



Greater Lincoln Partner Forum Meeting Minutes
Monday, July 18th, 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
- **AJC Staffing Updates**
 - Well wishes:
 - Lisa Dickey: Lisa is the Outreach Specialist and her last day with us was on 7/15/22.
 - Welcomes:
 - We have had two interns from the WIOA (Title 1B) program, they have been a great asset to our resource room.
- **Greater Lincoln American Job Center updates**
 - **Workshops**
 - AJC staff are currently creating workshops to offer in the Resource Room. Topic to begin with will be: How to create and navigate emails, how to create an account and navigate NE works, Local Resources and Choosing a Career.
 - **Upcoming July events**
 - 7/7/22 & 7/21/22- Outreach at Bennett-Martin Library
 - 7/18/22, 10:00-1:00p- VITA services
 - 7/26/22, 10:00-1:00p- Walk-in hiring event with Americom Communications
 - 7/26/22, 11:00-12:00p- Lancaster County Health Department Medicaid and Marketplace Outreach.
 - **Library Outreach**
 - We are still completing outreach every first and third Thursday.
 - **Appointments for the AJC**
 - Waitwhile demo for partners-Located on the AJC website can be used for job seekers, employers, and partners to scheduled appointments with AJC staff, use the AJC or reserve a computer.
 - **Saunders County locations**
 - AJC staff will be going to Ashland and Wahoo once a month.
 - Wahoo- first Wednesday from 10:00a-3:00p
 - Ashland- second Thursday from 10:00a-3:00p
- **Customer Service Satisfaction Survey Summary**
 - 10 Customer Service Satisfaction Surveys completed for May
 - For June we received a 98% for satisfaction rate which brings us to an 88.3% overall satisfaction rate year-to-date.
 -

- Comments and feedback:
 - *“Not much to say besides they are kind and helpful.”*
 - *“To be honest, I had no idea what this was about before I met with the office today as my employer initiated the process I worked with Dasia Hirsch.”*
 - *“David was very quick and helpful. He also reassured me that I was filing out my weekly claim correctly.”*
 - ***We did have one additional job seeker complete a survey; however, they completed an employer survey instead of a job seeker survey.***
 - ***Resource Room staff will now have goals each month to ensure surveys are being completed each month***

- **June 2022 VOS Greeter by Day- The VOS Greeter was down at the end of the month due to complications with NE Works, numbers do not fully reflect customers who received help from the AJC.**
 - Busiest days of the week are Tuesdays and Wednesday, next would-be Fridays, Thursdays then Monday.
 - Busiest hours 10:00 am to 1:00 pm.
 - May, we had 347 unique individuals come into the AJC; with 480 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 January 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-39
 - Ticket to Work-2

- **One Stop Operator Contract Performance**
 - Partner forums and walk-in events: We have met performance through quarters one, two, three and four. We ended with 100% for Partner forums and 150% for Walk-in events.
 - Monthly communication to partners: did not meet performance during quarter one but received guidance from the board and met in quarter two, three and four. We ended with a 75%
 - Monthly job fair and hiring events: struggled in December 2021; however, this was made up in quarter three and four. We ended with a 175%.
 - Customer Satisfaction Surveys: December 2021 and January 2022: struggled on meeting this goal; did make an attempt to improve the overall score; however, we did not meet this goal as we needed a 92% and received and 88.3%.
 - ACJ Operations Manual: met this performance and will continue to work on updating as needed.

- Secret Shopper: We have received results for March, April, May and June. Results will be received in August, but we did get a comparison for the PY20-21 and PY 21-22 and there was a 90% increase.

- **May 2022, events**
 - **6/6/22, 10:00-1:00p:** Walk-in hiring event- Allied Universal
 - **6/7/22, 10:00-1:00p:** Walk-in hiring event- Supreme Spa and Pool
 - **6/13/22, 11:00-12:00p:** Guest Speaker: Community Action
 - **6/16/22, 10:00a-12:00p:** Outreach at Bennett-Martin Library
 - **6/16/22, Dress for success day:** 11:00-1:00p at Goodwill on 4555 Vine Street
 - **6/21/22, 11:00-1:00p: National Selfie Day:** Offering Professional Photos
 - **6/27/22:, 10:00-1:00p** Outreach Services- VITA free tax preparation
 - **6/28/22, 10:00-12:00p :** Outreach Services- Lancaster County Health Dept. Medicaid and Market Place information

- **Partner spotlight: Lee Kreimer with the Asian Community and Cultural Center**
 - **Career Ladder- Lee noted that she still helps to manager this program, but she is stepping down and Joy Oyebefun will be helping in full-time capacity.**
 - Career Ladder consists of a coalition of nonprofit organizations (Asian Community and Cultural center, Leadership Tomorrow, Catholic Social Services, Lincoln Commission on Human Rights, and Lutheran Family Services that work together to provide these services to skilled immigrants and refugee professionals across Nebraska. The Asian Community and Cultural Center act as the Program manager for the program.
 - The goal of Career Ladder is to help provide meaningful employment, increase self-sufficiency, offer digital resources and a professional network to skilled immigrants and professional refugees to foster economic opportunity and dignity through work.
 - Current career pathways that are offered are nursing, accounting, education, law, engineering and they are working on other healthcare such as doctor or pharmacists.
 - Once a client is in the program, they are given case management by one of the partner agencies which is tailored to the job seekers needs. Services can include:
 - Working toward the ESL level required for their career goal
 - Enrollment into ESL classes
 - Obtain a degree translation
 - Obtain a degree evaluation (to see what other courses would be needed to use their degree in the United States).
 - Enroll in continuing education
 - Apply for Financial Aid
 - Register for the certification exam
 - Obtain Certification
 - Register for license exam
 - Obtain license

- Gain on-the-job training (hoping to partner with other agencies to meet this goal)
 - Secure employment
 - Receive short term career mentorship
 - Participate in civic engagement.
 - Referrals can be made to connect build, social networks employers, agencies, government institutions, licensing departments and university admissions.
 - For more information you can contact Lee Kreimer at
 - **Partner updates:**
 - Dawn- NDOL: Lisa Dickey has joined her teams as the Business Service Representative and job seeker outreach. Also, new hire Christine will be the UI representative in the American Job center but is currently training.
 - Lincoln Housing Authority: Hiring for an office assistant, housing support and maintenance; no updates at this time.
 - Lincoln Literacy- currently on a short break from classes but are preparing for the new Fall schedule. Currently doing interviews for the C.N.A prep course.
 - Amber- WIOA hiring for youth outreach coordinator- hoping to hire someone who has enthusiasm with working with youth.
 - Cristina-SCC summer ESL classes started last week. Next month they will start onboarding for ESL classes starting in Oct. They are doing distant learning right now for GED classes every month ongoing. Integrated education training for C.N.A will begin in fall which will offer assistance including use of technology.
 - Amelia- UI system was down from June 22-July 2, where claims could not be filed. They have been working on getting caught up and believe they have gotten the majority of them processed from that time period. Also, UI is hiring for adjudicators, field specialist, and other unemployment positions.
 - Clifton- Job Corps centers will continue to bring students aboard and are close to being in normal operations. Centers will continue to implement COVID precautions as warranted by local health departments.
 - **Next meetings:** Will return to the 3rd Monday of the month 11:00 am to 12:20 pm. Ronesha will send Zoom meeting invites:
 - 8/15/22
 - 9/19/22
 - 10/17/22
 - **Next step:** Partner Spotlight for upcoming months
 - August Partner Spotlight
 - David Kamran, SCC Continuing Education
 - 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!