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# Re-Imagining the Future: Beyond Workforce Consolidation

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New Jersey State Employment  
and Training Commission

2004 One-Stop  
Conference

December 14 and 15, 2004  
Trump Plaza  
Atlantic City, NJ

**New Jersey State Employment and Training Commission**  
**2004 One-Stop Conference**

***Re-Imagining the Future: Beyond Workforce Consolidation***

December 14 – 15, 2004  
Trump Plaza  
Atlantic City, New Jersey

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Chairman

***John J. Heldrich***

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***Virginia S. Bauer***, CEO and Secretary, New Jersey Commerce and Economic Growth Commission

***Dana W. Berry***, Executive Director, Starting Points for Children, Inc.

***Harold Burlingame***, Senior Vice President, AT&T

***Michael Cantwell***, Hamilton Square, New Jersey

***Michael Carey***, Warren, New Jersey

***Honorable Thomas D. Carver***, Commissioner, Department of Labor and Workforce Development

***Gail A. Davis***, Urban Development Manager, PSE&G

***Honorable James Davy***, Commissioner, Department of Human Services

***Nicholas Gacos***, President, Colorado Café Associates

***Henry F. Henderson***, CEO, HF Henderson Industries

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***Andrea B. Karsian***, Executive Vice President, Toresco Enterprises, Inc.

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***Frank H. Lehr***, CEO, Frank H. Lehr Associates

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***Jody Levinson***, Vice President, Health Care Systems, Johnson & Johnson

***Honorable William L. Librera***, Commissioner, Department of Education

***Rev. Msgr. William Linder***, CEO, New Community Corporation

***Honorable Robert Martin***, Senator, District 26

***Brian McAndrew***, Superintendent, Monmouth County Vocational School

***Robert A. Munyan***, Manasquan, New Jersey

***Harvey Nutter***, CEO, Greater Patterson Opportunities Industrialization Centers

***Arthur J. O'Neal***, Flemington, New Jersey

***Jeanne Oswald***, Executive Director, Commission on Higher Education

***Clifford R. Reisser***, Training Director, International Brotherhood of Electrical Workers Local 269

***Julio Sabater***, President, Universal Communication Enterprise

***Honorable Linda Stender***, Assemblywoman, District 22

***Bruce D. Stout***, Executive Director, The Violence Institute of New Jersey

***JoAnn Trezza***, Vice President, Human Resources, Arrow Group Industries, Inc.

***Carolyn Carter Wade***, President, Communication Workers of America, Local 1040

***Herbert A. Whitehouse***, Managing Attorney, Whitehouse Law Firm

**New Jersey State Employment and Training Commission**  
**2004 One-Stop Conference**

*Re-Imagining the Future: Beyond Workforce Consolidation*

**Richard J. Codey, Acting Governor**

**John J. Heldrich, Chairman**

**PARTNERS**

New Jersey Commerce and Economic Growth Commission  
**Virginia S. Bauer**, CEO and Secretary

New Jersey Commission on Higher Education  
**Jeanne M. Oswald**, Executive Director

New Jersey Department of Community Affairs  
**Susan Bass Levin**, Commissioner

New Jersey Department of Education  
**William L. Librera**, Commissioner

New Jersey Department of Human Services  
**James M. Davy**, Commissioner

New Jersey Department of Labor and Workforce Development  
**Thomas D. Carver**, Commissioner

New Jersey Juvenile Justice Commission  
**Howard L. Beyer**, Executive Director

United States Department of Labor: Employment and Training  
Administration  
**Joseph F. Stoltz**, Deputy Regional Administrator, Region 1

# **New Jersey State Employment and Training Commission**

## **2004 One-Stop Conference**

### ***Re-Imagining the Future: Beyond Workforce Consolidation***

#### **Welcome**

This Sixth Annual State Employment and Training Commission One-Stop Conference represents a genuine milestone in the evolution of New Jersey's workforce development system. As the title indicates, we need to "re-imagine" a world "beyond consolidation." Many of you may remember – we had entitled one of our past conferences "Imaging the Future." In a very real sense, the recent consolidation of workforce programs is a concrete realization of those early imaginings.

Yet, for our system to prosper and offer the workforce services needed by our fellow citizens, we cannot rest on past laurels. We must understand that the consolidation simply provides a framework for creating an integrated, vibrant and dynamic workforce development system capable of meeting the challenges of a rapidly changing labor market, as well as the increasingly complex needs of the State's citizenry.

