

# Meeting Package

## **GRWDB Quarterly Meeting**

**3:00pm Thursday January 17, 2019**

**Robert Wood Johnson University Hospital Somerset**

**Emergency Department Conference Room**

**110 Rehill Avenue**

**Somerville, New Jersey 08876**

**Please use the Rehill Avenue Parking Deck to access the Emergency Department.  
Note that while parking is free, visitors need to take a ticket to enter the  
Rehill Avenue Parking Deck.**

**January 14, 2019**

**To: Members, Greater Raritan Workforce Development Board**  
**Fr: John Maddocks**  
**Re: Director's Report**

We are looking forward to seeing everyone at 3:00pm on Thursday January 17, 2019 in the Emergency Department Conference Room, Robert Wood Johnson University Hospital Somerset, 110 Rehill Avenue, Somerville, NJ for our first regular meeting of 2019. Please access parking off of Rehill Avenue.

We are pleased that Robert Wood Johnson University Hospital Somerset (RWJUH Somerset) has both joined the Greater Raritan Workforce Development Board and agreed to host our meeting. As a Board we now have representation from two of the most significant healthcare institutions in our region, Hunterdon Healthcare and RWJUH Somerset, both of whom have a wide diversity of occupations and talent needs.

In the time since our last meeting on September 27, 2018 the GRWDB Executive Committee has met twice and staff continues to work towards outcomes associated with the Board's vision, mission, and priorities. Of note we have;

- Compiled and submitted to the Boards of Chosen Freeholders of Hunterdon and Somerset counties requests for appointments and reappointments to the GRWDB. We are pleased that two new members in the Business category have joined the Board in 2019.
- Completed and filed our application to the NJ State Employment and Training Commission that will enable us to continue to operate as a Local Area. You may recall that the GRWDB was briefed on application requirements, which includes 13 sections and some 26 distinct data/information points.
- Completed our Program Year 2017 (July 1, 2017 to June 30, 2018) Annual Report; a requirement under State of New Jersey statutes.
- Facilitated collaborative discussions with multiple partner organizations to plan for and implement a "Pre-employment Career Fair" at Raritan Valley Community College in April of 2019.
- Drafted and submitted a \$20,000 grant application to the IMPAQ/Maher 2019 Education Fund.
- Continued to serve as a facilitator, helping connect businesses with the myriad of workforce, economic development, and other resources available to them.
- Hosted Assistant Commissioner Hugh Bailey of the NJ Department of Labor and Workforce Development where we had the opportunity to invite our education, transportation, literacy, and other partners.

To kick-off 2019 we hope to spend some time reviewing our strategic priorities and budget at the January 17 meeting, followed by establishing a framework for proceeding with the required One Stop Operator procurement process.

**Quarterly Meeting**  
**3:00pm Thursday January 17, 2019**  
**Robert Wood Johnson University Hospital Somerset**  
**Emergency Department Conference Room**  
**110 Rehill Avenue**  
**Somerville, NJ 08876**

**AGENDA**

- I. Call to Order
- II. Introductions and New Member Welcome
- III. Welcome to Robert Wood Johnson University Hospital Somerset
- IV. Consideration of September 27, 2018 Meeting Minutes
- V. Review of Mission, Vision, Responsibilities and Priorities
- VI. Budget Overview
- VII. Financial Reports & Dashboard
- VIII. One Stop Operator Procurement
- IX. Reports Submitted for Reference
  - a. Business Services
  - b. One Stop Operator
  - c. 2019 Meeting Dates, Times, Locations

**GRWDB Quarterly Meeting**  
**3:00pm Thursday January 17, 2019**

**Meeting Minutes of September 27, 2018**

## MINUTES

GRWDB Quarterly Meeting  
Thursday September 27, 2018

Members Present: Amar, A.D.; Douglas, Ron; Conte, Elizabeth; Grzella, Paul; Hala, Joanne; Hammerstone, Christine; Kerwin, Mike; Kocsis, Violet; Kurdziel, Maureen; Leddy, Fran; Phelan, Christopher; Saluk, Mark; Satanik, Michelle; Steck, Paul; Turenne, Paul

Guest & Staff Present: Addison-Britto, Sandra; Dave Sharma, Sejal; Frost, Mike; Johanessen, Jessica; Maddocks, John; O'Connor, Tom; Vogel, Barbara

The Chair called the meeting to order, welcomed everyone to the Quarterly Meeting, and asked for a motion to approve the Minutes of the July 12, 2018 meeting. A motion was made, seconded, and approved unanimously to accept the Minutes of the July 12, 2018 GRWDB Quarterly Meeting.

A draft schedule of Board and Executive Committee meetings for 2019 was presented for consideration. It was noted that the proposed meeting schedule includes 4 GRWDB meeting and 5 GRWDB Executive Committee meetings. A motion was made, seconded, and approved unanimously to establish and publicly notice the 2019 GRWDB meeting schedule as presented.

A Notice of Award from the NJ Department of Labor and Workforce Development for \$65,000 in Needs Based Work Support funding was presented for consideration. It was noted that Needs Based Work Support funding is leveraged to provide transportation education, planning, and resources for Work First New Jersey clients through goHunterdon and Ridewise in Hunterdon and Somerset counties respectively. A motion was made, seconded, and approved unanimously to accept the Needs Based Work Support funding and insert this revenue into the GRWDB Program Year 2018 budget.

The GRWDB reviewed Program Year Strategic Priorities for consistency with their established Mission and Vision, board functions as defined in the Workforce Innovation and Opportunity Act, board governance responsibilities, board established strategic priorities, staff focus on initiatives, and a self-assessment of progress in achieving outcomes.

There was discussion on the needs of employers relative to available resources, including positive recruitment services and incumbent worker training, and apprenticeships.

There was discussion on barriers to entry in leveraging apprenticeships and incumbent worker training including the complexity of program requirements and required reporting on the part of the employer. It was noted that perhaps the GRWDB could serve as a navigator and provide services in the completion of applications, reports, and other required filings. It was stated that the GRWDB may want to promote incumbent worker and apprenticeship resources as talent retention and succession planning resources as a means of engaging employers.

Staff was asked to monitor apprenticeship program efforts at the state level, including seeking out opportunities for implementing a pilot program and seeking additional grant funding opportunities that may have application in the Greater Raritan Local Area.

There was discussion on the GRWDB recertification application, On Stop Operator procurement, the need for forward looking financial planning, and the board function of technology planning. It was noted that the GRWDB recertification application should be completed and submitted by December 2018 and that the One Stop Operator procurement process will need to begin in January of 2019. There was discussion on defining where the GRWDB wants to be in the future from a financial perspective and what assumptions would be realistic. It was agreed that the GRWDB Executive Committee should take a closer look at the staff focus areas as presented with a vision of prioritizing activities that would have the greatest impact for employers and job seekers.

The GRWDB reviewed the Local Area Performance Dashboard and Customer Flow data for basic, individualized, and training services. There was discussion on customer service levels compared to other counties/local areas and employment outcomes by industry sector. It was noted that the state is working towards more complete and accurate reporting requirements of the Workforce Innovation and Opportunity Act. There was discussion on Title II Adult Education and Family Literacy. It was noted that Adult Education and Family Literacy serves approximately 450 individuals a year that are not reflected in the current available WIOA reporting.

Financial statements for Program Year 2017 and Program Year 2018 were reviewed for the GRWDB. It was noted that Program Year 2017 Work First New Jersey funds must be liquidated by December 31, 2018, so a more accurate view of income and expenses for state Work First NJ grants will be available in January of 2019. It was also observed that the GRWDB is only 2 months in to the new Fiscal year, which began on July 1, 2018, resulting in nominal expenditures in the Program Year 2018 report. A motion was made, seconded, and approved unanimously to accept the GRWDB Financial Reports as submitted.

There being no further business a motion was made, seconded and approved unanimously to adjourn the September 27, 2018 meeting of the GRWDB.

## **GRWDB Quarterly Meeting**

**3:00pm Thursday January 17, 2019**

### **Mission, Vision, & Priorities**

## **MISSION STATEMENT**

Through planning, policy, and oversight the Greater Raritan Workforce Development Board ensures that the workforce training and education system is responsive to the needs of employers.

## **VISION**

The Greater Raritan Workforce Development Board envisions a workforce training and education system where:

- Continuous improvement is embraced throughout the workforce training and education system.
- Workforce training and education resources meet the present and future talent needs of employers.
- Customer service and performance outcome expectations are exceeded
- There is increased engagement of employers in workforce development planning and policy implementation.
- There are expanded opportunities and outcomes for employers and job seekers through increased market penetration with a focus on serving the needs of local businesses.
- There are expanded opportunities and outcomes for youth populations with a focus on sustainable wage career employment.

## **STRATEGIC PRIORITIES**

- Focus on sector strategies consistent with the New Jersey State (economic development) Plan and the New Jersey Unified Workforce Investment Plan.
- Coordinate outreach to the business community among the various entities currently engaged in contacting businesses.
- Build strategic alliances with partners, including those in the economic development arena.
- Focus our strategies on career paths versus simply employment.
- Recognize the role that transportation plays in employment.



