

# CAREER TRAINING SERVICES

## ONE STOP OPERATOR'S REPORT

Program Year 2019

January 1, 2020 – January 31, 2020

### Data Validation Review

On January 23<sup>rd</sup> and January 24<sup>th</sup>, NJDOL was on-site at the One Stop conducting its annual data validation review where an extensive review of program files is completed and data entry into AOSOS is monitored. While issues with AOSOS correctly capturing data was noted, no staff errors were reported (see attached). Bravo!

### Needs Based Work Support

After a significant delay in receipt of funds from NJDOL, the PY19 contracts with Ridewise and goHunterdon were approved on January 28, 2020. These contracts will continue to provide transportation planning services to WFNJ customers who need support and guidance in order to find sustainable options for getting to and from employment and job-related training.

### One Stop Dashboard

In order to capture the breadth of work that is being accomplished in the One Stop, additional data is now being gathered and reported on a monthly basis to the WDB and populated in the dashboard for WIOA Youth, DVRS, Literacy and Apprenticeship. The dashboard is a living document where new data sets may be reported depending on the need.

The voyage of discovery is not in seeking new landscapes but in having new eyes.

Marcel Proust

### WIOA Youth Technical Coordinator

The WIOA Youth Team met with our newly assigned WIOA Youth Technical Coordinator from NJDOL, Aaron Samuels, on January 7<sup>th</sup>. Aaron will conduct our annual WIOA Youth program monitoring on site as well as provide technical assistance and support related to youth programming for our local One Stop. We welcome Aaron's guidance for our local area!

### One Stop Staff Training

The Youth Employment Services (YES) staff attended a NJDOL mandated Youth AOSOS training in Trenton on January 23<sup>rd</sup> where they were provided with information on how to capture Measurable Skills Gains (MSG) in the state database. MSG is a new WIOA performance outcome. NJDOL indicated that training for staff that work with adults will be forthcoming in the near future. More to come!

### DEDICATION. (dedi' kăSHən)

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

### COLLABORATION. (kə'labə'răSHən)

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

### PROGRESS. (prō'gres)

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



PHILIP D. MURPHY  
Governor

SHEILA Y. OLIVER  
Lieutenant Governor

State of New Jersey  
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT  
P.O. BOX 056  
TRENTON, NEW JERSEY 08625-0056

ROBERT ASARO-ANGELO  
Commissioner

January 27, 2020

Ms. Monica Mulligan  
Greater Raritan One-Stop Operator  
Somerset County Department of Human Services  
27 Warren Street  
Somerville, New Jersey 08876-1262

Dear Ms. Mulligan,

On January 23 - 24, 2020 representatives of the New Jersey Department of Labor and Workforce Development's Office of Workforce Research and Analytics - Data Validation Unit (NJDOL) visited the Greater Raritan local area to conduct United States Department of Labor (USDOL) required Workforce Innovation and Opportunity Act (WIOA) Data Validation.

A random sample of files was reviewed from each of the WIOA Title I Adult, Dislocated Worker and Youth funding streams. Our validation focused on customers exited in late Program Year (PY) 2016 through early PY 2017.

Due to the many changes in America's One Stop Operating System (AOSOS), local area protocols and state procedures we are not requiring any response from you. The below is for informational purposes and performance improvement at the state and local level. Local area files were neat and orderly, we found no documentation/data entry errors; we have found errors in how AOSOS fills in the Participant Individual Record Layout (PIRL), however.

Youth: 5 records reviewed

- One record inadvertently credited the local area with "post exit enrollment into education or training" (PIRL element 1406). This is an AOSOS system error which we are investigating.
- Two records exhibited the wrong "date enrolled in a training or education program" (PIRL element 1811). This was an AOSOS error which has been corrected.

Dislocated Worker: 25 records reviewed

- One record (NJ006741817) did not pick up all the post exit wages earned by the participant. We are investigating this error.

Adult: 25 Records reviewed

- No errors

NJDOL Concerns:

- NJDOL is investigating the “post exit enrollment into education or training” (PIRL element 1406) system error and the wage conflicts (PIRL element 1704).
- The local area did not enter any Measurable Skills Gains (MSG) for the period reviewed. There are five categories of MSG (PIRL Elements 1806 – 1810). One MSG per training participant during a program year is a negotiated goal set by the USDOL. The local area is encouraged to research each MSG category and, if not already doing so, begin entering them.

We thank you for your cooperation during this review.

Any questions or comments should be directed to Mark Van Kampen at [mark.vankampen@dol.nj.gov](mailto:mark.vankampen@dol.nj.gov).

Sincerely,

A handwritten signature in blue ink, appearing to read "Eric Pierre".