As the breadth of panels at this conference demonstrates, the new institutions we are building require a great deal of thought as well as hard work. Integrating major components of the workforce, social services and adult educational systems under the umbrella of the One-Stop Career Center, necessitates fresh thinking about how we organize services and related functions, how we assess our outcomes, and how we ensure a high level of customer satisfaction.

At the simplest level, the workforce development system is really an attempt to match labor supply and demand. Our aspirations, however, are much higher, and what we seek to do is to ensure that individuals are able to reach their full potential and that employers are able to attain the high-skill, high-wage workforce they need to grow and compete in a global economy.

Collectively, we are engaged in a noble effort, and I thank all of you for joining us today in that effort.

Henry Plotkin  
Executive Director

# New Jersey State Employment and Training Commission

## 2004 One-Stop Conference

### *Re-Imagining the Future: Beyond Workforce Consolidation*

#### CONFERENCE AGENDA

Tuesday, December 14, 2004

TIME	ACTIVITY	LOCATION
7:30 AM – 9:00 AM	<b>REGISTRATION</b>	Atrium, 6 <sup>th</sup> Floor
	<b>CONTINENTAL BREAKFAST</b>	Atrium, 6 <sup>th</sup> Floor
7:30 AM – 5:30 PM	<b>EXHIBITS</b>	Atrium, 6 <sup>th</sup> Floor
9:00 AM – 10:30 AM	<b>PLENARY SESSION</b>	Imperial A and B
	<b>Henry Plotkin</b> , Executive Director State Employment and Training Commission	
	<b>John Risley</b> , Vice President of the Board of Chosen Freeholders Atlantic County Member, Atlantic/Cape May WIB	
	<b>Joseph F. Stoltz</b> , Deputy Regional Administrator, Region 1 United States Department of Labor: Employment and Training Administration	
	<b>Thomas D. Carver</b> , Commissioner New Jersey Department of Labor and Workforce Development	
	Audience Participation in a Questions and Answers Session Using Electronic Technology	Imperial A and B

10:30 AM – 10:45 AM

**BREAK**

Atrium, 6<sup>th</sup> Floor

10:45 AM – Noon

**CONCURRENT SESSIONS**

10:45 – Noon

December 14, 2004

Chelsea A

**Work First New Jersey (WFNJ) Clients Speak Out About Family, Work, and Welfare**

This workshop will present WFNJ findings concerning employment patterns and wage and earnings growth as well as the latest results from a longitudinal study of welfare recipients. This latest part of the study included three rounds of face-to-face interviews with a subset of families, at which time welfare recipients described a wide range of experiences as they struggle to leave welfare.

**Moderator:** **Jeanette Page-Hawkins**, Division Director  
New Jersey Department of Human Services

**Panelists:** **Dr. Robert G. Wood**, Senior Researcher  
Mathematica  
**Allison Zippay**, Professor and Associate Dean  
Rutgers University School of Social Work

10:45 – Noon

December 14, 2004

Chelsea B

**The Next SETC White Paper: A Demand-Driven Integration of the Systems of Workforce Development and Higher Education**

Under the leadership of the State Employment and Training Commission and the State Department of Labor and Workforce Development, New Jersey participated as one of six inter-agency teams in the National Governors Association Policy Academy on Workforce Development in 2003 – 2004. Our State's initial vision rapidly broadened, looking beyond consolidation, to an integrated Workforce Development/Higher Education System driven by the needs of New Jersey businesses and the State's key strategies for economic development in the global economy. Panelists will reflect on strides made in the development of New Jersey's Workforce Investment Policy for the 21<sup>st</sup> Century and in the discernment of a broader policy to integrate systems of education with the newly transformed and continual evolving workforce investment system.

**Moderator:** **Diane M. Zompa**, Deputy Executive Director  
State Employment and Training Commission

**Panelists:** **Dr. Joel Bloom**, Interim Provost  
New Jersey Institute of Technology  
**Dr. Peter Contini**, President  
Salem Community College  
**JoAnn Hammill**, Assistant Commissioner  
New Jersey Department of Labor and Workforce Development  
**Tapas Sen**, Member  
State Employment and Training Commission

### [The Next SETC White Paper – Comments from Tapas Sen](#)

10:45 – Noon

December 14, 2004

Chelsea C

#### **Vocational Schools and Their Role in Workforce Development**

The panel will present a national, state and county overview of vocational-technical education's role in preparing young people for the world of work. The panel will highlight how county vocational-technical schools are meeting that demand.