## **GRWDB Quarterly Meeting**

**3:00pm Thursday January 17, 2019**

### **Budget Overview**

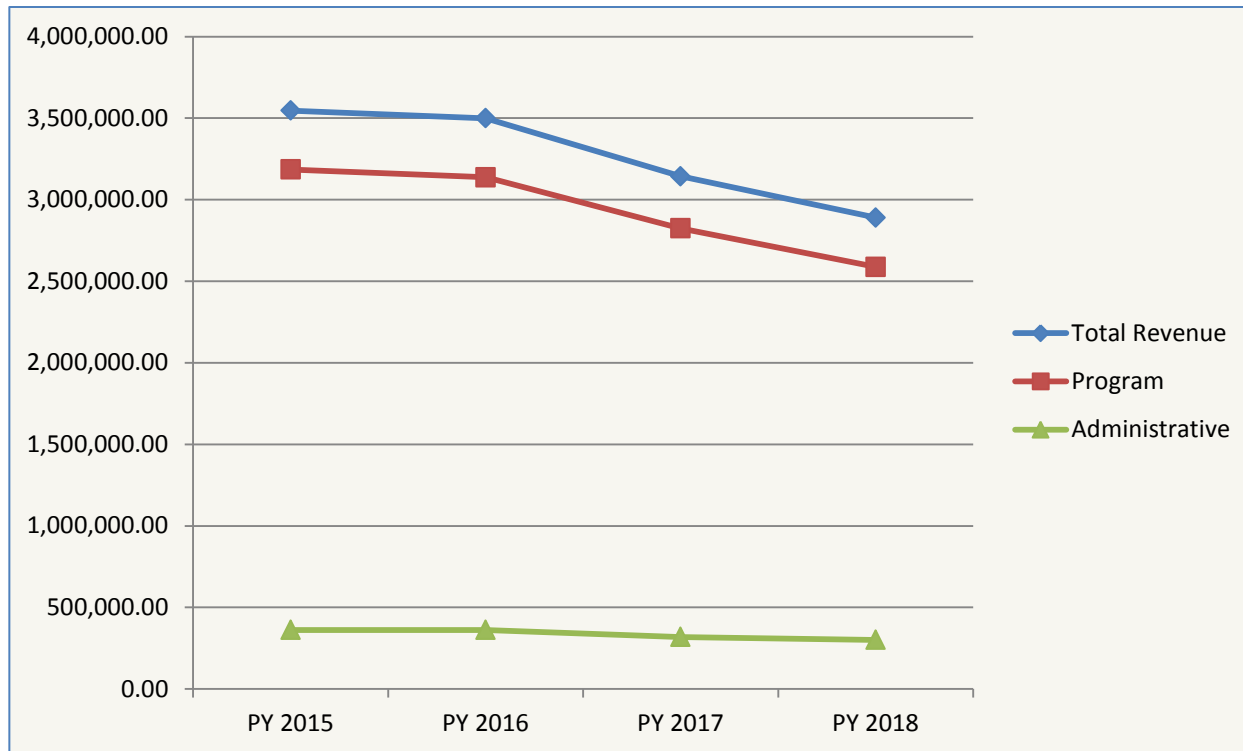


# Budget Overview

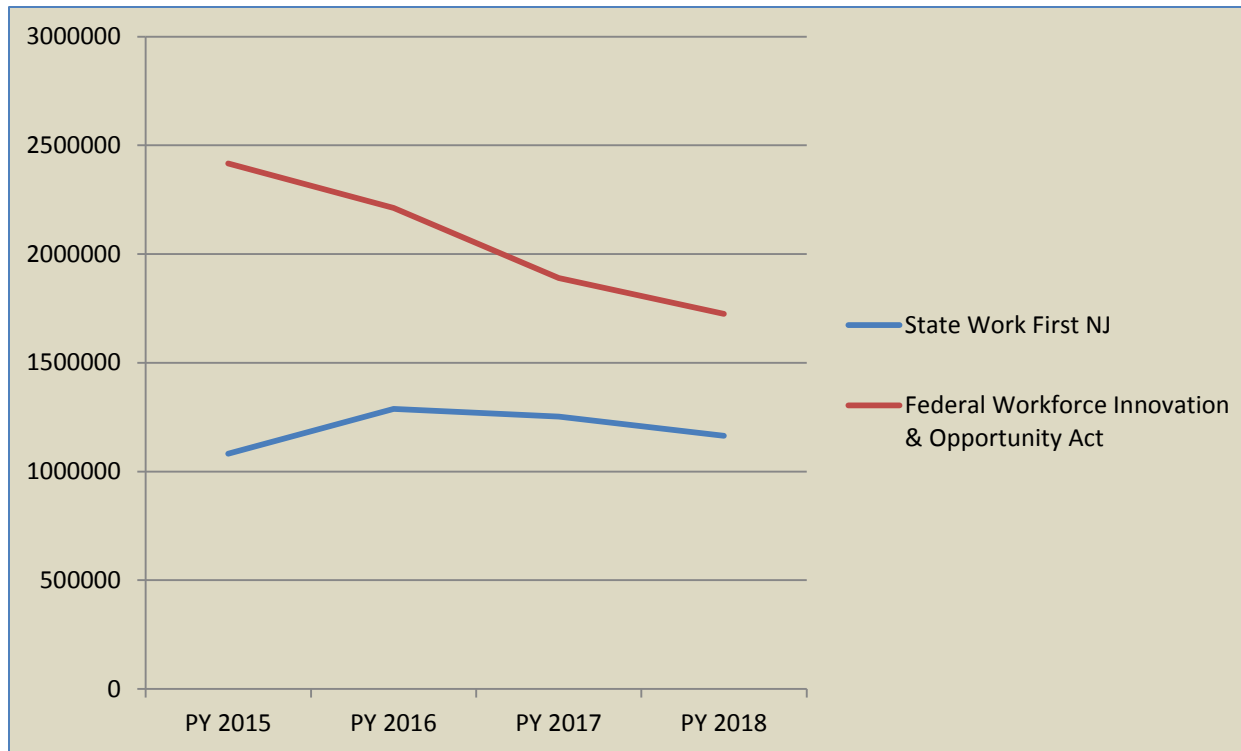
# Overview

- I. The Greater Raritan Local Area remains one of the smallest Workforce Development Boards in NJ (as measured by state and federal workforce investment grant revenue)
- II. After a peak in Program Year 2015, workforce investment grant revenue has declined with each successive year
- III. ~90 Percent of grant revenue is allocated to direct services to individuals (aka “program”)

