Newark One-Stop Career Center
Staff Manual
2016
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Newark Workforce System:

This resource manual was created at the request of staff to increase clarity across agencies and by extension, the quality of services provided to our customers. This handbook has been written to serve as a guide for all employees.

This guide contains only general information and procedures. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning specific elements of a service or program, you should address your specific questions to the appropriate agency manager.
General Intake

The Newark One-Stop Career Center (NOSCC) sees approximately 2,000 customers per month. Housing five different agencies, the NOSCC is home to the State's Division of Vocational Rehabilitation, Employment Services, and Unemployment Insurance and City's Newark WORKS and Newark Workforce Development Board. Each agency has its own process for how they enter and move customers through the system. This section will briefly outline the four employment agencies’ process.

Entry

**Dress code:** During positive recruitment events and job fairs, customers should be reminded to dress professionally.

**Identification:** Customers must have government-issued identification in order to enter and be signed in to the office.

A security officer typically signs visitors in and inquires about the individual’s visit before they proceed to the front desk.

Checking In

A staff member behind the triage desk will ask the customer about the nature of their visit that day. Reasons for visiting may vary from getting a job to obtaining a specific Unemployment-related form. Based on the answer, customers will typically be directed to:

1) Line 1 for Newark WORKS, appointments, and any specific One-Stop related questions,
2) Line 2 for Unemployment related questions,
3) Upstairs to the DVR or NWDB agencies,
4) To the general waiting area for orientation/ counselor/ workshop,
5) Unemployment phone line,
6) To the public access area towards the back, or
7) To the Work First area in Room 1
**Reemployment Orientation**

If a customer is new to the One-Stop, has not attended an Orientation, or has not attended an Orientation in six months, they will be instructed to attend.

Reemployment Orientation (RO) is required for all One-Stop customers before receiving job placement services or vocational training. This is the state-mandated Orientation that is valid for six months and cannot be replaced with any other type of orientation (like Re-entry or a corporate training). After six months’ time, the customer must attend orientation again, as information shared during RO is subject to change. DVR consumers do not have to attend Orientation and should always be directed to the 2nd floor for further assistance.

RO is held Mondays and Tuesdays, 9:00am and 2:30pm and Thursdays at 2:30pm. Customers interested in training must also schedule a date to take the Test for Adult Basic Education, or TABE, immediately following Reemployment Orientation or at the front desk.

Customers are entered into the American One-Stop Operating System, AOSOS, after filling out an intake form given during RO. This is a necessary and vital step to ensure that customers are recorded and tracked in the system.

For more information surrounding intake guidelines, please direct questions to Ivelise Cordero at corderoi@c.inewark.nj.us.
Phone: (973) 733-8167
Division of Vocational Rehabilitation Services

The Division of Vocational Rehabilitation Services (DVRS) provides vocational services to individuals determined eligible for services based on a documented history of a physical, cognitive, mental, or substance abuse disability that has been an impediment to employment, or is anticipated to be such an impediment.

DVRS provides vocational services to eligible individuals that assist them to prepare for and obtain work that is consistent with their abilities, strengths, priorities, and capabilities. These services include, but are not limited to, the following: job placement and retention, vocational training, and assistive technologies.

Walk-In Procedures

DVR consumers usually proceed to the 2nd floor immediately after entering the One-Stop and checking in with security. They should have their social security card, photo ID, and documentation verifying DVR eligibility.

If a consumer self-identifies as someone eligible for DVR services on the 1st floor, they should be referred to the 2nd floor, where they will speak with a DVR counselor to determine eligibility. The DVR Counselor will inform the potential consumer about eligibility requirements, including:

- Documentation requirements
- SSI/SSD (copy of award letter)

There is a 60-day time frame to determine eligibility. Once eligibility is determined, career counseling can commence.

One-Stop customers can be referred to DVRS in the following situations:

- The customer reports having a disability (or disabling condition) that has been a barrier to getting or keeping employment;
- The customer is receiving Social Security (SSI or SSDI) benefits;
• The customer has an obvious impairment observed by the One-Stop representative, e.g. the individual is using a wheelchair or similar device for mobility, or has obvious hearing loss or other communication impairment.

If any of these situations exist, the customer should be apprised of DVRS and directed to the second floor to receive further information regarding the agency and its services.

For further information, please reach out to:
Nela Blanco at Nela.Blanco@dol.nj.gov (973) 648-3494
Division of Employment Services

The Division of Employment Services is the State employment agency which provides what is often referred to as “core services” to all eligible customers. This includes services like job preparation, tuition waiver, and placement services.