**Moderator:** **Rochelle Hendricks**, Director, Office of Vocational Technical Career and Innovative Programs  
New Jersey Department of Education

**Panelists:** **Dr. Thomas J. Bistocchi**, Superintendent  
Union County Vocational-Technical Schools  
**Dr. Brian D. McAndrew**, Superintendent  
Monmouth County Vocational School District

10:45 – Noon

December 14, 2004

Highlander A

#### **Employer Satisfaction With NJ College Graduates**

*A Blueprint for Excellence*, New Jersey's long-range plan for higher education, seeks to improve the level of employer satisfaction with student preparedness for the workforce. The Commission on Higher Education engaged the Heldrich Center for Workforce Development to complete a baseline survey of employer satisfaction against which progress will be measured through 2010. The results of that Fall 2004 survey will be the topic of this workshop.

**Moderator:** **Dr. Glenn Lang**, Executive Director, Educational Opportunity Fund  
New Jersey Commission on Higher Education

**Panelist:** **Aaron Fichtner**, Director of Research and Evaluation  
John J. Heldrich Center for Workforce Development  
Rutgers, The State University of New Jersey

10:45 – Noon

December 14, 2004

Highlander B

### **Three Steps to a Winning Grant Proposal**

People often make grant proposal writing much more complicated than it needs to be. During his career, Bill Reynolds has written proposals that have resulted in well over \$100 million in program funding for institutions and agencies. During this session, he will share with participants his proven techniques for success.

**Moderator:** **Judy Formalarie**, Senior Policy Analyst  
State Employment and Training Commission

**Panelist:** **Dr. Bill Reynolds**, Executive Director  
Rohrer Center for Management and Entrepreneurship  
Rutgers School of Business, Camden

### **Successful Grant Writing PowerPoint Presentation**

10:45 – Noon

December 14, 2004

Imperial C

### **Dream Builders: Women in the Building Trades**

Through a remarkable video and a panel presentation of women working in the building trades, New Jersey's women in the trades will share their experiences – the benefits, the barriers, and the opportunities. The video, "Dream Builders: Women on the Job," was recently produced, with a grant from the New Jersey Department of Education, by the Nontraditional Career Resource Center, in collaboration with the New Jersey State AFL-CIO. From the job site to one-on-one interviews, this work chronicles the experiences of women working in the building trades in New Jersey. It highlights their career training and paths to success, as well as their pride in their work. The video will be used in middle schools throughout the State to build awareness of women in the trades, and help open doors for girls that might have an interest in the field. Following the video presentation, a panel of women journeypersons will discuss their experiences in the trades and highlight lessons learned.

**Moderator:** **Laurel Brennan**, Secretary-Treasurer

New Jersey State AFL-CIO

**Panelists:** **Kathy D'Alonzo**, Officer  
International Brotherhood of Electrical Workers, Local 351  
**Cathy Megargee**, Electrician  
International Brotherhood of Electrical Workers, Local 351  
**Michelle Faccioli**, Organizer  
Painters District Council 711

**Terri Goodman**, Coordinator  
Laborers' Eastern Region Organizing Fund  
Laborers' International Union of North America (LIUNA)  
**Denise Mandeville**  
International Brotherhood of Electrical Workers, Local 164  
**Dianne Mills McKay**, Chair  
New Jersey Council on Gender Parity in Labor and Education

10:45 AM – Noon

December 14, 2004

Imperial D

### **Common Performance Measures**

If Performance Measures are supposed to drive the system then why don't performance measures promote the One-Stop? This workshop will focus on why each partner should be invested in every other partner's success. The presentation will include a description of the Integrated Performance Information project initiated by the State of Washington.

**Moderators:** **Gary Altman**, Director  
Division of One-Stop Coordination and Support  
New Jersey Department of Labor and Workforce Development  
**Dave Novak**, Senior Policy Analyst  
State Employment and Training Commission

**Panelists:** **Neil Ridley**  
John J. Heldrich Center for Workforce Development  
Rutgers, The State University of New Jersey  
**Ken Ryan**, President  
Futureworks

[Common Performance Measures Oversight Pyramid](#)

10:45 AM – Noon

December 14, 2004

Westminster A/B

### **Business Resource Centers – Implementation in Newark and Bergen Counties**

A discussion of the implementation of Business Resource Centers in Bergen County and the City of Newark – Challenges and Progress.

