

CAREER TRAINING SERVICES

ONE STOP OPERATOR'S REPORT

Program Year 2021

One-Stop Operator February Update

February

February One-Stop Snapshot:

New Customers Served: **42**New Training Grants Provided: **12**WFNJ Referrals received: **51**Youth Employment Services Referrals: **11**Job Match's made: **12,069**

Performance Outcomes Snapshot

On February 28th, funds expired on the NJ Endures grant received by the GRWDB. Final performance numbers are not yet available but here a snapshot of the One-Stop's grant performance as of 2/28/22

Total Training Grants: **22**Obtained Industry Recognized Credential: **91%**Received a DOL recognized Skill Gain: **91%**Employed as of 2/28: **73%***

***some participants only
completed training in February**

What is WorkFirst NJ?

You may have heard recently about New Jersey's WorkFirst program resuming mandated activities after a 2 year hiatus due to Covid-19. I thought it would be a good opportunity to share a quick overview of what WFNJ is, and how the One-Stop supports the program and its participants.

WorkFirst NJ is the name of the state's welfare reform program, which "emphasizes work as the first step toward building a new life and a brighter future." The goal of the program is to help people transition off of welfare, secure employment and become self-sufficient through job training, education and work activities. This program is administered in Somerset & Hunterdon Counties through a partnership between the One-Stop Career Center and the Board of Social Services. Recipients of Temporary Assistance for Needy Families (TANF) and General Assistance (GA) are provided temporary cash assistance and many other support services including short-term housing and child care assistance.

As the name WorkFirst indicates, the program is built in collaboration with the One-Stop system to offer individuals collecting WFNJ a One-Stop Case Manager and a vast array of resources to help them obtain employment that will provide self-sufficiency and career path support to help them long into the future.

The first step for WFNJ participants is to attend our 4 week job readiness workshop where instructors from Hunterdon County ESC provide a dynamic curriculum that aims to ensure each individual has the foundational skills needed to find, apply, obtain, and maintain employment. The curriculum includes basics such as resume building, effective job search, interview prep, connections to other important community resources, and both classroom and one on one support. Once participants successfully complete the 4 week workshop, One-Stop Counselors will work with them on creating an individualized employment plan and will place them in a 30 hour per week activity that will lead to obtaining full time employment. The One-Stop will continue to case manage each WFNJ participant until they successfully reach their goal or close their case at Social Services and voluntarily stop using our services.

Greater Raritan was one of the few areas in NJ that continued offering uninterrupted services to WFNJ participants during covid-19. With a lot of hard work, planning, and innovation from the One-Stop and Hunterdon County ESC staff, our local WFNJ program was transitioned to a virtual and in-person model that is able to meet the needs and challenges of those collecting WFNJ benefits. We now are able to offer more resources to support our WFNJ job seekers, including Chromebook loaners from the WDB and Somerset County library while we continue to expand the accessibility and supports that the WFNJ program can provide to our residents.

See additional pages for a One-Stop Success Story and flyers for upcoming workshops and events!

ONE-STOP SUCCESS STORY

The Greater Raritan One-Stop works with a diverse population of job seekers with an equally diverse range of goals and barriers. Often one of the more challenging barriers faced by One-Stop customers is long term unemployment which can result in financial hardships, large gaps in working history on their resume, lack of self-confidence, out of date skills, just to name a few. Working with customers facing long term unemployment involves a level of compassion, patience, and planning that really highlights the type of individualized service that staff offers our community on a daily basis.

In an effort to protect the privacy of our customers, I will refer to our customer as Jane for the sake of this success story. Jane was connected to our office late in 2019 after being unemployed for almost 5 years. After steady full time employment for almost 15 years at a partner state agency, Jane was laid off due to budget cuts to her program. While searching for her next job, Jane's family was faced with two tragic events involving medical issues and the death of two immediate family members. This caused Jane to prioritize many other responsibilities in addition to trying to regain employment. After several years, Jane realized that it was becoming harder and harder to find her way back into her previous profession as the gap on her resume grew. Jane connected with the One-Stop looking for help, as she was growing frustrated and needed help identifying what she needed to do to make herself more marketable again.