Customers are encouraged to use Jobs4Jersey.com, the State’s employment website for jobseekers. Through the site, customers can create resumes, receive customized openings for jobs in their area, and access other resources. Job-seekers may also sign up for Jersey Job Club on the site, which pairs them with an Employment Counselor.

Job search workshops

- Covers key points for writing resumes, interview preparation, and internet for job search.)
- Interviewing and Internet Navigation workshops are required for Unemployment benefits recipients in attending Reemployment Eligibility Assessment and PROS workshops only, which will be further explained in the Unemployment section.
- During RO, customers are told about workshops. They can sign up for Jersey Jobs Club, which is a requirement before being assigned a counselor and receiving guided resume and job search assistance.
- Job Readiness Workshops are held Mondays at 10:30am.

Tuition waiver

- This service is only open to people that are unemployed.
- Mandatory tuition waiver workshops are offered approximately one month before the academic semester. The student must be pursuing a 2 or 4 year degree at an institution where they have been accepted. They must have a letter of acceptance and be pursuing a degree in an in-demand field.
- In order to attend a tuition waiver workshop, interested customers must send an email of interest to ES Manager Morris Murray at NewarkTuitionWaivers@dol.state.nj.us. He will then respond giving further information.
• The customer should alert the institution of their plans for using a tuition waiver. The student is responsible for adhering to the school’s rules and regulations.

• Anytime a customer is denied a tuition waiver, a training grant or Adult Basic Training, the customer has a right to appeal that decision. The appeal process for the particular denial must be followed. When a customer is denied a tuition waiver, the counselor must complete all necessary documentation in OSOS. Any information that is not part of the OSOS record, must be in the customer folder so that if the customer appeals, all necessary information can be sent to Catherine Starghill’s office. A customer is never given a denial without an assessment and a counseling statement explaining the reasons for the denial.

• A customer must be in good standing at the school they are attending to continue receiving waivers. For most programs a GPA of 2.0 is considered good standing. An exception to the 2.0 requirement is a degree in education, where a student needs a 2.75 GPA to be accepted into a degree program leading to a position as a certified & licensed NJ teacher.

For further information, please reach out to:

Mary Harris, Jersey Job Club Leader, mary.harris@dol.state.nj.us (973) 648-4637

Veterans

• Veterans receive a form issued by the State derived from Federal Law.

• Veterans may be directed to a Veteran Rep after being identified as a Veteran during mandatory orientation BUT should be encouraged to a Veterans’ Rep as soon as they enter the One-Stop.

• There is a sign-up sheet at the triage area where walk-ins can be seen on a first come, first served basis (appointments may also be made).

*For more information regarding disability (non-service connected related) please contact Eddie Aikens at eddie.aikens@dol.state.nj.us (973) 648-6252
**Newark WORKS**

**Newark WORKS** is the City of Newark’s employment and training agency. Funded by WIA (Workforce Investment Act) and its replacement WIOA (Workforce Innovation and Opportunity Act), the agency has staff at 990 Broad Street, 1008 Broad Street, and 500 Broad Street.

I. Training programs
   a. Training programs can be found on the eligible training provider list, available on njtrainingsystems.org.
   b. Customers who do not have a high school diploma or equivalent will be directed to programs where they can earn their High School Equivalency (HSE), formerly called the GED.
   c. Customers who did not score high enough on the TABE to qualify for training programs may enroll in Adult Basic Education (ABE) classes taught by Alleshka Velez-Torres and Alexis Hernandez.

For customers solely seeking placement services:

- Intake specialists gather basic information on the client before assigning them to a Job developer.
- Customers must attend RO and subsequently be entered into the AOSOS system.
- They are primarily served at Newark Career Training Center at 1008 Broad Street.
- TABE testing is not required for placement services.

For customers seeking vocational training:

- Customer must attend Reemployment Orientation.
• Customers without an Associates’ or higher degree must sign up for the TABE at front desk or after orientation.

• Counselors will get in contact with customers within 2 weeks of orientation. Customers should be told that if they do not hear anything within 2 weeks, that they should call back.

Test for Adult Basic Education

• The TABE is a requirement for customers seeking vocational training. It tests the reading and math level of the customer and determines their eligibility for certain training programs. Typically, customers need to score at least at an 8th grade level in reading and math to qualify for many programs.