Eric Pierre, Chief  
Workforce Research and Analytics

Cc: Yolanda Allen  
Joseph Dombrowski  
Lesley Hirsch  
David Ramsay  
Jacqueline Novatin  
Joseph Spodaryk  
Christopher Peake, Direct Services Coordinator  
Greater Raritan WDB





# Mastering the INTERVIEW

Wednesday  
January 22nd, 2020

1:30pm – 3:30pm

Manville Public Library  
100 S. 10th Ave.  
Manville, NJ 08845

Guest Speaker:  
Jan Goodman  
Community Outreach Specialist/  
Career Coach

The interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. In this workshop, participants will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions they should think about asking. They will learn how to prepare for second interviews, testing, and shadowing, as well as how to follow up on their interview sessions.

## Topics Discussed:

- Understanding the Interview
- Types of Questions
- Preparation
- Stress Interviews
- Following up the Interview
- Common Problems and Solutions
- Phase Two (after the interview)
- Trick Questions
- Sealing the Deal
- Getting What You're Worth

## How You Will Benefit:

- Understand the different types of interview questions and how to prepare to answer them.
- Learn the most effective ways to prepare for an interview, including how to present yourself professionally.
- Develop expertise at expressing yourself effectively.
- Know how to ask for feedback following an interview.
- Learn how to answer the toughest interview questions.



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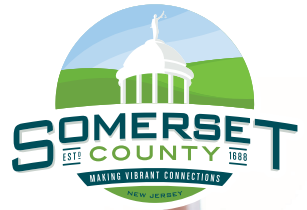
Visit: <https://www.sclibnj.org>

**Seats are limited, therefore pre-registration is required.**  
Call **Jennifer Sullivan at (908) 458-8425** to register.

*This program is in partnership with:*

**The Greater Raritan One-Stop Career Center Training Services and the  
The Greater Raritan Workforce Development Board (GRWDB)**

# The Art of EFFECTIVE COMMUNICATION



Monday, Jan. 27th, 2020

1:00pm – 3:30pm

Greater Raritan One-Stop  
Employment Services  
75 Veterans Memorial Drive  
Somerville, NJ 08876

*"Communication is two-sided – vital and profound communication makes demands on those who are to receive it... demands in the sense of concentration of genuine effort to receive what is being communicated."*

– Roger Sessions

## Points of Discussion:

- Self-Assessments
- Looking at different personality types
- Identifying your Myers Briggs Personality Types
- Defining filters
- Encoding, decoding and sending messages
- Culture
- Gender
- Active listening
- Paraphrasing statements
- Nonverbal messages
- Handling Conflict
- Being assertive, not aggressive
- Communication preferences
- Communication models

## How You Will Benefit:

- Understand a working definition of communication.
- Review communication models and their key elements.
- Apply Myers Briggs personality assessments to develop effective communication skills.
- Investigate different styles of communicating.
- Learn how tolerance for disagreement affects effective communication.
- Identify common communication filters.
- Learn new tools for effective communication.

***Seats are limited, therefore pre-registration is required.***

Please reserve your seat today by calling:  
**(908) 704-3000**



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Greater Raritan One-Stop  
Career Center Training Services





# DON'T PANIC!

## A Recipe for Success in Times of Stress

Monday,  
February 10th, 2020

1:00 pm — 3:30 pm

Employment Services  
75 Veterans Memorial Drive  
Somerville, NJ 08876

- Do you ever feel like you're having a panic attack?
- Stressed in your current unemployment situation and out of control?
- Why do you think people panic when facing a challenging or frightening situation?
- Why is it important to step back when you're in the middle of a stressful situation?
- How does seeing yourself as a lifelong learner and insisting on learning from your mistakes and crises add value to all your life's experiences?

There are many ways to physically and mentally reduce the negative effects of stress. Learn from top experts in the fields of: consulting, education, public safety, government, and author of *"The Time Between Dreams: Successfully Navigating Change and Uncertainty in Life and Work."*

**Seats are limited! Reserve your seat today by calling Rick Peterson at (908) 704-3000**



**Greater Raritan One-Stop Career Training Services**

27 Warren Street, 2nd Floor  
Somerville, NJ 08876-1262  
(908) 541-5780

**Hunterdon County Dept. of Human Services**

8 Gaunt Place, Conference Room  
Flemington, NJ



# Mastering the **INTERVIEW**

**Tuesday,  
March 24th, 2020**

**7:30pm – 9:00pm**

**Somerset Hills YMCA  
Career Forum**

(Located in the Gagnon Teen  
Center bottom floor)

**Greater Raritan One-Stop  
Career Center  
Training Services**

**Speaker:**  
Jan Goodman  
Community Outreach Specialist

**(908) 704-6351**

Email: [jgoodman@co.somerset.nj.us](mailto:jgoodman@co.somerset.nj.us)

The interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. In this workshop, participants will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions they should think about asking. They will learn how to prepare for second interviews, testing, and shadowing, as well as how to follow up on their interview sessions.

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