

Minutes from the One-Stop Committee

Virtual Meeting

Tuesday, February 21, 2023, 9:30 AM via Zoom

Jesus Arestirado – One-Stop Operator
Yvonne Payton – NJDOL
Kinder Kaur – America Works/WFNJ
Jessica Volante – America Works/WFNJ
Rosy Wagner – Burl. Co. Library
Adam Boas – Burl. Co. Bd of Social Services
Christopher Bound – Learning Link
Curtis Myers – ASPIRE Youth Development

Jennifer Veneziani – Division Vocational Rehab Svcs.
Lindsey Aquino – Division Vocational Rehab Svcs.
Aaron Samuels - NJDOL/ Transitional Workforce Svcs.
Ashley Becker - The Father Center/ WFNJ
Abiodun Odufejo - DHS/DFD
Martin Nock – American Job Center (One-Stop)
Barbara Weir – WDB
Krystine Torreto - WDB

Call to Order and Introductions – Jesus Arestirado Meeting called to order at 9:30 AM. Attendees were thanked for their participation – Introductions made

I. American Job Center Stats 7/1/2022 through 1/31/2023 - Jesus

The Burlington County American Job Center provided services to **6,659** customers (an average of **951** customers per month). **404** customers requested training services (an average of **58** customers per month); led to **11** customers obtaining industry recognized credentials. **602** BC residents registered for Metrix Learning (an average of **86** BC residents per month); customers completed **883** online courses.

Note: As a reminder, Burlington County residents can register for the Metrix Learning by visiting the following website: <https://burlington.metrixlearning.com/>

II. WDB Digital Tools – Barbara

Engage/Guide by Cell

- Over 600 total subscribers
 - AJC has 246 (80 new) subscribers
 - WFNJ has 118 (36 new) subscribers
- Currently 28 active Career Opportunity pages.
- Approximately 35 text blast have been sent since September.

County Jobs Portal

- Continue to post opportunities to the County website <http://www.co.burlington.nj.us/Jobs.aspx>
- There are 500 *live* job opportunities, plus 169 County Job openings.

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LinkedIn

- Currently 197 followers.
- 77 posts have been created to assist job seekers and the business community.

III. American Job Center Service Delivery Updates

- **Adult Basic Education – No Report Provided**

- **Employment Services – Yvonne**

Open to the public now; 100% open – walk-in services are available.

Employment Services staff are seeing more and more customers come through our doors, this excludes Unemployment Insurance (UI) services. UI services are not offered and unfortunately there are no UI phones available in the Job Center. However, it is 1099-G season (the W-2 for UI taxes), so ES staff are facilitating that process via the computer when people need help.

Office is currently in transition. Yvonne announced March 31, 2023, will be her last day, as she will be retiring – sorry to leave but she is happy to engage in the next journey. Sonya Lyons will be her replacement. So, for the next 35 days if anyone has questions pertaining to employment services, she will be more than happy to answer or assist.

Having a lot of businesses from outside agencies coming in inquiring about our services and she has been happy to assist. This Thursday, 2/23 the Joint Base MDL is coming to visit. Looking to expand services from the Joint Base into our Job Center to assist our Veterans. If anyone has Veterans needing assistance with either housing, benefits from the VA, updates for their DD-214s, or VA hospital services; please reach out to Employment Services. There are two staff members who work solely with veterans (especially the with the GA and TANF population); if you need facilitation with those services please reach out.

- **Training Services – Martin**

The volume of customers seeking training services has substantially increased since November/December 2022 – to almost double in January 2023 – due to an increase in walk-in customers. The main issue the Training and Education staff have been experiencing is those approved for a WIOA grant are failing the mandatory drug test, which disqualifies the customer indefinitely. Since December, eight customers failed the drug test, two customers self-identified to using drugs and were not sent up for drug testing.

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There has been an increase in customers applying for a WIOA grant to pay for CDL training who do not have any background and/or work history supporting a move to a career in the truck driving industry.