**Moderator:** **Brian Peters**, Director of Business Services  
New Jersey Department of Labor and Workforce Development

**Panelists:** **Marshall Cooper**, Director  
Newark Workforce Investment Board

**Ronda Merritt**, Director, Business Representative  
Newark Business Resource Center

**Michael McLean**, Business Representative  
Bergen County Business Resource Center

**Tammy Molinelli**, Director  
Bergen County Workforce Investment Board

10:45 AM – Noon

December 14, 2004

Westminster C

### **Counseling for Results**

Providing effective customer service to both job seeker and business customers requires specialized skills. In this session, we'll explore the various competencies necessary to facilitate customers through the career development process so that both business and job seeker needs are met. In particular, we'll examine how skills in assessment, facilitation, labor market information (including knowledge of business culture) and teaching skills are used to empower customers and to provide effective One-Stop services from Core through Intensive.

The session will incorporate a discussion of two competency frameworks—one developed by the National Career Development Association (NCDA) and one that was devised by the National Association of Workforce Development Professionals (NAWDP). This should lead into a discussion of how to tie these skills together to facilitate career and job search planning.

**Moderator:** **Julio Sabater**, Member  
State Employment and Training Commission

President  
Universal Communication Enterprise

**Panelist:** **Michele M. Roy**, CDFI  
The Widing Group

**Serving Customers Better: Career Facilitation Skills & Behaviors Handout**

12:00 Noon – 1:00 PM

**LUNCH**

Imperial A and B

1:00 PM – 2:15 PM

**CONCURRENT SESSIONS**

1:00 PM – 2:15 PM

December 14, 2004

Chelsea A

### **NRS and the Consumer Report Card**

This session will provide an overview of the Consumer Report Card and the latest federal and State requirements including performance measures reported by Title II service providers. Actual service providers will share their experiences and identify data reporting issues and ways to address them. Input about the new reporting system will be solicited from participants in this session.

**Moderator:** **Claudia Merkel-Keller**, Assistant Director Workforce Readiness and Literacy  
New Jersey Department of Labor and Workforce Development

**Panelists:** **Laura Frazer**, Supervisor of Technical Education and Training  
Jewish Vocational Service of MetroWest, New Jersey  
**Marlene Lederman**, Vice Principal  
New Brunswick Public Schools - Adult Learning Center  
**Joshua Rich**, President  
Electric Vine  
**Laurence Seidel**, Staff Director  
Center for Occupational Employment Information (COEI)

[NRS and the Consumer Report Card PowerPoint Presentation](#)

1:00 PM – 2:15 PM

December 14, 2004

Chelsea B

### **What's New in Labor Market Information (LMI)?**

Panelists will provide an update on new labor market information products. Highlighting the discussion, the Local Employment Dynamics (LED) program offers a new look of how local economies change and provides WIBs and other data users with insights on job flow, industry growth and wage rates. Additional topics include upcoming changes to New Jersey's labor areas definitions and new methods for estimating State and local monthly unemployment.

**Moderator:** **Arthur O'Neal**, Member  
State Employment and Training Commission

**Panelists:** **Dave Felsheim**, LMA, Labor Planning and Analysis  
New Jersey Department of Labor and Workforce Development  
**Ron Parker**, Chief, Labor Planning and Analysis

New Jersey Department of Labor and Workforce Development  
**Len Preston**, LMA, Labor Planning and Analysis  
New Jersey Department of Labor and Workforce Development

[Local Employment Dynamics: New Tools for Understanding Local Labor Markets PowerPoint Presentation](#)

[Metropolitan Area Revisions Based on Census 2000 PowerPoint Presentation](#)

[The Redesign of the Local Area Unemployment Program PowerPoint Presentation](#)

1:00 PM – 2:15 PM

December 14, 2004

Chelsea C

### **The Apprentice: Taking a Nontraditional Pathway to a College Education**

New Jersey has designed and developed a statewide model for awarding college credit for registered apprenticeships in the Building and Construction Trades. This model creates articulation agreements with New Jersey's system of community colleges, as part of associate in applied science degree programs (AAS), and with New Jersey's senior colleges and universities, as part of bachelor's degrees. The goal of this initiative is to promote a new understanding of apprenticeships – not as an alternative to a college education – but rather as a pathway to a college degree.

The panelists will describe how the model effectively forges new statewide crosswalks, to replace old time-worn barriers, between college level knowledge acquired in a nontraditional setting and the course offerings of New Jersey's institutions of higher education.

