

NJ STATE EMPLOYMENT AND TRAINING COMMISSION

Commission Meeting
September 17, 2020



HOUSEKEEPING: QUESTIONS, ATTENDANCE AND MUTING

Please use the CHAT feature to ask questions of the presenters. Priority will be given to Commission members questions, and we will try to address all questions during the meeting. Any remaining questions will be forwarded for further consideration after the meeting ends.

If you haven't done so already, please introduce yourself in the CHAT – enter your name and affiliation – for attendance purposes.

Please be considerate and mute your phone and/or computer microphone when others are speaking.



AGENDA: THURSDAY, SEPTEMBER 17, 2020

Presentations and Discussion with Key Partners and Leaders

- Welcome and Chairman's Update – **Dennis M. Bone**
- NJDOL Update – **Commissioner Robert Asaro-Angelo**
- Local Re-Engagement: Virtual Services Models:
 - Newark Workforce Development Board (WDB) – **Sakinah Hoyte and Karen Gaylord**
 - Middlesex Co. WDB & Office of Career Opportunity – **Kevin Kurdziel and Diane Seavers**
 - Atlantic Co. Workforce Development – **Francis Kuhn**
- Public Comment and Wrap Up

CHAIRMAN'S UPDATE: DENNIS M. BONE

NJ DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT

Robert Asaro-Angelo

NJDOL Commissioner

Robert.Asaro-Angelo@dol.NJ.gov



REMOTE GED/HSE, VOCATIONAL TRAINING, AND WORK READINESS PROGRAMS STARTING SEPTEMBER 28, 2020



High School Equivalency (HSE) Program

- At home access to HSE/GED resources, testing support software, live instructor
- Limited satellite computer access for residents without internet/mobile access



Vocational Training In Demand Occupations

- Six Sigma Green Belt
- Six Sigma Black Belt
- Social Media and Marketing Certifications
- Project Manager
- Certified Nursing Assistant
- Microsoft Office
- Certified Medical Assistant



Work Readiness & Corporate Certifications

- Remote work readiness program
- Access to corporate certification pathways (i.e. six-sigma green belt, six-sigma black belt, etc.)
- Direct employment assistance upon completion.

LOCATED AT TEN SATELLITE LOCATIONS

- Bradley Court, 46 North Munn Avenue
- Pennington Court, 214 South Street
- Hyatt Court, 2 Roanoke Street
- Stephen Crane Village, 1 Stephen Crane Place
- Westside Park, 600 South 17th Street
- The HELP Center, 224 Sussex Ave
- TREC Center, 55 Ludlow Street
- The Club House, 205 Spruce Street
- IYO(International Youth Organization), 703 South 12th Street
- Clinton Avenue Townhomes, Millennium Way

All candidates must complete assessment process with Vocational Counselor for eligibility.

If you are interested, please contact Kelli Bell-Taylor at 973-733-5873/ bellk@ci.newark.nj.us for further instructions.

Visit the Newark Workforce Development Board website at www.nlwdb.org for more information.



OFFICE OF CAREER OPPORTUNITY

www.middlesexcountynj.gov

One-Stop Career Centers

550 Jersey Avenue
New Brunswick, NJ 08901
732-745-3955

161 New Brunswick Ave.
Perth Amboy, NJ 08861
732-293-0642

E.L.I.T.E. Youth Program
161 New Brunswick Ave, Perth Amboy NJ
732-293-1341

Presented By

Kevin Kurdziel, CEO/Director

Diane Seavers, Chief Operations Officer/Deputy Director



Middlesex County Workforce Development Board

- WDB general and committees meetings are held virtually
- Middlesex County WDB website
- County Administration utilization of DocuSign for BOCF resolutions and contracts
- Procurement process for WFNJ and WIOA Youth programs
- Established COVID-19 Response Team consisting of community and employer membership to identify the needs of businesses and job seekers and to identify the types of workforce development services needed as a result of COVID-19.
- MC Contract with Heldrich Center: Workforce & Economic Development Competitiveness study – currently in Phase 2
 - Recommendations from Phase 1: prior to COVID-19, this included how to provide virtual services



