

CAREER TRAINING SERVICES

ONE STOP OPERATOR'S REPORT

Program Year 2020

February 1, 2021 – February 28, 2021



Program Monitoring – A Time for Reflection on PY20

Each year when the calendar turns to February, the One Stop turns its focus to its annual program monitoring of WFNJ, WIOA Youth and WLL programming under contract with us to provide direct services. Program monitoring, while mandated by NJDOL, is an invaluable opportunity to pause and take a close look at how services were provided for the first half of the program year, make recommendations for program adjustments for the second half of the year and most importantly, provide the support that these community agencies need in order to effectively and successfully serve our customers. We are all on the same team and have the same goals, so nurturing positive connections with these agencies is key to our shared success. This year has been particularly challenging for everyone and our contracted providers were not immune from the effects that the pandemic had on the people they serve, their staff and their organizations as a whole. What was both impressive and inspiring was how quickly all of these agencies were able to adapt to a virtual model and continue to serve customers without skipping a beat. It speaks to both their resilience as agencies as well as their dedication as individuals to investing in the success of others.

Checks Mark the Spots



- ✓ On February 8th, the One Stop Operator met with the new Data Analyst from the Somerset County Finance Division to discuss analytics. Discussed was the success the Customer Satisfaction Survey conducted by the One Stop from which data is pulled to drive strategic adaptations to our service provision model to address the changing needs of our customers.
- ✓ The week of February 8th the One Stop Operator and One Stop participated in the annual audit conducted by NJDOL's team from the Office of Internal Audit, providing information and documentation as requested. This year, the audit was conducted virtually, with documentation having to be pulled from files, copied, redacted, scanned and sent to the state via e-mail.
- ✓ On February 12th the One Stop Operator and One Stop Direct Services Coordinator met with the NJDOL WIOA Technical Assistant to discuss ways in which the state can help support the local area on an on-going basis.
- ✓ On February 17th, the second of three One Stop Partner meetings for PY20 was convened by the One Stop Operator. There was significant discussion about performance measures relative to the impacts of the pandemic as well as a grant opportunity for the vocational high schools.

Unemployment Outreach



At the Greater Raritan One Stop, our ultimate goal is to ensure that our customers engage or re-engage with the workforce, securing employment that is sustainable and allows for financial security and independence. In order to connect job seekers with the wide array of services we offer, the One Stop has done extensive outreach utilizing the Unemployment Insurance (UI) information provided by NJDOL. In November and December, the One Stop coordinated with the state to send out two mass e-mails that reached more than 21,000 UI recipients in Hunterdon and Somerset counties, informing them of our services. We have also utilized the UI new claims lists from December, January and February to locally send out e-mails to an additional 2,402 UI recipients who recently filed claims. We have seen an increase in both e-mail and phone traffic since this outreach began. We will continue to reach out to these job seekers utilizing this tool with the goal of getting folks on the path to employment ahead of the expiration of their employment benefits.



One Stop Mobile Platform and Text Alerts



Three years ago, the One Stop began utilizing Guide by Cell, a mobile platform that allows job seekers to easily access information on workforce services from their phones. This platform also allows the One Stop to send text alerts and updates to inform job seekers about upcoming workshops, employment opportunities and other events in the community. Since its inception, we have been allowing our customers to self-subscribe to this service. We have decided to pilot a project to auto-subscribe every customer who signs up for orientation to this service. As always, job seekers may choose to unsubscribe at any time. The goal of this approach is to ensure that the folks we touch have yet another way to stay connected to new opportunities as they develop. We are going to keep a close eye on this model to see how customers respond and will track the rate of those that choose to unsubscribe to guide the continuation of auto-subscription model. More to come!

