



Greater Lincoln Partner Forum Meeting Minutes
 Monday, August 15th, 2022, 11:00- 12:30 pm

Vision

Empowering Nebraskans to achieve economic independence and thrive in work and life in partnership with local employers.

- **Introduction**-Presented by Ronesha Love, One-Stop Operator
- **Welcome**-reviewed agenda
- **Review Secret shopper reports: the chart below compares PY 20-21 and PY 21-22. The AJC program year runs July to June.**

Service reviewed	PY 20-21	PY 21-22
Process for Receiving Services	29%	87%
Referral Services	38%	75%
Informational about Resources	31%	80%
Staff Knowledgeable Responses to Questions	43%	94%
Positive Overall Atmosphere	21%	92%

- **AJC Staffing Updates**
 - Well wishes: Sally was our new part-time resource room navigator; however, due to personal reasons her last day was 7/28/2022.
 - Welcomes:
 - We are currently hiring for a part-time Resource Room Navigator.
- **Greater Lincoln American Job Center updates**
 - **Health Care Association of Nebraska-twice a month**
 - We will have a representative here to assist with applying for market place health insurance, Medicaid, SNAP and TANF.
 - **Outreach at Walt Branch Library**
 - We started outreach at Walt Branch Library located on south 14th near Southwest high school and can assist with the same services offered in office such as resume, cover letters, apply for unemployment and other resources to assist with employment barriers.
 - **Spot Light employer/Hot Job list**
 - On our website you can now view our spotlight employment and their current openings. The spotlight employer will also be listed on our weekly hot jobs list.

- **First Financial session**
 - 8/29/22 starting at 10:00 we will host a financial literacy session over goal setting and budgeting.
- **Partner meet and greet**
 - The partner meet and greet went well. We are looking to continue to do this quarterly to allow all team mates to attend as well as look at offering it at different locations.
- **Scheduled computer times**
 - Still working on improving this function
 - Additional partners added/ reserving conference room for outreach
- **Customer Service Satisfaction Survey Summary**
 - 25 Customer Service Satisfaction Surveys completed for July
 - For July we received a 99% for satisfaction rate which brings us to an 99% overall satisfaction rate year-to-date.
 - We have updated our surveys so now customers can choose a staff member they worked with when they complete their surveys.
 - Comments and feedback:
 - *“David was a very big help in filling out my claim and answered all my questions.”*
 - *“David helped out and did a great job.”*
 - *“David has been helping me for the past few weeks and has done an excellent job with helping me.”*
- **July- we updated how we track customers. We now use Waitwhile, which is also have customers are able to reserve computer time in our resource room. We are still working out the process but should have it completed soon.**
 - Busiest days of the week are Tuesdays and Wednesday, next would-be Thursday, Friday then Monday.
 - Busiest hours 10:00 am to 1:00 pm.
 - July, we had 430 unique individuals come into the AJC; with 459 different reasons for visiting the AJC.
 - Assistance needed included: assistance with job search services, WIOA, veterans’ services, partner programs and unemployment claims.
- **AJC and partners referrals made for July 2022**
 - **We’re still working with Andisites to improve our referral process through the AJC site.** I am waiting to hear back from two agencies to confirm referral email address.
 - **Referrals made by AJC staff**
 - WIOA-11
 - Ticket to Work-2
 - Asian community Center- 1
- **One Stop Operator Contract Performance**

- We are currently meeting all measures (Partner Forums, Walk-in Events, Monthly Communication to Partners, Monthly Job Fairs and Hiring event, and Customer satisfaction surveys). Are hope is to continue to meet these measures for the PY22-23.
- **August 2022, events**
 - 8/4/22 & 8/18/22- Outreach at Bennett-Martin Library
 - 8/8/2022 & 8/22/22 12:30-2:30p- Outreach at Walt Branch Library
 - 8/11/22 & 8/25/22- 10:00-12:00p- Health Care Association of Nebraska outreach
 - 8/15/22, 10:00-1:00p- Walk-in hiring event with Lincoln Industries
 - 8/15/22, 10:00-1:00p- VITA services
 - 8/29/22, 11:00-12:00p- Lancaster County Health Department Medicaid and Marketplace Outreach.
 - 8/31/22, 1:00p-2:00p, Lincoln Literacy-AJC is a site for their basic math and reading course
- **Partner spotlight: David Kamran, Southeast Community College- Continuing education. Contact 402-323-5549 or dkamran@southeast.edu.**

Mission of Workforce Solutions:

- transform individuals, organizations and economies through accessible career development and educational opportunities
- The offer many different career pathways. David reviewed a few that he believed would be good for the partners in the group to inform the clients they work with.
 - **Forklift Driver:** training last for a day, the total cost is \$99 and this will lead to immediate employment.
 - Many customers of the AJC have gained employment taking this course.
 - **Truck drivers/CDL training:** 8-16 weeks long, cost \$1200, CDL test included in at the end of class, leads to immediate employment.
 - Job fair is offered during class to learn more about the businesses.
 - **Fiber Optics Bootcamp:** 5 days long, cost \$2200, leads to immediate employment.
 - Student learn about broadband internet and this area of employment is in high demand, and on H3 list.
 - **Coding bootcamps:** 18-26 weeks long, cost \$4000-5500, leads to immediate employment.
- David- stated they do offer other trainings that offer a new trade but may not lead to immediate employment.
 - **Basic Welding:** 8 weeks, \$300 (does not include welding gear)
 - **Basic Precision Machining:** 8 weeks, \$169, 3 hr sessions/ 1 session per week.

- Funding: GAP assistance program: provides need-based financial support for tuition and other eligible class materials such as books, supplies and tools/equipment contact Heather Bloomquist for information. 402-323-3394 or hbloomquist@southeast.edu.
 - Credit trainings- certificate, diploma or degree are also offered under business, culinary, healthcare, precision machining, welding other trainings can be found on the Eligible training provider list on the NEWorks website. They last 16 weeks to 2 years and will lead to employment with jobs that are in demand.
 - Noted Proteus could also help with paying for classes
 - Q: is a learner's permit required for CDL?
 - A: It used to be required before attending class. However, this has changed and the first part of the CDL class is lecture. During this time the instructors will go over what is needed and how to obtain a permit. Students will have 4 weeks to gain the permit before the lab portion of class begins. Students must have their permit before the lab begins.
 - **Partner updates:**
 - Amelia with UI- UI is hiring for adjudicators, field specialist, and other unemployment positions.
 - Jeremiah with Equus- they hired a new Business Service Representative. Once they are trained, the BSR will start coming to the American Job Center.
 - **Next meetings:** Will return to the 3rd Monday of the month 11:00 am to 12:20 pm. Ronesha will send Zoom meeting invites:
 - 9/19/22
 - 10/17/22
 - 11/21/22
 - **Next step:** Partner Spotlight for upcoming months
 - October Partner Spotlight
 - Amy Ortega-Bryan, Nebraska VR
- **Still looking for a speaker in September, please let Ronesha know if you are interested.
- **Meeting Adjournment:** Thank you!