



## One-Stop Committee Meeting Minutes

**Date:** Tuesday, May 23, 2023 (*via Zoom*)

Jesus Arestirado – AJC/One-Stop Operator  
Sonya Lyons – NJ Dept. of Labor  
Kinder Kaur – America Works/WFNJ  
Jessica Volante – America Works/WFNJ  
Ashley Becker – The Father Center/ WFNJ  
Rosy Wagner – Burl. Co. Library  
Zanna Taylor – BurlCo. Bd of Social Services  
Lisa Timpson – BurlCo. Bd of Social Svcs.  
Christopher Bound – Learning Link  
Curtis Myers – ASPIRE Youth Dev.  
Jennifer Veneziani – Division Vocational Rehab Svcs.

Lindsey Aquino – Division Vocational Rehab Svcs.  
Aaron Samuels – NJDOL/ Transitional Workforce Svcs.  
Anthony Phillips – Rowan College at Burl. Co.  
Abiodun Odufejo – NJ Dept. Human Services  
Karen Mercurio – NJ Dept. Human Services  
Ashlee Levine – Division Family Development  
Martin Nock – American Job Center (One-Stop)  
Krystine Torreto – WDB  
Kelly West – WDB  
Barbara Weir – WDB

**Call to Order and Introductions** – Jesus called the meeting to order at 9:34 AM.  
Attendees were thanked for their participation – Introductions made

### **I. Narcan Training**

Organizations interested in a “free” Narcan Training opportunity are asked to please contact Brandy Mullin to coordinate. Brandy can travel to the organization to provide this training. Narcan training takes approximately one (1) hour. All attendees are provided with a plastic pouch containing a 2-pack box of Narcan Nasal Spray and 1 Fentanyl Test Strip. The Narcan Sprays are good for 3-years and can be used up to 1-year after the expiration date listed.

Contact Info: Brandy Mullin  
795 Woodlane Road  
Westampton, NJ 08060  
(609) 265-5144  
bmullin@co.burlington.nj.us

### **II. American Job Center Year to Date Statics for PY 2022**

Jesus briefed PowerPoint slides covering the BC AJC YTD Stats for PY 2022: July 1, 2022, through April 30<sup>th</sup>, 2023. The Burlington County American Job Center provided services to **10,306** customers (an average of **1,031** customers per month). **624** customers requested training services (an average of **62** customers per month); led to **21** customers obtaining industry recognized credentials. The industry recognized credential numbers

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were not available for the month of April 2023, so the YTD reported numbers are expected to increase.

**918** Burlington County residents registered for Metrix Learning (an average of **92** Burlington County residents per month); customers completed **1,218** online courses.

Jesus shared information about Metrix Learning Customizable Tracks. These tracks are available to be added to the Burlington County Metrix Learning platform and are available to any partner programs (upon request). These tracks are customizable. If there are “pieces” from another track partners would like to make into a specific track, reach out to Jesus and he will make the request of the Metrix Learning Customer Service representative.

A copy of an excel spreadsheet with all the available Metrix Learning Customizable Tracks will be emailed to attendees.

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

**III. American Job Center Service Delivery Updates**

• **Adult Basic Education**

Anthony shared the following information for FY23:

- 63 individuals obtained the High School Equivalent (HSE); the goal is to reach 70 by May 31, 2023 (normally reach 100 for FY)
- Will have started the transition from HiSET to GED; which will officially change July 1st, 2023
- WIOA Title II Grant Target is 274 Fundable (Current Fundable = 266)
- Graduation Ceremony for HSE graduates is scheduled for June 15th, 2023, at 6:00 PM (RCBC, Votta Hall)
- FY24 Grant (Pending Funding)
- 14 students currently in class, with another class starting on June 5th, 2023 (on target to meeting the goals for the grant)

• **Employment Services**

Sonya shared the following information:

- GA-28 Day Program is still going on (waiting to see if it changes on July 1st, 2023)
- Waiting for an Intern to join the unit

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- **WIOA Training Services**

Martin shared the following information:

- Having an average month
- Employment rate in the county is getting close to statically full employment, which impacts the caliber of customers requesting training
- CDL-A is still the number #1 requested training
- Over the last couple of weeks, we had an increase in high school students requesting occupational training

