

One-Stop Committee
Minutes
January 21, 2005

Attendees: Joe Doney, Deirdre Amar, Diane Blue, Laure Brock, Deb Murphy, Pauline Glenn, Michael Lazarchick, Paul Porter, Vernon Hill, Brandi Lippincott, Kevin Fitzpatrick, Judith Ruilova, Chris Styer-Slone and Barbara Weir

Joe called the One-Stop meeting to order at 8:39 AM

Minutes from both the One-Stop Committee and the One-Stop Design Committee were disseminated for review. Motion by Vernon Hill to approve minutes as read; seconded by Michael Lazarchick. Minutes approved as submitted.

I. One-Stop Unification

A. Communication and Coordination

Joe emphasized the importance of Communication and Coordination within the structure of the One-Stop. Special "teams" were designed to handle the flow of information. Each "team" is responsible for reporting information to the Design Team and the newly developed Marketing Team, which will be accountable for presenting issues and events to the Full One-Stop Committee.

ALL issues that arise and events that require planning need to be presented to the Full One-Stop Committee. It is vital to keep Communication and Coordination in the forefront for many reasons. Most importantly is making certain that **ALL** parties, through various One-Stop Committees, are included and informed of day to day activities and problems that arise. In addition, it is crucial to the One-Stop that key players in the Business Community, as well as the targeted population within Burlington County are identified so that they may benefit from the types of services and events that are scheduled. This type of methodology would guarantee that services are not duplicated and are properly executed.

The marketing of the One-Stop is critical. That is why a Marketing Committee has been put together. Key players will meet to discuss issues, publicize events and assure that the "word" is out about the services offered through the One-Stop. A common misperception of the One-Stop is that it is only for those who are receiving welfare benefits. The goal of the marketing committee will be to amend the misperception through signage, documentation, events and online advertising so that we can reach as many customers as possible.

B. Client Flow

Joe reported that those previously engaged in and funded by the Department of Human Services are now funded by the Department of Labor and Workforce Development.

There have been some significant "bumps" pertaining to the client flow. The One-Stop Committee is keenly aware that hurdles will continue to surface as the process of implementing the Consolidation Plan occurs. Without having to do a complete system overhaul, feedback was requested of the Committee on how to best address these hurdles. Kevin felt that the "bumps" are being dealt with when they arise, but it seems that the "bumps" are constant and there is no clear "answer" to the problem. It was decided that the Design Team would be charged with correcting issues with client flow and will be held accountable for making appropriate decisions.

Pauline's concern is if there is an issue over and beyond what the Design Team can address. In that case the "problem" shall be presented to the Full One-Stop and/or the Workforce Investment Board for assistance.

There is not a formal process in place for the Operations Team to begin Case Review. The Operations Team will be getting a list that will inform them when contracts would be expiring so that cases can be reviewed accordingly.

Michael reported that he is having the Workforce NJ staff devote more time to job development and direct placement. However, the staff is bogged down with initial evaluations and assessments, which makes it difficult to focus on what's necessary. Both Michael and the staff will be reviewing the Consolidation Plan to compare with the actual tasks currently performed by the One-Stop Case Managers. It is a process and "they" are doing the best they can.

II. Unifications Meetings

Michael reported that the recent Unification meetings on Diversity and Assessment were successful. Participants were asked to voluntarily take two (2) assessment tests, True Colors and Temperament Sorter, to prepare for discussion. These instruments were to be used only for individual usage and were not to be "broadcast" among other co-workers. Pauline reported that she had received negative comments from individuals concerned with questions regarding sexual preference on the test. Even though the test was voluntary, the mandatory attendance and participation of this meeting left some uncomfortable. Overall, positive feedback was well received and many believed it to be one of the most educational Unification meetings to date.

III. Team Updates

A. Accessibility Team

Steve Mader has identified the need to have Sensitivity Training among One-Stop staff regarding working with individuals with disabilities. The need is based on customer feedback, as well as observations while working within the One-Stop. Michael reported that Sensitivity will be addressed at February's Unification meetings. Michael, Steve and Joe will discuss this topic further.