**Moderator:** **Diane M. Zompa**, Deputy Executive Director  
State Employment and Training Commission

**Panelists:** **Dr. Peter Contini**, President  
Salem Community College  
**J. David Milazzo**, President  
International Brotherhood of Electrical Workers, Local 164  
**Daniel Negrón**, Director, Corporate-Higher Education Programs  
Thomas Edison State College  
**Charles Wowkanech**, President  
New Jersey State AFL/CIO

1:00 PM – 2:15 PM

December 14, 2004

Highlander A

### **Exploring the Nontraditional: The NCRC at Rutgers University**

Participants will get a hands-on, interactive tour of the resources and services provided by the Nontraditional Career Resource Center, including collaborations with county WIBs and One-Stop Career Centers, training for educator and youth, an online game which explores career and life options, and a video highlighting women working in the building trades in New Jersey.

**Moderator:** **Mary Conrad**, State Equity Coordinator  
New Jersey Department of Education

**Panelists:** **Teresa M. Boyer**, Director  
Nontraditional Career Resource Center  
Rutgers, The State University of New Jersey  
**Dianne Mills McKay**, Chair  
New Jersey Council on Gender Parity in Labor and Education

[Exploring the Nontraditional: The NCRC at Rutgers University PowerPoint Presentation](#)

1:00 PM – 2:15 PM

December 14, 2004

Highlander B

### **Stop the Clock! The New Supplemental Benefits Program**

In July 2004, the Governor signed one of the most significant workforce laws ever initiated in New Jersey. The law calls for the consolidation of all workforce development activities into the newly designed Department of Labor and Workforce Development. Commonly referred to as S1452, the law also created a supplemental benefits program which, in effect, stops the Work First NJ clock on how long a person can receive welfare benefits in order to allow recipients to take advantage of advanced educational opportunities which will strengthen their self-sufficiency. The workshop will review how the new program will be implemented and discuss ways the program can and will enhance One-Stop Career Center services to the welfare recipients.

**Moderators:** **Jeanette Page-Hawkins**, Division Director  
New Jersey Department of Human Services  
**Tamara Thomas**, Deputy Assistant Commissioner  
New Jersey Department of Labor and Workforce Development

**Panelists:** **Barbara DeGraaf**, Assistant Director  
Division of Family Development  
New Jersey Department of Human Services  
**Deborah Rago**, Assistant Director  
Division of One-Stop Programs and Services  
New Jersey Department of Labor and Workforce Development

**[The New Supplemental Benefits Program PowerPoint Presentation](#)**

1:00 PM – 2:15 PM

December 14, 2004

Imperial C

**Technology in the One-Stop**

Presenters will give an update on the information technology initiatives completed, underway and planned to support New Jersey's One-Stop Career Center system and the consolidation of "to-work" programs.

**Moderator:** **Joseph Vitale**, Chief Information Officer  
New Jersey Department of Labor and Workforce Development

**Panelists:** **Richard Ambrass**, Manager I, Division of Family Development  
New Jersey Department of Human Services  
**Patrick DeMarco**, Manager I, Division of Family Development  
New Jersey Department of Human Services  
**Steven Reenstra**, Assistant Director  
One-Stop Coordination and Support  
New Jersey Department of Labor and Workforce Development

**[Technology in the One-Stop PowerPoint Presentation](#)**

1:00 PM – 2:15 PM

December 14, 2004

Imperial D

**Project Access: Better Serving Customers with Disabilities in the One-Stop Career Center**

This workshop will provide an overview and progress update and evaluation of Project Access, a two-year statewide Work Incentive Grant from the USDOL and collaborative partnership through LWD's Division of Vocational Rehabilitation Services designed to increase the accessibilities of One-Stop Career Centers to customers with disabilities. Local One-Stop pilot sites will describe their

programs' goals, explain the role of the Disability Navigator at the One-Stop, share their experiences and lessons learned as a result of their participation, and discuss how all One-Stops in the state can better service customers with disabilities.

**Moderator:** **Jody Levinson**, Member  
State Employment and Training Commission  
Vice President  
Johnson & Johnson Health Care Systems

**Panelists:** **Joyce Fisher**, Career Counselor/Disability Navigator  
Bergen County One-Stop Career Center  
**Trish Massey**, Special Populations Coordinator  
Bergen County Technical Schools and Special Services  
**Sal Mastroeni**, Director (One-Stop Operator)  
Bergen County One-Stop Career Center  
**Titilayo Odion**, Acting One-Stop Operator and  
Special Assistant to the Executive Director  
Newark Workforce Investment Board  
**Rose Ricci**, Project Specialist  
Middlesex County One-Stop Career Center  
**Laurice Roess**, Career Counselor/Disability Navigator  
Hudson County One-Stop Career Center

### [Project Access Bergen County Pilot PowerPoint Presentation](#)

1:00 PM – 2:15 PM

December 14, 2004

Westminster A/B

#### **How One-Stop Career Centers Can Help Jobseekers Who Have Limited Basic Skills**

This session provides an overview of the topics discussed in the new Heldrich Center publication, *Helping Jobseekers Who Have Limited Basic Skills: A Guide for Workforce Development Professionals*. Panelists will elicit feedback from participants on key areas covered in the guide, such as the barriers that these jobseekers face in the labor market and ways that One-Stops can build better supports for these customers. In addition, panelists will discuss important principles and hands-on service strategies identified in the guide by adult literacy and workforce development experts from around the country.