Martin confirmed WFNJ customers are showing interest in training and are asked to get an approved Inter-Agency Referral (IAR) from their WFNJ case manager to pursue this avenue.

- **Division of Vocational Rehabilitation Services – Jen**

DVRS has been experiencing an uptick in the number of customers walking-in to make appointments. However, for various reasons, DVRS has been having issues in converting some referrals into open cases.

DVRS is looking into changing some policies to up fees for college and are also looking into other projects, such as, Project Search, partnering with businesses like TD Bank and Jefferson. DVRS hopes to continue to serve their clients and become more inclusive.

Jen reported DVRS recently added a new Clerk to the office and is looking into adding another full-time Counselor by hiring the Intern currently working at DVRS once she completes graduate school.

- **Youth Services – Curtis**

Currently, serving 57 young people with 18 young people in Work Experience Roles, and 26 actively pursuing their educational, training, or work goals.

The WDB Youth Council working to host a Youth Job Fair for May 2023 for both in/out-of-school youth.

Curtis is working with the WDB and the Economic Development office on recruitment for the Production Assistant Bootcamp (2-Day event). The Bootcamp will introduce youth, as well as adults, to entry-level opportunities in the Film/TV/Production Assistant Industry that are coming to NJ. There has been a big expansion at Fort Monmouth with the Netflix Studios which will provide some good opportunities for NJ to become the Hollywood of the east.

Curtis reported he has connections with an organization that provides work opportunities for blind or other disabled/non-disabled individuals in the areas of manufacturing, clothing, sewing, and light assembly.

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Additionally, he would like to enroll more young people and will be bringing in another staff member for direct-recruiting efforts.

Curtis thanked Rosy Wagner with the Burlington County Library System for providing excellent resources he has been able to share with young people he serves.

- **WorkFirst New Jersey – America Works: Kinder/Jessica**
America Works NJ numbers are increasing, and they are enrolling more clients. The following are the YTD statistics (July 01, 2022 - Present):
 - 262 (YTD)
 - 230 (Active Referrals)
 - 159 (Enrollments)
 - 66 (Active Clients)
 - 51 (Employed Clients)

Jessica reported – America Works will be hosting their first Virtual Job & Resource Fair on Wednesday, February 22, 2023, from 10AM-12 PM (35 clients have RSVPed to date).

Jessica also recognized Rosy Wagner for the Burlington County Partnership Program; said the referral process has been excellent providing Chromebooks, tablets, and hotspots to clients. So far, America Works has referred 9 of customers and 3 have picked up devices.

America Works has ordered 24 wardrobe boxes since July 2022 which has provided clothing for customers attending interviews and for new jobs.

Jessica announced they are trying to increase client engagement using surveys. Thus far four customers have completed the surveys with questions about training they have received through America Works; ratings: 25% (Superb) & 75% (Very Satisfactory). 62% of AWNJ customers stated the training was Better Than Expected. Some of the most popular training offerings customers found most helpful were rated as follows: Resume (100%), Interviewing Skills (66%), and Self-Management & Growth Mindset (66%). The question of how customers felt the training positively impacted their career; 75% (A lot). America Works has attempted to increase the level of customers *Post-Interview Follow-up* feedback using surveys and phone calls. America Works is also capturing customer Success Stories & Testimonials to showcase progress.

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Jessica reported America Works has 13 active CWEP sites and 25 approved CWEP sites. One customer is actively engaged. They have one hybrid site where customers can split their time a couple of days at the CWEP site and a couple of days at the America Works. Jessica reported they are trying to increase the number of Virtual CWEP sites to increase customer participation.

Jessica reports partnering with one of their organizations to provide Self-Care kits to customers in need. They have also raffled three Valentine's Day baskets to three customers; based on attendance/participation record. America Works continues to provide bus passes for customers via mail to increase in-person attendance. Customers who attend in-person can take advantage of computers and other resources to assist with job searches, etc.

- **WorkFirst New Jersey – The Father Center: Ashley**

Seeing increase in customer engagement, especially since opening the virtual side of things; customers really like the option. The Father Center has a lot of customers show interest in and signing up for the OSHA training; once the customer's MED-1 expires they can come and hit the ground running.