# Year Over Year Total Grant Revenue

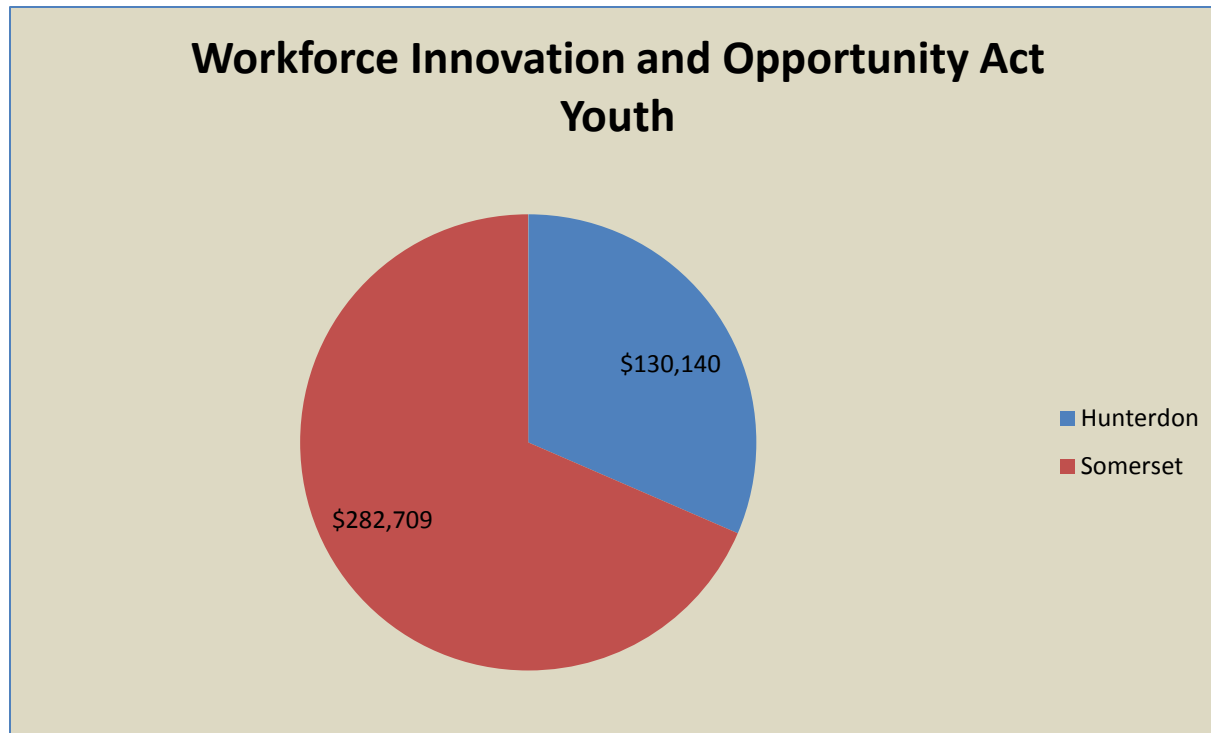


# Year Over Year Grant Revenue By Source



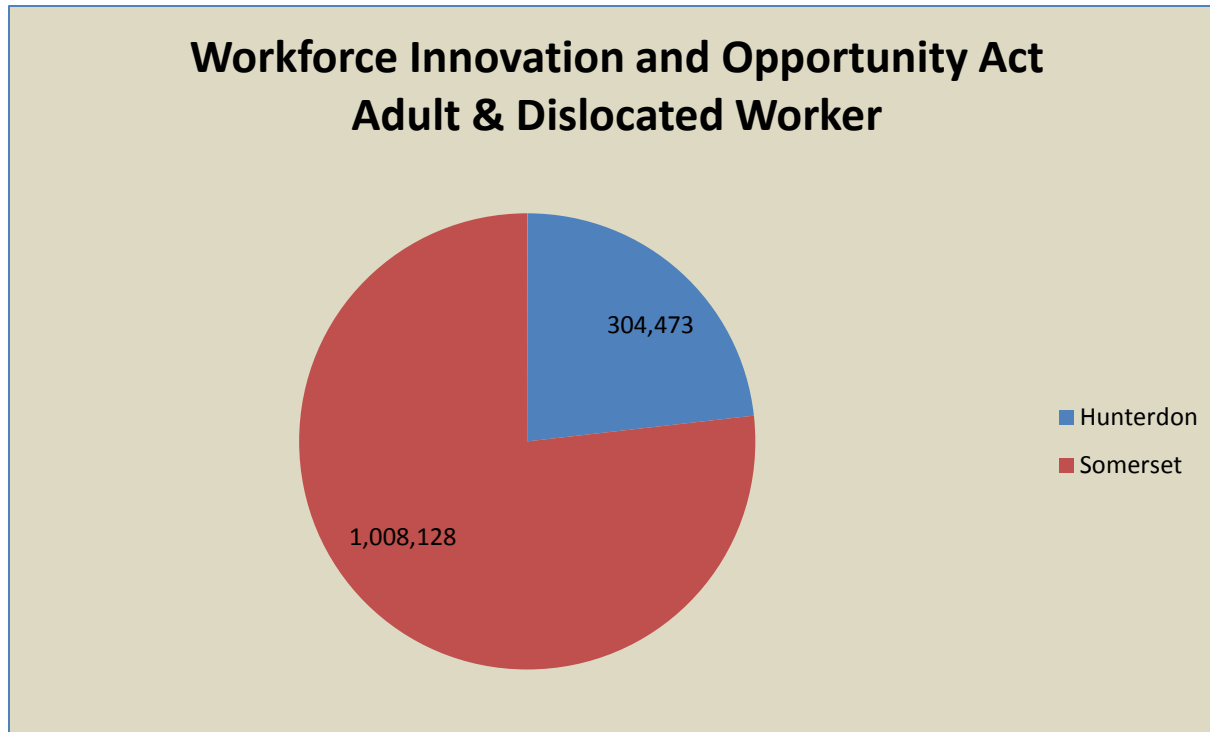
# Program Year 2018

## County Allocation By Program



# Program Year 2018

## County Allocation By Program



### One Stop/Career Services Budget Notes

1. The Program Year 2017 is included for reference.
2. Budget "A" includes a 2 percent salary increase per County policy and factors in reductions in grant revenues .
3. Budget "B" factors in a 2 percent salary increase per County policy plus a 5% percent salary increase as requested by the One Stop Operator and factors in reductions in grant revenues (see accompanying Memorandum from the One Stop Operator).

Greater Raritan Workforce Development Board Career Services Program Year 2018 Budget Comparison July 12, 2018				
		PY 2017 Budget	PY 2018 Budget "A"	PY 2018 Budget "B"
<b>Revenue</b>				
	WIOA Adult & Dislocated Worker	\$ 1,285,491	\$ 1,181,341	\$ 1,181,341
	WIOA Youth	\$ 415,385	\$ 371,564	\$ 371,564
	WFNJ	\$ 1,123,065	\$ 1,035,272	\$ 1,035,272
	Total Career Services Revenue	\$ 2,823,941	\$ 2,588,177	\$ 2,588,177
<b>Expense</b>				
	Careers Services Admin	\$ 60,588	\$ 61,800	\$ 69,423
	Salaries & Wages	\$ 473,802	\$ 483,278	\$ 498,140
	Fringe	\$ 221,844	\$ 226,281	\$ 230,297
	Conference & Training	\$ 1,500	\$ 1,500	\$ 1,500
	Memberships	\$ 2,000	\$ 2,000	\$ 2,000
	Occupancy	\$ 120,000	\$ 120,000	\$ 120,000
	One Stop Operator	\$ 23,353	\$ 23,353	\$ 23,353
	Travel	\$ 600	\$ 600	\$ 600
	Contracts			
	ITA's & Incumbent Worker	\$ 824,000	\$ 779,878	\$ 761,000
	HCESC: WFNJ Hunterdon	\$ 158,024	\$ 158,024	\$ 158,024
	HCESC: WFNJ Somerset	\$ 264,345	\$ 264,345	\$ 264,345
	HCESC: Workforce Learning Link	\$ 91,000	\$ 73,000	\$ 73,000
	HCDSS: Work Readiness Assessment-Hunterdon	\$ 26,638	\$ 20,990	\$ 20,990
	SCBSS: Work Readiness Assessment-Somerset	\$ 58,656	\$ 58,656	\$ 58,656
	HCESC: Workfirst NJ Client Resources-Hunterdon	\$ 70,000	\$ 70,000	\$ 70,000
	HCESC: Workfirst NJ Client Resources-Somerset	\$ 70,000	\$ 70,000	\$ 70,000
	ME-Youth Outreach: Somerset	\$ 90,000	\$ 81,000	\$ 81,000
	Polytech-Youth Outreach: Hunterdon	\$ 60,000	\$ 53,000	\$ 53,000
	ME-VisionYouth Readiness	\$ 83,750	\$ 75,375	\$ 75,375
	Youth ITA's	\$ 8,440	\$ 7,760	\$ 7,760
	Youth Other	\$ 8,500	\$ 6,500	\$ 6,500
	SmartSteps	\$ 3,210	\$ -	\$ -
	Needs Based: Transportation	\$ 75,000	\$ -	\$ -
	Operating	\$ 10,000	\$ 5,000	\$ 5,000
	Supplies	\$ 5,000	\$ 5,000	\$ 5,000
	Technology	\$ 2,637	\$ 2,637	\$ 2,637
	Unallocated Funds	\$ 71,642	\$ -	
	Total Career Services Expense	\$ 2,884,529	\$ 2,649,977	\$ 2,657,600
Total Career Services Revenue		\$ (60,588)	\$ (61,800)	\$ (69,423)
	Total	\$ 2,823,941	\$ 2,588,177	\$ 2,588,177



**GRWDB Operations  
Budget Notes**

1. The Draft Program Year 2018 GRWDB Budget funds the ability of the organization to carry out the 13 functions of local boards as detailed in the Workforce Innovation and Opportunity Act.
2. The Draft budget as presented increases the contribution to the One Stop/Career Services by nearly \$9,000.

Greater Raritan Workforce Development Board Program Year 2017 Budget (July 1, 2018 to June 30, 2019)			
		PY 2017 (Actual)	PY 2018 Budget
<b>Revenue</b>			
	WIOA Adult & Dislocated Worker	\$ 142,832	\$ 131,260
	WIOA Youth	\$ 46,154	\$ 41,285
	WFNJ	\$ 130,071	\$ 128,901
	Infrastructure Shared		
	Total Revenue	\$ 319,057	\$ 301,446
<b>Expense</b>			
	Salaries & Wages	\$ 147,000	\$ 124,552
	Fringe	\$ 53,719	\$ 49,624
	Conference & Training	\$ 500	\$ 500
	Occupancy	\$ 5,000	\$ 7,500
	Travel	\$ 250	\$ 250
	Other		
	Annual Report	\$ 4,000	\$ 4,000
	Board Development	\$ 500	\$ 500
	Career Services Administrative	\$ 60,588	\$ 69,423
	Committees	\$ 2,000	\$ 2,000
	Continuous Improvement	\$ 5,000	\$ 5,000
	Marketing	\$ 1,500	\$ 1,500
	Memberships	\$ 1,000	\$ 1,000
	Monitoring	\$ 5,000	\$ 5,000
	Operating	\$ 3,500	\$ 3,500
	Professional Services	\$ -	\$ -
	Strategic Planning	\$ 7,500	\$ 7,500
	Supplies	\$ 2,000	\$ 2,000
	Technology	\$ 20,000	\$ 10,000
	Unallocated Funds	\$ -	\$ 7,597
	Total Expense	\$ 319,057	\$ 301,446
Budget Actual		\$ (319,057)	\$ (301,446)
	Budget Deficit	\$ 0	\$ (0)

## **GRWDB Quarterly Meeting**

**3:00pm Thursday January 17, 2019**

### **Financial Reports**

Program Year 2017  
(July 1, 2017 to June 30, 2018)