Michael reported that Steve gathered the necessary brochures to be translated into Braille. Michael has forwarded them onto the person who handles this task. Michael will look into whether the software/hardware Steve order arrived yet.

B. AOSOS

Training on the On-Line EDPT will be held in Trenton on Tuesday, January 25th. Burlington County will be sending five (5) representatives to participate in the *Train the Trainers* session.

Michael reported that PSG has been informed and it was made clear that **ALL** information must be captured in the system to assure positive results.

C. Employer Relations

Diane Blue reported that the team met last week to discuss the feedback employers have been given regarding the One-Stop Career Center. It was reported that majority of employers perceived the One-Stop as an instrument that primarily focuses on the unemployed. The team will work on increasing the One-Stop image. Signage is vital. A representative from the Employer Relations Team should attend and/or report to the Marketing Team.

Diane also reported the employers feel that the types of customers that are referred for jobs aren't as qualified as expected. Unfortunately, "our" perception of a positive match may not be the same for employers. Through Career Beacon's Self Assessment customers are identified and then screened for their compatibility with employers. Regrettably, this issue will be a constant struggle.

Joe inquired about a Career Fair for Disabled Veterans. Michael reported that Howard Garabedian and Ed Morgan have been throwing a few things around and have come up with ideas on how to serve the Disabled Veteran population, but nothing has been put into place. When and if

something becomes more concrete, they understand that it is essential to address the idea(s) to the respectable One-Stop Teams (i.e. Employer Relations, Marketing, Design and the WIB).

D. Evaluation/Assessment Team

No report given.

E. Marketing Team

Brandi reported that the first Marketing meeting will be held on Monday, January 24th at 8:30 AM in the WIB Conference Room (3rd Floor of the Human Services Facility). The first item for discussion is when the next meeting would be held so that it can be added to the WIB Calendar before dissemination. The Marketing Team main prior is to set goals and objectives to effectively publicize the One-Stop and its services.

F. Operations Team

Deb disseminated the minutes from the last meeting. She reported that Cindy Cusick (Board of Social Services) has provided examples to the Operations Team regarding the IRP. Other items that needed to be addressed were taken care of.

In an attempt to increase the participation rate, the Team will be meeting to discuss the case review after receiving the list of contracts that will be expiring. Unsure when this meeting will take place and who should be attending this meeting.

Training/Education piece regarding customer flow of Career Advancement Voucher Program (CAVP) is under review. *"Who's handling the paperwork?"*...is one of the main topics.

G. Supervisor Team

Kevin reported that for now, the Operations Team and Supervisors Team coincide to address important issues that arise from the consolidation process.

H. Workplace Learning Link

Judy reported that a new version of the Link software will be loaded into system by NJN. An adaptive pre-test; which is FREE will test reading and math levels and suggest deficiency in "courses". Results would be rolled into Customer Work Base. Adaptive Pre-test can be given multiple times, where as the TABE should only be given every six (6) months (according to MacGraw Hill); plus it is costly.

Judy also reported that she has been given a FREE 30-day trial GED Prep download from LearnScape (called GEDPathways). She reports that the

program is excellent and easy to use. Judy is currently in the process of acquiring the GED tutorial software from LearnScape.

IV. Upcoming Meetings

- Design Team: February 1, 2005 at 9:00 AM; at GISNJ/OC'S EmployAbility Institute
- Operations Team: February 9, 2005 at 2:30 PM; at GISNJ/OC'S EmployAbility Institute
- Full One-Stop Committee: February 18, 2005 at 8:30 AM; at GISNJ/OC'S EmployAbility Institute

V. Other Business

Barbara disseminated a few hand outs from December's One-Stop Conference. Information such as Supplemental Workforce Development Benefits Program; Workforce NJ: Transitioning clients to the world of work; Equipped for the Future: Work Readiness Credential and Vision for Consolidation: A Systems Approach to Quality One-Stop Service Delivery.

Joe distributed a copy of the NJ Division of Mental Health Services-Agency Listings and an email regarding the newly introduced House WIA Bill (WIA Re-Authorization).

***Agendas and minutes from One-Stop meetings can viewed on the WIB website, www.burlcowib.com.

The meeting was adjourned at 9:55 AM