

ANNUAL REPORT 2018 to 2019



Published January 2020

<https://www.thegrwdb.org/>



How we support the region's economic vitality by connecting employers and jobseekers to create a seamless, robust and connected workforce system in Hunterdon and Somerset Counties, New Jersey



A talk with GRWDB Chair Michelle Satanik



Michelle Satanik chaired the Greater Raritan Workforce Development Board in 2018 and 2019. Satanik has a decades-long career in the hospitality industry, beginning as a bartender right after high school and culminating in a series of management positions. She is currently area general manager for two Valor Hospitality Partners properties: Delta Hotels Marriott in Basking Ridge, and Somerset Hills Hotel in Warren. One opened in 2019 and the second is set to open in the winter of 2020. As her two-year term as chair ended in December, GRWD Director Paul Grzella sat down with her to ask a few questions about workforce development.

How did you get involved with the Greater Raritan Workforce Development Board?

John Maddocks, then director of the Greater Raritan Workforce Development Board, approached me at a Somerset County Tourism meeting and asked me if I would like to be a part of the Workforce Development Board. I wasn't sure what that was and he sat me down and explained everything to me. He said that the board had not had a hospitality representative or component on it before, and he thought I could bring a lot to the table. I agreed, and have been enjoying it ever since, and learning a lot along the way.

What is the biggest thing that you have learned with your involvement in the Greater Raritan Workforce Development Board?

I have been impressed by how many resources there are within the county and within the state that being in private-sector business I never, ever knew about. My entire career has been based in Hunterdon and Somerset counties for 30 years. When John approached me, it was the first I had ever learned about the workforce development board. And now, every time I go to a meeting, I continue to meet new people, make new connections and learn about new resources that are out there for businesses and employees.

What are the most important services you think a private business and a job seeker should know about as they go about their work?

I know that I personally have weaved a pretty large network within that hospitality industry, but the workforce development board has helped me grow connections outside of that immediate group. To be able to talk to these different people and experts, and get advice from them has been incredibly helpful for my job. There are also other opportunities from the state, like apprenticeships, that I would like to be able to put in place in both of these hotels in order that the folks who work with us can

continue to grow and succeed. I have to say that at every single meeting I continue to learn something and walk away with an idea or program that I can use in my job and for my business. I would also love to have some of the great workshop programs in the system run locally at our site.

What do you think the focus should be going forward for the Greater Raritan Workforce Development Board?

For me, and I know I keep emphasizing this; it's really about partnering with the businesses and making the workforce development board's presence known. There are so many great resources the board can offer or help businesses get connected to, and even in a time of great employment, the board still has a very valuable role to play in helping businesses succeed and employees thrive. There are some exciting new programs planned in 2020, locally and by the state, and that's on top of what's already there. Businesses still don't know everything that is available to them, so it's about getting more exposure and marketing all those opportunities to all possible partners.

Who We Are

The Greater Raritan Workforce Development Board is comprised of business, education, labor, economic development, and volunteer community leaders -- local workforce development system stakeholders -- who analyze workforce conditions, oversee the use of federal and state funds, and set workforce goals and strategies. To ensure that workforce investments in Hunterdon and Somerset counties meet employer demands, the GRWDB is required to have a majority of local business representation. Members of the Greater Raritan Workforce Development Board are appointed by the Board of Chosen Freeholders in Hunterdon and Somerset Counties, NJ.

The full Board meets quarterly, and is supported by an Executive Committee. The GRWDB also has four committees which meet throughout the year to help plan strategy and consider new initiatives. These are the One Stop Committee, the Youth Committee, the Literacy Committee and the Disabilities Committee. These committees include members of the full Board as well as community members from various constituencies interested in taking part in the conversation. Upcoming meetings and events can be found here.

Board Members 2019

- **Chair Michelle Satanik**, Area General Manager
Valor Hospitality
- **Vice Chair Violet Kocsis**, Chief Human Resources Officer
Hunterdon Healthcare System
- **A.D. Amar**, Professor of Business
Seton Hall University
- **Jacki Belin**, Vice President of Student Affairs
Raritan Valley Community College
- **Todd Bonsall**, Superintendent
Hunterdon County Vocational School District
- **Susan Brooks**, Senior Director
IEEE Corporate Governance
- **Elizabeth Conte**, Representative
NJ Department Vocational Rehabilitation
Services Representative
- **Michael Coyle**, Regional Public Affairs Manager
PSE&G
- **Ron Douglas**, Manager
NJ Department of Labor & Workforce Development
Employment Services
- **Joanne Hala**, Associate Director
United Way of Northern New Jersey
- **Chrys Hartcraft**, Superintendent
Somerset County Vocational Technical School
- **Mike Kerwin**, President/CEO
Somerset County Business Partnership
- **Maureen Kurdziel**, Vice President
American Arbitration Association
- **Fran Leddy**, Adult Literacy Programs Coordinator
Hunterdon County Educational Services Commission
- **Howard Matalon**, Partner
Employment Practices OlenderFeldman LLP
- **Meagan O'Reilly**, Director
Hunterdon County Human Services
- **Christopher Phelan**, President/CEO
Hunterdon County Chamber of Commerce
- **Marc Saluk**, Economic Development Director
County of Hunterdon
- **Daniel J. Sebban**, Council Representative
Northeast Council of Carpenters
- **Sejal Dave Sharma**, Director of Business Development
Robert Wood Johnson University Hospital Somerset
- **Christina Shockley**, Apprenticeship Coordinator
- **Nicolette Sherman**, Human Resources
North America, Sanofi US

Ex-Officio Members

- **Monica Mulligan**, One Stop Operator
Greater Raritan One Stop Career Center
- **Suzanne Lagay**, Freeholder Liaison
County of Hunterdon, NJ
- **Shanel Y. Robinson**, Freeholder Liaison
County of Somerset, NJ

2019 Hunterdon County Board of Chosen Freeholders

Suzanne Lagay, Freeholder Director
John E. Lanza, Freeholder Deputy Director
Susan Soloway, Freeholder
J. Matthew Holt, Freeholder
Shaun C. Van Doren, Freeholder.