• Customers who have at least an Associates’ degree are exempt from taking the exam. They must provide a copy of their degree or transcript indicating graduated status along with a TABE exemption form, available at the front desk.

• Customers are given a preparation packet and classes are available to prepare customers for the test. If they do not pass the test, they can take refresher courses taught by Alleshka Velez-Torres, Alexis Hernandez, or Towanna Campbell.

For further questions regarding the TABE, please speak with Sweet Nieves, TABE test administrator, at Nievess@ci.newark.nj.us (973) 733-3595
Newark Career Training Center

**Intake:** Clients visit the Career training center via referrals from City Hall or the One-Stop, social media announcements from various City officials, or by walking in. Appointments are not necessary to obtain information.

**Reentry**

If clients are part of the Re-entry population, they undergo a general assessment from intake specialists where barriers like getting government identification, job history, or welfare are identified and addressed. They then are paired with a case manager, attend orientation, prepare for and take the TABE, then work with a job developer for job training or placement.

Note: The TABE test is generally assigned automatically to determine the math and reading level of clients. If clients are not interested in job training, the TABE is not required.

**Placement**

Similar to the Re-entry intake process, customers seeking job placement or training are served by an Intake specialist who then assigns clients to Orientation, sets an appointment for the TABE (if interested in job training), and then pairs the client with a job developer.

**Additional Programs**

**Bridges** - assists re-entry population with obtaining government identification. They come in every Wednesday. Walk ins are welcome and served on a first-come, first-served basis.

**Project Hope** - assists re-entry population with life skills/soft skills Mondays-Thursdays at the Career Training Center.

Please direct questions to Ivelise Deleon, Front desk receptionist (973) 878-9904
Newark WORKS-Youth One-Stop

The Newark Youth One-Stop serves in-school and out-of-school Youth ages 14-21. Youth are either referred to the Youth One-Stop via third party organizations, the One-Stop at 990, or their school.

**Entry**

- Client Comes in and signs in on the sign in sheet
- Then client is asked about the nature of their visit
- If they come in for a Summer Application, they will be asked to provide a report card with at least a 2.5 G.P.A to qualify.
- Once they get the application, they must return to bring back proper documentation in order to be certified

**Required documents for the City:**

- Birth Certificate, Social Security Card, Proof of Address (Current PSE&G Bill, Phone Bill) and working papers that were stamped by the Board Of Education if they are under 18

**Required documents for WIA:**

- Fill out Youth intake form
- If client wants to enroll in a Vocational Skills Program they will have to bring back the following documents:
  - Birth Certificate, Social Security Card, Proof of Address (Current PSE&G Bill, Phone Bill) working papers stamped by the board if they are under 18, Proof Of Income, Letter Stating that they reside at their location with free room and board
- Once they bring the proper documentation back they will sit with a Counselor to be certified and then they will start their programs.

In the event that a customer is looking for employment, Youth counselors would sit with the client and reach out to available job leads. They will then be referred to the Job Development Unit at the Newark Career Training Center.
Other programs:

**Summer Youth Employment Program**

The City of Newark’s largest Youth Employment Program matches over 2,000 young adults with jobs in the City of Newark. Young adults age 16-21 must first register with the Youth One-Stop and provide necessary documentation in order to be enrolled.

**The Newark College Internship Program**

The program is available to help college students obtain meaningful work experience. This program is an integral part of the City’s aggressive and continuous campaign to assist the Newark college population in their efforts to obtain employment. NCIP works with employers to identify their workforce needs and matches students whose interest and education are aligned with employers’ needs. Priority will be given to those employers that provide 8-week summer internships in local job growth sectors as identified in the Newark Master Plan.

For more information, please reach out to:
Sonya Williams, Coordinator of WIA Youth Services, williamso@ci.newark.nj.us
Phone: (973) 273-6052
Newark Workforce Development Board

The Newark Workforce Development Board (NWDB) is a non-profit organization whose mission is develop and implement policies that succeed in matching the needs of employers of having a well-trained workforce with the needs of job seekers who can attain and retain employment that leads to economic self-sufficiency. To that end, the Newark Workforce Development Board will generate policies that facilitate the linking of the Newark One-Stop with private business systems of economic development, workforce development, educational development, and social welfare development.