VIRTUAL PROGRAM SERVICES

- Transitioned all in person services to Virtual as of early April for the following programs/services:
 - WIOA Adult, Dislocated Workers
 - WIOA Youth
 - Workforce Learning Link (WLL)
 - Workfirst NJ (WFNJ) programs
 - Tuition Waivers
 - Opportunity Partnership Grants (OPG)
 - NJ Reentry Corps
 - Pathways to Recovery



WIOA Adult, Dislocated Workers & Youth

The following services are provided to each customer virtually:

- One-Stop Orientation: webinar of resources
- One-on-one career assessment via Zoom or phone (Google Voice)
- Eligibility determination for occupational skills training
- Usage of DocuSign and Guide by Cell: submission of WIOA eligibility documentation
- Case management and follow-up services provided by Zoom, email or phone depending on customer's preference/needs
- Youth with 6 partnering organizations conducted a "Nail the Job" webinar on job search techniques, resume writing and wellness
- Youth work sites developed virtually with employers
- Youth High School Equivalency (HSE) programs, contracted by MCC, are also transitioned to virtual



Workforce Learning Link (WLL)

Customers have transitioned to various digital platforms from late March:

- Conduct Remote CASAS testing:
 - Since mid-June, pre- and post-tests using the Zoom platform
- Offer Remote Adult Basic Education (ABE) and HSE prep:
 - Since late March using the Aztec Learning System;
 - Also using Khan Academy, GCF Global for additional preparation
- Remote Computer Literacy (SkillUp Middlesex):
 - MS Word, MS Excel, and Project Management Professional



Other Programs

The following additional programs and services are also conducted virtually:

- Podcasts for customers on virtual services
- WFNJ programs transitioned to virtual services in late March: Serving over 100 customers with job matching and other job search tools and supportive resources (ex. mental health, energy assistance programs, etc.)
- State Tuition Waiver Program: Customers interested in taking college level courses at State or County college to complete degrees; similar process to WIOA.
- Opportunity Partnership Grants (OPG): Assisted NJMEP with intake and eligibility for recruited participants to start training
- NJ Reentry Corp (NJRC): Weekly Zoom orientation of One-Stop services and referrals
- Pathways to Recovery: Daily Zoom meetings to recruit customers and determine program eligibility



SkillUp Middlesex – Online Learning Platform

Free Online Learning Platform with over 5,500 programs

Enhance skills and obtain industry recognized credentials by taking online courses developed by Skillsoft, a training provider used by Fortune-500 companies:

Transportation/Logistics
Business Etiquette
QuickBooks
Project Management
Microsoft Office

Adobe
Accounting
Human Resource
Six Sigma

Information Technology
Sales Marketing
Customer service
And more!!

3 Key Features

Explore Career Pathways

Browse Catalog

Find a JOB

Business Solutions Team (BST)

- The BST conducts virtual job fairs and customized hiring events
- Conduct mock interviewing, resume assistance and virtual job matching via Zoom
- Guide By Cell - text notifications to job seekers on career opportunities

Upcoming Event:

- “Central Jersey Drive Thru Job Fair” – October 15th – 10am to 1pm
 - Employers participating will provide staff with flyers, job opening with job descriptions before event; staff will prepare packets to distribute
 - Collect job seeker resumes and match to employers job openings



Challenges Going Virtual

- Computer/WiFi issues
- Customers who do not have access to Computers/WiFi/Smart Phones
- County Website: New site in the development process; needed to drive marketing for customers
- Staff access to State servers while working remote
- Communication: Non-verbal cues (body language) not seen on virtual platforms





Presented by:

Kevin Kurdziel - kevin.kurdziel@dol.nj.gov

Diane Seavers – diane.seavers@dol.nj.gov

ATLANTIC COUNTY WORKFORCE DEVELOPMENT

Impact of the Pandemic on Atlantic County:
Making Changes to Address the Need.

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THE SAFETY OF CUSTOMERS, EMPLOYEES AND PARTNERS IS PARAMOUNT

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Establish Services in a manner that affords the greatest safety and the lowest risk to everyone.