GRWDB Operations Financial Statement

				BUDGET	EXPENDITURES YTD	UNEXPENDED YTD	PROJECTED 4th QTR EXPENDITURES
			GRWDB ADMIN REVENUE PY 17	258,469.32	169,537.49	89,111.83	90,067.67
			CAREER SERVICES ADMIN REVENUE PY 17	60,588.00	60,588.00	-	60,588.00
			GROS PROGRAM REVENUE PY17	2,848,240.68	2,072,065.46	817,998.22	2,204,621.25
			Total PY 17	3,167,298.00	2,302,190.95	907,110.05	2,355,276.92
			<b>Administration</b>				
			<b>Salaries</b>				
			GRWDB Salaries	147,000.00	103,362.00	43,638.00	43,638.00
			GRWDB Fringe	53,719.32	42,669.65	11,049.67	11,049.67
			<b>Travel</b>				
			GRWDB Travel	250.00	-	250.00	-
			<b>Occupancy</b>				
			GRWDB Rent	5,000.00	5,000.00	-	5,000.00
			<b>Conference &amp; Training</b>				
			GRWDB	500.00	300.00	200.00	500.00
			<b>Other</b>				
			Technology	20,000.00	11,800.00	8,200.00	20,000.00
			Supplies	2,000.00	300.00	1,700.00	600.00
			Professional Memberships	1,000.00	300.00	700.00	600.00
			Continous Improvement	5,000.00	-	5,000.00	1,000.00
			Operating	3,500.00	1,625.84	1,874.16	3,500.00
			<b>NJ SETC Requirements</b>				
			Annual Report	4,000.00	4,000.00	-	4,000.00
			Strategic Planning	7,500.00	-	7,500.00	-
			Program Monitoring	5,000.00	-	5,000.00	-
			Board Development	500.00	-	500.00	-
			Youth Committee	500.00	-	500.00	-
			Literacy Committee	500.00	-	500.00	-
			Disabilities	500.00	-	500.00	-
			One-Stop	500.00	-	500.00	-
			<b>Board Priorities</b>				
			Marketing & Communications	1,500.00	180.00	1,500.00	180.00
			<b>Sub-total Admin PY 17</b>	<b>258,469.32</b>	<b>169,537.49</b>	<b>89,111.83</b>	<b>90,067.67</b>

Program Year 2017  
(July 1, 2017 to June 30, 2018)

One Stop Operator and Career Services Financial Statement

<b>Admin</b>						
	<b>Salaries</b>					
	GROS Salaries	40,588.00	40,588.00	-	40,588.00	
	GROS Fringe	20,000.00	20,000.00	-	20,000.00	
	<b>Other</b>	-	-	-	-	
	<b>Sub-total GROS Admin</b>	<b>60,588.00</b>	<b>60,588.00</b>	<b>-</b>	<b>60,588.00</b>	
<b>Program</b>						
	<b>Salaries</b>					
	GROS Salaries	473,802.00	441,163.92	32,638.08	441,163.92	
	GROS Fringe	221,843.68	213,258.64	8,585.04	213,258.64	
	One Stop Operator	23,353.00	23,353.00	-	23,353.00	
	<b>Travel</b>					
	GROS Travel	600.00	-	600.00		
	<b>Occupancy</b>					
	GROS Rent Somerset	100,000.00	100,000.00	-	100,000.00	
	GROS Rent Hunterdon	20,000.00	20,000.00	-	20,000.00	
	<b>Conference &amp; Training</b>					
	GROS	1,500.00	-	1,500.00	500.00	
	<b>Other</b>					
	Operational Expenses	10,000.00	1,508.86	8,491.14	10,000.00	
	Supplies	5,000.00	717.38	4,282.62	5,000.00	
	Technology	2,637.00	-	2,637.00	500.00	
	Professional Memberships	2,000.00	-	2,000.00	500.00	
	Unallocated Funds	71,642.00	-	71,642.00	-	
	Other					
	<b>Individual Training Contracts</b>					
	ITA's	824,000.00	368,858.55	455,141.45	824,000.00	
	<b>Contracts</b>					
	WFNJ HCESC (Hunterdon County)	165,314.00	90,472.63	74,841.37	5,717.38	
	WFNJ HCESC (Somerset County)	281,355.00	263,619.70	17,735.30	66,144.31	
	HCESC (Workforce Learning Link)	91,000.00	90,000.00	1,000.00	90,000.00	
	Work Readiness Assessment_H	26,638.00	37,725.00	20,138.00	20,138.00	
	Work Readiness Assessment_S	58,656.00	65,520.00	4,480.00	58,656.00	
	WFNJ Client Resource - Somerset Social Services	70,000.00	64,897.00	7,567.00	-	
	WFNJ Client Resources - Hunterdon Social Services	70,000.00	33,694.67	36,305.33	-	
	SmartSteps	3,210.00	-	-	-	
	Needs Based Work Direct - Transportation	75,000.00	63,071.17	11,928.83	75,000.00	
	Youth Outreach-Somerset	90,000.00	66,498.88	23,501.12	90,000.00	
	Youth Outreach-Hunterdon	60,000.00	56,285.55	3,714.45	60,000.00	
	Youth Work Readiness, Incentiv	83,750.00	71,420.51	12,329.49	83,750.00	
	Youth ITA	8,440.00	-	8,440.00	8,440.00	
	Youth Other	8,500.00	-	8,500.00	8,500.00	
	<b>Sub-total Program PY17</b>	<b>2,848,240.68</b>	<b>2,072,065.46</b>	<b>817,998.22</b>	<b>2,204,621.25</b>	

Program Year 2018  
(July 1, 2018 to June 30, 2019)

WDB Operations Financial Statement

				BUDGET	EXPENDITURES YTD	UNEXPENDED YTD	PROJECTED 3rd QTR EXPENDITURES
			GRWDB ADMIN REVENUE PY 18	232,128.00	77,916.18	104,259.82	119,069.27
			CAREER SERVICES ADMIN REVENUE PY 18	69,423.00	32,129.16	30,755.70	69,423.00
			GROS PROGRAM REVENUE PY18	2,654,677.00	259,606.16	2,395,070.84	287,472.66
			Total PY 18	2,956,228.00	369,651.50	2,530,086.36	475,964.93
			<b>Administration</b>				
			<b>Salaries</b>				
			GRWDB Salaries	124,552.00	51,681.18	72,870.82	77,521.77
			GRWDB Fringe	49,624.00	22,185.00	27,439.00	33,547.50
			<b>Travel</b>				
			GRWDB Travel	250.00	-	-	
			<b>Occupancy</b>				
			GRWDB Rent	7,500.00	3,750.00	3,750.00	7,500.00
			<b>Conference &amp; Training</b>				
			GRWDB	500.00	300.00	200.00	500.00
			<b>Other</b>				
			Technology	10,000.00	-		
			Supplies	2,000.00	-		
			Professional Memberships	1,000.00	-		
			Continous Improvement	5,000.00	-		
			Operating	3,500.00	-		
			Unallocated Funds	7,702.00	-		
			<b>NJ SETC Requirements</b>				
			Annual Report	4,000.00	-		
			Strategic Planning	7,500.00	-		
			Program Monitoring	5,000.00	-		
			Board Development	500.00	-		
			Youth Committee	500.00	-		
			Literacy Committee	500.00	-		
			Disabilities	500.00	-		
			One-Stop	500.00	-		
			<b>Board Priorities</b>				
			Marketing & Communications	1,500.00	-		
			<b>Sub-total Admin PY 18</b>	<b>232,128.00</b>	<b>77,916.18</b>	<b>104,259.82</b>	<b>119,069.27</b>

Program Year 2018  
(July 1, 2018 to June 30, 2019)  
One Stop Operator & Career Services Financial Statement

Admin		Budget	Expenditures	Unexpended	Projected
	<b>Salaries</b>				
	GROS Salaries	44,571.00	26,742.75	17,828.25	44,571.00
	GROS Fringe	21,545.63	5,386.41	12,927.45	21,545.63
	<b>Other</b>	3,306.37	-	-	3,306.37
	<b>Sub-total GROS Admin</b>	<b>69,423.00</b>	<b>32,129.16</b>	<b>30,755.70</b>	<b>69,423.00</b>
<b>Program</b>					
	<b>Salaries</b>				
	GROS Salaries	498,140.00	123,332.97	374,807.03	123,332.97
	GROS Fringe	230,297.00	59,210.37	171,086.63	59,210.37
	One Stop Operator	23,353.00	9,176.52	14,176.48	23,353.00
	<b>Travel</b>				
	GROS Travel	600.00	-	600.00	
	<b>Occupancy</b>				
	GROS Rent Somerset	100,000.00	50,000.00	50,000.00	10,000.00
	GROS Rent Hunterdon	20,000.00	5,788.16	14,211.84	11,576.32
	<b>Conference &amp; Training</b>				
	GROS	1,500.00	-	1,500.00	
	<b>Other</b>				
	Operational Expenses	5,000.00	-	5,000.00	
	Supplies	5,000.00	-	5,000.00	
	Technology	2,637.00	-	2,637.00	
	Professional Memberships	2,000.00	-	2,000.00	
	Unallocated Funds	-	-	-	
	Other	-	-	-	
	<b>Individual Training Contracts</b>				
	ITA's	761,000.00	9,917.40	751,082.60	50,000.00
	<b>Contracts</b>				
	WFNJ HCESC (Hunterdon County)	158,024.00	-	158,024.00	-
	WFNJ HCESC (Somerset County)	264,345.00	-	264,345.00	-
	HCESC (Workforce Learning Link)	73,000.00	-	73,000.00	-
	Work Readiness Assessment_H	20,990.00	-	20,990.00	-
	Work Readiness Assessment_S	58,656.00	-	58,656.00	-
	WFNJ Client Resource - Somerset Social Services	70,000.00	-	70,000.00	-
	WFNJ Client Resources - Hunterdon Social Services	70,000.00	-	70,000.00	-
	SmartSteps	1,500.00	-	1,500.00	-
	Needs Based Work Direct - Transportation	65,000.00	2,180.74	62,819.26	10,000.00
	Youth Outreach-Somerset	81,000.00	-	81,000.00	-
	Youth Outreach-Hunterdon	53,000.00	-	53,000.00	-
	Youth Work Readiness, Incentiv	75,375.00	-	75,375.00	-
	Youth ITA	7,760.00	-	7,760.00	-
	Youth Other	6,500.00	-	6,500.00	
	<b>Sub-total Program PY18</b>	<b>2,654,677.00</b>	<b>259,606.16</b>	<b>2,395,070.84</b>	<b>287,472.66</b>

Program Year 2016  
(July 1, 2016 to June 30, 2017)