- **Division of Vocational Rehabilitation Services**

Jennifer shared the following information:

- We continue to ask the State for additional staff, as they have seen an increase in referrals
- Busy time of year for DVRS; getting more transition students coming through from the area high schools (DVRS has a counselor connected with every high school throughout the county)
- Youth Career Fair on May 25th, 2023@ 4:30PM-7:00PM. At last check, there are 39 employers participating
- DVRS continues with supportive services and job coaching assistance
- See an uptick of vendors, had a meeting last week with one of the providers and are hoping to meet with another one (Allies)
- If you have a client that you think may benefit from DVRS' services, don't self-assess, and think they may not be eligible for services with DVRS. Please refer the customer to DVRS for an eligibility determination. Staff will be more than happy to have one (1) of our five (5) counselors reach out to the customer

- **Youth Program Services with ASPIRE Youth Development**

Curtis shared the following information:

- Currently serving 65 young people (includes 30 actively pursuing their goal and 6 on follow up needing additional supportive services)
- Uptick in new enrollments (seniors and juniors), realizing they are credit deficient and are looking for alternatives to obtaining their high school diploma. We are assisting them in connecting with ABE programs while working toward employment
- 6 young people completed Build Ed Entrepreneur training class and obtained a certified credential from that program
- 21-22 young people who are working, either receiving some type of work experience, whether they are actively working or working with our team in terms of interviewing and connecting with a job

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- Looking forward to the transition from the HiSET to the GED on July 1st, 2023, to see what the impact will be on students
- Currently in contact with 15 young people for enrollment
- **WorkFirst NJ – America Works**  
Kinder shared the following information:
  - Continue to use various methods of engagement with customers to accept job offers
  - Meeting customers where they are; working with them to overcome challenges, so they can participate in their job activities
  - Working closely with WFNJ case managers and the Board of Social Services to assist clients with this process
  - Holding various events, such as: Virtual Job Fairs, resources available in the communities, SNAP education, and working with NJDOL to offer OSHA related workshops
  - Offering customers various incentives to participate, such as, South Care Kids, holiday gift baskets, bus tickets, gift cards, or even funds to get a haircut for an interview (anything that will help lead to employment)
  - Have seen an increase in their participation rate since February. See new faces coming onsite, with 10-12 customers consistently participating in workshops  
Note: customers can also complete courses on Metrix Learning to remain in compliance with their work activities

Jessica shared the following information:

**Year to Date (July 1, 2022, to present)**

- Total Referrals: **341** (after deferrals = **293**)
- Enrollment: **215**
- Total Active Clients: **82**
- Employed clients: **60**

**Virtual Job and Resource Fair held on 2/22/2023**

- 4 employers and 2 community resources
- 9 WFNJ clients participated
- Customers heard directly from hiring managers about the company, benefits, and current opportunities that are available. America Works shared service offerings that can provide support to clients through their employment process and beyond.

**March Events**

- **3** Virtual presentations by Supplemental Nutrition Assistant Program Education (SNAP-Ed); customers learned about healthy food choices, serving sizes, and the importance of portion control.

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**April Events**

- April 18<sup>th</sup> was our virtual Supervisors and Safety course in partnership with the Department of Labor. **5** WFNJ customers learned about safety protocols on the job and information relating to supervisor’s responsibilities, accident costs, and hazards.
- On April 19<sup>th</sup> we hosted South Jersey Gas. **7** WFNJ customers participated in this helpful session about utility assistance programs such as Low-Income Home Energy Assistance Program, Universal Service Fund, Payment Assistance for Gas and Electric, and application tips. SJ Gas information and resources were shared via email to all enrolled WFNJ customers.
- On April 20<sup>th</sup>, we hosted the Army & Airforce Exchange Service (AAFES). The representative spoke about the company, career evolution from cashier to HR manager, and reviewed open positions with AAFES. **13** WFNJ customers participated in this presentation. Happy to report, as a result from participating, **1** WFNJ customer was offered an interview and accepted a conditional job offer from AAFES.
- Spring Basket Raffle encourages customers to attend AM and PM employment trainings; offering a raffle ticket for every training attended to be used towards entering the raffle.