**Moderator:** **Dana Berry**, Member  
State Employment and Training Commission  
Executive Director  
Starting Points for Children, Inc.

**Panelists:** **Jennifer Cleary**, Project Director  
John J. Heldrich Center for Workforce Development  
Rutgers, The State University of New Jersey  
**Paul Jurmo**, Adult Literacy and Workforce Education Specialist  
Adjunct Professor  
New York University

[How One-Stop Career Centers Can Help Jobseekers Who Have Limited Basic Skills PowerPoint Presentation](#)

1:00 PM – 2:15 PM

December 14, 2004

Westminster C

**Programs You Need to Know: Building the Workforce Through Chambers of Commerce**

Learn how the US Chamber of Commerce and the NJ Chamber of Commerce and their members are building the workforce through strategic interventions in worker training and education reform. Hear from a key New Jersey corporation about what its workforce needs are and why it supports programs at both the State and National Chambers.

**Moderator:** **Dana Egreczky**, Vice President, Workforce Development  
New Jersey Chamber of Commerce

**Panelists:** **Mark Bocchieri**, Director, External Affairs  
Verizon  
**Karen Elzey**, Senior Program Officer  
Center for Workforce Preparation  
United States Chamber of Commerce

[Programs You Need to Know: Building the Workforce Through Chambers of Commerce PowerPoint Presentation](#)

2:15 PM – 2:30 PM

**BREAK**

2:30 PM – 3:45 PM

**CONCURRENT SESSIONS**

2:30 PM – 3:45 PM

December 14, 2004

Chelsea A

**NJ Next Stop: Uses From the Field, What's New, and Plans for Expansion**

This exciting, interactive session will provide an overview of NJ Next Stop, a new career planning resource for students, parents, teachers, guidance and career counselors, and job seekers in helping to make sound career decisions. The panel will share the wealth of information available at this site which is based on the Demand Side Skill Assessment (Ready for the Job) research project where Rutgers University's Heldrich Center researchers worked closely with employers in the state to identify the skill demands in key industries and occupations both now and in the near future. The uses and benefits of the website will be shared by those in the field using the website to better guide students in high schools and colleges, as well as jobseekers who access the One-Stop Career Centers.

**Moderator:** **Jim Lukach**, Executive Director  
New Jersey School Counselors Association

**Panelists:** **Barbara Bruschi**, Senior Policy Analyst  
State Employment and Training Commission  
**Stephanie Duckworth-Elliott**, Program Manager  
John J. Heldrich Center for Workforce Development  
Rutgers, The State University of New Jersey  
**Aaron Fichtner**, Director of Research and Evaluation  
John J. Heldrich Center for Workforce Development  
Rutgers, The State University of New Jersey  
**Joan Haefle**, Director, Transfer and Student Employment  
Camden County College

### [NJ Next Stop PowerPoint Presentation](#)

2:30 PM – 3:45 PM

December 14, 2004

Chelsea B

### **The EFF Work Readiness Credential**

The EFF Work Readiness Credential is a new assessment tool that measures “work readiness” as defined by a consensus of business leaders across the country. The credential will define, measure, and certify that individuals have the knowledge, skills and abilities to succeed in entry-level work. This session will focus on the demand for the credential, New Jersey's role in helping to develop it, and how the workforce development system can use it to ensure quality applicants for entry-level jobs.

**Moderator:** **Lansing Davis**, Senior Policy Analyst  
State Employment and Training Commission

**Panelists:** **Claudia Merkel-Keller**, Assistant Director for Workforce Readiness and Literacy  
New Jersey Department of Labor and Workforce Development  
**Sondra Stein**, Project Manager  
Equipped for the Future Work Readiness Credential

[EFF PowerPoint Presentation](#)

[EFF Work Readiness Credential Handout](#)

2:30 PM – 3:45 PM

December 14, 2004

Chelsea C

### **Innovation Zones: Triangles for Growth and Economic Success in New Jersey**

Innovation Zones – partnerships among tech-based companies, the State’s research universities, and State government – recently were established in New Jersey to make our State a world leader in scientific research and to enhance our ability to move innovations quickly from the lab to the marketplace. Three in number, innovation zones were created in Newark, the greater New Brunswick area, and Camden to surround and include the campuses of the New Jersey Institute of Technology, Rutgers University, and the University of Medicine and Dentistry of New Jersey. Panelists will outline plans to support the financial, infrastructure, workforce and housing needs within the Innovation Zones and share a vision of how Innovation Zones will spur exciting growth in the State’s economy.