Rescission of Funds Analysis  
January 14, 2019

BUDGET ALLOCATION	WIOA PY16 ADULT BUDGET	YEAR END BALANCE ADULT	WIOA PY16 YOUTH BUDGET	YEAR END BALANCE YOUTH	WIOA PY16 DW BUDGET	YEAR END BALANCE DW	TOTAL RESCISSION
ADMIN	\$ 53,291.00	\$ 3,244.00	\$ 57,773.00	\$ 12,308.00	\$ 109,497.00	\$ 26,511.00	\$ 42,063.00
PROGRAM	\$ 485,917.00	\$ 38,367.00	\$ 519,961.00	\$ 363.00	\$ 985,475.00	\$ 2,111.00	\$ 40,841.00
TOTAL	\$ 539,208.00	\$ 41,611.00	\$ 577,734.00	\$ 12,671.00	\$ 1,094,972.00	\$ 28,622.00	\$ 82,904.00
WFNJ PY16	TANF PY16 BUDGET	YEAR END BALANCE TANF	CAVP PY16 BUDGET	YEAR END BALANCE CAVP	NBWS PY16 BUDGET	YEAR END BALANCE NBWS	TOTAL RESCISSION
ADMIN	\$ 86,554.00	\$ 37,633.00	\$ 720.00	\$ 720.00	\$ -	\$ -	\$ 38,353.00
PROGRAM	\$ 634,731.00	\$ 77,798.00	\$ 5,280.00	\$ 3,608.00	\$ 23,000.00	\$ -	\$ 81,406.00
TOTAL	\$ 721,285.00	\$ 115,431.00	\$ 6,000.00	\$ 4,328.00	\$ 23,000.00	\$ -	\$ 119,759.00
WFNJ PY16	GA PY16 BUDGET	YEAR END BALANCE GA	GA/SNAP PY16 BUDGET	GA/SNAP	SNAP PY16 BUDGET	SNAP	TOTAL RESCISSION
ADMIN	\$ 3,145.00	\$ 235.00	\$ 8,091.00	\$ 3,736.00	\$ 32,011.00	\$ 23,082.00	\$ 27,053.00
PROGRAM	\$ 31,547.00	\$ 2,020.00	\$ 61,131.00	\$ 740.00	\$ 250,746.00	\$ 68,203.00	\$ 70,963.00
TOTAL	\$ 34,692.00	\$ 2,255.00	\$ 69,222.00	\$ 4,476.00	\$ 282,757.00	\$ 91,285.00	\$ 98,016.00

Monthly Basic and Career Services Dashboard		
Program Year 2018 (July 1, 2018 to June 30, 2019)		
January 14, 2019		
	PY 2017	PY 2018 YTD
<b>INTAKE &amp; ORIENTATION</b>		
Average Wait to 1st Counseling Session		7
Hunterdon County		6
Somerset County		8
Eligibility Determinations		
Hunterdon County		
Somerset County		
Walk In Clients	285	153
Hunterdon County	140	100
Somerset County	145	53
Workshops Conducted	39	
Hunterdon County	12	4
Somerset County	27	16
Workshop Participation	754	
Hunterdon County	252	51
Somerset County	502	293
Training Grant Orientations	697	
Hunterdon County	95	48
Somerset County	472	184
Other	130	36
Total Training Grants Provided	307	
Hunterdon County	41	13
Somerset County	208	67
Out of County	58	27
<b>TRANSPORTATION SERVICES</b>		
Transportation Referrals	51	11
Hunterdon County	25	0
Somerset County	26	11
<b>TRAINING GRANTS BY INDUSTRY</b>		
Total Training Grants	307	
Advanced Manufacturing	5	4
Bio/Pharma/Life Sciences	2	1
Financial	76	24
Health Care	34	16
Technology	144	43
Transportation/Logistics/Dist	35	17
Leisure/Hospitality/Retail	11	2
Other	0	0
<b>FOLLOW UP CAREER SERVICES</b>		
Employment Referrals	360	0
Hunterdon County	180	
Somerset County	180	
Post Training Counseling and Follow Up		
Number of Customers Served		594
Counselor Caseload (Avg)		1400
Customers Placed in Employment		0
<b>INDIVIDUALIZED TRAINING SERVICES</b>		
Total Youth Credentials Issued	30	0
Hunterdon County	19	0
Somerset County	11	0
Total WFNJ "To Work" Clients	242	
Hunterdon County	63	24
Somerset County	179	87
<b>MARKETING PLAN IMPLEMENTATION</b>		
Non-Profit On-Site Visits		0
Non-profit One Stop Tours		2
Net Promoter Score		



## **GRWDB Quarterly Meeting**

**3:00pm Thursday January 17, 2019**

### **One Stop Operator Procurement**

# **One Stop Operator Procurement 2017 Scope of Work**

## **Background**

Greater Raritan is a Workforce Development Board Local Area serving the counties of Hunterdon and Somerset, NJ as established by the Boards of Chosen Freeholders of the Counties of Hunterdon, NJ and Somerset, NJ and designated by the NJ State Employment and Training Commission for purposes as described in the Workforce Innovation and Opportunity Act of 2014 (WIOA) and the NJ State Employment and Training Commission consistent with the New Jersey Combined State Plan for WIOA, 2016.

Greater Raritan Workforce Development Board (GRWDB) members are appointed by the respective County Freeholder Boards consistent with a Joint Agreement between parties.

Federal workforce investment grant funds are those made available to the Local Area under the Workforce Innovation and Opportunity Act of 2014. State of New Jersey workforce investment grant funds are those made available to the Local Area under Work First New Jersey.

The purpose of federal and state workforce investment grant funds is to provide reemployment education, training, and other services to targeted populations as defined in the grant contract terms and conditions with a focus on meeting the workforce talent needs of employers and resulting in employment of job seekers.

The County of Somerset, NJ serves as the Fiscal Agent and the administrative entity for the Greater Raritan Local Area with respect to federal Workforce Innovation and Opportunity Act and Work First NJ employment and training grant funds.

The Greater Raritan Workforce Development Board is required, under the Workforce Innovation and Opportunity Act of 2014 to secure, on a competitive basis, the services of a One Stop Operator.

The Greater Raritan Workforce Development Board is also permitted to define additional roles for the One Stop Operator. No part of the defined additional roles of the One Stop Operator should be interpreted as the Greater Raritan Workforce Development Board abdicating or otherwise relinquishing its policy and oversight responsibilities. Rather, the Greater Raritan Workforce Development Board seeks to assign responsibilities that create accountability and have the highest likelihood of improving service delivery and exceeding performance outcomes.

Competitively procured One Stop Operator services must be in place by July 1, 2017, which coincides with the start of a new Program Year for federal and state workforce investment grant funds.

The Workforce Innovation and Opportunity Act of 2014 emphasizes an improved and seamless customer focused One Stop delivery system with access to comprehensive work related training and education and enhanced streamlined operations.

Respondents are expected to be familiar with the Workforce Innovation and Opportunity Act of 2014, regulations adopted for purposes of implementing same, and laws, regulations, and policies

## **One Stop Operator Procurement 2017 Scope of Work**

of the State of New Jersey as relate to the roles and responsibilities of One Stop Operators and the use of federal and state workforce investment grant funds.

### **Eligible Applicants**

As defined in the Workforce Innovation and Opportunity Act of 2014, organizations eligible to apply under this solicitation include governmental entities, non-profit organizations, and for-profit organizations with proven records of success in providing the one-stop operator services.

### **Vision**

In seeking competitive Proposals for the One Stop Operator services the GRWDB is expressing the following vision for the Local Area:

- Creating an environment of continuous improvement in efficiency and effectiveness of workforce investments based on the needs of job seekers and employers.
- Setting high standards for all operating areas of the Greater Raritan Workforce Development Board, One Stop Operator, career services, and training services.
- Creating a culture where expectations are exceeded and accomplishments are recognized.
- Increasing the engagement of employers and job seekers with a focus on increased customer satisfaction levels and performance outcomes.
- Expanding opportunities for employers and job seekers through increased market penetration with a focus on serving the needs of local businesses.
- Expanding opportunities and outcomes for youth populations with a focus on sustainable wage career employment.

### **Goals**

A primary goal of this Request for Proposals is to ensure that the Greater Raritan Workforce Development Board is in compliance with the federal Workforce Innovation and Opportunity Act of 2014 and the State of New Jersey with respect to competitive selection of a One Stop Operator.

As permitted in the Workforce Innovation and Opportunity Act of 2014, the Greater Raritan Workforce Development Board, within this Request for Proposals, is exercising its option to define additional roles for the One Stop Operator with the goal of ensuring coordination, accountability, and continuous improvement of service delivery by One Stop partners.

As expressed in the Vision and Scope of Work, as well as other sections of this Request for Proposals, the Greater Raritan Workforce Development Board also seeks to use the opportunity of One Stop Operator competitive selection to “raise the bar” on workforce development and delivery activities in the Greater Raritan Local Area.

The GRWDB is further re-stating its strategic priorities and expressing a vision for the future of workforce delivery in the Local Area with a focus on the workforce talent needs of employers.

# **One Stop Operator Procurement 2017 Scope of Work**

## **Operating Environment**

The Greater Raritan One Stop Operator will perform its responsibilities in a matrix reporting environment.

The Workforce Innovation and Opportunity Act of 2014 describes the role of the One Stop Operator as leading the design and coordination of service delivery of the One-Stop partners and providers throughout the One-Stop system.

