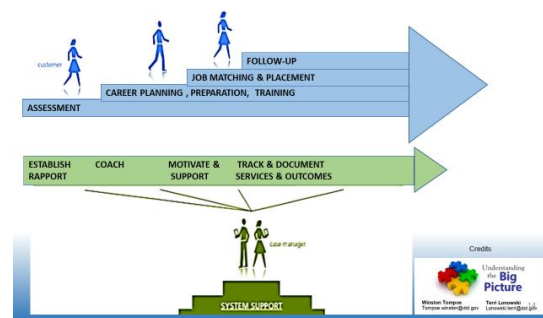


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Goals For Today

1. Walk Through Your Role As Case Managers in the American Job Center
2. Examine "WHAT IS" – Current AJC Climate
3. Exchange Ideas For Improvement in Serving Job Seekers
4. Focus on Customer Service Skills

A Model of Case Management Effectiveness



Exercise #2

Youth / Adult / Dislocated Worker

Form 3 Groups

Meet for 10 Minutes

1. List Key Characteristics of Your Clients
2. What are your greatest challenges as a Case Managers

Use Flip Chart Pages
Choose Reporter /Take Notes / Report Out

Building The Plan (ISS / EDP)

<ul style="list-style-type: none"> Identifying information Objective assessments results <ul style="list-style-type: none"> Basic skills Prior work experience Employment skills or other work readiness/life skills Occupational interest (including nontraditional occupations) Occupational aptitudes Developmental needs (what a youth needs in order to develop employability and career-related skills in each of the areas above) 	<ul style="list-style-type: none"> Other factors, for example <ul style="list-style-type: none"> Adult role models Learning successes and challenges Study skills Career awareness Leadership experience Other interests or involvement 	<p>"the Individual Employment Plan is an ongoing strategy jointly developed by the participant and the case manager."</p> <p>It must have 3 components:</p> <ol style="list-style-type: none"> 1. participant's employment goals, 2. the appropriate achievement objectives 3. the appropriate combination of services for the participant to achieve the employment goals
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Briefly, Let's Talk About Your Process For Assessment

Exercise # 4

Break Up Into Groups of 4 - 5

Use Handout
Meet for 10 Minutes

Let's Work On Some of Our
Customer Service Skills

PARTNER ENGAGEMENT FORUM UNION COUNTY AMERICAN JOB CENTER

FEBRUARY 28, 2019

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GOAL TODAY

Strengthen AJC Partnerships

Begin to Develop Strategies and Procedures pertaining
to Partner-Established Workforce System Priorities

1. Employer Job Listing Information Sharing

Prior Discussion

- ES has active listings and company details
- Vendors/Partners have ready graduates / some employer contacts
- Request for process to SHARE information

WHAT IS CURRENT ISSUE / PROBLEM, SPECIFICALLY
WHAT IS THE BENEFIT OF COMMON SYSTEM

SYSTEM RECOMMENDATIONS
NEXT STEP / ACTION ITEMS

2. Customer Information Sharing

Prior Discussion

- Confidentiality / PPI
- Handoff of Case Management
- Request for process to SHARE information

WHAT IS CURRENT ISSUE / PROBLEM, SPECIFICALLY
WHAT IS THE BENEFIT OF COMMON SYSTEM

SYSTEM RECOMMENDATIONS
NEXT STEP / ACTION ITEMS

3. Varied Reporting Processes and Systems

Prior Discussion

- Title II LACES – Department of Education
- Reporting to Own Organization (i.e., UCC, United Way)
- Reporting to AJC as Vendor/Partner

WHAT IS CURRENT ISSUE / PROBLEM, SPECIFICALLY
WHAT IS THE BENEFIT OF COMMON SYSTEM

SYSTEM RECOMMENDATIONS
NEXT STEP / ACTION ITEMS

6. Mapping Career Pathway Process

Prior Discussion

- Need to Better Understand "Rungs" and "Handoffs" for Career Pathways
- Begins @ K-12 Career Prep
- Possibilities of Dual Enrollment
- Post-Secondary Credit for Training toward A.S. – to B.S.
- Need Official Policy of Career Pathways
- Local Area Career Pathway Guide - Info maps - PowerPoint Career Connections

WHAT IS CURRENT ISSUE / PROBLEM, SPECIFICALLY
WHAT IS THE BENEFIT OF COMMON SYSTEM

SYSTEM RECOMMENDATIONS / NEXT STEP: ACTION ITEMS

YOUTH PARTNER FORUM UNION COUNTY AMERICAN JOB CENTER

MARCH 11 2019

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GOAL FOR TODAY

Strengthen YOUTH Partnerships



ICE BREAKER



1. Get Up
2. Find Someone You Know the Least
3. Don't Sit Down
4. Share a YOUTH success Story, either client success or System Achievement.



