

CAREER TRAINING SERVICES

ONE STOP OPERATOR'S REPORT

Program Year 2022 +1

July, 2023



ONE STOP CUSTOMER SATISFACTION SURVEY DEMONSTRATES EXTRAORDINARY LEVEL OF CUSTOMER SATISFACTION

As part of the One Stop Marketing and Communication Plan, we introduced a new customer service satisfaction survey in October 2017, which uses the Net Performance Score (NPS) to gather data and analyze customer satisfaction with their One Stop experience. Results of the survey will be shared on a quarterly basis. 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 84% Promoters and 16% Passives and 0% Detractors. This score indicates that our agency is in the top echelon of providing customer service-focused services resulting in loyal customers who spread the word about their positive experience.

Below is additional information from the surveys completed between 3/10/2023 and 6/26/2023:

- Name:** Though optional, 76% of respondents identified themselves by name
- Home County:** 76% Somerset; 24% Hunterdon
- Referral Source:** 58% Unemployment Process; 21% Family/Friend; 4% Employment Services; 4% Referred by Training Provider; 4% Website; 4% Community Agency; 4% Job Seeker Workshop
- Suggestions to Increase Value of Services:** While 71% used this comment area to provide further accolades, 11% commented that they would like to see better marketing of available services; 7% mentioned wanting additional follow up or increased training grant amounts; 11% noted miscellaneous (create a step-by-step manual, too much paperwork to fill out, and additional training and certification options, etc).

July One-Stop Training Services Snapshot:

New Training Services Customers Served: 137

New DVR Customers Served: 24

New Training Grants Provided: 14

WFNJ Referrals received: 58

Individual Assessments: 15

Youth Employment Services Referrals: 8

Active Youth Employment Services Clients: 69

**Please review the
attached flyers for
upcoming events and
useful resources for job
seekers!**

Services for our Customers

- ◆ Individual career counseling and vocational guidance, provided by state-certified career counselors
- ◆ Services for specialized populations including veterans, youth, 55+, ex-offenders, public assistance recipients and those living with a disability
- ◆ Aptitude, interest and skill based assessments to guide career exploration
- ◆ Virtual workshops and webinars that provide the tools and skills needed to land a job in today's competitive market
- ◆ Free labor market information resources showing trends in current jobs and needed skills
- ◆ Workforce Learning Link services for those who are in need of Adult Basic Education, High School Equivalency, English as a Second Language and fundamental computer skills.
- ◆ Training grants that serve to upgrade skills and increase job seekers' marketability and ability to secure employment
- ◆ On-the-job-training grants that allow employers to make an investment in prospective new hires who would benefit from business-specific learning
- ◆ Recruitment events on different platforms that bring together job seekers and businesses who have job openings and are ready to hire
- ◆ Access to the latest job postings each week



Serving Hunterdon and Somerset Counties

For more information about our services, contact us at
 908-541-5780 or onestop@co.somerset.nj.us.

Visit www.thegrwdb.org/resources/ or text **onestop** to 56512 for weekly updates.

A proud partner of the [americanjobcenter](http://americanjobcenter.org)® network

Servicios para nuestros Clientes

- ◆ Consejería individualmente y orientación profesional, proporcionada por orientadores certificados por el estado
- ◆ Servicios para poblaciones especializadas incluyendo veteranos, juvenil, +55 años, ex-delinquentes, los beneficiarios de asistencia pública y las personas que viven con una discapacidad
- ◆ Evaluaciones para orientar la exploración de carreras basado en aptitud, interés, y habilidad
- ◆ Talleres virtuales y seminarios web que proporcionan las herramientas y habilidades necesarias para conseguir un trabajo en el competitivo mercado de hoy.
- ◆ Recursos de información gratis del mercado laboral que muestran tendencias en los empleos de hoy y las habilidades necesarias.
- ◆ Talleres que proporcionan las herramientas y habilidades necesarias para conseguir un trabajo en un mercado competitivo de hoy
- ◆ Servicios de conexión para aquellos que necesitan una educación básica para adultos, preparatoria, Inglés como segunda lengua y informática fundamental.
- ◆ Becas de entrenamiento que sirvan para mejorar habilidades y aumentan los demandantes de empleo comerciabilidad y capacidad para garantizar el empleo
- ◆ Eventos de reclutamiento en diferentes plataformas que reúnen a solicitantes de empleo y negocios que tienen ofertas de empleo y están listos para contratar.
- ◆ Acceso a la última publicaciones de empleo cada semana.



Sirviendo los Condados de Hunterdon y Somerset

Para obtener más información sobre nuestros servicios, contáctenos al 908-541-5780
 o onestop@co.somerset.nj.us.

Visite www.thegrwdb.org/resources/ o envíe un mensaje de texto “onestop” a 56512 para actualizaciones semanales

A proud partner of the  **americanjobcenter**® network



LEARN SOMETHING NEW!

Register for and use

SkillUp Greater Raritan

A free online
learning portal

SkillUp Greater Raritan, presented by the **Greater Raritan Workforce Development Board**, provides residents of Hunterdon and Somerset counties unlimited, six-month access to 6,000-plus online learning courses. Register to:

- Explore more than 200 career paths
- Build your skills and knowledge
- Earn digital certificates and badges, including cohort training with the Greater Raritan Entry-Level Job-Readiness Badge and the Greater Raritan New Manager Badge
- Study for industry certifications to boost your resume.

Have questions?