The Workforce Innovation and Opportunity Act of 2014 and the New Jersey Combined State Plan for WIOA, 2016 further states that the One Stop Operator will serve as a convener, coordinator, and manager of the one stop delivery system in a local area.

The primary provider of direct services to individuals through the investment of federal and State of New Jersey workforce investment grant funds in the Greater Raritan Local Area is the Somerset County Department of Human Services through a unique division titled in federal law as Career Services. This arrangement is consistent with the Agreement between the Boards of Chosen Freeholders of the Counties of Hunterdon and Somerset, NJ.

It is envisioned that Workforce Innovation and Opportunity Act and Work First New Jersey direct services to individuals will continue to be provided through the Somerset County Department of Human Services, Greater Raritan Career Services division. To the extent that Greater Raritan Career Services utilizes sub-recipient and other contracting methods in the provision of direct services these will be considered a part of the Greater Raritan Local Area One Stop system and thus under the purview of the One Stop Operator.

The County of Somerset, NJ Department of Finance and Administrative Services is the Fiscal Agent for all federal and state workforce investment grant funds for which the Greater Raritan Workforce Development Board budgets on an annual basis.

The GRWDB does not envision any changes to the financial operating structure of the Local Area, where the Somerset County Department of Finance and Administrative Services serves as the GRWDB Fiscal Agent. The financial operating structure includes, among other requirements, that all federal and state workforce investment grant funds in the Annual GRWDB budget be formally accepted by the Board of Chosen Freeholders of the County of Somerset, NJ, that all contracts and agreements be procured consistent with public procurement laws and policies, and that all payments for services or other expenses be processed through the Somerset County Department of Finance and Administrative Services.

The Greater Raritan Workforce Development Board employs executive, financial, and business services staff in order to carry out its mission and implement policy. A primary responsibility of Greater Raritan Workforce Development staff is ensuring that Board policy is implemented. To the extent that Board policy impacts One Stop Operator activities, the selected respondent will be accountable to the Greater Raritan Workforce Development Board through staff of the Board.

## **One Stop Operator Procurement 2017 Scope of Work**

In addition to other responsibilities, in the role of convener, coordinator, and manager, the successful respondent will be the liaison between the Greater Raritan Workforce Development Board and its staff and the provider of direct services to individuals including Greater Raritan Career Services.

The successful Respondent will be accountable to the Greater Raritan Workforce Development Board through Board staff in a collaborative environment. The Greater Raritan Workforce Development Board defines collaboration as shared planning and decision making related to implementation of Board established policies and priorities, including but not limited to performance improvement, enhanced services delivery, and innovative approaches to serving the workforce needs of employers.

The Greater Raritan Workforce Development Board receives annually Notices of Obligations of available funding under both the federal Workforce Innovation and Opportunity Act and the Work First New Jersey program and constructs an annual budget based upon available grant revenue.

### **One Stop Operator Responsibilities**

It is the respondent's responsibility to understand and anticipate the impact(s) that further federal and state guidance may have on the Scope of Work as detailed in this Request for Proposals.

Respondents to the Request for Proposals are expected to meet or exceed all federal, state, and local requirements including those related to methods and manners of investing federal and state workforce investment grant funds and achieving prescribed performance outcomes established for federal and state workforce investment grant funds.

The successful Respondent for the provision of One Stop Operator services must anticipate fulfilling the responsibilities defined in the Scope of Work, including but not necessarily limited to:

1. Maintain regular office hours in fulfillment of One Stop Operator responsibilities.
2. Convene regular, but not less than once every 3 months, discussions among all One Stop partners and providers for purposes of improving service delivery and performance outcomes.
3. Attend quarterly GRWDB meetings and report on One Stop operations
4. Coordinate the service delivery of required One Stop Partners and other One Stop partners as may be defined by the GRWDB.
5. Coordinate the hours of operations, staffing and customer service delivery at two (2) publicly accessible One Stop Centers; one in Hunterdon County, NJ and one in Somerset County, NJ.
6. Ensure that One Stop partners and providers conduct workshops and other programs to aid individuals in their efforts to gain employment and access training and education resources.

## **One Stop Operator Procurement 2017 Scope of Work**

7. Coordinate the service delivery of other, One Stop partners throughout the system at both physical and non-physical locations consistent with the needs of job seekers and employers in the region.
8. Operate a customer intake triage function at two (2) designated One Stop Service Centers.
9. Collect, publish, and disseminate, in a manner prescribed by the GRWDB, customer satisfaction, system performance, and performance outcomes data and information.
10. Recruit additionally One Stop Partners to join the One Stop delivery system, including those that may be directed by the GRWDB, and coordinate service delivery of those partners.
11. Negotiate and facilitate execution of, including by the GRWDB, Memoranda of Understanding, infrastructure funding, and Resource Sharing Agreements with required One Stop Partners.
12. Ensure co-enrollment and entry of customer data into Americas One Stop Operating System or other such systems that may be made available or directed by the State of New Jersey for customer co-enrollment.
13. Maintain records as necessary for the coordinated, efficient, and effective delivery of services.
14. Ensure the maintenance of records and oversee any audits of the One Stop partners including but not limited to the Somerset County Department of Human Services as Greater Raritan Career Services as the direct services provider in the Local Area.
15. Implement One Stop Partner staff training and continuous improvement efforts as part of a One Stop Operator Continuous Improvement and Certification process.
16. Evaluate and make recommendations to the GRWDB on strategies to improve the local procurement of direct services to individuals through vendors and sub-recipients.
17. Disclose any real or perceived conflicts of interest arising from the relationships of the operators, partners, and other service providers.
18. Develop and provide in a manner acceptable to the GRWDB reports including but not limited to those concerning staffing, operations, performance, customer satisfaction, and service outcomes.
19. Ensure, through the adoption of policies and procedures, data integrity and confidentiality throughout the one stop system including but limited to managing technological resources for case management.
20. Develop an annual budget for consideration by the GRWDB to fund the provision of One Stop Operator services.
21. Consult with the GRWDB in the creation, updating, and/or amending of local and regional planning documents.
22. Promote the availability of job seeker education and training resources through electronic and other means as a way of increasing customer service levels.

## **One Stop Opoerator Procurement 2017 Scope of Work**

23. Ensure partner compliance with the terms and conditions of Memoranda of Understanding, resource sharing agreements, and infrastructure funding agreements.
24. Ensure the provision of basic services to individuals including but not limited to job seeker workshops and orientations, information on careers and labor markets, and resource libraries or rooms; electronic or physical.
25. Lead the resolution of customer complaints and report on same to the GRWDB.
26. Report on training investments and employment outcomes with a focus on whether individuals gained employment in the field in which they received training.

### **Deliverables**

In addition to fulfilling the Scope of Work and responsibilities detailed therein, the successful respondent will, at a minimum, provide the following minimum deliverables at the intervals specified.

1. On the first day of each month provide a report covering the previous month's customer service activities including but not limited to number of clients entering triage, the customer service levels of each required partner, customer service levels at each of the two One Stop Centers, number of participants in required training grant orientation, and number of training grants issued.
2. Within 30 days of the start of the agreement, provide to the GRWDB a draft infrastructure funding agreement consistent with state and federal requirements that is acceptable to all One Stop required partners.
3. Within 90 days of the start of the agreement, provide a draft One Stop Partner Memorandum of Understanding consistent with state and federal requirements and reflective of the vision, goals, and strategic priorities of the Local Area.
4. Within 90 days of the start of the agreement, provide to the GRWDB a marketing and communications plan that will, when implemented, improve the visibility of Greater Raritan Career Services locations and the services available to job seekers through those resources.
5. Within 180 days of the start of the agreement present an amended budget request that is reflective of the infrastructure funding agreement.
6. Provide to the GRWDB summaries of quarterly One Stop Partners meetings to include, in addition to other relevant information, a listing of participants, agendas and items discussed, identification of oversight and performance issues of potential concern, report on successes or challenges in meeting performance outcomes, and recommendations for improvements to the One Stop delivery system.

## **GRWDB Quarterly Meeting**

**3:00pm Thursday January 17, 2019**

### **Reports Submitted For Reference**



To: John Maddocks

Fr: Aubrey Flanagan

Date: January 11, 2019

Re: Business Services Report November, December 2018

- GRWDB Annual Report Program Year 2017—2018 is complete and a copy will be provided at the January 17, 2019 Board meeting.
- GRWDB staff completed IMPAQ/Maher 2019 Education Fund Grant Application to engage ~10 individuals in training and education at the Raritan Valley Community College Workforce Training Center leading to the American Welding Society Certified Welder national credential and OSHA 10 certification. Two primary outcomes will be direct placement of students into livable wage jobs and further student engagement in career training within advanced manufacturing, where certifications have direct application and can advance the skills development along a career pathway with stackable credentials and higher wages. This initiative directly supports the GRWDB strategic priority of focusing on career paths versus employment.
- GRWDB Recertification Application is complete and submitted to the NJSETC for Approval.
- GRWDB staff attended (2) monthly Garden State Employment and Training Association meetings.
- GRWDB staff attended the State Employment and Training Commission Meeting.
- GRWDB staff attended Heldrich Center and State of NJ's Technology and Innovation Planning meeting to discuss data analysis.
- GRWDB/GRCS staff represented the Board at Hunterdon County Chamber of Commerce Business Expo and Restaurant Showcase to perform business and jobseeker outreach.
- GRWDB staff convened local workforce development and delivery system stakeholders to leverage and broker resources at a collaborative Pre-Employment Resource and Career Fair to the benefit of employers, jobseekers, and Hunterdon and Somerset County residents. GRWDB staff coordinated (2) meetings and will be facilitating more planning sessions in early 2019.
- GRWDB staff discussed talent attraction, recruitment and retention strategies and services in Somerset and Hunterdon with a new Somerset County employer.
- GRWDB staff attended Construction and Utilities North Central Targeted Industry Partnership Meeting, in which employers and community partners are invited to discuss and provide insights on hiring trends, talent gaps, etc. in the Construction and Utilities industry.