2019 Somerset County Board of Chosen Freeholders

Brian D. Levine, Freeholder Director
Patricia L. Walsh, Freeholder Deputy Director
Brian G. Gallagher, Freeholder
Shanel Y. Robinson, Freeholder
Sara Sooy, Freeholder

Join the GRWDB

Anyone interested in learning more about the board's work and mission may attend any board or committee meeting, which are open to the public. Committees can be joined at any point during the year. New board members are approved by the respective county Freeholder Boards. Educational sessions are scheduled during board and committee meetings, and interested individuals also may meet with GRWDB staff.

For more information, contact the GRWDB at info@thegrwdb.org or call 908-203-6044.

Mission, Goals and Strategic

“Through policy, oversight, and planning The Greater Raritan Workforce Development Board ensures that workforce training and education are responsive to and meet the needs of employers and job seekers.”

The Greater Raritan Workforce Development Board envisions a flexible, seamless and robust 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 Combined (workforce development) Plan.
- Build strategic alliances with partners, including those in the economic development arena.
- Coordinate outreach to the business community among the various entities currently engaged in contacting businesses.
- Focus our strategies on career paths versus simply employment.
- Recognize the role that transportation plays in employment.
- Develop additional revenue streams to make the GRWDB a more sustainable organization.



How We Use Labor Market Information

The staff, board members, committee members and partners of the Greater Raritan Workforce Development Board use real-time, sophisticated data sets to develop strategies and programs to connect employers and jobseekers in Hunterdon and Somerset counties.

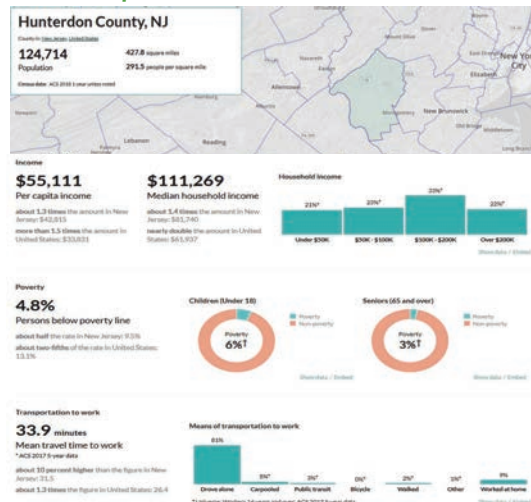
Labor Market Information (LMI) data is provided regularly by the New Jersey Department of Labor and Workforce Development (NJLWD) Office of Research and Information. These include data tools, data reports, demographics, employment and wage information, and census information. Local area-specific reports also are made by Labor Market Information representatives assigned to each area. Examples follow below and on pages 6 and 7 of this year's report.

This report, from the fall, was developed at the request of the GRWDB so all partners could get a better understanding of the trends in Hunterdon and Somerset counties, as well as the current needs of employers.

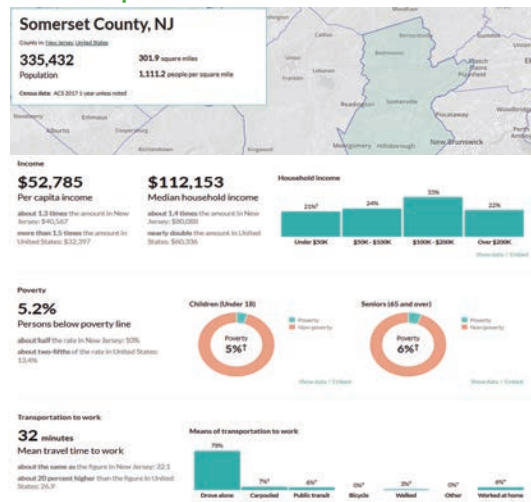
In 2020, partners will be getting more training on how to use these data sets to successfully direct jobseekers; staff and board members also will be taking part in trainings to understand how to use the state's vast data resources to plan for the needs of employers in the coming years.

To explore the LMI resources on the state NJLWD's digital platform, go to https://nj.gov/labor/lpa/LMI_index.html

Census Reporter



Census Reporter



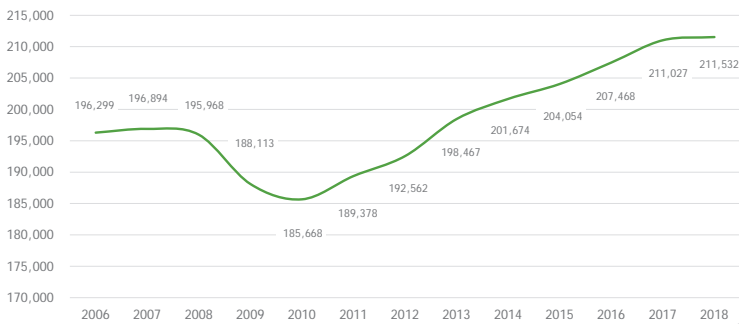
▶ This profile displays data from more than one ACS release. Charts not derived from ACS 2018 1-year data are noted with an *.