- Oversees WIA and WIOA funds by driving investments based on industry needs
- Sets the strategic direction of Newark’s One-Stop System
- Creates forums for analyzing and discussing critical workforce issues to determine the best implementation strategies
- Partners with State and Local elected officials to ensure NWDB efforts are aligned with City goals
- Conducts labor market analysis to better assess labor demand and to advocate for employer and job-seeker needs
- Increases system accountability
- Liaises with local businesses through the Business Services Specialist

For further information, please reach out to:
DaVetta Lane, Chief Operations Officer: laned@ci.newark.nj.us (973) 424-4016
Self-Service

For programs: Customers indicate at triage that they will like to access the self service area for computer, copier, or fax use. They are sent to the back area where they are directed by a Customer Service Associate or security officer to appropriate computer/Room while also being signed up on sign in sheet.

- Computers
  - Customers may use the printers for job search, applications, and resume building. As an additional tool, there is a binder that provides step by step instructions on building a resume through Microsoft Word
  - Customers can only use the computers for 1 hour (more time may be allotted, depending)
- Printing
  - Printing is limited to 10 copies
- Fax
Unemployment Insurance

Any individual, regardless of where they live in the State, may file an unemployment claim at the NOSCC. Claims may be filed over any phone or online using the link http://www.njuifile.net/. Customers who either do not have access to a phone or would prefer to use the One-Stop phones may do so. These phones are equipped to only contact the call centers and cut off if the call volume is exceptionally high at the call center.

Reemployment and Eligibility Assessment

Customers are randomly selected through the Unemployment Insurance Profiling System. Based on certain criteria, it is determined attendees are less likely to exhaust their unemployment claim. The US Department of Labor has created this program to assist benefits recipients in getting back to work as soon as possible.

Attendance is mandatory in order to continue to receive benefits.

In order to remain compliant, recipients must:

- Attend Orientation to learn more about One-Stop services and state and local labor market information.
- Participate in an in person one-on-one session with interviewer to complete UI eligibility assessment and individual work search plan.
- They may participate in a second one-on-one session by telephone to complete their UI eligibility assessment, their individual work search plan and receive labor market information.

PROS

Customers are randomly selected through the Unemployment Insurance Profiling System. Based on selection criteria, it is determined that PROS attendees are most likely to exhaust their unemployment claim.

BC-5 Form

Many customers are sent to the NOSCC to get a BC-5 form. Usually they are sent by a hospital or other agency. This is a form validating that the customer is
ineligible to receive Unemployment benefits and therefore qualified to receive other benefits the agency or organization may provide.

Not to be confused with an income verification form, the BC-5 form is specifically for customers who have been denied Unemployment benefits. Customers who have never filed an Unemployment claim must first attempt to file a claim, be denied, and then have the verification of denial printed- which is the BC-5.

For further information, please direct questions to:

Jenniefer Alberti, Supervisor, Jenniefer.alberti@dol.state.nj.us (973)-693-5664
**Work First New Jersey**

The state's welfare reform program, Work First NJ, emphasizes work as the first step toward building a new life and a brighter future. Their goal is to help people get off welfare, secure employment and become self-sufficient, through job training, education and work activities.

WFNJ provides temporary cash assistance and many other support services to families through the *Temporary Assistance for Needy Families (TANF)* program.

New Jersey is one of only a few states that also provides cash benefits and support services to individuals and couples with no dependent children, through the General Assistance (GA) program.

Services under WFNJ are limited to five years. After that, clients may be eligible for the Supportive Assistance to Individuals and Families (SAIF) program.

Before Work First New Jersey customers receive their benefits (namely bus cards), they have to conduct a 28-day job search as mandated by state regulations. After 28 days of documented job search without gaining employment, customers then register as a NOSCC customer. General Assistance-28/Medicaid/Food stamps recipients usually have a pink letter outlining their benefits.

Temporary Assistance for Needy Families (TANF) clients are registered and primarily served at the Essex County office on 18 Rector Street.

Customers are referred from the County office to the East Orange Office prior to being given the opportunity to enroll into any activities and once they’re eligible they may be referred to Curtia Orr for further assistance.

Clients come into the One-Stop on a monthly basis for the Comprehensive Social Assessment (CSA). These days experience the highest volume of customers at the One-Stop.
The Bus card unit is at the office at South Clinton street (only for Newark GA recipients). Customers come to the Newark One-Stop during the last week of the month to receive new monthly passes.

Questions regarding the Supportive Assistance to Individuals and Families (SAIF) program should be directed to Ann Cornelius at Anndalyn.cornelius@dol.state.nj.us (973) 648-3734

Work First New Jersey questions should be directed to: Curtia Orr, Career Advisor TANF, orrc@ci.newark.nj.us (973) 733-4792