Communication, Coordination and Cooperation are the keys to Success

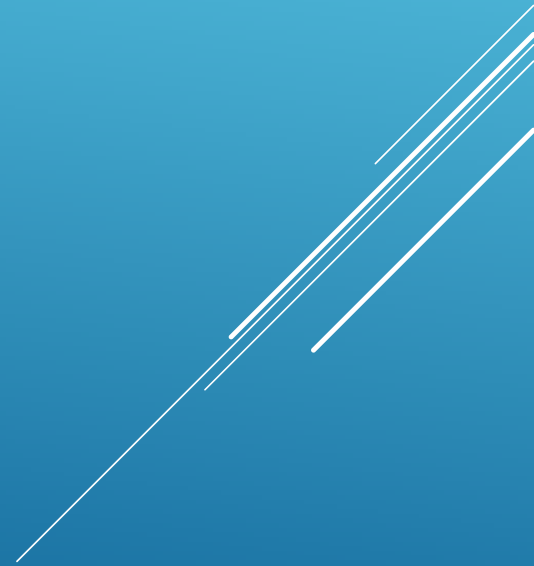
- ▶ Staffing Protocols-follow CDC Guidelines

- ▶ Communication and Consensus- All Workforce Development Partners Agree

THE THREE C'S: COMMUNICATION,
COORDINATION AND COOPERATION

COMMUNICATION

Communicate with Manager Partners, Management Team, Staff, Maintenance Staff, County Administration and Security... **ESPECIALLY SECURITY!!**



- ▶ In Order to work to best effect- All the Pieces Have to Fit Together.
- ▶ RESEA customers referred to training
- ▶ Positive Recruitments facilitated by county administration.
- ▶ Connecting BSR, OJT Writer and Local Job Development Staff
- ▶ Service Delivery Staff Coordinate Scheduled Appointments

COORDINATION

COOPERATION

In Order to Coordinate Services, All Partners, Management and Staff must reach Consensus.

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HYBRID SERVICE MODEL

All Testing Services are Face-to-Face

Learning Link Services are Both Face-to-Face and Virtual

Training Services and Youth Services will be virtual with face-to-face on a limited basis.

Phone, e-mail, video-conferencing, video phones are our current means of interaction.

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FACE-TO-FACE: TESTING SERVICES

High School Equivalency-Provided to Youth and Adult Customers

CASAS- Provided to WIOA Youth, HSE Candidates, Training Customers and NJ Youth Corps Members.

TEST TAKERS ESCORTED TO AND FROM TESTING ROOM

ALL TESTING SERVICES ARE COMPUTER-BASED

VIRTUAL SERVICES

Service Recipients/Staff Interaction:

- Telephone
 - E-mail
 - Video Conferencing
 - Video phones in Communication Kiosk
 - Intake and Eligibility Service App.
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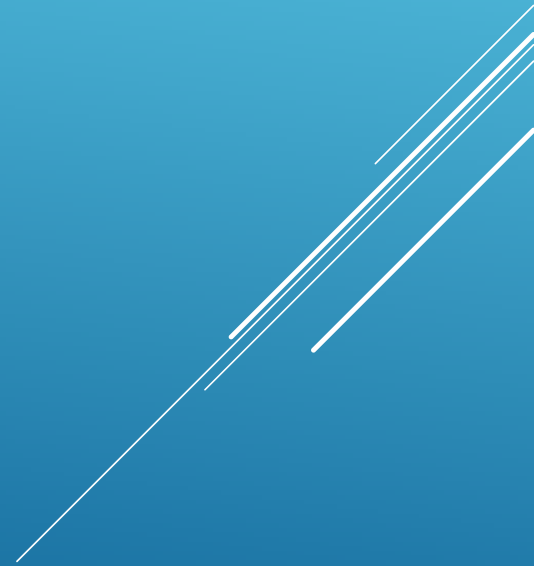
HYBRID SERVICES

Literacy Services-Learning Link and Title II


Training Services-training-related (testing only)

Youth Services (testing only)

Work First New Jersey- (probably)



PLANNED ADDITIONS TO THE WEBSITE

1. Information videos: Re-employment Orientation, HSE Information session, WFNJ Orientation
 2. Career Beacon Video Classroom
 3. Implementation of Intake/Eligibility App.
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PLANNED SERVICE ADDITIONS

