

Greater Raritan One Stop Monthly Leadership Meeting

Minutes

Tuesday November 28, 2023

10:00AM

➤ **Welcome**

➤ **Minutes Volunteer**

List Attendees:

Danielle Kwan, Manager (DVRS)

Jessica Johannesen, OJT Writer

Fran Leddy, Supervisor HCESC

Monica Mulligan, Director One-Stop Career Training Services

Terrell McCain, Manager (Career One-Stop)

Aminah Reeves, Supervisor WFNJ

Paul Grzella, GRWDB Director

Fernandel Almonor, One-Stop Operator

➤ **Review Meeting Objectives**

- * Improved System Communications.
- * Define Major Challenges/ Devise solution strategies.
 - * Continuously evaluating and refining our understanding of challenges and solution strategies.
- * Re-enforce system accountability and positive/supportive working relationships.

➤ **Business Services Update**

- * Department Update
- * Challenges/ Issues
- * Support Request

Jessica Johannesen: Toggling between multiple positions. Leadership position currently vacant. Paul took on an active role in the interim. Can only hire internally.

Uses NLX system for job posting. Current issue with system operating effectively. It's a major barrier. Every rep in state is experiencing the same challenge. Paul has been

posting for them in the interim. Job matching issue, cannot do that function currently. Not currently being provided.

Contact Howard Miller for inquiries about NLX issues.

Funding allocated to OJT. One Stop partners can continue to vet new hires and advertise for state OJTs. Promoting OJT, Jessica volunteered to present to customers in virtual meetings. Maybe set up general information sessions for OJTs directly to customers?

Maybe schedule an OJT information session in the new year.

➤ **Career Training Services Update**

- Department Update
- Challenges/ Issues
- Support Request

Monica: Highlights. Continuing Career Café sessions. Usually gets mix of service providers. Staff going to train for reentry services. True Colors webinar, training for staff. Nicole Franklin, new career navigator started. One staff out on leave until May. Mass mailing went out to faith-based and non-profit organizations. Jan has been doing workshops for agencies. Had over 150 participants.

Challenges: On WFNJ, dealing with sanctioning. Had a few issues. Identifying reps.

Support Request: Provided a list of jobs needed for current case load. Need for entry level positions.

Fran has an employer connection, immediate need for school bus drivers. Must follow up with Fran for details.

➤ **Work First New Jersey Update**

- Department Update
- Challenges/ Issues
- Support Request

Aminah: 3 Case managers and 1 specialist needed. Has a new team that started in July. They primarily apply to TANF, help customers become work ready. What are your issues and how can we assist. Helping customers achieve self-sufficiency. Goal to identify client barriers. They provide direct assistance and referrals to address barriers. Achieving gainful employment is the challenge. Lack of affordable housing is a challenge. Customers are concerned about losing housing if they make too much money. It's been a major challenge. Motivating clients is a challenge. Losing hope of finding gainful employment. Cost of living in Somerset too high for many clients. SAIBHI, contracted to do domestic violence referrals. Barrier identifying affordable local child care options local and liable transportation.

Mentioned need for Chromebooks, Paul is looking into it.

Biggest challenge is transportation (transportation deserts). Also affordable housing. Customer placed in out of area hotels with no wifi... "basically on ice".

Case manager over 100 cases each.

Works with Robert Wood and church to identify families to receive holiday gift donations.

Participants enrolled and employed can be refunded up to \$15 for transportation cost as long as TANF reimbursements are available. \$200 child care stipend for 24 months.

There's a false rumor that social services can get you an apartment.

Low income housing fill up quickly. Central Jersey Housing. Community Development upstairs provides intel on new developments.

They only deal with short term housing, issue with customers pursuing long term housing solutions.

Follow up with Paul on housing. Identify a local housing industry professional to invite to leadership meeting discussion/brainstorming session.

Holiday food/ gift support...Food Bank Networking in Somerset County
Franklin Food Bank

➤ **Department of Vocational Rehabilitation Services Update**

- Department Update
- Challenges/ Issues
- Support Request

Danielle: Hired new counselor in Oct., Dianna Bullock. Fully staffed except for a supervisor. Danielle is covering. Hunterdon schools aren't responsive. Paul mentioned Jeanne had a contact that might help. Fran mentioned a parent organization that might help. Fernandel agreed to follow up Cynthia to request support.

➤ ***Employment Services/One-Stop Office Update***

- Department Update
- Challenges/ Issues
- Support Request

Terrell: Starting to see traffic in Hunterdon office. Has connection with PACE program pre apprentice program. Job Grant, re-entry process. Hired new vet staff. "VA not be all end all". Please send veterans to ES.

Challenges: Work being done, seeing numbers. Numbers do not always show accurate depiction. Used RESA example. Not all customers come through RESA. RESA only on Tuesday and Thursday. People don't realize they can come to ES for other things, not just RESA. Monica and Terrell working together to make sure customer workflow starts with ES. Working to streamline the process. Make sure all services are being utilized.

Addressing hiring needs: 4 Interviewers, 1 Vet staff, and a Counselor. Dep Manager position interviewing. Work is being done, looking to streamline the process and capture numbers.

Follow up with Terrell and Monica about process of establishing ES as first step in One Stop.

Aminah offered Terrell contact with Hope for Veterans.

➤ **Learning Link**

- Department Update
- Challenges/ Issues
- Support Request

Fran: Reviewed Learning Link focus. HS diploma and basic computer skills. Challenges: State changed GED test criteria. Flemington computers are outdated. 7 need upgrades.

They meet biweekly with YES.

➤ **GRWDB**

- General Update

Paul: Connecting with apprenticeship community. Paperwork for apprenticeship programs is a barrier. Looking to push metrics learning. Visions Development and Magna Power started OJTs. Finished incumbent worker program (3 from auto mechanic employer). Working with companies, introducing metric program.

Biggest challenge, taking on management of contracts with partners. State requiring additional monitoring. Looking to make incremental changes mandated by state. Working with a different fiscal agent. Understanding how they need to work with vendors while still doing other responsibilities.

Dec. 14th Holiday Lunch at Alfonso's, Dutch Treat.

➤ **Brainstorming Topics: Major System Challenges & Solution Strategies**

- Define challenges:
 - Reliable Transportation
 - Childcare
 - Customer Flow
 - Afford Housing
 - Additional System Challenges?
- Solutions Brainstorming

➤ **Additional Challenges to Address in Near Future**

- Establishing Customer Job Preference List for BS
 - Explaining the process
 - Creating a template with BS and sharing with partners.
 - General thoughts and questions about the process.
- Improve Co-Enrollment Process
 - Identifying potential areas of improvement
 - Devising improvement strategies
 - Implementation
- Improve Community Messaging/ Marketing
 - How does our community currently perceive our system and services?
 - Exploring how our messaging can improve.
 - Exploring effective methods to communicate the new improved messaging.
- Defining System Success Qualifiers
 - Setting 2024 system goals.
 - Establishing accountability/ support measures
 - How are statuses communicated?
 - Establish support/ corrective measures.

➤ **MOU/IFA Update**

Paul is currently reviewing/editing MOU will send to partners for review afterwards.

Chika is currently working on IFA, will send to partners afterwards.

Paul mentioned a March 31st extension request is being considered.

➤ **Miscellaneous Items**

- Next data submission deadline is December 5, 2023 12pm
- Request photos and more testimonials

➤ **Upcoming Event Announcements**

Next Meetings: Tuesday, December 19th @ 10am