



Greater Lincoln Partner Forum Meeting Minutes
Monday, January 23rd, 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:**
 - None at this time, pending a hire for Amber's team in January.
 - Goings:**
 - None at this time!

- **Greater Lincoln American Job Center updates**
 - **New location and hours**
 - We moved in our new building on 2/11/23, so far we have heard positive feedback from our customers.
 - **VITA-free tax services 1/30/23 10:00a-1:00p**
 - VITA will be offering free tax service in our office beginning 1/30/2023 through the tax season, ending 4/10/23 by appointment only.
 - **Open house for partners at the new AJC! 2/16/23 at 5:30p**
 - Please join us if you can on 2/16/23 for our open house. We will be doing tour of our new facility.
 - **Business Services Representatives**
 - I would like to start adding all BSRs to our hiring events, as well as meeting with them to discuss the businesses we are working with.

- **Customer Service Satisfaction Survey Summary**
 - 37 Customer Service Satisfaction Surveys completed for December.
 - We received a 94.86% satisfaction rate which brings us to an 98% overall satisfaction rate year-to-date.

- **October traffic via Waitwhile**
 - Busiest days of the week for December were Mondays and Tuesdays. Followed by Wednesdays, Thursdays, and Fridays.
 - The busiest hours are still 10:00 am to 1:00 pm.
 - December, we had 499 unique individuals come into the AJC; with 723 different reasons for visiting the AJC. I will be working on new ways to track unique individuals as there will not be an option to do this on the VOS greeter to break them down by time of day and days of the week.

- 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-28
 - Center for Latino Americans- 1
 - Center for People in need-4
 - **Referrals made through NE Works**
 - DVOP-4
 - Supportive Services-68
 - Reentry Services-5
 - WIOA Services-5
- **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.
- **December 2022, events**
 - 1/11/23: New location opens
 - 1/17/23: Hiring Event: Mosaic
 - 1/19/23: Hiring Event: Service Master
 - 1/23/23: Hiring Event: Dial Senior Care
 - 1/25/23: Hiring Event: Bryan Health
 - 1/26/23: Hiring Event: Allied One source
 - 1/30/23: Walk-in Event: VITA free tax services
 - 1/5/23: Outreach Bennett Martin Library
- **Partner updates:**
 - Amy with Nebraska VR- their main office that is currently located in the Center for People in Need is moving to 84th and O Street. This will be completed in August but the main office will close in May.
 - Dawn with NDOL- is now co-locating in the new AJC office.
 - Amela with Unemployment- UI has been very busy. They are currently working on escalating claims that have been open longer than 21 days. If claimers are not attached to their employer they will have to job search. Transitional claims (needing to resubmit an initial claim) there is a waiting week but UI will try to get to them as soon as they can.

Jennifer with Proteus- Proteus just received an USDA grant that will help with covid stimulus for farm workers. This will be a one-time payment of \$600.

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Next meetings: send Zoom meeting invites:

- 2/27/2023 at 11:00 am

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

February and ongoing: We have had all partners speak if you know of an agency our group can benefit from please let me know and I will see if they are interested in being our speaker for the month.

- ACJ will be closed February 20th.
- **Meeting Adjournment:** Thank you!