



Greater Lincoln Partner Forum Meeting Minutes
Monday, November 21, 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**
 - Welcomes:**
 - Deana Bowersmith started as a resource room navigator on 10/24/2022.
 - Goings:**
 - None at this time!

- **Greater Lincoln American Job Center updates**
 - **YWCA Community Fair**
 - Amber and Ronesha attended. Many families joined and we were able to make connections with other agencies for hiring and community walk-in events at the American Job Center.
 - **2- hour reservation for computers**
 - At check-in, customers will be given a code to enter into the computer that will allow them to access the desktop. Once the code is entered there will be a timer at the top of the screen to count down the time left in the session. Exceptions will be made for those coming to complete their food handler's permit and initial unemployment claims
 - **Increasing surveys**
 - We are working to increase the surveys received for the AJC, we have implemented a friendly competition with staff members to help. So far in November we have 36 completed, which is the most so far this year!
 - **Partner Meet and Greet 12/6/22, 9:00-11:00a at the Lincoln Partnership for Economic Development**
 - Any staff member available to attend our partner meeting and greet on 12/6/22, please join. This allows individuals who are unable to attend the monthly partner meeting to meet with other partners and learn about their services to make a more direct referral.
 - **12 days of Partners**
 - We will be spotlighting our partners of the American Job Center December 1-16, this will be sent in our newsletter as well as featured on our events calendar.
 - **Open house at the new AJC! 2/15/23 at 5:30p**

- The countdown is coming until we move into our new center officially on 1/11/2023. We will have an open house for our partners on 2/15/23 at 5:30pm.
- **Customer Service Satisfaction Survey Summary**
 - 17 Customer Service Satisfaction Surveys completed for October
 - For October we received a 100% for satisfaction rate which brings us to an 99% overall satisfaction rate year-to-date.
 - Still working to increase the number of surveys received each month.
- **October traffic via Waitwhile**
 - Busiest days of the week for October were Mondays and Tuesdays. Followed by Wednesdays, Thursdays, and Fridays.
 - The busiest hours are still 10:00 am to 1:00 pm.
 - October, we had 406 unique individuals come into the AJC; with 607 different reasons for visiting the AJC. When reviewing the number of customers through the VOS greeter on Ne Works we realized it was counting the number of reasons for visit instead of the unique individuals. We are working with NDOL to see if this can be adjusted and if it cannot be we will be creating a new way to track customers.
 - Assistance needed included: assistance with job search services, Partner Programs, Employer services, WIOA services and unemployment services.
- **AJC and partners referrals made for August 2022**
 - **Referrals made by AJC staff**
 - Adult, DW and YESS-19
 - Centro De Las Americas-1
 - Nation Able-5
 - Center for People in Need-2
 - Lutheran Family Services-1
 - **Referrals made through NE Works**
 - DVOP-2
 - Supportive Services-46
 - Vocation Rehabilitation Services-2
 - WIOA Services-4
- **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). We have been in contact with Wichita State for our secret shopper to begin in February after we have moved into our new building.
- **November 2022, events**
 - 11/3/22, 10:00-1:00p- Hiring event: Speidell Monuments
 - 11/22/22- Hiring event: Instinct Pet Food
 - 11/21/22, 10:00-1:00p- Hiring event: St. Monica's

- 11/3/22 - Outreach at Bennett-Martin Library
- 11/9, & 11/30- Hiring event: Allied One Source
- 11/28/22 -12:30-2:30p- Outreach at Walt Branch Library
- 11/28/22- Recognize small business Saturday with a walk-in event with SourceLink Nebraska.
- 11/28/22- Community Action Financial Literacy presentation
- VA-every Tuesday and every other Thursday
- **Community spotlight: Job Outfitters and The Bridge Behavioral Health**
 - Job outfitters: offer \$20 vouchers three times per year. Once for interview coming and twice for employment clothing. These vouchers can be used at Goodwill to help select the clothing needed. Visit them on Monday- Wednesday 1:00-2:00p at the Goodwill on 1731 O Street or Thursday and Friday 1:00-2:00p at the YWCA. Questions? Call 402-434-3494.
 - The Bridge Behavioral Health: As many may have seen on the news, they are no longer working with LPD for Civil Protective Custody (also referred to as 'detox'). However, they are still offering detoxification and withdrawal services. As well as respite services. Recommended individuals looking for assistance call before going; however, they will try to work with you if you come in as a walk-in.
- **Partner updates:**
 - Richard with UI- UI is entering their seasonal period which is November- March 2023. The weather has been nicer and as it remains many seasonal workers continue to work outside; however, during this time frame this is when they will see an increase in the number of UI applications.
 - UI has some updated requirements for UI recipients: They must maintain an updated and active resume online. If their resume goes off-line or is not active, they would be disqualified for UI payment.
 - Also, it's important to remember that claims must be submitted weekly to be reviewed for eligibility of payment. If a weekly claim is missed there's a possibility, they will not qualify and will not get paid. The chances of an exception being approved are less likely so it's good for claimants to get the claim in on time.
 - UI is now offering a call back feature for individuals who do not want to wait on the phone or have been hung up on. This feature allows their place to be held and will give them a call back once their turn comes in the digital placement.
 - With seasonal workers: with an expected return date, should they create a resume or continue job search? Typically, seasonal workers are exempt from job searching or completing a resume. It's important the seasonal workers understand the letter they turn in should match what the employer has sent down and gives an exact date of return. If the date on their letter does not match what the employer has indicated, or there is not an exact date given by the employer, the system could read this as the recipient is

unattached to the employer and would be required to job search. In good practice, encourage the recipient to do the job search and work with reemployment services for additional health in securing their career. If they do not want to they should be in contact with UI to ensure they have everything needed for them to receive without the job search requirement.

- Dawn with NDOL Wagner Peyser: NDOL is hosting a virtual health care summit workforce workshop for employers in the healthcare field to discuss the issues they are facing with barriers for skilled workers. This is in partnership with TANF.
- Cristina with SCC: SCC continues to offer their ABE classes. Right now, they are completing orientation and onboarding for ESL and GED courses to begin in January. They are also starting orientation for individuals interested in taking the GED/CAN combined course which will start January 9th. Orientation will be in December. Tuition, books, and scrubs are covered for this class. They have seen success in their program with three individuals receiving their GED, which may not have received it otherwise.
- Amber: The Adult and Dislocated worker program is still hiring for a career planner (case manager). YESS program will be partnering with the Bay to form a partnership for youth in a GAP due to being unsure what they want to do in their career. With this partnership the YESS program and the Bay will be working to help youth get a certificate if needed for their program of interest and placing them in an internship with a local employer.

Next meetings: send Zoom meeting invites:

- 12/19/22

- **Next step:** Partner Spotlight for upcoming months

December: Carrie Kurzak with Lincoln Housing Authority

- ACJ will be closed November 24th, 25th and December 26th.

- **Meeting Adjournment:** Thank you!