# ONE STOP OPERATOR

## MONTHLY REPORT

Program Year 2018

September 1, 2018 – October 31, 2018

### On the Air with the Greater Raritan One Stop!



On October 12<sup>th</sup>, Direct Services Coordinator Chris Peake and One Stop Director Monica Mulligan were on the air with Hunterdon Chamber Radio, spreading the word about our services to the local community! The radio show *Hands Across Hunterdon*, hosted by Susan Lax, Director of the Hunterdon Helpline, focuses on the people, organizations and businesses making a difference in the lives of Hunterdon County residents! The one-hour show was live on the air and is also available as a podcast. The Hunterdon County Chamber is the first chamber in the United States to offer 24-hour all talk, news and information internet radio? It also features international, national and local news on the hour.

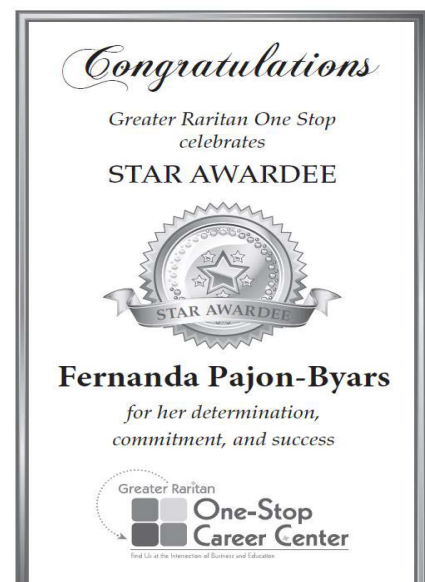


**Catch us at the 30<sup>th</sup> Annual Hunterdon County Business Expo and Food Showcase on November 8, 2018!**

*If you are hosting or know of any event in the community that would benefit from our presence, please let us know!*



Fernanda Pajon-Byars, a customer of the Greater Raritan One Stop and Workforce Learning Link, was honored at the 36<sup>th</sup> Annual GSETA conference in October for extraordinary success in securing employment after participating in our services. She is pictured with WLL Director, Fran Leddy.



#### DEDICATION. (dedi' kāSHən)

(n.) the quality of being dedicated or committed to a task or purpose.

#### COLLABORATION. (kə labə' rāSHən)

(n.) the action of working with someone to produce or create something

#### PROGRESS. (prō gres)

(n.) forward or onward movement toward a destination.

# ONE STOP OPERATOR

## MONTHLY REPORT

Program Year 2018

November 1, 2018 – November 30, 2018



### ONE STOP CUSTOMER SATISFACTION SURVEY DEMONSTRATES EXCEPTIONAL LEVEL OF CUSTOMER SERVICE

As part of the One Stop Marketing and Communication Plan, we introduced a new customer service satisfaction survey in October 2017, which uses the Net Performance Score (NPS) to gather data and analyze customer satisfaction with their One Stop experience. Results of the survey are being shared on a quarterly basis. Based on global NPS standards, companies with a calculated score of zero are termed as good companies; those with a score of 50 are termed excellent and those with a score of 70 are termed as world class.

**Greater Raritan's NPS was calculated as 96, based on data that shows 0% Detractors; 96% Promoters and 4% Passives. This score indicates that our agency is in the top echelon of providing customer-focused services resulting in loyal customers who will spread the word about their positive experience.**

Below is additional information from the surveys completed during the second three months of implementation:

- ✚ **Name:** Though optional, 76% of respondents identified themselves by name
- ✚ **Home County:** 71% Somerset; 16% Hunterdon; 13% Other (Middlesex County, Morris County, Hudson County)
- ✚ **Referral Source:** 34% Unemployment Process; 31% Employment Services; 14% Family/Friend; 9% Job Seeker Workshop; 5% Website; 3% Community Agency; 2% School; 2% Other (not identified)
- ✚ **Suggestions to Increase Value of Services:** While 77% used this comment area to provide further accolades, 12% commented that they would like to receive more updates on the status of their contract; 6% mentioned quicker rate of returned phone calls; 5% had miscellaneous feedback (request for more basic resume class; more information on healthcare; industry specific counseling; increased marketing; and slower scroll on our office message board).

Data Validation



*NJLWD will be conducting its annual on-site Data Validation Quality Assurance Review of the Greater Raritan One Stop on December 13, 2018.*



Greater Raritan One Stop Direct Services Coordinator Chris Peake teamed up with WDB Business Services Specialist Aubrey Flanagan at the Hunterdon

Business Expo on November 8, 2018!

*We are proud of our successes! We have attached to this report the work on one of our Computer Literacy students enrolled in services through the Workforce Learning Link. Great work is done here every day!*

*Greater Raritan One Stop has a number of workshops scheduled for job seekers at local libraries in early 2018! Please see the attached flyers for information on dates, times and locations.*

#### DEDICATION. (dedi' kASHən)

(n.) the quality of being dedicated or committed to a task or purpose.

#### COLLABORATION. (kə' labə' rāSHən)

(n.) the action of working with someone to produce or create something

#### PROGRESS. (prō' gres)

(n.) forward or onward movement toward a destination.

The first day  
at the Computer Class:



Knock-Knock..  
C-c-can I come in..?

A little bit later  
in a class:

???



Wow! A  
Computer World  
is breathtaking!

During  
the class:



And sometimes  
like this:



How did you do  
that?????

But teacher is always  
next to us:

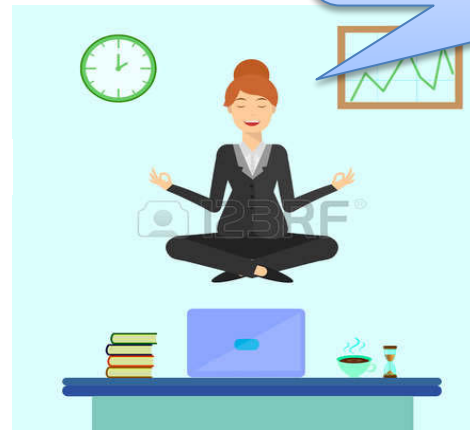
Ctrl+D

Ctrl+X

Ctrl+Y

Ctrl+Z

Ctrl+A



Don't Worry.  
Be Happy!

Ctrl+C

Ctrl+Y

Ctrl+H

Ctrl+K

Ctrl+S

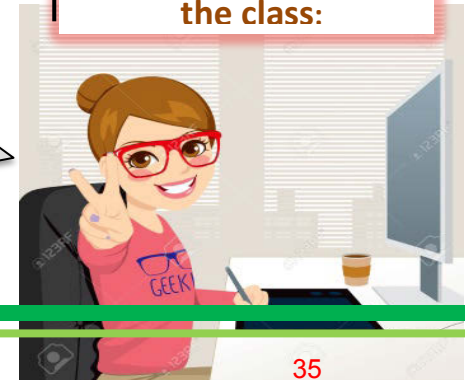
Ctrl+V

Ctrl+O

Ctrl+P

F7

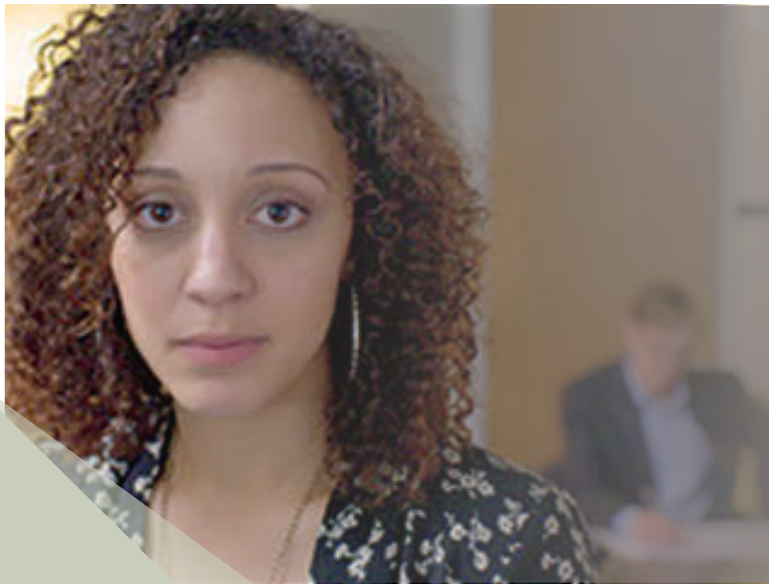
In the end of  
the class:



Computers are fun! They are very helpful and useful tools!  
My life had changed forever!  
The **WORD** is mine!



# Defeating Unconscious Bias: 5 Strategies



*“Human beings are poor examiners, subject to superstition, bias, prejudice, and a PROFOUND tendency to see what they want to see rather than what is really there.”*  
— Scott Peck

**DATE:** Tuesday,  
February 5th, 2019

**TIME:** 7:30 pm – 9:00 pm

**PLACE:** Career Forum  
Somerset Hills YMCA  
Gagnon Teen Center  
140 Mt. Airy Road  
Basking Ridge, NJ

*Free and open to all  
in the community!  
Reservations are not required.*

Let's face it, everybody has some unconscious bias. This is not in the context of talking about a preference for Mexican food or an inclination toward the color blue. The focus here is on those inflexible beliefs about whole categories of people that keep us from seeing others accurately, from making fair and appropriate decisions, and from building the kind of harmonious relationships that make our lives more successful.