▶ Citation: U.S. Census Bureau (2018). American Community Survey 1-year estimates. Retrieved from Census Reporter Profile page for Hunterdon County, NJ <<http://censusreporter.org/profiles/05000US34019-hunterdon-county-nj/>>

▶ Citation: U.S. Census Bureau (2017). American Community Survey 5-year estimates. Retrieved from Census Reporter Profile page for Hunterdon County, NJ <<http://censusreporter.org/profiles/05000US34019-hunterdon-county-nj/>>

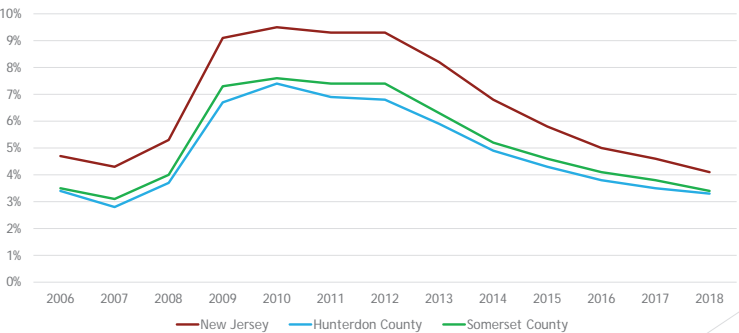
Labor Market Information Data Set Examples

Hunterdon and Somerset County Combined Employment 2006-2018



Source: Quarterly Census of Employment & Wages (QCEW), Annual Averages
Prepared by: NJ Department of Labor and Workforce, Bureau of Labor Market Information, September 2019

Unemployment Rates 2006-2018 Hunterdon & Somerset vs. Statewide NJ



Source: NJDOL, Labor Force Estimates
Prepared by: NJ Department of Labor and Workforce, Bureau of Labor Market Information, September 2019

Educational Attainment for the Population of Somerset & Hunterdon Counties (Age 25 and Over)

Educational attainment

95.2%

High school grad or higher

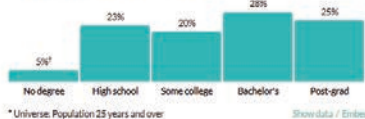
a little higher than the rate in New Jersey: 89.9%
about 10 percent higher than the rate in United States: 88%

52.5%

Bachelor's degree or higher

about 1.3 times the rate in New Jersey: 39.7%
more than 1.5 times the rate in United States: 32%

Population by minimum level of education



* Universe: Population 25 years and over

Show data / Embed

Educational attainment

95.2%

High school grad or higher

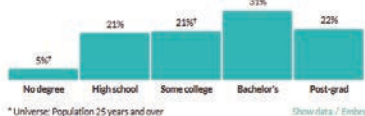
a little higher than the rate in New Jersey: 89.9%
about 10 percent higher than the rate in United States: 88%

53%

Bachelor's degree or higher

about 1.3 times the rate in New Jersey: 39.7%
more than 1.5 times the rate in United States: 32%

Population by minimum level of education



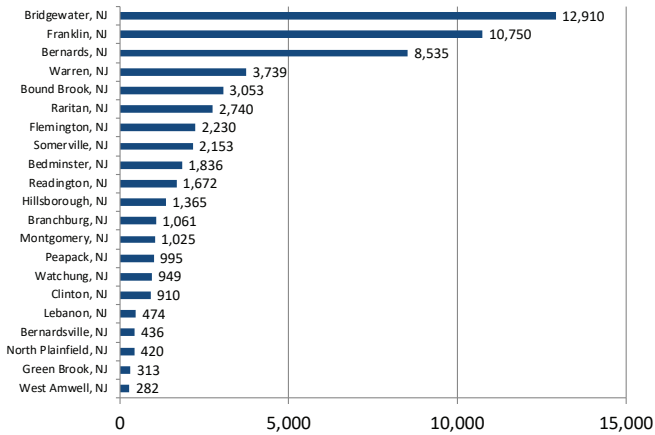
* Universe: Population 25 years and over

Show data / Embed

Labor Market Information Data Set Examples

Greater Raritan Cities With The Most Listings

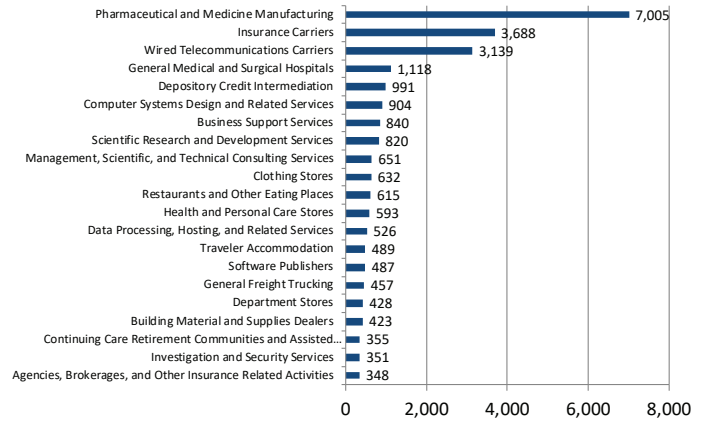
Jul. 1, 2018 - Jun. 30, 2019



Source: Burning Glass Technologies Inc., Labor Insight
Prepared by New Jersey Department of Labor & Workforce Development – December, 2019

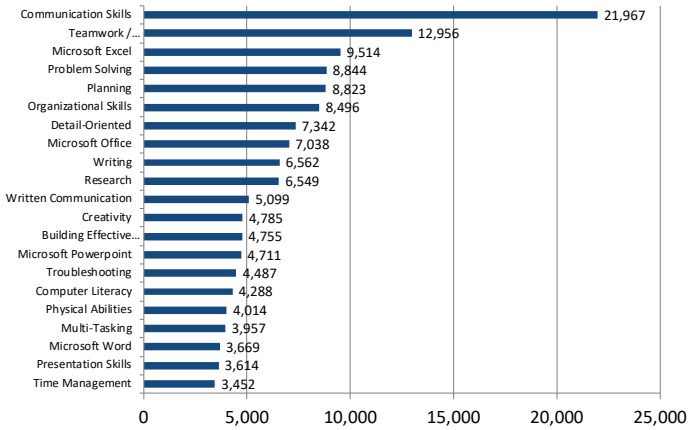
Greater Raritan Industries With The Most Listings

