

Union County Workforce Development Board
Minutes Of American Job Center Partners Committee
Union County Administration Building
Parks & Recreation Conference Room, 2nd Floor
October 28, 2016 At 9:00am

PRESENT:

Glen Nacion, Chairman, Trinitas Regional Medical Center
Juan Carlos Dominguez, JJJ Distributors
Stan Robinson, Jr., SHR Marketing, LLC
Frank Guzzo, Director, Union County Department of Human Services
Gloria Durham, Genesis Solutions
Jean Koszulinski, Workforce Operations
Antonio Rivera, Workforce Development Board
Gleshia Givens, Workforce Development Board
Isaias Rivera, Union County College

The committee met to review the American Job Center related strategic planning elements produced in connection with the Workforce Development Board's Local Area Strategic Plan. The objective of the meeting was to brief the parties involved of the path forward.

ONE STOP CENTERS' SYSTEM FEATURES

The Union County One-Stop Career Center System offers a highly integrated seamless approach to the delivery of workforce development services. Through the numerous One-Stop Partner agencies, clients access a variety of supportive, educational, and training services. As stated earlier, service areas are located in Elizabeth and Plainfield, as well as The Workforce Innovation Center at the Jersey Gardens Mall.

Consistent with its commitment to enhance the coordination and quality of services and trainings, Union County will adopt an overarching strategy to continue with its current effort to integrate its programs and implement a series of measures for continuous improvement.

S-23. Overarching Strategy: Union County will examine and expand its integration of programs to leverage available resources, e.g., integrating WIA Title II adult basic education into WorkFirst New Jersey approved activities.

a. Continuous Improvement

S-24a. The One-Stop System will pursue a model for continuous improvement throughout its internal operations and customer-facing processes, guided by a new certification and recertification program.

One-Stop Certification: The Workforce Development Board certification and recertification process will include the stipulation that the One Stop Center adopt a process for continuous

Union County does and always has, reviewed class size occupational training as per WIOA law. All programs are to appear on the Eligible Training Provider list, however, the use of programs for training on an Individual Training Account (ITA) basis, does not yet go through the same local review process as in the case of class-size-based awards.

S-24b. Relevant to the process of engaging training providers, the Board will work with the One-Stop to ensure full compliance with WIOA and better alignment between customer needs, selected training opportunities, and preferred career pathways.

In particular, the Workforce System will:

- Define criteria, beyond compliance with ETPL approval, which will help job seekers be better informed in choosing a particular provider and course offering which may include:
 - Alignment with Career Pathways
 - Attainment of necessary prerequisite experience
 - Program Retention and Placement outcomes
 - Wage Expectation
- Provide guidance and training to appropriate staff responsible for managing the client through the selection process thereby affording excellent career coaching.

Monitoring and Compliance

The Independent Monitoring Unit (IMU) reports to the Director of the Contracts. IMU makes recommendations to the Division Directors and all appropriate staff for corrective action whenever it identifies non-compliance with any federal or state rules or regulations for all funding sources.

IMU's goals and objectives ensure efficiency and compliance with regulations and contract stipulations.

IMU GOALS

- To improve the efficiency and effectiveness of all funded programs through assessment of Sub-grantee systems and operations.
- To produce timely and meaningful reports to assist in the management of all funded programs.
- To ensure compliance by Department and Service Providers with all funding guidelines and requirements.

OBJECTIVES

- To monitor the appropriate management systems of Service Providers annually.
- To monitor the operations of the Service Providers' systems on a regular basis.
- To identify problem areas and deficiencies as early as possible.
- To recommend corrective action to resolve the problems or deficiencies.
- To follow-up on corrective action and resolution of problem areas.

IMU monitors all contracts awarded through the Union County Department of Human Services. On-site visitations/reviews are planned on a regular basis. These reviews consist of a desk audit

for preparation, an on-site visit, and a narrative report. During the on-site visit, information is gathered about levels of services provided and types of services provided as listed in the next table.

| Levels of Service | Types of Services |
|---------------------------|---|
| Attendance | Recordkeeping |
| Facility | Staffing |
| Client Eligibility | Personal Policies |
| Administrative Procedures | Fiscal Systems |
| Board of Directors | Contract Compliance |
| Time Frames | Target Groups |
| Group Characteristics | By-Laws |
| Geographic Service Area | Report Submissions |
| Other Funding Sources | Fee Schedules |
| Budgeting Procedures | Internal Monitoring and Evaluation Procedures |

Corrective Action Responses (CARS) are required to be sent to the IMU from the appropriate staff indicating what corrective steps will be taken for any problems that were identified in the reports. These are usually due to IMU within three weeks of the receipt of the report. Follow-up on any minor problem areas occurs on the next regularly scheduled visit. Major problems are followed up sooner to be addressed in a timely fashion.