**May Events**

**2<sup>nd</sup> Virtual Career Fair held on 5/17/2023**

- **5** employers, CVS Health, Virtua, Army & Air Force Exchange, National DCP, and AAA participated. Gabriela Campbell, NJDOL, spoke about On-the-Job Training (OJT) incentives for employers and participants. Happy to report, as a result from participating, **1** WFNJ customer was offered an interview and accepted a conditional job offer from AAFES.
- **17** WFNJ clients participated in this event

**Upcoming Events for June**

- June 20<sup>th</sup> from 10AM – 12PM, Sign up Event for Energy Assistance Programs with SJ Gas
- SNAP ED (4 dates scheduled in June, customers will learn about healthy summer options with fruits and vegetables, shopping at the farmers market, storing fruits and vegetables)

**Other**

- Burlington County Library System Partnership Program Referrals to loan out chrome books, tablets, and hotspots: **16** referrals made
- Wardrobe Boxes ordered for WFNJ customers: **40** boxes ordered since July 2022

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- Testimonials. Working on collecting customers success stories and testimonials to showcase their progress within the program and spotlight how they overcame their challenges. Planning a success story event date with **2** WFNJ customers for them to come onsite to America Works to share their success story and *ring the bell* to encourage and motivate other participants in the program.

**Community Work Experience Program (CWEP)**

- Active CWEP Sites: **13**
- Approved CWEP Sites: **25**
- Clients completing CWEP: **3**
- Other offerings: selfcare kits, gift cards, bus passes, haircuts

America Works continues to provide bus passes to customers via mail for them to attend orientation, attend in-person training(s), meet with job developers, complete resumes, use our computers for job searches, etc. Additionally, America Works provides selfcare kits and refers customers to other local partnerships to meet their needs.

**General Challenges**

- **Employment.** Customers report they *don't want to work* \$17-20 hr. jobs. America Works reports customers are offered jobs and they are turning them down.
- **CWEP.** Customers do not attend the CWEP work site; only **3** customers attend. Customers report they don't want to volunteer, but it won't help them find/get a job. Customers are reminded of the value of work experience that is gained through participating with CWEP. Explain how some customers have been hired as a result of participating in the CWEP program. America Works is inviting a past customer who was hired from the CWEP; in hopes to share the story and to motivate customers to attend CWEP sites.
- **Resumes.** Customers have not been responsive to various forms of outreach. America Works begin the conversation about the importance of a resume from the first day of enrollment. Unfortunately, that is the last we see the customers or hear from them. America Works will continue to use various forms of outreach and keep the customer's case managers abreast of the situation.

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- **The Father Center**

Ashley shared the following information:

- The Father Center has hosted many events, since last meeting, and have had decent turnouts, despite the number of customers that are participating.
- Currently have **6** clients on the roster, however year-to-date they've had **97** referrals.
- Have a current partnership with an organization connected with small business workshops for customers. It was a virtual event, had a watch party, where customers would come and would all watch together. Customers had an opportunity to ask questions.
- The Burlington County Library came twice with the Mobile Lab for digital literacy.
- Started a Community Conversations Open Forum which is a men's support group for men and fathers.
- Last month, held a clothing drive at the Trenton office. About 40 participants attended. Plans for a drive at the Burlington office will be sometime in June.
- A **new** Forklift class is scheduled for June 7th, 2023. This class is already full. If anyone is interested, reach out to join the next scheduled class tentatively slated for the beginning of July 2023.
- Hosting a CPR class on July 29th, 2023.
- Seeing an uptick in daily engagement. Still offering incentives (gift cards, hygiene kits, men's clothing for dress to impress, etc.)
- The Father Center is seeing some of the same barriers as America Works. Customers are not accepting a job offer with livable wages, mainly because of the fear of losing housing. Some customers are coasting through our program just to keep their benefits.