Jul. 1, 2018 - Jun. 30, 2019



Greater Raritan Baseline Skills in Greatest Demand

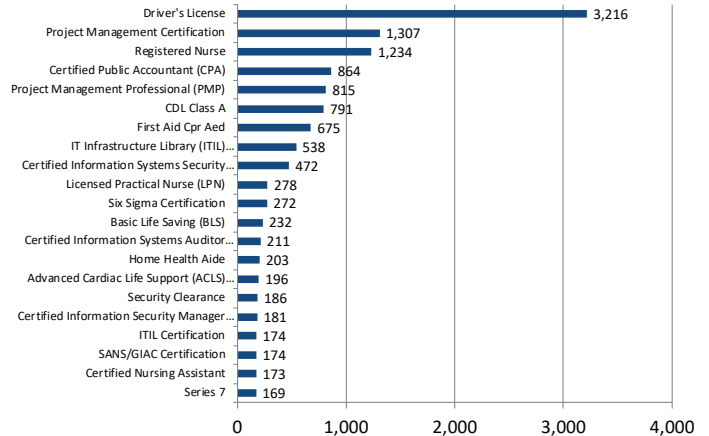
Jul. 1, 2018 - Jun. 30, 2019



Source: Burning Glass Technologies Inc., Labor Insight
Prepared by New Jersey Department of Labor & Workforce Development – December, 2019

Greater Raritan Certifications in Greatest Demand

Jul. 1, 2018 - Jun. 30, 2019



Source: Burning Glass Technologies Inc., Labor Insight
Prepared by New Jersey Department of Labor & Workforce Development – December, 2019

What we did in 2019 – and looking ahead to 2020

Many parts make up the whole of the work of the Greater Raritan Workforce Development Board. These parts include working with different state, county and local partners on different projects, programs and initiatives that align with one overarching mission: To ensure that the workforce system in Hunterdon and Somerset counties is flexible, seamless and responsive to the current and future needs of employers and job seekers.

In 2019, this work proceeded positively on a number of fronts.

♦ Working with state partners

- The GRWDB successfully completed the State Employment and Training Commission's (SETC) board recertification process for 2019. The SETC process looks at 12 performance areas to ensure that each board is functioning at the highest level possible. The final feedback report can be viewed [here](#). Staff also attend SETC board and directors meetings, which help keep system partners aware of new state initiatives and allow the opportunity for discussion.
- Staff completed the update of the board's Local Area Plan 2016 to 2020, which was subsequently adopted by the board and the Somerset County freeholders. This update reviewed the three-year-old report in light of current data and trends to ensure that strategies and programs are aligned with current needs. The updated report can be viewed [here](#). Staff also participated in the update of the 2016-2020 regional plan, which reviewed the data on a regional level for the top half of the state. That report can be viewed [here](#).
- The New Jersey Industry Partnership initiative is a new state model that is working to facilitate business-government collaboration to meet the needs of employers. The GRWDB has participated in a series of launch meetings, and is taking a leadership role in the Northern Region Industry Partnership for advanced manufacturing, now set for Feb. 21 at Eastern Millwork in Jersey City.
- GRWDB staff and partners are active members of the Garden State Employment and Training Association (GSETA), as well as North Jersey Partners – One-Stop Operator Monica Mulligan is the secretary for the latter organization. System partners participated in GSETA's annual conference in November, and will be taking part in a new series of trainings in 2020. Staff members also participate in GSETA monthly meetings as well as separate One Stop and finance meetings. These are opportunities for peers to discuss ongoing issues, and develop response to state mandates. State Department of Labor leads also attend these meetings, which allow for further feedback and discussion.



♦ Working as a staff

- The 2019-2020 budget was adopted by the board this summer. This year's budget process included implementation of a new state-required Cost Allocation Plan (CAP) which realigns how the budget is configured based upon employee time-studies and each grant fund. This plan, which can be viewed [here](#), is reviewed quarterly; Saundra Addison-Britto, the board's business finance manager, developed the CAP over the past 18 months. Addison-Britto also uses the CAP process to help streamline monthly Local Area Reports (LARs), which are monthly reports given to the state to show how all dollars are being used, in real-time fashion.
- The GRWDB's Member Handbook & Orientation Guide was updated after six years, and adopted by the board in April; it can be viewed [here](#). The guide is used to help introduce new members to the roles, responsibilities and mission of the GRWDB. The guide, that is updated as needed, is also a recruitment tool for new members and serves as a way to introduce businesses to the GRWDB's mission. Similarly, former Business Services Specialist Aubrey Flanagan developed a new short and concise PowerPoint presentation that looks at the work of the GRWDB in an easily digestible fashion. This new tool has been presented in meetings of the Hunterdon Chamber of Chamber, Healthier Somerset and the Somerset County Governing Officials. It can be presented to any interested public or private organization or business.
- Staff members have met with an increasing number of stakeholders in both counties to identify possible areas of collaboration for the workforce board or for other county entities. This has included working with other county divisions (in Somerset and Hunterdon counties) to advance common goals to create a more vibrant community. Examples: the business organizations in both counties, Human Services departments, and the Somerset County Continuum of Care committee. We also are working with a number of other groups outside of government to advance workforce development issues; this has included the Hunterdon Somerset Mercer counties STEM Ecosystem Consortium and a new Community-Based Learning Initiative. In addition, the director



is a member of the Complete Count Committees for Somerset and Hunterdon counties. This work has included bringing in the census outreach specialist to different events in each county, and finding new ways to promote census jobs and census awareness in the region. This work will be crucial in 2020, as all stakeholders take part in community outreach activities to ensure everyone in both counties is counted in the new census.