Ashley reported customers have been receiving more 1:1 interviewing skills and other general workshops support because their customer volume has been low.

Ashley also highlighted the efforts of Rosy Wagner, noting her as a Rockstar. The Burlington County Library System has been an awesome resource and have been afforded the ability to provide Father Center customers with upcoming resources, events, and other things to assist them.

The Father Center has linked up with the Department of Labor to host a Forklift class onsite. If anyone is interested, a flyer can be forwarded. They will see how much engagement the Forklift class gains; possibility having additional classes. Through other agency partnership, The Father Center also provides a Small Business Owner Series for those interested in becoming an entrepreneur.

Ashley announced The Father Center offers Dress to Impress to customers needing career clothing. They have been receiving a lot of donations from the community. The Father Center also offers Dress to Impress clothing to customers who are virtual, because they do not want customers to feel left out. Additionally, they have been dropping off career clothing to customers who report transportation and/or physical barriers.

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Ashley noted the biggest barrier currently is a lot of MED-1s, for people that want to pursue them the follow-up is a little spotty, The Father Center tries to provide encouragement through the process, if that is the route the customers want to take. Additional barriers are low referrals, transportation, computer literacy. Some referred customers live in rural area and not near public transportation. When it comes to Job Fairs, they have gotten more creative to include those who have transportation issues. Computer Literacy is an issue for the older customers. Ashley reports they are making some headway to solve this issue.

Ashley states they have four customers (two in-person & two virtual), she is confident that in the coming months numbers will increase.

Please Note: Information/Flyer for the Forklift class will be sent out to the group. Jen (DVRS) offered Ashley the opportunity to refer her MED-1 clients to DVRS for a case consultation to see if they could benefit from services.

- **Burlington County Board of Social Services – No Report Provided**

- **NJDOL/Transitional Workforce Services – Aaron**
Anticipates having more information to roll out next meeting. There has been a lot of change in leadership for the Office of Transitional Workforce Services; Ahmad McDougal who was Director is now with another DOL unit. His replacement is Sharee Jenkins; she has 30+ years with DOL and is well versed at her job. Ms. Jenkins is looking to roll out some new initiatives and possibly having more procurement options down the road. Aaron will continue to update the group accordingly.

There is no new news from Division of Family Development in terms of the TANF clients, GA, and SNAP volunteering. When new directives come from DFD, he will provide updates via email.

Aaron report on the SNAP Steps for Success Program; initiative is to help individuals who are receiving SNAP obtain industry recognized credentials, financial literacy, and put them out so they can be a productive asset to the workforce (DFD funding). Initially tested a pilot program last year; contract will be ending on March 31, 2023. Even though it was a slow start, they are excited on how everything landed and with what the level of service was for service providers. Aaron reported they were happy with the service delivery system put forth. They are looking to vet more services providers, especially in the southern region (i.e., Burlington, Camden, Gloucester, etc.). Once the NGO comes out, Aaron will let everyone know.



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- **Burlington County Board of Social Services – No Report Provided**

IV. Open Discussions (BC AJC Partners)

Rosy – Burlington County Library System

Humbly thanked everyone for their kind words. Has been working with community partners her whole career, however, she finds new connections have been a huge step forward and feels it's 100% because of the enthusiasm and cooperation of the partners. Rosy appreciates partners for being available, for communicating customer needs, and for dealing with the bumps in the road as they navigate issues. Please continue to give the library feedback and let her know if there are additional items the library can assist with.

Just a reminder, the Mobile Learning Lab provides Computer Basic classes and Tech help throughout Burlington County.

Rosy appreciates everyone who has been helpful promoting offerings, events, etc. (i.e., launch of the library's Community Resource Navigator Program); saw it was shared. Rosy appreciates the assistance.

Please Note: Flyers for programs offered by the Burlington County Library System will be sent to the group.

Meeting Adjourned – 10:08 AM.

Next Meeting – May 23, 2023, at 9:30 AM via Zoom