- **Burlington County Board of Social Services**

Zanna and Lisa shared the following information:

- Actively engaged in client outreach. There are a fair number of customers from both The Father Center and America Works who are not participating in their scheduled activities (specifically, CWEP).
- The Board is reaching out to the DFD representative to find out when there will be a resumption of the TANF sanction process; currently only able to sanction GA clients. **However, customers who fail to accept employment without a good cause can be closed-out for that reason.** The Board is aware from the reports provided; some customers have declined what everyone would perceive as a very good job; one job was \$80k-\$90k a year
- The Board continues to encourage customers to actively participate, which is a condition of eligibility, so their benefits continue (i.e., cash, housing, childcare, etc.)

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- **Customers have the whole month of June 2023 to re-establish compliance with their requirements (July 1st, 2023, we will start to do case closures for non-compliant clients)**
- Customers should be looking for employment; even with declining employment they are continuing their situation (i.e., they started a job and quit without a good cause); the Board does not support that. The Board's job is to assist them with their transition from welfare back to work
- Customers need to be engaged in their assigned programs (i.e., America Works and The Father Center), participate in job fairs, and accept employment offers, etc.
- The Board is reviewing the regulations and will quote proper citations to start addressing customers who are not participating, accepting job offers, or quitting a job without a good cause. So, the Board does appreciate the lists received from your programs with the names of clients who have gotten employment, then declined it and/or are showing up half of the time to your programs. **Please** continue to let the Board know; we will specifically reach out to the customer(s). Customers without barriers to employment are expected to work.
- The Public Health Emergency is over. There are plenty of jobs opportunities, so customers need to regain their self-sufficiency. Many customers have reached their 60 months' time limit for cash assistance; whether is GA or TANF.

**Questions/Comments**

- Kinder stated that transportation should not be an issue as America Works has bus tickets and gas cards available for customers. Customers are even offered bus tickets or gas cards after they start working, until they get their 1<sup>st</sup> paycheck. Kinder also mentioned there is some confusion with customers not understanding that if they are requesting a MED-1, they still need to participate in the program until their MED-1 is approved. Kinder asked if case management could emphasize this with customers; that the customer can participate virtual for intake and training activities until their MED-1 is approved. Lisa stated they do make customers aware in writing and through outreach about their requirements to participate in their assigned program while their MED-1 is being processed.
- Ashley asked if there was a pause for benefits (i.e., housing, GA, etc.) during Covid-19? Lisa reported the waivers are over. Customers could be considered for an extension up to 18 months (3 months at a time), but the customer needs to have a good cause and it needs to be approved by the State to get an extension of benefits pass the 60 months lifetime benefits
- Sonya Lyons asked for clarification for the processing of GA-28 Day Program customers with MED-1's. Lisa stated that GA-28 Day Program customers who state they are pursuing a MED-1 ought to be referred back to the Board



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of Social Services for further assistance. In other words, Sonya’s staff will keep the same process they have been following for GA-28 Day Program MED-1 clients.

- **Office of Transitional Workforce Services**  
Aaron shared the following information:
  - Services are open everywhere, except WFNJ. Waiting for DFD go ahead to get sanctioning and normal protocols back in place.
  - Aaron monitors several other counties in terms of WFNJ. Report Burlington County is the most seamlessly functioning and great performing county compared to the others (i.e., vendors, WDB, BCBSS, DOL ES are integrated perfectly)
  - As stated earlier, lots of 60 months benefits time limits are running out. In counties like Essex, Union, and Monmouth there is an uptick with the homeless population, which is develops into more severe barriers in terms of living and livelihoods (BC could experience the same)
  - NJDOL is closing out a lot of contracts and business dealings for the past Fiscal Year (FY). Preparing for the next year starting July 1, 2023
  - NJDOL will have a lot of grant opportunities; he will share and encourage applications.
  - A lot more productive efforts from the State to engage our service providers with grant opportunities (please reach out to Aaron with any questions)
  - The Burlington County TANF Participation Rate stands at 5.6%, which is about average for the State right now. Other areas are much higher (Hudson is 14%. Once the sanctioning and all else comes into play, Burlington should see an the TANF Participation Rate increase.

**Meeting Adjourned** at 10:37 AM

**Next Meeting** (via Zoom) – August 22, 2023, at 9:30 AM