- The past year saw several staff changes. Paul Grzella, retired editor of the Courier News / Home News Tribune / MyCentralJersey.com, became interim director of the GRWDB on Feb. 19, 2019. The position was part-time for the next eight months. On Nov. 1, he was named full-time director following a two-month long interview process. He is the board's first full-time director. (Previous directors were both directors and One-Stop Operators.) A new staff position, Job Developer, was created. The purpose of this position is to better link job-seekers using the system's resources with job openings posted with our state partners. Jeanne Cassano, a longtime Hunterdon County resident, began in this new connective role on Nov. 12. In addition, Aubrey Flanagan, the board's Business Services Specialist, took on a new role on Nov. 11 at Raritan Valley Community College's Workforce Training Center. (Flanagan will remain involved with board work, as a member of several committees.)

◆ Working as a system

- A long-time goal of the GRWDB has been to find other sources of revenue, besides federal and state grants, to do our work. This winter, the GRWDB successfully applied for an IMPAQ/Maher Education Fund Grant Award which funded the winter/spring welding class at Raritan Valley Community College's Workforce Training Center. The program paid for the welding certification class for 10 individuals, several of whom began on a new career pathway. The program was highlighted in several new articles, which can be viewed on the GRWDB's website on the "Stay Informed" tab. In addition, the funder's visited RVCC in November to talk with the class' teacher as well as several students. A final report given to the funder also can be viewed here.
- Apprenticeships are a key part of the state's plan to help put residents on sustainable-career pathways. To help advance this goal, the board has supported several grant applications, which if successful, will create new in-demand occupation training programs within the two counties. This also includes a new youth training grant program several partners within both counties have applied for. In addition, the board worked the Franklin Chamber of Commerce to apply for a state Growing Apprenticeship in Nontraditional Sectors (GAINS) grant to create a new training program for Franklin Township residents. We expect to hear from the state about the status of all the applications in the first quarter of 2020.
- Working with New Jersey Department of Labor and Workforce Development State Business Representatives Amanda Modale and Jessica Johannesen, the GRWDB cosponsored and helped to organize and run two separate county Job Fairs. The Somerset County Job Fair conducted in Somerville in June drew 238 attendees, doubling the number who attended the last county job fair in 2017. Then in September, the Hunterdon County Job Fair conducted in the county complex in Raritan Township drew 257 attendees, nearly tripling the attendance of the 2017 event. Both events were supported by the Greater Raritan One-Stop centers, and the Hunterdon event was cosponsored by the Hunterdon Chamber of Commerce. News coverage for both can be viewed on the GRWDB's website on the "Stay Informed" tab. Work already has begun on events in 2020, including a new partnership with the Somerset Patriots for a May Job Fair event at the TD Bank Ballpark in Bridgewater.
- Different system partners are now meeting regularly with board staff to ensure that we are aligned and working together to identify the emerging needs of job seekers and employers in Greater Raritan. This includes monthly meetings between board staff, state representatives and the RVCC Workforce Training Center, and twice-a-month meetings with our Labor Market Information specialist, Michael Valeriano. Board staff is now participating in the One-Stop Partners meetings, conducted three times annually, and the workflow meetings of One-Stop partners. And in December, the first system-wide meeting was conducted with staff, One-Stop Career Training, Employment Services, state Business Representatives, Vocational Rehabilitation Services and the state Labor Market Information specialist. In 2020, department leads will continue to meet every other month, and the wider meeting will be conducted every four months. The goals are to increase alignment, identify possible gaps, and ensure work is being done effectively and efficiently. System team members also are taking part in the weekly NJ Career Network calls, which is a new tool that allows staff from around the state to talk about issues and challenges that may be similar for all – and excavate ways to address these issues and improve system performance.



- The annual audit was conducted for One-Stop programs, with a very positive outcome. In addition, the annual fiscal audit was conducted for the GRWDB and One-Stop. Here are the fiscal audit findings and the GRWDB response. The next fiscal audit is scheduled for February 2020, as the state evolves its fiscal oversight process.
- The One-Stop Operator provides monthly reports on programs and related activities. These reports are included in the quarterly board meeting packages. Besides sharing client success stories, staff trainings, participation in public outreach events and program updates, some other highlights for 2019 include: translation of the One Stop flyers into Spanish; introduction of a new assessment tool, Multiple Natures, for customers; details of the One-Stop Customer Satisfaction Survey, which routinely finds customer respondents highly satisfied with the services offered by the agency; and staff attendance of a legal services of Northwest New Jersey symposium.



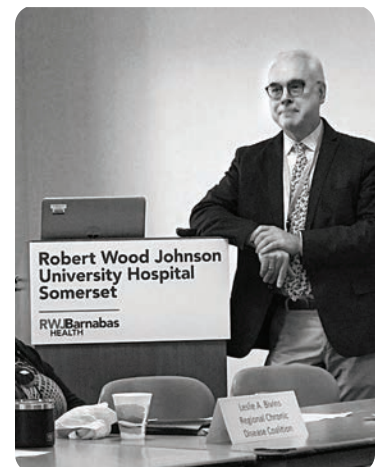
◆ Working as a board

- The quarterly board meeting format has been changed; it now starts with a networking session which allows participants to get to know one another in a more relaxed fashion. Each meeting then features a presentation by one of the partners, often connected to state initiatives. Local program updates follow, including financial reviews, metric performance data and any programmatic presentations.
- As part of the workforce development board process recertification process, mandated meetings of committees began during the summer. This includes quarterly meetings of the One-Stop, Youth and Disabilities committees; the fourth mandated committee, the Literacy Committee, had been meeting. All meeting packages can be found under the “Meeting Packages” tab of the website. In addition, members of each committee have been working on mission statements and goals to give focus and purpose to their work. The draft mission statements will be presented at the January 2020 board meeting, and each committee will be reviewing and adopting these mission statements, which can be viewed here, during meetings in January and February.
- In April, the board approved a one-year extension of the One-Stop Operator contract. In 2020, the board must bid out a new contract, per federal guidelines. This will be done in the later winter and early spring. In addition, the board adopted several new policies designed to increase capacity and ensure that all state and federal policies are being followed. These include: a supportive services policy; a selective services compliance policy; and a fraud and abuse policy.



