

CAREER TRAINING SERVICES

ONE STOP OPERATOR'S REPORT

Program Year 2020

August 1, 2020 – August 31, 2020



ONE STOP CUSTOMER SATISFACTION SURVEY DEMONSTRATES A TOP NOTCH LEVEL OF CUSTOMER SATISFACTION

As part of the 2017 One Stop Marketing and Communication Plan, we introduced a new customer service satisfaction survey which uses the Net Performance Score (NPS) to gather data and analyze customer satisfaction with their One Stop experience. Results of the survey are shared on a quarterly basis, but because of the Covid-19 crisis, the data from both the third and fourth quarter are PY2019 are being shared now. 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 84, based on data that shows 92% Promoters; 0% Passives and 8% Detractors. This score indicates that our agency is in the top echelon of providing customer focused services resulting in loyal customers who spread the word about their positive experience.

Below is additional information from the surveys completed during the last two quarters of Program Year 2019:

- ✦ **Name:** Though optional, 55% of respondents identified themselves by name.
- ✦ **Home County:** 80% Somerset; 20% Hunterdon
- ✦ **Referral Source:** 37% Employment Services; 27% Unemployment Process; 18% Website; 9% Family/Friend; 9% Other
- ✦ **Suggestions to Increase Value of Services:** While 62% used this comment area to provide further accolades, 20% indicated that these services need to be more known in the community; 9% commented that they would like volunteer opportunities offered; and 9% indicated they would like more assistance with finding jobs.

At the end of July, we said farewell to One Stop Case Manager, Janiel Gibson, who after almost six year of service with the One Stop, moved on to a new employment opportunity. Janiel worked with both WFNJ and WIOA customers and made a positive impact in many people's lives. We are being prudent and are waiting to receive our PY20 WFNJ allocation before posting this position. Stay tuned!

NJDOL conducted an on-site audit of our program files the week of August 24th. It was indicated that we should not expect to see a report until at least the end of September. More to come!

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.



Mastering the INTERVIEW

Monday
August 17th, 2020
7:00pm – 9:00pm

Host:
Somerset County
Library System
Manville location

Speaker: Jan Goodman
Community Outreach Specialist/
Career Coach
Greater Raritan One-Stop Career
Center Training Services

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:

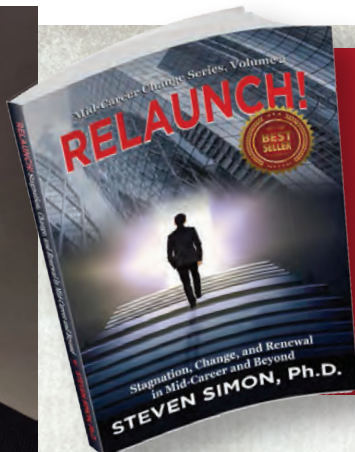
- Understand the different types of interview questions and how to prepare to answer them.
- Learn the most effective ways to prepare for an interview, including how to present yourself professionally.
- Develop expertise at expressing yourself effectively.
- Know how to ask for feedback following an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

Please note this is a virtual workshop via Google Hangouts.

To register, please use the following link:
<https://sclsnj.libnet.info/event/4405505>

Please use this link to access the webinar:
<https://meet.google.com/hjg-mfnx-sof>





RELAUNCH!

A New Perspective on Finding Meaningful Work in Challenging Times



HELDRICH
CENTER
FOR WORKFORCE
DEVELOPMENT

Sponsored by the
Greater Raritan One-Stop Career Center
in collaboration with the **New Start Career Network**
a program of the **John J. Heldrich Center for Workforce Development at Rutgers University**

- Are you one of the long-term unemployed searching for answers on how to enter a new career field or regain meaningful employment?
- Are you a professional career counselor, career coach, mental health counselor or life coach providing support for job seekers?
- Are you feeling unsatisfied with your current job and want to feel more passionate about your work for the rest of your career?

If you meet any of these criteria, this webinar is for you!

Steven Simon, Ph.D., President/CEO Human Services Outcomes Inc. and renowned author of the book *RELAUNCH! Stagnation, Change, and Renewal in Mid-Career and Beyond* will be the featured speaker. Dr. Simon will deliver a message of hope and action for finding job fulfillment for the rest of one's career, even if currently unemployed and dealing with COVID-19, or stuck in an unfulfilling job. He will discuss lessons learned about the major career challenges of those in mid and late career and how to manage them. He will then present a simple model for making job changes over a career that can keep one in the "sweet spot" of feeling passion for and meaning about one's work.

RELAUNCH! serves as a self-help guide to making life enhancing changes and adjustments. Dr. Simon's message is critical to jobseekers, counselors and career/life coaches. Maturing professionals can gain motivation and creativity in making the career changes that are necessary to find ongoing passion and meaningful work. Practitioners working in the employment field will also gain from Dr. Simon's vast experience in academia, career counseling, career development and rehabilitation counseling.

September 23rd, 2020

2:00pm – 3:30pm

Please note this is a virtual workshop via Zoom.

Pre-registration is required.

To register, please use this link:

<https://conta.cc/3ePy3VS>

About Dr. Simon:

Dr. Simon is a career consultant, and President/CEO of Human Services Outcomes, Inc. His credentials include a Ph.D. in Counselor Education from Kent State University, and a Master's in Rehabilitation Counseling from the University of Florida. He has vast experience in career counseling, as a supervisory psychologist and in business leadership, with a specialization in career and job issues. Dr. Simon has served as an adjunct graduate school faculty member at Kent State University, The Ohio State University, DePaul University and the University of South Florida.

He is a licensed counselor in several states, a Certified Career Counselor, a Certified Rehabilitation Counselor, and a Board Certified-TeleMental Health Provider (BC-TMH). Affiliations include the National Career Development Association, American Counseling Association, and American Psychological Association.

CAREER WEBINAR: ONE STOP SERVICES *for* JOBSEEKERS *in the midst of* COVID-19



Tuesday
October 27th, 2020
7:00pm - 9:00pm

Speaker:
Jan Goodman
Community Outreach
Specialist
Greater Raritan
One-Stop Career Center
Training Services

The Greater Raritan One-Stop Career Center Training Services is pleased to present this free webinar:

How You Will Benefit:

Times of transition hold both challenges and opportunities. What are your options in the throes of COVID-19? How can you leverage service offerings from the Greater Raritan One Stop Career Center and access vital community resources?

Points of Discussion:

- Do you feel like you are hitting a brick wall?
- What are the current job offerings?
- Are there opportunities to earn new credentials?
- Is temporary employment an option?

No registration is required.

To join the Zoom meeting:
<https://bit.ly/3b00Ab5>

Meeting ID: 525 732 848
Password: 650668



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