**Moderator:** **Janet Share Zatz**, Deputy Commissioner  
New Jersey Department of Labor and Workforce Development

**Panelists:** **Maureen Hassett**, Assistant Director, Executive Division  
New Jersey Economic Development Authority  
**Gary Marx**, Vice President, Business and Economic Development  
New Jersey Commerce and Economic Growth Commission  
**Dr. Donald Sebastian**, Senior Vice-President for Research and Development  
New Jersey Institute of Technology

2:30 PM – 3:45 PM

December 14, 2004

Highlander A

### **Serving Customers with Learning Disabilities and Visual Impairments in the One-Stop Career Center**

Find out how “access” equals “success,” from the perspective of including people with disabilities in training and literacy in the One-Stop and in the workforce—especially people who are blind. Also find out how people who have difficulty with reading, writing, and organization can get the job done, with a little help from assistive technology. We will be discussing what we mean by “learning disabilities,” and demonstrating how technology can help people find, train for, and hold jobs. This session will introduce you to (1) capabilities built into Windows that can prove very useful to people with learning disabilities, including: visual enhancements that support reading, modifications that make the mouse easier to use; and (2) programs that can be downloaded off the web that will allow you to use the computer to read web pages aloud and read the individual’s own written work back for editing.

**Moderator:** **Nicky Gacos**, Member  
State Employment and Training Commission  
President  
Colorado Café Associates

**Panelists:** **Irene Daniels**, Executive Director  
Newark Literacy Campaign, Inc  
**David DeNotaris**, Manager, Field Service Operations  
New Jersey Commission for the Blind and Visually Impaired  
**Jamie Arasz Prioli**, RESNA ATP  
Assistive Technology Practitioner  
New Jersey Protection and Advocacy  
**Fred Tchang**, Director, Assistive Technology Services  
Cerebral Palsy of New Jersey

[Organization and Memory Technologies Handout](#)

[Assistive Technology Services Brochure](#)

[Employing For Success Newsletter](#)

2:30 PM – 3:45 PM

December 14, 2004

Highlander B

### **Bridging a Better Future Through Faith-Based and Community-Based Organization Partners**

This workshop will highlight innovative ways faith-based and community-based organizations, that traditionally have not been a part of governmental services, can become partners to increase client access to One-Stop Career Center resources, training and job opportunities.

**Moderator:** **E. Diane Holloway**, Administrative Analyst  
One-Stop Programs and Services Division  
Office of Faith-Based and Community Initiatives  
New Jersey Department of Labor and Workforce Development

**Panelists:** **Glen Baker**, Program Manager  
General Assistance and Food Stamp Program  
Camden WFNJ One-Stop Center  
**Colleen La Rose**, Project Administrator  
Cumberland/Salem Workforce Investment Board  
**Edward Laporte**, Director, Office of Faith-Based Initiatives  
New Jersey Department of State  
**Erica Sager**, Associate Director for Technical Assistance  
and Outreach  
Center for Faith-Based and Community Initiatives  
United States Department of Labor

2:30 PM – 3:45 PM

December 14, 2004

Imperial C

**Wired: Distance Learning for Single Working Poor Mothers**

Participants will learn about the success and expansion of the New Jersey Learning Project. Specifically, panelists will talk about how the project was implemented both locally and statewide; the findings of the pilot program and the expansion of the project nationwide.

**Moderator:** **Dianne Mills McKay**, Chair  
New Jersey Council on Gender Parity in Labor and Education

**Panelists:** **Mary Gatta**, Director of Workforce Policy and Research  
Center for Women and Work  
Rutgers, The State University of New Jersey  
**Paulita Rivas**, Equal Opportunity Specialist  
United States Department of Labor Region II  
**Allison Spinnelli**, Administrative Coordinator  
Cumberland County One-Stop Career Center  
**Gerri Brosh**, Education Program Specialist  
New Jersey Department of Labor and Workforce Development

[Wired: Distance Learning for Single Working Poor Mothers PowerPoint Presentation](#)

2:30 PM – 3:45 PM

December 14, 2004

Imperial D

### **Community Colleges: An Integral Component of the Workforce Development System**

This workshop will focus on the key role community colleges play in the workforce investment system. Panelists will provide an overview of how this sector, through the Community College Compact, partners with stakeholders in the workforce development system to improve the skills of the labor market, helps employers remain competitive, and contributes to the State's economic development engine.