The One-Stop staff, led by the efforts of Jane's counselor Jan Goodman, worked with Jane to take stock of her skills and background to create a brand new resume that highlighted her many strengths and experiences while also working with her on how to overcome the gap in employment with potential employers. Like many other customers, covid-19 shut down most of the country and made finding new employment opportunities almost impossible for a period of time. This did not deter Jane and the One-Stop who continued working with her to find the right opportunity. That opportunity came when Department of Labor announced that they would be hiring a large amount of call center employees to assist with the beleaguered unemployment system in New Jersey. Due to having background with a state agency, Jane was referred to this opportunity and not only got the job but was given an opportunity in a supervisory role overseeing other call center employees. This was a great opportunity for Jane, but she had more to offer and based on her experience working with Jan and the One-Stop she was aware this could be her "foot in the door" to more career path opportunities. After demonstrating her abilities, she was promoted by the same company for a Human Resources position in a management role.

This success story highlights the ability of our One-Stop system to provide individualized services to job seekers no matter what their unique circumstances are. Sometimes the most important resource we have at the One-Stop is the ability to listen, assess, and organize a struggling job seeker's goals into an actionable plan that we can work with them to implement. In this case, the customer went from long term unemployed to being able to leverage her past experience and marketable skills into a full time managerial position with a bright career outlook.



Business Etiquette for Job Seekers

Wednesday,
March 9th, 2022
10:00 am – 12:00 pm

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

Learn how to make your first impression memorable. Do you know all the rules and protocols for proper and polite job-hunting behavior? Go the extra mile to show employers you are the right fit. Job Fair etiquette will also be covered.

The art of portraying a poised, self-confident image in today's demanding business atmosphere is a skill that is much too often overlooked by many professionals, but not by those observing and making critical judgments based upon the person's communication. Many people have adopted relaxed standards that are not appropriate in business and interview settings.

In this workshop you will gain skills in the following areas:

- Six ways to sabotage positive first impressions
- How to deal with feelings of powerlessness and helplessness
- Practice business etiquette to build and maintain relationships
- Learn valuable techniques to deal with difficult situations
- Deliver your message: verbal, non-verbal and written in a positive way
- Learn proper introductions and professional presence
- Proper Grooming and appearances matter
- Netiquette; Emails, Faxes, Conference Calls, Mobile Phones, the new electronic protocols and manners
- Job Fair Etiquette

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

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

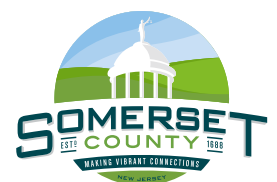
Click on Programs & Events

Click on Adults and go to March 9th on the calendar to register.

This program is in collaboration with The Greater Raritan One-Stop Training Center and the Somerset County Library System (SCLS).



A proud partner of the [americanjobcenter](#) network



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

*Includes a comprehensive focus
on resume writing*

Wednesday,
March 23rd, 2022
1:00 pm – 3:00 pm

Host:
**Hunterdon County
Library System**

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

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.

Pre-registration is required.

To register please go to <https://bit.ly/3rEF8Cq>

To join Zoom meeting go to:

<https://us02web.zoom.us/j/87244589619>

Meeting ID: 872 4458 9619



A proud partner of the **americanjobcenter** network



NLP

(Neuro-Linguistic Programming)

Tools for Real Life

Wednesday,
April 13th, 2022
10:00 am – 12:00 pm

*This is a
virtual workshop
delivered via Zoom.*

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

Do you have a desire to:

- Increase your value in the job search
- Develop skills for better listening
- Assess the correct time to interject and lead a conversation
- Have multiple perspectives on a situation to gain choice and leverage
- Identify what you genuinely want and structure goals to achieve it
- Change unwanted habits and behaviors to productive patterns?

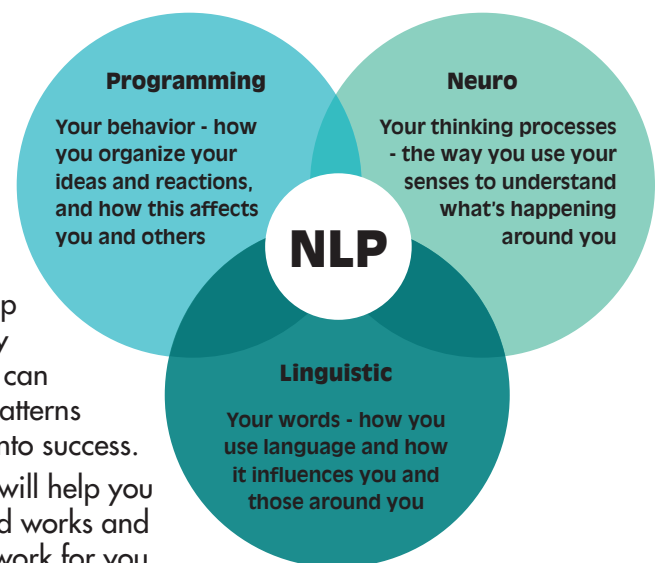
What is NLP?