Partner Role w/in AJC Framework

1. List Workforce Linkages that CURRENTLY Exist
2. What Service Do You Deliver
3. How are your services Aligned with AJC Guidance Priorities
 - Aligned Investments
 - Integrated Systems
 - Job-Driven
 - County-wide Resource
 - Effective in Developing Stronger Partnership and Strategies
4. List current GAPS, PROBLEM,

NEED FLIP CHART RECORDER PER ORGANIZATION



Map What Should Be / What Could Be

After hearing PARTNER existing roles, gaps, needs list:

- ❖ WHAT SHOULD relationship look like to best **align and integrate** workforce services.

NEED FLIP CHART RECORDER



NOW WHAT?

Let's begin to **PRIORITIZE** opportunities and List **NEXT STEPS** to enhance our partnerships.

- ❖ Take each opportunity 1 x 1
- ❖ Using Flip Chart – List Actions Required and probable collaborators for each set of tasks.
- ❖ Establish feasible timelines

NEED FLIP CHART RECORDER



CUSTOMER ENGAGEMENT WORKSHOP

SEPTEMBER 26, 2018

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CONTENT & OUTCOMES

- ❖ Understand the Union County Workforce
- ❖ Understand who the clients are and what their needs are.
- ❖ See clearly where we are in our engagement with clients.
- ❖ Agree on what the IDEAL engagement looks like
- ❖ Understand what system-wide "Opportunities" WIOA legislation and National Best Practices are available.



CUSTOMER ENGAGEMENT

EXERCISE 2 - SMALL GROUP TABLE EXERCISE

Watch Each Workforce Client Video:

At Your Tables Jot down:

- ❖ Profile Characteristics
- ❖ Interpersonal Observations
- ❖ What Might Be Going On?

Report Out

Tangible Deliverables	Interpersonal Development Gains
Marketable Skills through Job Training	Confidence
Advocate(s) at the AJC / Partner Agencies	Security / Transparency / Positive Relationship
Credentials (HSD/GED) (MOS) Microsoft Certification (C.N.A.) Board of Nursing	"More" confidence Pride Increased Self-worth
Supportive Services Transportation Housing Assistance	Security Ease of Mind

WHAT METHODS / TOOLS DO WE USE FOR OUR DELIVERABLES?

Tangible Deliverables	Interpersonal Gains
Marketable Skills through Job Training	Confidence

Generate List

- Interest Inventories
- Assessments
- Counseling Sessions
- Workshops
- Labor Market Information Guidance
- Plan w Job Seeker

HOW DO WE INCREASE THE INTERPERSONAL GAINS

[Exercise 4] Generate List

CUSTOMER ENGAGEMENT

WHAT IS:

How are we currently adding value to our customers' journey?

REPORT OUT – "NEED A WRITER"



SUSAN



SARAH



FRANK



WIOA 101

In Simple Terms

Best Practices

WASHINGTON STATE WIOA PROGRAM

[Presentation / Discussion / Impressions]

PLEASE TAKE NOTES ON FEATURES / ISSUES OF WIOA THAT YOU MAY WANT TO DISCUS WITH THE GROUP

HOMEWORK

JOURNAL

If you have a moment, each day, jot down:

1. A client experience that exemplified new awareness of Tangible Deliverables and Observed Interpersonal Gains.
2. Any "Ah hah" moments that support the need for EXPANDED ROLE of Career Counselor.

PARTNER ENGAGEMENT FORUM UNION COUNTY AMERICAN JOB CENTER

JANUARY 24 2019

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AGENDA

DEFINING OUR WORKFORCE SYSTEM
PARTNER SNAPSHOT
LEGISLATIVE VISION FOR WIOA PARTNERS
ENHANCING OUR PARTNER ENGAGEMENT

Focus of Consultation Activity Transition from WIA to WIOA

Front-Line
Workers

Managers

WDB

SYSTEM COMPONENTS?