SELF-GUIDED SKILL DEVELOPMENT AND
CREDENTIAL ATTAINMENT - VIRTUAL PLATFORMS

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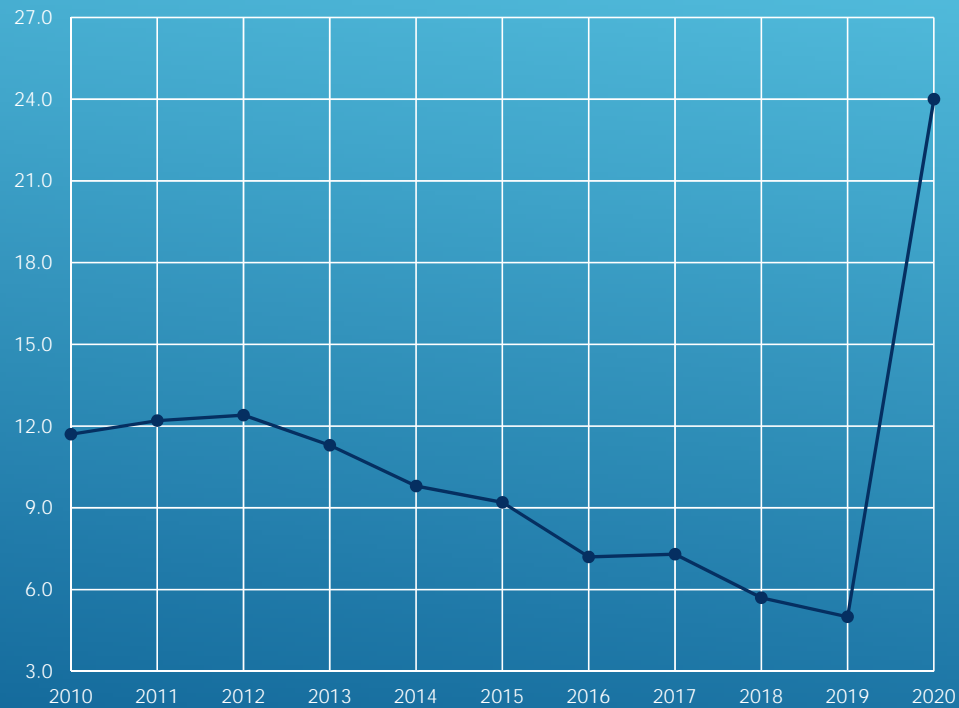
SERVICE DELIVERY EXPANSION

TRAINING SERVICES EXPANDING TO INCLUDE OJT AND REGISTERED APPRENTICESHIP

UTILIZE CROSS SYSTEM TRAINING

EMPLOYMENT SPECIALIST DUTIES EXPAND TO INCLUDE JOB DEVELOPMENT/JOB PLACEMENT

Atlantic County Unemployment Rate
July 2010 - 2020



ATLANTIC COUNTY CHALLENGES

*The Current
Unemployment Rate in
Atlantic County is:*

24%

Currently 30,800
workers are unemployed

The Labor Force is made
up of 128,400 workers

▶ ATLANTIC COUNTY
NEEDS TO IMPROVE ITS
INDUSTRY DIVERSITY

INITIAL UNEMPLOYMENT
CLAIMS BY INDUSTRY
SECTOR

As of July 18th, 39% of all initial unemployment claims came from workers in the accommodations and food services. Cape May County indicated 21%.

By comparison, no other area had an unemployment claim percentage, *in any identified industry sector*, higher than 13%.


GETTING THE WORD OUT

How to let customers know services are available:

- Communication with partners
 - Community Outreach
 - Flyers distributed in the right places
 - Partners Social Media Platforms
 - Public Information Strategy
 - Interactive Agency Website
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THANK YOU

I want to personally thank the combined expertise of the NJ WDB Council who has provided many of the concepts and policies I have incorporated into our service strategy. The shared collaboration, knowledge and experience of this group is invaluable.



QUESTIONS FOR PRESENTERS

Audio lines will be open, or you can use the CHAT feature to ask questions of our presenters.

We will try to address all questions during the meeting; any remaining questions will be forwarded for further consideration after the meeting ends.



PUBLIC COMMENT AND FINAL QUESTIONS

Audio lines will be open for public comment.

Please also use the CHAT feature to ask any final questions.





THANK YOU

Next Commission Meeting:

Tuesday, November 17, 2020

10am

*Online GoTo Meeting –
Link to be Provided*