

UNION COUNTY WORKFORCE DEVELOPMENT BOARD
MINUTES OF AMERICAN JOB CENTER PARTNERS COMMITTEE
UNION COUNTY ADMINISTRATION BUILDING
HUMAN SERVICES CONFERENCE ROOM, 2ND FLOOR & VIA CONFERENCE CALL
SEPTEMBER 28, 2016 AT 10:30AM

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
Jean Koszulinski, Workforce Operations
Perle Almeida, Workforce Operations
Antonio Rivera, Workforce Development Board

COMMITTEE MEETING SUMMARY:

Members of the American Job Center Partners met to discuss the previously approved provisions of the Memorandum of Understanding between the American Job Center Partners and the Union County Workforce Development Board, a requirement by the New Jersey Department of Labor and Workforce Development. The roles and responsibilities of all the American Job Center Partners, the American Job Center, the Management Team Leader (MTL), and the Workforce Development Board was reviewed, analyzed, and discussed. A proposed Resource Sharing Agreement was not discussed during this meeting.

WORKFORCE DEVELOPMENT BOARD RESPONSIBILITIES

The Workforce Development Board is responsible for overall policymaking, planning, oversight, evaluation and monitoring of the performance of programs and services, including the local American Job Centers Delivery System.

The Board, in partnership with the chief elected official shall conduct oversight for local youth workforce investment activities authorized under section 129(c) of the Workforce Innovation & Opportunity Act, local employment and training activities authorized under subsections (c) and (d) of section 134 of the Workforce Innovation & Opportunity Act,

and the one-stop delivery system in the local area; and ensure the appropriate use and management of the funds provided under subtitle B of the Workforce Innovation & Opportunity Act for the activities and system; for workforce development activities, ensure the appropriate use, management, and investment of funds to maximize performance outcomes under section 116 of the Workforce Innovation & Opportunity Act.

System Development and American Job Centers Standards

The WDB is responsible for designating or certifying the American Job Centers' Operator with the agreement of the Local Chief Elected Official (L- CEO).

- Establish standards for the performance of the American Job Centers system.
- Establish outcome measures for key elements that will be required for specific services including performance and skill levels to be achieved.
- Establish annual program enrollment projections.

Carry out responsibilities for the Eligible Training Provider List (ETPL) as directed by the New Jersey Department of Labor and Workforce Development:

- **System Evaluation:** The WDB is responsible for conducting an annual evaluation of its local American Job Centers Delivery System. The evaluation may be system-wide or may focus on one or more programs and/or services delivered by the One-Stop System.
- **Performance, Oversight, and Monitoring:** The WDB is responsible for oversight and evaluation of the local American Job Centers Delivery System which includes monitoring system performance through established common measures and/or other SETC/NJLWD designated performance metrics, for the local WDB area. Performance should be reviewed at least quarterly.
- Conduct "risk assessments" during the course of the year and at year-end, to review the performance of all training providers that impacted a performance measure falling below 90% of meeting the performance goal.
- The WDB is responsible for monitoring all contracts for services to ensure services provided as per contract, performance requirements are met, and contracts are in accordance with federal, state and local laws and regulations.

- Provide quarterly summary monitoring reports to the L-CEO on system performance.

MANAGEMENT

- In accordance with the Workforce Innovation and Opportunity Act a partnership was formed between the NJ State Unemployment Insurance, the NJ State Employment Service and the NJ State Division of Vocational Rehabilitation Services Office.
- The Union County Division of One-Stop Operations has been selected to be the Team Leader/American Job Center Operator for the Union County workforce investment system.
- The American Job Center Operator shall be responsible for coordinating workforce system activities resulting in effective community partnerships, which expand and enhance the workforce system while achieving a high level of customer satisfaction and systems performance goals.

MANAGEMENT TEAM PARTNER RESPONSIBILITIES

- All (MTP) will participate in the continuous development of the American Job Center policies, procedures, and operational agreement.
- The (MTP) agree to cooperate in a team approach to serving and achieving the performance standards, service goals and uphold the Bill of Rights.
- The Workforce Innovation & Opportunity Act Performance Indicators under which all partners to this Memorandum of Understanding will strive to maintain and successfully achieve are:

Adults and Dislocated Workers

- the percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program;
- the percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program;
- the median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;
- the percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within 1 year after exit from the program;
- the percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment; and
- the indicators of effectiveness in serving employers.

Youth

- the percentage of program participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program;
- the percentage of program participants who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program;
- the median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;
- the percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within 1 year after exit from the program;
- the percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment; and
- the indicators of effectiveness in serving employers.

INDICATOR RELATING TO CREDENTIAL

Program participants who obtain a secondary school diploma or its recognized equivalent shall be included in the percentage counted as meeting the criterion under such clause only if such participants, in addition to obtaining such diploma or its recognized equivalent, have obtained or retained employment or are in an education or training program leading to a recognized postsecondary credential within 1 year after exit from the program.

The UCWDB, (MTP), Operator and Fiscal Agent agree to acknowledge each other's organizational practices, management structure and regulatory requirements in the provision of the services under this agreement.

The partners shall be responsible for marketing programs of the American Job Center within the community.