DEDICATION. (dedi' kASHən)

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

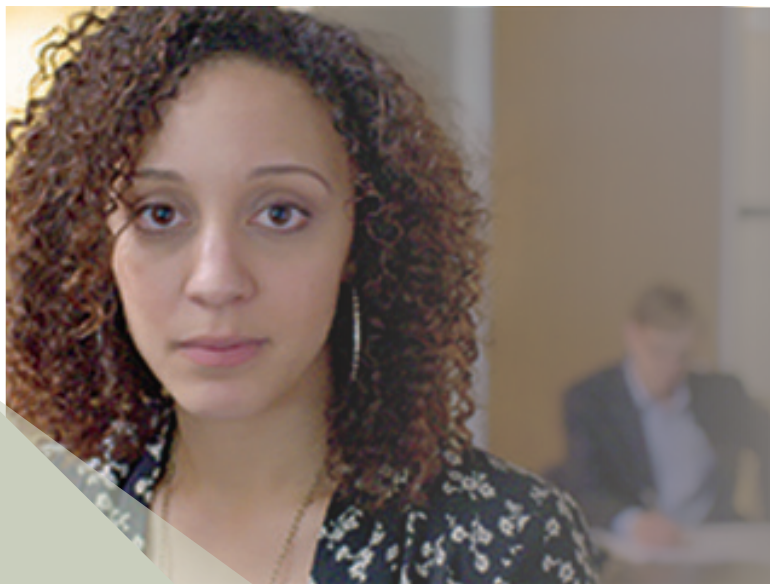
COLLABORATION. (kə'labə'rāSHən)

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

PROGRESS. (prō'gres)

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

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: Friday,
February 5th, 2021

TIME: 10:00 am – 12:00 pm

*In collaboration with the
Somerset County Library System*

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

**SC
LS** NEW JERSEY

**Please note this is a
virtual workshop.
Registration is required.**

To register, go to <https://sclsnj.org>

- Go to **Programs and Events**
- Click on **Adults**
- Click on **February 5th** to register

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.***





CAREER WEBINAR: Creating a **DYNAMIC JOB PORTFOLIO**

*Includes a comprehensive focus
on resume writing*

Wednesday, Feb. 10th, 2021

10:00 am — 12:00 pm

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

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



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The job market continues to change, as does the way we look for work. This Workshop examines the value of presenting yourself as a complete package by using a resume as an introduction to an employer and backing it up with a portfolio presented at the interview.

What You Will Cover:

- Who are you?
- Writing the resume
- Creating a noticeable package
- Cover letters
- Getting into the flow
- Personal branding
- Refining and perfecting
- Transferable skills
- Getting to a new job
- Goal setting
- LinkedIn

How You Will Benefit:

- Learn how clients need to brand themselves using descriptive language.
- Explore the new normal for essential elements of cover letters and resumes.
- Learn the components of a customized portfolio.
- Design a personalized portfolio.
- Help clients develop a plan to move them to a new job.

Please note this workshop will be virtual via Zoom.

Pre-registration is required.

To register, please email Jan Goodman,
Community Outreach Specialist at:
jgoodman@co.somerset.nj.us

This program is in partnership with:

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



CAREER WEBINAR: Creating a **DYNAMIC JOB PORTFOLIO**

*Includes a comprehensive focus
on resume writing*

**Tuesday, Feb. 16th, 2021
10:00 am — 12:00 pm**

**Host:
Hunterdon County Library
System**

**Speaker: Jan Goodman
Community Outreach Specialist/
Career Coach
Greater Raritan One-Stop Career
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To register go to: <http://hclibrary.evanced.info/signup/Calendar>
Go to the date of the program and double click to register,
or email Dana Neubauer: dneubauer@hclibrary.us



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The Greater Raritan Workforce Development Board (GRWDB)**

The Art of EFFECTIVE COMMUNICATION



Wednesday, Feb. 17th, 2021

10:00am – 12:00pm

The Franklin Township Public
Library System

Speaker: Jan Goodman
Community Outreach
Specialist/Career Coach

Greater Raritan One-Stop Career
Center Training Services

"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.

**Please note this is a virtual workshop via Zoom.
Registration is required.**

**A link to the Zoom workshop will be included
in your Confirmation email.**

Please contact Kerri Sullivan at:
ksullivan@franklintwp.org



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Where Ideas and People Meet

This program is in partnership with the
Greater Raritan One-Stop Training Center



Mastering the INTERVIEW

**Tuesday, March 2nd, 2021
1:00pm – 3:00pm**

**Host:
Hunterdon County
Library System**

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 workshop will be virtual via Zoom.
Pre-registration is required.***

To register go to: <http://hclibrary.evanced.info/signup/Calendar>
Go to the date of the program and double click to register,
or email Dana Neubauer: dneubauer@hclibrary.us





CAREER WEBINAR: Creating a **DYNAMIC JOB PORTFOLIO**

*Includes a comprehensive focus
on resume writing*

Tuesday, Mar. 9th, 2021

7:30 pm — 9:00 pm

Host:

**Somerset Hills YMCA
Career Forum**

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



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- Design a personalized portfolio.
- Help clients develop a plan to move them to a new job.