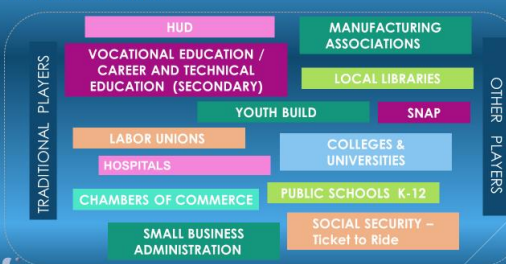
Traditional Players

WORKFORCE DEVELOPMENT BOARD AMERICAN JOB CENTER(s)
STATE EMPLOYMENT SERVICE VETERANS ADMINISTRATION
VOCATIONAL REHABILITATION COMMUNITY COLLEGE
TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

Let's go beyond the Traditional
Exercise 2
System Flip Chart

E2

OTHER PLAYERS?



PARTNER SNAPSHOT (Exercise 3)

Take 5 minutes maximum to highlight :

- ❖ Key services
- ❖ What needs are being addressed.
- ❖ Who is eligible
- ❖ How they get started.
- ❖ Opportunity to take 1 or 2 questions from OTHER partners

E3

DOL Guidance for AJC's 5 KEY DIRECTIVES



DOL TEGL 16-16)

DOL Guidance for AJC's 5 KEY DIRECTIVES

1. Align resources and services
2. Create a more integrated/ job-driven public workforce system.
3. Become a critical source of assistance for job seekers.
4. Enhance partnerships and develop strategies
5. Deliver high-quality career, training, and supportive services

DOL TEGL 16-16)

Partner Role w/in AJC Framework (Exercise 4 at your Table)

1. List Workforce Linkages / Services / Features that CURRENTLY exist within your organization. (SEE HANDOUT E4)
2. Rate your services with regard to the five AJC Guidance Priorities (SEE HANDOUT E4)
3. List current GAPS, PROBLEMS (SEE HANDOUT E4)

SELECT REPORTER

E4

Map What Should Be / What Could Be

(Exercise 5 - WHOLE GROUP)

After hearing PARTNER existing roles, gaps, problems:

- ❖ WHAT SHOULD relationships look like to best align and integrate workforce services.
- ❖ List KEY Ideal Features we need to see across the Union County Workforce System

NEED FLIP CHART

E5

Handout E6

NEXT STEPS			
ACTION ITEM	TASKS	TIMELINE	TEAM / TEAM LEADER
Develop County Wide Marketing Plan for Recruiting Unemployed OS Youth	1. Draft Ideas For Youth Service Brochure	Due 3/1	Youth Sub-committee Chair Selected Youth Partners
	2. Construct Social Media Plan	Due 3/1	
Schedule Quarterly Partner Forums to Discuss Partner Progress and Continue Refining Workforce Systems	1. Select Dates/Locations 2. Determine Format For Reporting Progress 3. Construct Agenda		

YOUTH COMMITTEE

JANUARY 15 2019

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UNION COUNTY
NEW JERSEY



AGENDA

- ❖ SYSTEM CHALLENGES– 1000 mile high view
- ❖ Discussion about FOCUS / Level of Effort (Strategic – Operational)
- ❖ Establish New / Re-affirm Existing UC Workforce Sub-strategies



1. EXPANDED GOALS

How are Youth Programs helping MEET EMPLOYER NEEDS?

Marry the needs of Employer (Skill Requirements)
with Qualified Workers

- ❖ Basic Skills
- ❖ Soft Skills
- ❖ Career Pathways
- ❖ Stackable Credentials



Role of Youth Committee

Break Out Small Groups

1. Phrases Describing This Committee's Role
2. List Two Greatest Challenges in delivering Youth Services within the Union County Workforce System

Report Out



FOCUS Where Are We Functioning At As A Board Committee

MISSION /
STRATEGIC

OVERSIGHT /
TECHNICAL ASSISTANCE

OPERATIONAL

FOCUS



WHY's / WHAT'S
Why are we in Business?
What are our Goals?

HOW'S
How are We Doing?
What Are Our Needs?

