Minutes

GSETA Operations Committee

08/02/2021

# Ahmad S. McDougle, MPA – Assistant Director, Office of Transitional Workforce Services NJDOLWD

1. Working on FAQ’s for SNAP E&T final rule to implement 10/01/2021. If you have a question regarding these FAQ’s please contact your regional representative.
2. Skill Up/Metrix Learning training for counselors was offered 07/23/2021 – very informative and well attended.
3. State representatives recently attended a webinar held by USDA Deputy Secretary regarding SNAP and voluntary services.
4. State will be looking at other states that have a similar case load: CA, MD, Ill, NY, Wis., Conn., MN, PA, and Seattle Jobs to model programs
5. NJ will be shifting the focus from volume to outcomes and significant individualized support.
6. Ahmad will be putting together a focus group to look at how to implement a robust voluntary program – he is hoping to get 10 representatives together. Larry will ask Fran to send a request for volunteers out. ACTION ITEM
7. Melissa Moody stated that SNAP is moving faster to voluntary. WFNJ – TANF is still mandatory work participation.
8. Melissa Brown reiterated that the January date floating around is definitely for WFNJ TANF as the waiver will be expiring at the end of the year.

# Hugh Bailey – Assistant Commissioner, NJDOLWD

Discussion regarding re-opening

* Michelle Shirey and Kevin Kurdizel are on the task force looking at plans for safely returning to in person services
* Safety and Services are the highest priorities
* 2 sides of safety: 1) COVID and continued threat of the pandemic; and, 2) general safety
* COVID Safety:
	+ When in-person services resume, avoid using “Reopening” language
	+ In-person will be appointment only
	+ Limited to gateway services (WIOA assessment, Eligibility for WIOA, DVRS assessment, training assessments, etc.)
	+ For those individuals who find it impossible to continue connection virtually to continue in-person
	+ NJDOL is purchasing an appointment platform for all partners to use
		- Someone will do an initial assessment
		- Staff then sets an appointment
		- Trying to avoid UI customers sneaking in
		- No mask no services – staff and customers must wear masks
* General Safety
	+ Increasing security in all co-located areas
	+ Coordinating with local police and sheriff’s officers
	+ Allied is experiencing a shortage so the state will work with local areas
* Virgen would like to have clarification on how will it be done particularly where areas have a broader partnership (Board of Social Services) – how can we view the system? Can we modify the system?
* Need to Schedule a Demo – whose responsible for this? ACTION ITEM
* Best Case Scenario: Procurement not completed yet. Finalized in the next couple of weeks, then rollout for feedback, then another couple of weeks for staff training. Hopefully in place for mid-September – will know more once procurement has been completed.
* Many folks were adamant that the local conversations should start now. State will do targeted outreach regionally to local elected officials. There will be 3 large regional meetings to let people know the plan.
* Group also asked for communication regarding the lack of UI services. Hugh indicated that it is likely that UI services will never go back to in person except for maybe in one location in the state
* Tom Halligan of Cape May County asked what is going to happen at the end of the summer and people not being eligible for UI starting in the Fall. State indicated that they will help with messaging and security support
* Larry stated that Tom’s point opens up the conversation and hits hard the point of communication regarding UI. Where is the communication plan? What is the timeline for release? Can we see a communication plan?? Prior to the appointment system or other things being in place. Hugh agrees but it does not fall with him. He believes that the regional calls are the beginning. This is driven by the Governor’s office.
* Conventional UI on extension and PUA all losing benefits come September
* Discussion regarding outreach and recruitment methods – more than one way to get the word out. Paul mentioned that using the UI list that we receive each month to send out a message to remind folks.
* Tom Halligan asked about staffing at call centers. Hugh stated that they are continually increasing and replacing staff, but will find out what the plan is to gear up for the upcoming “wave”
* Hugh wants to come back to the next operations meeting to update everyone and continue the conversation. Kelly asked that it be sooner, as the next operations meeting will be when the “wave” is hitting and too late. Possible dates include the WDB Directors call on 08/16/21 or the SETC meeting 08/19/21

# Sarah Singer-Quast, Senior Policy Advisor, Career Services - NJDOLWD

* The team developed and distributed a new Skill Up data entry policy. Email Sarah if you have not seen it – it is also on the state website
* September trainings include WFNJ, ES, and WIOA Skill UP
* The team is developing new tools and resources building off of the self-audit tool kit and videos.
* Working on a new guide which will be put out in phases. The first phase is hopefully being released before the end of the month.
* Looking at policies and where policies are needed
* Shared an AOSOS Delivery Guide with the MIS committee and is awaiting feedback
* Assessment Policy Resource Guide is coming soon
* Adult and DW Follow up policy, Youth Follow up policy, new ways to track follow up in AOSOS,
* Refresher for priority of service
* Continuing with Incumbent Worker Training, OJT, WE policy work
* Working on credential attainment training video, industry valued credential list and documentation
* For more in depth credential information and training tools visit https://www.workforcegps.org/events/2021/06/17/16/23/Credentials-What-they-are-where-to-find-them-and-what-counts-for-performance
* Yolanda let everyone know that a calendar of events will be forthcoming

# Next Meeting

September 7, 2021 – 10:00 am