◆ Expanding communications

- The GRWDB launched a revamped website in late 2018 and adopted a more aggressive social media policy. Staff continued to build on this work, including new updates of the site. Among those is a new “In the Community” feature which highlights community engagement efforts, like a Meet the Trades event with the Department of Labor Commissioner Robert Asaro-Angelo in November in Hunterdon County. In addition, the latest workforce-related events, programs and recruitments in Hunterdon and Somerset counties can be found on the website’s calendar page.
- To better communicate all the services, resources, and opportunities the public workforce development and delivery system offers within Hunterdon and Somerset counties, NJ, the Greater Raritan Workforce Development Board launched a quarterly newsletter in 2019 to provide snapshots of some of the season’s highlights and milestones. The summer and autumn newsletters can be found on “Stay Informed” link under the “Events” tab, along with media stories about GRWDB partners and success stories.
- Employers and jobseekers and anyone else in Hunterdon and Somerset counties are encouraged to text OneStop to 565-12 to get a text alert every Monday. This text connects users to the Greater Raritan One-Stop Career Center mobile site for upcoming week’s workforce-related hiring events and workshops, as well as other partners.



◆ Starting 2020

- Bids were completed for a new e-learning initiative, SkillUp Greater Raritan. This utility has been used in a limited form by the One-Stop in 2019. This new initiative allows targeted use of this tool by the One-Stop, and its partners, but opens some of the utility's softskill and related training portals to all residents of Somerset and Hunterdon counties in 2019. This tool is already used by different workforce boards throughout the country, as well as in neighboring Middlesex County. We will launch this initiative this winter with a media campaign that will involve outreach in both counties. We also will host trainings for partners and interested community members.
- The GRWDB staff will be working on an update of our One-Stop Memorandum of Understanding (MOU) / IFA (funding) documents with all partners. This originally was scheduled to be done by Dec. 31, 2019, based upon a state directive sent out in the fall. The state agreed with the local partners that more time is needed to get this work done; we now have until March 31, 2020, to complete this task, including approval by the board as well as the two county freeholder boards.
- In addition to the regular free, public workshops conducted by the One-Stop Career Training Center and Jersey Job Club programs conducted through Employment Services, the GRWDB is co-presenting two programs in January. The first is a Jan. 15 program with the One-Stop introducing services offered by NJ Reentry Corp. for residents of Somerset and Hunterdon counties. The second is a Jan. 22 workshop, New Year, New Job, being presented with the Literacy Volunteers of Somerset County. This program will introduce literacy tutors and clients to available system services. The aim is to use this as a template for similar workshops we can offer around the region. In addition, the state business representatives launched a new program on Jan. 3 for employers in Somerset County. A similar program will be offered in Hunterdon County in March. These programs also were highlighted in our autumn newsletter, and are listed on our website's calendar.
- Community-facing initiatives have been an important part of the board's engagement tools in 2019. Staff members will continue to be in the community at various events as requested. They also will look for new opportunities. As part of this, staff will be piloting targeted community information sessions in select parts of each county in early 2020. Because we represent 47 municipalities and have limited staffing capacity, we cannot get to every community every month, but we see this new initiative as a way to experiment with new ways to be in the community and share resources with all residents and business owners. Community connections will be vital to our ongoing success.



Performance Matters – The FutureWork Systems

New Jersey uses a web-based intelligence system, Performance Matters from Futurework, to help the state's 18 Workforce Development Boards track, analyze and compare localized performance Workforce Innovation and Opportunity Act (WIOA) Title I and III data for adult, dislocated worker, youth and Wagner-Peyser customers. This data can be compiled into reports that help each board and its committees know what is happening in their local area. Every Workforce Development Board is able to see how performance measures are tracking monthly, and dig into specific analytic reports that help the board see trends and possible areas for improvement. Reports also can be customized for specific demographics and categories of customers, giving board members a key tool to perform their oversight, goal-setting and management duties. This dashboard also allows boards to compare performance across the state.

Below are Greater Raritan's key performance metrics in employment and credentialing for PY 2018 for the adult, dislocated worker and youth populations served from July 1, 2018 to June 30, 2019. Following that is the PY 2018 performance measures for the entire state.

DEFINITIONS:

Adult: A person who is age 18 or older.

Credential: Training resulting in industry-recognized credential for career pathways

Den: Denominator, total clients in category receiving services

Dislocated Worker (DW): A person who has been terminated or laid off, or who has received a notice of termination or layoff, from employment or was self-employed but is unemployed as a result of general economic conditions in the community

Employment Q2: Is working in unsubsidized employment in second quarter after exiting program

Employment Q4: Is working in unsubsidized employment in fourth quarter after exiting program

Program Year (PY): Runs from July 1 to June 30

LWDB: Local Workforce Development Board

Median Earnings: The quarterly earnings of participants in unsubsidized employment in second quarter after exiting program

Num: Numerator, total clients who successfully completed program

Wager-Peyser (WP): A jobseeker utilizing the programs offered by Employment Services in the One-Stop system

Youth: Out-of-school youth not less than 16 and not more than 24 years of age.

