

2023 GREATER RARITAN ONE STOP OPERATOR ASSESSMENT & ACTION GOALS



The Greater Raritan One-Stop is committed to helping customers discover and achieve their career goals. In the spirit of continued improvement, the One-Stop Operator, Workforce Development Board and Partners completed an assessment of our customer workflow resulting in the following 2023 system goals.



Increase recruitment and enrollment of adults, youth and dislocated workers.



Improve One-Stop Partner Collaborations.



Diversify Customer Job Placement Support.



CUSTOMER SUCCESS STORY

R.L. (Career Training Services Adult/ Dislocated Worker Success Story)

R.L. came to the One-Stop Career Training Services Center after being laid off three years ago during the height of the pandemic. She had been working as a medical assistant but was finding it difficult to find employment that allowed her the flexibility she needed as a single parent to adequately care for her young child. R.L. met with her Career Navigator and shared her dream of one day owning a hair salon. It turns out that R.L. not only had a passion for the hair styling industry, but also had significant skills in hair design. Despite never having any formal training, she had been braiding the hair of friends and family for years and designed silk wigs, which she was able to sell for a very small profit. Working together to research career pathways in the field, R.L. and her Career Navigator crafted an employment plan that would lead to sustainable employment, financial stability, and flexible hours in an industry for which she had a deep passion. Using a training grant provided by the One Stop Career Training Services Center, R.L. enrolled and completed a cosmetology program. Her instructors were impressed by her natural flair for hair design and commented that she was a standout student that served as a role model for others enrolled in the program. Within weeks of completing training, R.L. received a job offer as a sales representative in an upscale salon, earning more than she did in her previous job as a medical assistant. R.L. is currently studying for her cosmetology exam and once certified and licensed, will be able to move into a hair design position with her current employer, which will continue to increase her income. R.L. credits her Career Navigator with providing her the knowledge, guidance and encouragement needed to start a new career journey. While she is truly enjoying what she is doing right now, she still has plans to one day open and operate her own salon.



CUSTOMER SUCCESS STORY

Department of Vocational Rehabilitation Services Customer Success Story

Consumer is a 24-year-old single female with the following diagnoses: ADHD, Frontal lobe and executive function deficit, Adjustment Disorder with Mixed Anxiety and Depressed Mood and Generalized Anxiety Disorder. She came to DVRS requesting assistance with college sponsorship to complete her Bachelor Degree in Art Education and become an Art Teacher. She was already attending Kutztown University in PA. She was having financial hardship and needed assistance to complete her degree. Her disability also negatively impacted consumers in the following ways: difficulty with concentration and focus, difficulty initiating tasks, difficulty with interpersonal skill and socializing, difficulty sustaining attention/distractibility, employer/public prejudice due to disability, impaired/absence of marketable/transferable skills, limited endurance/stamina/work tolerance, performance speed impaired, unable to begin and/or complete tasks without support.

Through DVRS guidance and counseling services, consumer was able to receive the support needed to complete her college degree. Furthermore, she was able to receive DVRS funding for college tuition, funding for books and supplies needed for college as well as funds for rent while attending an out of state college. She completed her Bachelor Degree in Art Education in June 2023 with a cumulative GPA of 3.68. Expenditures by DVRS totaled \$32,032.25. Thanks to DVRS assistance, consumer was able to quickly obtain employment in her desired field at Sangree Intermediate School in South Carolina in 2 and a half months. She has been working as an art teacher teaching 3rd through 5th graders with a starting Salary of \$46K. She is doing well and is thankful for all the assistance received by DVRS.



CUSTOMER SUCCESS STORY

N.S. (Middle Earth Youth Success Story)

NS was homeless and searching for job opportunities when he found the WIB/Visions program. After his initial meeting with Visions Staff, it was clear he would benefit from the YES and Visions programs, and was able to quickly move through the program elements with a positive attitude. NS had many small jobs in the past, but wanted to use the program to explore the electrical field and start a meaningful career. NS was able to complete training for an OSHA-10 certification through the Visions program, and began an internship with Raritan Valley Habitat for Humanity. It was clear he would excel in the trades.

Through his work in the program, he was not only able to gain valuable career experience, but was also able to obtain employment and find a place to live. Upon completing the program, NS was able to connect to an electrician program through with the help of YES program staff, and is well on his way to the successful life and career. NS said of his time in the program, "when I first started the program, my initial thoughts were that it was like any other job program. I had a change of mind when I saw the opportunities that were available through the program. I learned a lot of valuable skills that have helped me find a job in ways I never even thought of before, and how to showcase my professional skills and abilities. The staff were welcoming, helpful, and kind. They truly helped me gain the knowledge and resources needed."



OCTOBER 2023 PERFORMANCE REVIEW

New Training Services Customers Served: 28

New DVR Customers Served: 26

New Training Grants Provided: 12

WFNJ Referrals received: 180

Individual Assessments: 5

Youth Employment Services Referrals: 7

Active Youth Employment Services Clients: 76

SkillUp Registrants: 108
Job Fair Attendees: 492