Have you ever heard the saying "It's all in your head?"

Neuro-Linguistic Programming

was designed to take the way you view the world and flip it around so that, in a very short amount of time, you can rearrange your thinking patterns and transfer opportunity into success.

This introductory training will help you understand how your mind works and most importantly make it work for you.



Registration is required.

To register go to <https://scls.nj.org/>

Click on Programs & Events

Click on Adults and go to April 13th on the calendar to register.



Mastering the INTERVIEW

**Tuesday,
April 20th, 2022
1:00pm – 3:00pm**

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

**Host:
Hunterdon
County
Library System**



A proud partner of the **americanjobcenter** network

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.

Pre-registration is required.

To register please go to <https://bit.ly/3LtvPOi>

To join Zoom meeting go to:

<https://us02web.zoom.us/j/85230524291>

Meeting ID: 852 3052 4291

Co-sponsored with the Greater Raritan One-Stop Training Services



Conquering Your Fear of Speaking in Public

Wednesday,
May 18th, 2022
10:00 am – 12:00 pm

Speaker:

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

Do you get nervous when interviewing or making presentations at company meetings?

Do you find it hard to make conversations at gatherings and social events?

Do you freeze up in awkward social situations?

If so this workshop is for you! It is for anybody who wants to improve their speaking skills in both formal and informal situations. Learn important strategies to gain the confidence and the skills to interact with others, to speak in informal situations, and to make presentations in front of small groups.

Learning Objectives

During this workshop you will learn to:

- Speak with more confidence in one-on-one conversations.
- Feel more confident speaking socially or in small meeting groups.
- Practice these skills in a supportive setting.

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

To register go to <https://sclsnj.org/>
Click on Programs & Events

Click on Adults and go to May 18th on the calendar to register.

*This program is in collaboration with The Greater Raritan One-Stop Training Center
and the Somerset County Library System (SCLS).*



A proud partner of the [americanjobcenter](#) network



The Art of EFFECTIVE COMMUNICATION



Wednesday, June 8, 2022

10:00am – 12:00pm

Somerset County
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.

**To attend the Zoom workshop
please click the link below.**

<https://sclsnj.libnet.info/event/6173011>

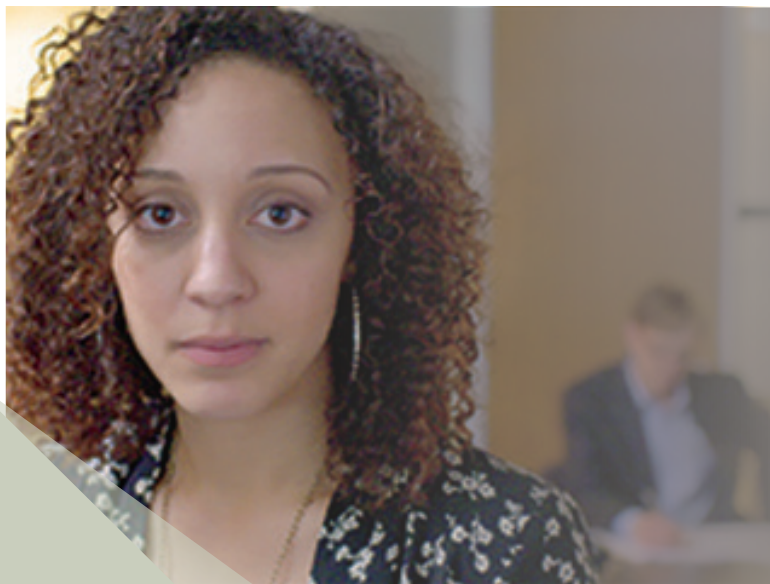


A proud partner of the [americanjobcenter](#) network

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



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: Wednesday,
July 13th, 2022

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



**Please note this is a virtual
workshop via Zoom.
To attend this workshop
please click on the link
below:**

<https://sclsnj.libnet.info/event/6173056>

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.***





The Multi-Generational Workplace

Wednesday,
August 10th, 2022

10:00am – 12:00pm

In Collaboration with the
**Somerset County Library
System**

Presenter:
Jan Goodman
Community Outreach Specialist
Greater Raritan One-Stop
Career Services

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.

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

How You Will Benefit:

- Develop our understanding of where the generations 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.

Please note this is a virtual Zoom workshop. To attend the Zoom workshop please click on the link below:

<https://sclsnj.libnet.info/event/6173100>



A proud partner of the **americanjobcenter** network