The (MTP) agree to provide reports and information, and to attend meetings upon request of the UCWDB and/or its standing and ad hoc committees.

The (MTP) shall meet regularly to review and improve workflow, policies, procedures, referrals and delivery of employment and training services.

ROLES AND RESPONSIBILITIES OF AMERICAN JOB CENTER PARTNERS

WIOA Section 121 (b) lists the minimum responsibilities of all required partners under WIOA. For consistency, all Partners will assume the responsibilities identified below, unless inconsistent with the federal law and regulations that authorize the Partner program or as otherwise specified in this article.

Each partner will operate in accordance with the regulatory governmental laws (County, State or Federal), the respective regulations, statutes, eligibility policies, procedures and directives of its grantor agencies and funding sources.

Functions or separateness mandated by Federal or State law, rules and regulations will not be violated or abridged in the pursuit of co-location of (MTP).

(MTP) shall be responsible for the overall American Job Center system operations and performance. Guidelines and protocol for use of the informational release form shall be developed on an on-going basis, reviewed and continuously monitored to ensure compliance.

Each partner agrees to respect and comply with each agency's policies regarding confidentiality.

American Job Center Partners will encourage co-location of staff in the American Job Centers as may be feasible and negotiated.

In order to offer the best possible services, all partners will participate in a regular and on-going process of program review and continuous improvement and customer satisfaction seeking opportunities for further integration and expansion of services. Partners will agree to participate in an ongoing, thorough and comprehensive systems

review and process mapping in order to alleviate duplication, unnecessary delay, overlap, and identify gaps in services (WIOA Section 121 (g)).

- (MTP) will provide or allow cross-informational training of appropriate staff to ensure staff awareness of each agency's mission, terminology, and eligibility criteria. This will ensure that customers have access to all Workforce programs for which they are eligible.
- (MTP) agree to utilize an information sharing intake, referral and participant tracking system when feasible that shall be used by the American Job Center service delivery system subject to confidentiality constraints. The referral process will be reciprocal. (MTP) will retain the right to accept or reject referrals based upon agency eligibility criteria or financial limitations.
- (MTP) will identify a liaison to be contacted when key issues arise and to be the recipient of inter-agency referrals.
- (MTP) will jointly share technology and information, including testing scores, assessments, and progress notes.
- Each Partner agency will cooperate to ensure that the service plans, placements and terminations for mutually served are coordinated.
- Performance data indicators of Eligible Training Provider List (ETPL) workforce training vendors will be shared with (MTP) agencies that seek training services for clients.
- (MTP) agree to regularly convene to address the needs of our employers and the business community.
- (MTP) will ensure agency business practices are followed in the provision of services under this agreement.

ROLES AND RESPONSIBILITIES OF THE AMERICAN JOB CENTER

The American Job Center Operator is responsible for leading the implementation of the UCWDB's vision for its American Job Center System. The Workforce Development Operator is responsible for the following.

MANAGEMENT TEAM PARTNER COORDINATION

The American Job Center Operator will serve as the primary communication link between the (MTP) and the WDB. Convene (MTP) to discuss pertinent issues and for the purpose of co-management of the American Job Center System.

SUPPORTING WDB EFFORTS AND INITIATIVES

The American Job Center Operator works with the (MTP) to meet performance requirements and to implement the workforce investment vision of the WDB.

PERFORMANCE MANAGEMENT

The American Job Center Operator manages the accurate and timely flow of data systems that track, project and evaluate American Job Center services; analyzes performance and prepares reports; provides the UCWDB with key information on the performance and with corrective action plans when necessary.

AMERICAN JOB CENTER OPERATIONAL PLANNING AND DEVELOPMENT

The American Job Center Operator works with (MTP) to develop and implement a menu of appropriate, non-duplicative services.

AMERICAN JOB CENTER OPERATIONS MANAGEMENT AND OVERSIGHT

The American Job Center Operator monitors services to ensure that they comply with WDB standards and the American Job Center policies and Procedures manual and related County, Federal and State regulations. The American Job Center Operator also provides guidance to (MTP) and staff; and coordinates day-to-day operations of the American Job Center. The American Job Center Operator is responsible for the development of the Annual Master Budget for review by the UCWDB.

EMPLOYER AND COMMUNITY OUTREACH

The American Job Center Operator collaborates with the UCWDB and (MTP) to identify workforce strategies that address the needs of our local employers and community.

MANAGEMENT TEAM PARTNER CONFLICT/DISPUTE RESOLUTION PROCESS

The American Job Center Operator will act as a facilitator to (MTP) to resolve program and process coordination issues, using best efforts to resolve these issues on an informal basis. In the event the (MTP) are unable to reach a consensus, the American Job Center Operator will consult with the Department of Labor and Workforce Development Assistant Director of American Job Center Programs and/or the WDB Director for direction.

STAFF DEVELOPMENT

The American Job Center Operator will identify and coordinate common staff development activities with input from the (MTP).

While the Management Team Leader (MTL) approach was agreed upon by all parties present, there was no grantee nor commitment to said approach being requested in any future procurement requests by the Workforce Development Board. The Memorandum of Understanding has been approved for a one-year term from July 1, 2016 through June 30, 2017.

The meeting was adjourned at 12pm.