

CAREER TRAINING SERVICES

ONE STOP OPERATOR'S REPORT

Program Year 2019

July 1, 2019 – July 31, 2019



Spotlight on Success

One may walk over the highest mountain one step at a time ~John Wanamaker

As we kick off Program Year 2019, we would like to reflect on one of the many success stories to come out of the Greater Raritan One Stop in Program Year 2018.

Alicia came to the One Stop as a graduate of Hunterdon Central that was struggling with significant anxiety issues. At the time of enrollment, she was working part-time at as a server/waitress at a local restaurant, but wanted more for herself. Her career aspiration was to work in the cosmetology field.

Initially, Alicia was a bit distant in her communications with the program, as she wanted her mother to manage all aspects of her life. This was attributed to her anxiety disorder, as she struggled with communicating with those outside her immediate family and thinking about the future was completely overwhelming. After a significant investment of time building rapport and connecting her to mental health services, with Alicia eventually opened up and bonded with the YES staff.

Alicia worked hard to successfully complete the intake requirements of the program and earned a credential in Bloodborne Pathogens, a precursor to her studies in the cosmetology field.

The YES program worked closely with Alicia to explore cosmetology programs with and she ultimately decided to enroll in Hunterdon County Polytech's program. During the grant application process, Alicia needed to gather required documentation that was needed in order to receive a training grant. She sought out these documents on her own, which was a huge step from where she had been – relying on her mother to be responsible for taking care of everything for her.

Alicia entered the cosmetology program where her attendance and participation was reported as outstanding. She earned her cosmetology certificate in June. She quickly obtained employment as a stylist in a salon in Hunterdon County. She is extremely happy with her achievements, both personal and professional. Alicia has expressed her thanks to the YES staff for being patient and supportive as she addressed her mental wellness and is very grateful for the opportunity the program provided to set her on a path to independence.

NJLWD instituted a statewide program monitoring review of all Work First New Jersey Programs. Greater Raritan was reviewed on July 9th and July 10th. The final report is expected to be received in the fall. This monitoring is in addition to the other annual monitoring that occur each program year:

- ❖ Fiscal Monitoring
- ❖ Data Validation
- ❖ Procurement
- ❖ American Job Center Review
(This includes two separate reviews: WIDA Youth and WIDA Adult/Dislocated Worker)



As of July 30th, Greater Raritan, along with all local areas, has not received information on the availability of Needs Based Work Support funds for Program Year 19. As a result, our transportation contracts with Ridewise and goHunterdon have been suspended until such time that funds become available to support these program operations.

The New Jersey Department of Labor has hired a consultant, EDSI, who will be conducting a Value Stream Mapping of the WorkFirst New Jersey system. Greater Raritan is one of six counties that were chosen to have this analysis done. NJLWD is on a quest to identify best practices as well as areas where the provision of services can be streamlined and even perhaps standardized. Greater Raritan One Stop, along with SCBSS and HCESC, participated in a kick off conference call with EDSI on June 30th. EDSI will be setting up time to come out to our local area to interview direct service staff about the local WFNJ process. Stay tuned for updates!

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.



The Art of EFFECTIVE COMMUNICATION



Monday, August 5th, 2019

9:30am – 12:00pm

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.



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Seats are limited!
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Rick Peterson at
(908) 704-3000

The Multi-Generational Workplace

There are currently five generations in the workforce, and employers faced with mass retirements of Baby Boomers are looking for ways to prepare for the changes that will result. This course examines the history and reality of the generation gap.

This course explores whether defining the actual limits of each generation is most important, or whether the merits of people within the context of employment is the bigger issue. Understanding others helps us to understand ourselves and to manage the people that we work with. We will explore problems, solutions, and strategies to help overcome issues of the generation gap.

How You Will Benefit:

- Develop our understanding of where the generation gap issue surfaces, and the impact it has on the modern workforce.
- Understand and apply language that is specific to each generation currently in the workplace.
- Explore organization strategies that overcome gap issues.
- Evaluate the need and effectiveness of recruiting, retention, and succession plans in context of the generation gap.

What You Will Cover:

- › History in brief
- › Finding common ground
- › Silents, Boomers, Xers, Ys, and Millennials
- › Recruiting that bridges the gap
- › Pre-assignment review
- › Solutions
- › The value of planning
- › Holding on for the good times
- › Developing targeted retention strategies
- › What we really want

**Professional Service Group of
Central New Jersey (PSGCNJ)**

DATE: Monday, August 26th, 2019



Pre-Registration Form:

MULTI-GENERATIONAL WORKPLACE

Yes Enroll me now

Participant Name (*Please Print*)

Organization

Telephone # _____

Fax _____ E-Mail _____

Location:

**Professional Service Group of Central NJ
First United Methodist Church
48 West High Street
Somerville, NJ 08876**

TIME: Meeting starts at 10:30 am

PRESENTATION TIME:: 11:00-12:30 pm

Membership is free. Please feel free to arrive 15 minutes early to network.