GREATER RARITAN PY 2018			
	Actual	LWDB Plan	% LWDB Achieved
num Employment Q2 WP	1311		
den Employment Q2 WP	2467		
Employment Q2 WP	53.1%	54.2%	98.0%
num Employment Q4 WP	1345		
den Employment Q4 WP	2491		
Employment Q4 WP	54.0%	59.2%	91.2%
num Employment Q2 Adult	43		
den Employment Q2 Adult	58		
Employment Q2 Adult	74.1%	83.3%	89.0%
num Employment Q4 Adult	35		
den Employment Q4 Adult	61		
Employment Q4 Adult	57.4%	76.0%	75.5%
num Credential Adult	42		
den Credential Adult	60		
Credential Adult	70.0%	68.7%	101.9%
num Employment Q2 DW	148		
den Employment Q2 DW	222		
Employment Q2 DW	66.7%	85.4%	78.1%
num Employment Q4 DW	143		
den Employment Q4 DW	212		
Employment Q4 DW	67.5%	77.1%	87.5%
num Credential DW	118		
den Credential DW	153		
Credential DW	77.1%	73.5%	104.9%
num Employment Q2 Youth	16		
den Employment Q2 Youth	29		
Employment Q2 Youth	55.2%	72.7%	75.9%
num Employment Q4 Youth	13		
den Employment Q4 Youth	23		
Employment Q4 Youth	56.5%	45.0%	125.6%
num Credential Youth	5		
den Credential Youth	6		
Credential Youth	83.3%	74.0%	112.6%
Median Earnings Q2	Median	Plan	% Achieved
Adult	\$6,248	\$6,087	102.64%
DW	\$6,248	\$7,931	150%
WP	\$8,345	\$5,932	140.67%

Local Dashboard: Greater Raritan One-Stop Career Training Services Program Oversight

In addition to the state Futureworks dashboard, the GRWDB also has used a local dashboard for several years to try to understand services trends for the Greater Raritan One-Stop Career Training Services program. In addition to training grants and youth credentials, this dashboard looks at the total number of workshops offered by the program and the number of people participating in them. The dashboard also details walk-in clients and the number of training grant orientations offered to individuals. In 2020, the GRWDB committees will be expanding some categories captured, to get the broadest picture possible of who is being served -- and how -- in Greater Raritan. Following is the Program Year 2018 dashboard totals (July 1, 2018 to June 30, 2019).

INTAKE AND ORIENTATION	
Walk In Clients	354
Hunterdon County	256
Somerset County	98
Workshops Conducted	38
Hunterdon County	12
Somerset County	26
Workshop Participation	577
Hunterdon County	148
Somerset County	429
Training Grant Orientations	618
Hunterdon County	105
Somerset County	427
Out of County	86
Training Grants Provided	257
Hunterdon County	32
Somerset County	165
Out of County	60

FOLLOW UP CAREER SERVICES	
Post Training Counseling and Follow Up	
Number of Customers Served	1440
Caseload for 2.5 Counselors (Avg)	280

TRANSPORTATION SERVICES	
Transportation Referrals	44
Hunterdon County	18
Somerset County	26

INDIVIDUALIZED TRAINING SERVICES	
Total Youth Credentials Issued	11
Hunterdon County	6
Somerset County	5
Total WFNJ "To Work" Clients	194
Hunterdon County	40
Somerset County	154

TRAINING GRANTS BY INDUSTRY	
Advanced Manufacturing	8
Bio/Pharma/Life Sciences	5
Financial	57
Health Care	35
Technology	114
Transportation/Logistics/Dist	30
Leisure/Hospitality/Retail	8

Success Stories: Serving our Customers



One-Stop Operator reports regularly share the stories of customers served throughout the year. The reports are included in the quarterly board meeting packets, as a way to show the impact the region's workforce system has on those who live in the two counties. They are also highlighted on www.thegrwdb.org. Here are two examples:

Retooling her skills leads to higher pay

Kassandra came to the One-Stop for assistance after being laid off due to reorganization at a local pharmaceutical company. Facing changes within the healthcare marketing, sales, and analyst industry Kassandra was aware that she needed to improve her marketability by obtaining current skills to help her continue on this career path.

After several meetings with a One-Stop Training Services counselor where they considered different plans of action, Kassandra registered for the Rutgers School of Executive Education Mini MBA: Virtual Integrated Marketing Communications Program. This program provided the tools, skills, and insight needed to effectively manage and implement integrated marketing communications and strategies in high level positions within an organization. While still enrolled in the program, Kassandra went on several interviews where she ultimately was rehired by her previous employer in a new role, with a higher salary, in which her training program at Rutgers was identified from Kassandra and her interviewer as a contributing factor in receiving the job offer.

The One-Stop routinely works with customers who come from all different type of industries with different levels of education and experience. Counselors have the ability to work with, understand, and help those from diverse employment backgrounds regain sustainable employment.



Training leads to second chances

When the One-Stop began working with Victoria, she had not held full time employment since 2001. She reported that she used to work in the nursing field 30 years ago, but only worked on and off cashiering over the last 15 years.

When the One Stop case manager met with Victoria, her appearance was disheveled and she had significant dental issues which affected her professional appearance. Victoria expressed an interest in obtaining job training for EKG/ Phlebotomy in order to re-enter the industry she once worked in and enjoyed. The One-Stop case manager referred Victoria for a Test of Adult Basic Skills (TABE) where she scored below the 6th grade level in reading and math.

In order to increase her proficiency so that she could successfully attend and complete training, she was referred to the Workforce Learning Link for basic skills tutoring. Victoria showed great initiative and motivation while receiving services through the Learning Link and was able to significantly increase her literacy and numeracy skills and was now in a place where she could truly benefit from training.

With the guidance and support for her One Stop case manager, Victoria applied and was accepted to the Academy for Allied Health Sciences in its EKG/ Phlebotomy program. Victoria worked hard and successfully completed the program, which was funded through a Workforce Innovation and Opportunity Act (WIOA) training grant. Soon after program completion, she found employment at a local hospital using the skills and certifications she obtained in training. Once employed, Victoria was able to address her dental needs and now exudes a more confident and professional appearance.

Victoria reports that she is very happy and grateful for the opportunity that she was given for a second chance through the Greater Raritan One Stop.