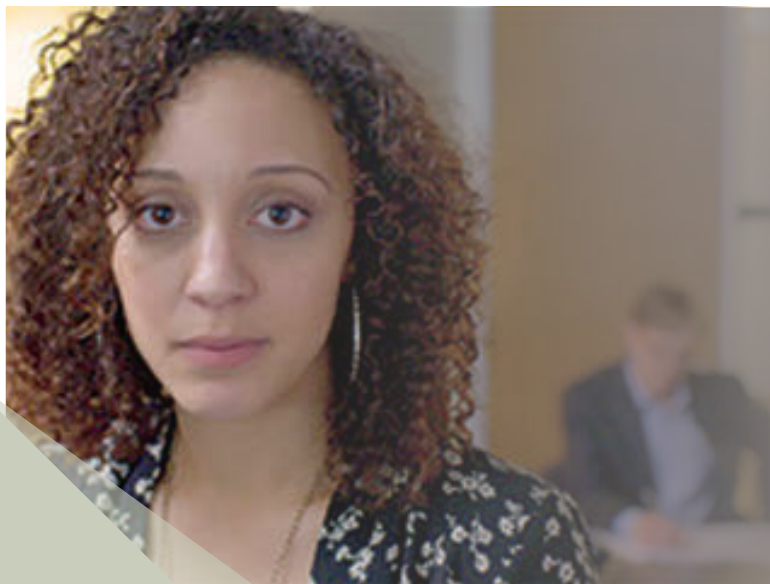
Clearly, biases are bad news. On the other hand, the good news is that biases do not make us bad people. Human nature is to lump people into categories. Because of this predisposition, we are vulnerable to unconsciously believing the messages that bombard us from family, media, experience, and society as a whole. But we are not stuck with our unconscious biases; we can defeat them.

The “Defeating Unconscious Bias” workshop is designed to address the hidden biases that can affect hiring, team building and challenges the ability to create inclusivity in both professional and personal settings. A 14 minute video accompanies this training offering 5 simple, actionable, and memorable strategies to enhance workplace productivity and innovation by addressing bias. The authenticity and diversity of the scenarios utilized keeps participants attention, and the solutions suggested support change without blame.

*This program is being offered in partnership with the  
Greater Raritan One-Stop Career Center.*



# Defeating Unconscious Bias: 5 Strategies



*“Human beings are poor examiners, subject to superstition, bias, prejudice, and a PROFOUND tendency to see what they want to see rather than what is really there.”*  
— Scott Peck

**DATE:** Tuesday,  
February 12th, 2019  
**TIME:** 1:00 pm – 3:30 pm  
**PLACE:** North County  
Branch Library  
65 Halstead Street  
Clinton, NJ 08809

***Space is limited!***  
***To reserve your seat,***  
***please contact:***  
**Dana Neubauer**  
Adult Services Coordinator  
North County Branch Library  
65 Halstead Street, Clinton, NJ 08809  
**(908) 730-6135**

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Clearly, biases are bad news. On the other hand, the good news is that biases do not make us bad people. Human nature is to lump people into categories. Because of this predisposition, we are vulnerable to unconsciously believing the messages that bombard us from family, media, experience, and society as a whole. But we are not stuck with our unconscious biases; we can defeat them.

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***This program is being offered in partnership with the  
Greater Raritan One-Stop Career Center.***



# ***“Ouch! That Stereotype Hurts” Workshop***

***“Saying Nothing Serves to Condone Bias.”***



**DATE:** Wednesday, February 20th, 2019  
**TIME:** 1:00 pm – 3:30 pm  
**PLACE:** North County Branch Library  
65 Halstead Street, Clinton, NJ 08809

By attending this workshop participants will experience the impact of stereotypical comments, jokes and emails. The program will help explore why people don't speak up against stereotypes and other biased behaviors. Six techniques will be explored for speaking up.

This workshop has the audience think about whether they are equally respectful and effective with a “diverse” range of people including those that are similar and different. While we may never be completely free of all bias, we can work toward communicating in a bias-free way. This curriculum helps participants:

- Improve written and verbal communication by eliminating communication “static”.
- Ensure that one's message gets across – while conveying respect for others.
- Provides insight into the impact of language choices.
- Teaches ways to successfully recover when something inappropriate is expressed.
- Teaches participants how to speak up effectively if others stereotype or make biased or demeaning comments.
- Enhances one's credibility and influence as a communicator.

Staying silent in the face of demeaning comments, stereotypes or bias allows these attitudes and behaviors to thrive. Yet, most people who want to speak up don't know how. So, we say nothing. Biased, stereotypical, or otherwise demeaning communication undermines morale, teamwork, and productivity. “This undermines our ability to create inclusivity where all people are welcomed, treated with respect and able to do their best. As this program points out, “One voice — your voice — can make a difference.” And that is the beginning of building a world where all people feel included, respected, and able to do their best...”

***Space is limited!***  
***To reserve your seat, please contact:***  
**Dana Neubauer**  
Adult Services Coordinator  
North County Branch Library  
65 Halstead Street, Clinton, NJ 088069  
**(908) 730-6135**

***This program is being offered in partnership with the  
Greater Raritan One-Stop Career Center.***



# ***“Ouch! That Stereotype Hurts” Workshop***

***“Saying Nothing Serves to Condone Bias.”***



**DATE:** Tuesday, February 26th, 2019  
**TIME:** 7:30 pm – 9:00 pm  
**PLACE:** Career Forum  
Somerset Hills YMCA, Gagnon Teen Center  
140 Mt. Airy Road, Basking Ridge, NJ

By attending this workshop participants will experience the impact of stereotypical comments, jokes and emails. The program will help explore why people don't speak up against stereotypes and other biased behaviors. Six techniques will be explored for speaking up.

This workshop has the audience think about whether they are equally respectful and effective with a “diverse” range of people including those that are similar and different. While we may never be completely free of all bias, we can work toward communicating in a bias-free way. This curriculum helps participants:

- Improve written and verbal communication by eliminating communication “static”.
- Ensure that one's message gets across – while conveying respect for others.
- Provides insight into the impact of language choices.
- Teaches ways to successfully recover when something inappropriate is expressed.
- Teaches participants how to speak up effectively if others stereotype or make biased or demeaning comments.
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***Free and open to all  
in the community!***

***Reservations are  
not required.***

***This program is being offered in partnership with the  
Greater Raritan One-Stop Career Center.***





# ONE STOP OPERATOR

## MONTHLY REPORT

Program Year 2018

December 1, 2018 – December 31, 2018

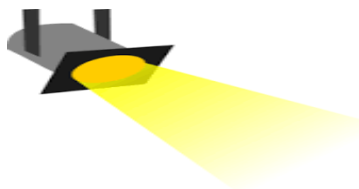
### INFORMATION AT YOUR FINGERTIPS!

**Text “ONESTOP” to 56512**

and receive information on upcoming workshops, recruitments,  
employment opportunities and job fairs!

Our new mobile platform allows jobseekers and businesses to access and receive information about  
our services, events and resources right from their smartphones!

Greater Raritan One Stop...using technology-enhanced outreach  
to better serve our Hunterdon and Somerset County residents!



### Spotlight on Success

#### Stories from the One Stop

Mira came to the One-Stop after already being unemployed for 6 months. While she was able to secure occasional job interviews she was finding it hard to turn them into job offers. Working with her One-Stop counselor it became apparent that after working at her previous job for 20 years, she had not been on an interview or had to update a resume in a very long time. With resume advice and guidance from the One-Stop and after attending Jersey Job Club workshops for Interviewing and Networking, Mira and her counselor decided that obtaining an up to date Java Programmer Certification would enhance her previous skills in the IT field. Also taken into account was that this certification offers two higher level certifications that can be taken in the future as part of a longer term career path employment plan.

Within weeks of completing the Oracle Java Programmer Certification program, the One-Stop received word that Mira obtained a full time job working for a large New York Financial Institution as a Computer and Information Systems Manager, earning a yearly salary well above what she had been making at her previous employer. Mira has credited the work of the One Stop with forging the pathway to her success!

#### DEDICATION. (dedi' kāSHən)

(n.) the quality of being dedicated or  
committed to a task or purpose.

#### COLLABORATION. (kə.ləbə'rāSHən)

(n.) the action of working with someone  
to produce or create something

#### PROGRESS. (prō.gres)

(n.) forward or onward movement  
toward a destination.

## 2019 Meeting Dates

All Meeting Times are 3:00 pm

Date	Location	Type
Thursday January 17, 2019	Robert Wood Johnson University Hospital Somerset, 110 Rehill Ave, Somerville, NJ 08876, Emergency Department Conference Room - Please Use Rehill Ave Parking Deck	Board
Thursday March 7, 2019	Raritan Valley Community College Workforce Training Center, 118 Lamington Rd, Branchburg, NJ 08876, WTC Conference Room	Executive Committee
Thursday April 11, 2019	Raritan Valley Community College Workforce Training Center, 118 Lamington Rd, Branchburg, NJ 08876, Room 215	Board
Thursday May 23, 2019	Raritan Valley Community College Workforce Training Center, 118 Lamington Rd, Branchburg, NJ 08876, WTC Conference Room	Executive Committee
Thursday July 11, 2019	TBD	Board
Thursday August 22, 2019	TBD	Executive Committee
Thursday September 26, 2019	TBD	Board
Thursday November 7, 2019	TBD	Executive Committee
Thursday December 19, 2019	TBD	Executive Committee