Details
Details

MISSION /
STRATEGIC

OVERSIGHT /
TECHNICAL ASSISTANCE

OPERATIONAL

FOCUS



I. STRATEGIC PLANNING ELEMENTS		
S-1	Further, enhance existing partnerships with the business and education specifically addressing the educational and skill requirements for those defined in WIOA as hard to serve populations.	
S-2	Continue to engage employees, industry leaders, and public officials broaden the training and service alignment with additional regional key industries/sectors.	
II. CURRENT WORKFORCE DEVELOPMENT SYSTEMS		
S-3	Consider the adoption of computer refresher courses of not only older workers but all customers below sufficient proficiency.	●
S-4	Consider More Incentives like increased level of wages and/or stipends	●
S-5	Expand Softskill Training	●
S-6	Staff Cross Training to increase full understanding of Processes and services. Develop a strategy around community awareness opportunities	●

1. MISSION / STRATEGIC
2. OVERSIGHT / TECHNICAL ASSISTANCE
3. OPERATIONAL



LITERACY COMMITTEE

JANUARY 10 2019

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UNION COUNTY
NEW JERSEY



AGENDA

- WIOA Highlights – 1000 mile high view
- Role of Board Members (Strategic – Operational)
- Establish New / Re-affirm Existing UC Workforce Sub-strategies



WIOA Thousand Mile High View

Two Customers – Job Seekers & Employers

Meeting Employer Skill Requirements (JOBS) with
Qualified Workers

Honorable, Reasonable, Measurable Performance Metrics

WDB Legislative Focus “Oversight”, “Planning”,
“Career Pathways”



MEASURE 1: 2ND QUARTER EMPLOYMENT RATE

DEFINITION: The percent of exiters who were
employed anytime in the *second quarter* after the
exit quarter

Number employed in second quarter after exit quarter
All exiters (except global exclusions)

Notes

- Unsubsidized employment *anytime* in the second quarter after the exit quarter counts as a positive outcome
- Evidence can come from UI wages, federal employment, or supplemental data
- Differs from WIA *Entered Employment Rate*
 - Outcome is measured in the *2nd quarter*, not the *1st quarter*
 - WIA *excludes* those employed at participation, WIOA does not

7

Role of Literacy Committee

Break Out Small Groups

- Phrases Describing Committee Role
- List Two Greatest Challenges You See in Our Workforce System (Union County)

Report Out

Prioritization of Relevant Sub-Strategies

What are the **MOST** relevant Sub-Strategies (New or On List)

I. STRATEGIC PLANNING ELEMENTS		
S-1	Further, enhance existing partnerships with the business and education specifically addressing the educational and skill requirements for those defined in WIOA as hard to serve populations.	
S-2	Continue to engage employers, industry leaders, and public officials broaden the training and service alignment with additional regional key industries/sectors.	
II. CURRENT WORKFORCE DEVELOPMENT SYSTEMS		
S-3	Consider the adoption of computer refresher courses of not only older workers but all customers below sufficient proficiency.	●
S-4	Consider More incentives like increased level of wages and/or stipends	●
S-5	Looking into expanding Soft Skill Training into Plainfield area.	●
S-6	Staff Cross Training to increase full understanding of Processes and services. Develop a strategy around community awareness opportunities	●

- MISSION / STRATEGIC
- OVERSIGHT / TECHNICAL ASSISTANCE
- OPERATIONAL

BOARD FOCUS

Where Are We Functioning At As A Board

Levels

- MISSION / STRATEGIC
- OVERSIGHT / TECHNICAL ASSISTANCE
- OPERATIONAL

BUILDING CUSTOMER ENGAGEMENT SKILLS

WORKSHOP # 3

NOVEMBER 13, 2018

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WORKSHOP OBJECTIVES

- ❖ Learn to Build Relationships with Participants
- ❖ Structure Programs to Meet Participants Needs
- ❖ Use Behavioral Interventions to Keep Participants Engages



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PRIMARY SOURCES TODAY

Carl Rogers "Client Centered Counseling"
William R Miller "Motivational Interviewing"
William Matulich, Ph.D. "Motivational Interviewing Training"
Thomas Gordon "12 Roadblocks"



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Client Centered Counseling and Motivational Interviewing



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Build an Empathic Understanding

Temporarily entering into another's
world without prejudice;
nonjudgmental listening



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EMPATHY Exercise
Table Discussion
Feedback

Client (Person) Centered Counseling

"is a Client-centered, goal-
directed, effective style of
talking to people about
changing their
behavior"



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O.A.R.S. ROLE PLAY

NEED COUNSELOR & CLIENT
FROM PROFILES



BILL



JOHN



MARY

Exercise 7
Facilitator Provides "TODAYS
FEELING CARD" for each Client



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Relationships and Connections are
key to retaining and engaging
participants.

Participants will be more likely to **stay in**
a program when they feel connected
to staff and other participants.



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