Please note this workshop will be virtual via Zoom.

No registration is required. To attend Zoom meeting, please click this link: **<http://bit.ly/3nyo1xP>**

Meeting ID: **525 732 848**

Password: **650668**

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 Hunterdon County Library System
in collaboration with the
Greater Raritan One-Stop Career Center



HOW TO THRIVE DURING TRANSITION AND CHANGE



Times of transition hold both challenges and opportunities. What are you really committed to in this moment?

Tony Robbins once said, *"Quality questions create a quality life."*

- Is your behavior consistent with what you are committed to?
- Are you present and engaged in your own life?
- Are you satisfied with your choices?
- Would you like to make better choices in the future?

Our life is made up of decisions. When we ask the right questions it heightens our awareness and allows us to see more clearly. The strategies and philosophies that will be presented in this workshop provide attendees with tools that self-empower. The workshop is designed to help you achieve your personal best both professionally and personally. It's a point of view that is based on choice. Self-empowerment feeds our unconscious mind to make conscious choices that allow us to be successful.

Tuesday, March 16th, 2021
1:00pm – 3:00pm

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

*Please note this is a
virtual workshop via Zoom
and preregistration is required.*

To register, go to:

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Go to the date of the program and double click to register
- Email Dana Neubauer: dneubauer@hclibrary.us

Greater Raritan One-Stop Career Center
Training Services

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CAREER WEBINAR: Creating a **DYNAMIC JOB PORTFOLIO**

*Includes a comprehensive focus
on resume writing*

**Tuesday, March 23, 2021
10:00 am — 12:00 pm**

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

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

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The **Greater Raritan One-Stop Career Center**, in collaboration with the **Franklin Township Public Library**, presents a **Distinguished Author Workshop** entitled:

Stop the Worry, So You Don't Miss the Magic

Presented by **Karen Okulicz**

Why worry? What does worry add to our self-care during this winding road of the COVID pandemic? Nothing is the answer. How can we maintain our balance without losing ourselves in "WORRY?" We can start by using some tried and true techniques that put worry on the shelf. When we worry, we miss the magic in all areas of our lives. Join Karen Okulicz to eliminate the unnecessary need for worry. Remember, don't worry, you never have to.

Karen Okulicz

knows first-hand about the rigors of looking for work, having become unemployed twice in three years. Her

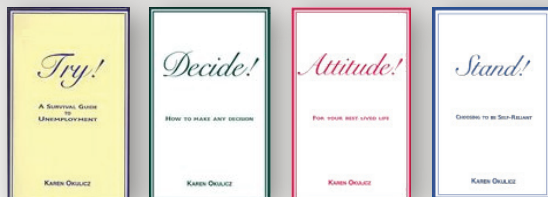
first stretch of unemployment lasted eleven months. At the start of her second unemployment she began to try a different way of looking for work than "just send the resume." The "Try!" techniques for a complete job search were created.

Her second book, "*Decide!*" sprang from the years of marketing her first book. She would listen to people say, "I can't decide about my future or about my work." She thought maybe it's not that they can't decide, maybe they don't know how. Her second book was born: "*Decide! How to Make any Decision.*"

While observing which people seemed to have the best approach to life, she recognized it was their positive attitude. "*Attitude! For Your Best Lived Life*" became the third book.

The latest book, "*Stand! Choosing to be Self-Reliant*" was written after witnessing so many friends and family having to rebuild their lives in so many ways. "*Stand!*" outlines how to build a life that fits us well under any circumstance.

Ms. Okulicz has hosted and produced the radio show "Workline." She provides workshops from her books and is a continued guest in the media. Her books have been translated in a dozen languages.



Friday, March 26, 2021

11:00am – 12:30pm

Please note this is a
virtual workshop via Zoom.

Registration is required.

To register, please contact
Kerri Sullivan at:
ksullivan@franklintwp.org

A link to the Zoom workshop
will be included
in your confirmation email.



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