How the Grant Monies are Spent to Serve Residents and Businesses

The budget of the Greater Raritan Workforce Development Board supports direct services and outreach efforts to job seekers and employers in Hunterdon and Somerset counties. This summer – and on time -- the Board adopted Program Year 2019 budgets to fund Career Services and Workforce Development Board operations through June 31, 2020. Those budgets total \$2.7 million, and the charts, shown below, detail how the federal and state funds are spent by category and what additional support programs and resources the funding supports. In addition, throughout the year the board receives some in-kind support services from its partners.

Greater Raritan Workforce Development Board Career Services Program Year 2019 Draft Budget (July 1, 2019 to June 30, 2020)			
			DRAFT PY 2019 Program Budget
BUDGET SUMMARY			
Revenue			
	WIOA Adult & Dislocated Worker		1,188,725.40
	WIOA Youth		394,725.60
	WFNJ		1,090,398.24
	Offset Admin Cost - Transfer from Admin Budget		83,570.72
Total Career Services Revenue			2,757,419.96
Expense			
	Career Salaries (Program & Admin Offset - 12 Staff)		537,039.00
	Career Services Fringe (Program & Admin Offset)		265,845.44
	WDB Salaries (Program Offset - 2 Staff)		11,964.35
	WDB Fringe (Program Offset - 2 Staff)		5,975.01
	Conference & Training		1,500.00
	Memberships		2,000.00
	Occupancy Somerset		96,993.62
	Occupancy Hunterdon		11,576.32
	One Stop Operator		23,353.00
	Assessment Tool		3,400.00
	Travel		600.00
	Supplies		5,000.00
	Technology		5,000.00
	Operating		5,000.00
	Contracts		
	ITA's & Incumbent Worker		586,000.00
	Supportive Services		5,000.00
	Other Training Opportunities		20,000.00
	TANF Contracts		427,278.00
	WFNJ: GA, GA/SNAP, SNAP Contracts		214,737.00
	Work Force Learning Link		85,000.00
	Youth Contracts		125,700.00
	Youth Work Experience - Visions(20% Youth Program Funds)		78,945.00
	Youth ITA's		7,760.00
	Youth Other		5,000.00
	CAVP		15,109.60
	Work Verification		17,000.00
	SmartSteps		-
	Needs Based: Transportation		43,126.00
	Other/Operating		151,517.62
Total Career Services PY 19 Budget			2,757,419.96

Greater Raritan Workforce Development Board Program Year 2019 Budget July 1, 2019 - June 30, 2020			
			PY 2019 Admin Budget
BUDGET SUMMARY			
Revenue			
	WIOA Adult & Dislocated Worker		132,080.60
	WIOA Youth		43,858.40
	WFNJ		128,900.76
	Carry-In PY 18 Funds		40,395.09
	Offset Program Cost - Transfer from Program Budget		17,939.36
Total Revenue			363,174.21
Expense			
	WDB Salaries (Admin & Program Offset (3 Staff)		174,125.00
	WDB Fringe (Admin & Program Offset (3 Staff)		83,867.25
	Career Services (Admin Offset (4 Staff)		55,736.10
	Career Services Fringe (Admin Offset (4 Staff)		27,834.62
	Conference & Training		1,500.00
	Occupancy		12,036.02
	Travel		100.00
	Marketing		1,250.00
	Memberships		2,000.00
	Other/Operating		1,475.22
	Supplies		1,250.00
	Technology		2,000.00
Total WDB Admin PY 19 Budget			363,174.21

Partnerships are key

Collaborative partnerships are at the heart of the mission and vision of the work of the Greater Raritan Workforce Development Board. Our goal is to connect employers and job seekers to the services offered by a variety of local, county and state partners, creating a system which is flexible, seamless and robust, able to respond to the needs of all stakeholders as they are shared. Here are some of our current partners. If you don't see your organization on the list, and want to see how you can become involved, reach out to us.

Business Services Partners

New Jersey Department of Labor and Workforce Development, including Business Services Representatives, Employment Services, Veterans Workforce Program,
the New Jersey Office of Apprenticeship,
and the Industry Partnership Initiative
New Jersey Business Action Center
New Jersey Economic Development Authority
Raritan Valley Community College Workforce Training Center
Hunterdon County Chamber of Commerce and Hunterdon County Economic Development
Somerset County Business Partnership and Somerset County Economic Development
RideWise
goHunterdon

Educational Institution Partners

Raritan Valley Community College
The Jointure for Community Adult Education
Hunterdon County Educational Services Commission
Hunterdon County Vocational School District
Somerset County Vocational and Technical Schools

Special Populations Partners

NJ Department of Labor and Workforce Development – Senior Services; Division of Vocational Rehabilitation Services; Unemployment Insurance
Hunterdon County – Division of Senior, Disabilities and Veterans Services; Division of Social Services; Center for Educational Advancement; United Way of Hunterdon County
Somerset County – Office on Aging and Disability Services; Youth Services; Board of Social Services; Alternatives; EmPoWER Somerset; Healthier Somerset; Literacy Volunteers of Somerset County; Matheny School; Middle Earth; Midland School; United Way of Northern New Jersey

Government Partners

Somerset County, including Board of Chosen Freeholders, Department of Human Services, and Office of Economic Development
Hunterdon County, including Board of Chosen Freeholders, and Department of Human Services
Greater Raritan One-Stop Career Training Services
New Jersey State Employment and Training Commission (NJ SETC)
Garden State Employment and Training Association (GSETA)
North Jersey Partners

Learn more

Visit www.thegrwdb.org, follow the GRWDB on Facebook, Twitter and LinkedIn, or contact us directly for more information. We are happy to meet with any business, community agency or public body in Hunterdon and Somerset counties to explain how our services work. In 2020, we also will be expanding our office outreach to work directly with jobseekers, too. Contact:



Paul Grzella, Director
908-203-6044, grzella@co.somerset.nj.us
Sandra Addison-Britto, Business Finance Manager
908-541-5723, addison@co.somerset.nj.us
Jeanne Cassano, Job Developer
908-541-5785, jcassano@co.somerset.nj.us