Participate in an introductory webinar being conducted at 3 p.m. on the first Wednesday of the month in 2023.

For log-in information, go to the calendar tab of **www.thegrwdb.org** and click on the webinar date.

For questions, email **grzella@co.somerset.nj.us** or call **908-541-5790**.

Start today! Get free access by going to **www.thegrwdb.org** and clicking on the *Resources - SkillUp Greater Raritan* tab.



WORKFORCE LEARNING LINK

- Get your high school diploma.
- Upgrade your skills to enter an occupational training or post-secondary education program.
- Enhance your basic literacy and computers skills to obtain or maintain employment.

TWO LOCATIONS

HUNTERDON COUNTY

8 Bartles Corner Road, Suite 205
Flemington
908-237-5000

SOMERSET COUNTY

27 Warren Street, 2nd floor
Somerville
908-541-5781

FREE to eligible residents of NJ age 16 and up
Click <http://bit.ly/3qr7cp5> to complete an application



ALFABETIZACION = OPORTUNIDAD



Clases en línea GRATUITAS ofrecidas por las siguientes agencias en Hunterdon y Somerset asisten adultos a:
Obtener un Diploma de Estudios Secundarios • Aprender Ingles
Iniciar Entrenamiento para una Carrera

HUNTERDON COUNTY

HUNTERDON COUNTY ESC
adulthoodliteracy@hunterdonesc.org
908.237.5000

Clases preparatorias para obtener la Equivalencia de Estudios Secundarios • Ingles Computación Básica

RARITAN VALLEY COMMUNITY COLLEGE

Bonnie.Scharf@raritanval.edu
908.526.1200, Ext. 8686

Adquisición del idioma Ingles
Certificados de Manipulación de Alimentos /
ServSafe Certificación Osha 10

HUNTERDON HELPLINE

literacy@helplinehc.com • 908.782.4357

Todos los servicios de Alfabetización • Instrucción individualizada una en una barrera

HUNTERDON COUNTY LIBRARY

tedwards@hclibrary.us • 908.713.7005

Grupos de conversación semanal en Ingles en línea

SOMERSET COUNTY

HUNTERDON COUNTY ESC
adulthoodliteracy@hunterdonesc.org
908.541.5781

Clases preparatorias para obtener la Equivalencia de Estudios Secundarios • Ingles • Computación Básica

RARITAN VALLEY COMMUNITY COLLEGE

Bonnie.Scharf@raritanval.edu
908.526.1200, ext. 8686

Adquisición del idioma Ingles
Certificados de Manipulación de Alimentos /
ServSafe Certificación Osha 10

LITERACY VOLUNTEERS of SOMERSET COUNTY

info@literacysomerset.org • 908.725.5430

Ingles • Tutoría semanal gratuita

ZAREPHATH CHRISTIAN CHURCH

zmayer@zarephath.org • 732.560.4001

Clases de aprendizaje del idioma Ingles
Grupos de conversación • Reducción de acento

LITERACY = OPPORTUNITY

Greater Raritan
Workforce Development Board



***FREE online classes offered by the following agencies
in Hunterdon and Somerset help adults:***

Earn a high school diploma • Learn English • Start training for a career

HUNTERDON COUNTY

HUNTERDON COUNTY ESC
adulthoodliteracy@hunterdonesc.org
908.237.5000

High School Equivalency • Basic Computer Skills
English Language Acquisition

RARITAN VALLEY COMMUNITY COLLEGE

Bonnie.Scharf@raritanval.edu
908.526.1200, ext. 8686

English Language Acquisition
OSHA 10 Certification
Servsafe Food Handler Certification

HUNTERDON HELPLINE

literacy@helplinehc.com
908.782.4357

All Literacy Services
One-on-one, barrier-free individualized instruction

HUNTERDON COUNTY LIBRARY

tedwards@hclibrary.us
908.713.7005

Weekly English Conversation Groups

SOMERSET COUNTY

HUNTERDON COUNTY ESC
adulthoodliteracy@hunterdonesc.org
908.541.5781

High School Equivalency • Basic Computer Skills
English Language Acquisition

RARITAN VALLEY COMMUNITY COLLEGE

Bonnie.Scharf@raritanval.edu
908.526.1200, ext.8686

English Language Acquisition
OSHA 10 Certification
Servsafe Food Handler Certification

LITERACY VOLUNTEERS

of SOMERSET COUNTY
info@literacysomerset.org
908.725.5430

English Language Acquisition • Free Weekly Tutoring

ZAREPHATH CHRISTIAN CHURCH

zmayer@zarephath.org • 732.560.4001

English Language Learning Classes
Conversation Groups • Accent Reduction

CHROMEBOOK LOANER PROGRAM



You may be eligible to borrow a Chromebook from the
Greater Raritan Workforce Development Board
to assist with your career-readiness work.

This new
**CHROMEBOOK LOANER
PROGRAM**

is open to eligible residents of
Hunterdon and Somerset Counties
receiving:

Temporary Assistance for
Needy Families (TANF)
General Assistance (GA) or
Supplemental Nutrition
Assistance Program (SNAP)

The Chromebooks, available for a
four-week loaner period, can assist with:

- Virtual Workshops
- E-Learning Classes
- Resume Writing
- Job Search
- Career Coaching



For more information, and to see if you are eligible, call:

(908) 526-8800 ext. 6747 (Somerset County) • (908) 237-5000 (Hunterdon County)
or visit us on the web: bit.ly/3I261dK