S-24c. In order to ensure full compliance and a higher level of review, the Workforce Board will provide necessary internal monitoring and oversight to ensure that center operator(s) meet certification standards (either at the time of certification or during monitoring). In reaction to findings, the Board will be empowered to require the operator to make improvements.

b. Access to Services

Current Situation. The One-Stop System has endeavored to provide ready access to its services at the various centers by offering a free transportation service. Currently, the service, which runs once a day in either direction and appears to meet customer needs, is provided between centers in Elizabeth and Plainfield by appointment only.

As discussed in more detail under Section XXII, the System has not yet instituted technology-enabled service or training platforms beyond its computerized learning setups at its two lead centers for literacy training. While distance learning has been considered at different junctions, it has not been embraced as a method to train or serve customers.

Strategic Directions. In line with the technology strategy (Section XXII), the One-Stop Centers will re-examine the applicability and feasibility of a distance-learning program in certain service areas and identify ways to implement it and allocate resources for its implementation progressively over the next three years.

c. Non-discrimination / Customer Bill of Rights

Union County fully complies with a range of nondiscrimination regulations, giving access to its physical facilities, services, and materials to individuals with disabilities. Procedurally, the One-Stop Centers have assembled checklists to describe guidelines for staff training, service accessibility, accommodation services, and key equipment that customers need to access One-Stop resources. Collectively, the checklists ensure that they:

- Comply with the law (Section 504 of the Rehabilitation Act, Title II of the Americans with Disabilities Act, and the Nondiscrimination and Equal Opportunity Provisions of the Workforce Investment Act)
- Create an environment that makes people with disabilities feel welcome; and
- Design services so that people with disabilities can fully benefit.

Training has been conducted to build staff knowledge about provisions of the laws and regulations, underscore the need for confidentiality and proper parameters for disclosure, and set the expectations that reasonable accommodations during orientations and service delivery must be made for individuals with disabilities. In addition, adequate equipment for individuals with visual and hearing impairment is available at its sites. Informational and outreach materials are also produced in media accessible by these individuals.

Bill of Rights

The Union County One-Stop System has developed a Customer Bill of Rights, according to which its staff operates.

Customers' Bill of Rights

One-Stop Customers are Guaranteed that:

- Each visit to a One Stop will add value to a customer's career development efforts.
- Appropriate, quality information will be delivered in a professional and courteous manner to all participants:
 - Ease of access to services and a pleasant atmosphere
 - Accuracy and timelines of information
 - Personal contact with and advocacy for customers
 - Cooperation and equal enthusiasm from all partners
- Staff are knowledgeable, caring, sensitive, and possess good communication skills and professional demeanor
- All staff are equally able to explain all available services, including Internet and computer-based programs
- Facilities are well-maintained, handicap-accessible and that equipment functions well
- Access to services is simple:
 - Access comes without "eligibility" requirements
 - Customer application processes are uncomplicated and unduplicated
 - Customer information is fully accessible to all partnering agencies so that customers are not unduly inconvenienced
 - Information on all services and agencies is available and user-friendly
- Staff are available, accessible and multi-lingual to assist customers in revolving problems and accessing services
- Customers will be assisted in scheduling appointments for services
- Customers will be empowered to make well-informed decisions
- Customers will be asked for their feedback regularly and the measures of satisfaction will be uncomplicated and user-friendly

d. Flow of Services

Customers entering the Union County One-Stop enter reception being greeted by our Greeter. Initial paperwork is completed followed by Orientation. Customers in most cases go through the eligibility determination. The eligibility determination process is considered a basic career services but is explained in detail in this section as it is a critical function of the One-Stop provider. Customers receiving individualized career services must be eligible and registered into WIOA. Resource Rooms are available to all customers with computers with Internet access; tutorials for career exploration, job searching and resume writing; job postings; periodicals, information on Unemployment Insurance eligibility, services and financial aid for local non-WIOA training, labor market reports, educational programs and information on partner programs.

Customers receive self-service or informational activities without an eligibility determination. Self-service or informational activities include, but are not limited to, access to the Resource Room, on-line materials, reference documentation, workshops, employer screenings and job fairs.

Workshops are available at both One-Stops. These workshops include a wide range of topics as part of their career services offerings. These workshops focus on job search and soft skills, such as interviewing techniques, resume preparation, networking, effective communications skills, conflict resolution and computer literacy.

The committee meeting adjourned at 10:15am.