**Moderator:** **Dr. Paul Willenbrock**, Dean of Economic and Workforce Development  
Union County College

**Panelists:** **Dr. Edward McDonnell**, Vice President for Economic Development  
Camden County College  
**William Mink**, Dean of Continuing Education  
Camden County College  
**Dr. Peter Mora**, Vice President for Continuing Education  
Atlantic Cape Community College

2:30 PM – 3:45 PM

December 14, 2004

Westminster A/B

### **At the Front Line: What We Need to Know About Each Other**

Learn what you never knew about your partners in the One-Stop. Panelists will speak candidly about their participation in a One-Stop environment and provide insight into the things that make their participation difficult.

**Moderator:** **Gail A. Davis**, Member  
State Employment and Training Commission  
Urban Development Manager  
PSE&G

**Panelists:** **Thomas P. Caldwell**, Assistant Director of Services  
Division of Programs and Services  
New Jersey Department of Labor and Workforce Development  
**Doris Fisher**, Supervising Vocational Rehabilitation Counselor  
Division of Vocational Rehabilitation  
New Jersey Department of Labor and Workforce Development

**Al Laubsch**, Staff Manager Southern UI Region  
New Jersey Department of Labor and Workforce Development  
**Susan Ruckman**, Administrative Supervisor of Social Work  
Mercer County Board of Social Services

2:30 PM – 3:45 PM

December 14, 2004

Westminster C

### **Introducing the Workforce Consolidation Monitoring Project**

This program will introduce the State Employment and Training Commission's (SETC) new initiative to monitor the progress of the consolidation across the State under the New Jersey Department of Labor and Workforce Development (NJDOLWD). The panelists will discuss methodology, purpose, expected outcomes, timeframe, etc. In addition to presenting information, the panel will also encourage dialogue with the audience to gauge their thoughts regarding the study, how the information gathered might be useful to them, and their preliminary assessments of the consolidation, etc.

**Moderator:** **Dr. Bill Reynolds**, Executive Director  
Rohrer Center for Management and Entrepreneurship  
Rutgers School of Business, Camden

**Panelists:** **Gena Haranis**, MSW, Senior Vice President  
Janus Solutions  
**John Weathers**, Research Director  
EDTEC, Inc. (Education, Training and Enterprise Center)

### **[Workforce Consolidation Monitoring Project PowerPoint Presentation](#)**

3:45 PM – 4:00 PM

**BREAK**

4:00 PM – 5:15 PM

**CONCURRENT SESSIONS**

4:00 PM – 5:15 PM

December 14, 2004

Chelsea A

### **Improving Customer Satisfaction**

This session will include a discussion of the challenges in assessing critical components of the One-Stop service process and outcomes, and techniques to improve response rates and outcomes.

**Moderator:** **Joseph Krimko**, Member  
State Employment and Training Commission

**Panelists:** **Gary Altman**, Director, One-Stop Coordination and Support  
New Jersey Department of Labor and Workforce Development  
**Jennifer Cleary**, Project Director  
John J. Heldrich Center for Workforce Development  
Rutgers, The State University of New Jersey  
**Marilyn Williamson**, One-Stop Manager  
Ocean County One-Stop Career Center

[Improving Customer Satisfaction PowerPoint Presentation 1](#)

[Improving Customer Satisfaction PowerPoint Presentation 2](#)

4:00 PM – 5:15 PM

December 14, 2004

Chelsea B

### **NJ Transfer: New Jersey's Newest Website for Vocational and Workforce Leaders**

NJ Transfer is a web-based data information system offering a comprehensive career and college-planning tool for students, parents, employers and school and workforce counselors. This resource contains a wealth of information designed to provide a seamless transfer of courses between each community college and twenty-five New Jersey four-year colleges and universities.

A brief Power Point will be presented outlining NJ Transfer's role in helping to strengthen New Jersey's workforce by creating partnerships with the Department of Education's P-20 Initiative, the SETC's New Jersey Apprenticeship to College Program and One-Stop Career Centers. Attendees will learn how NJ Transfer assists vocational and workforce counselors as they guide students from high school to Associate and Baccalaureate degrees and into the workforce with the proper education and training required to fulfill the State's future needs.

Attendees will become familiar with the various features and resources of NJ Transfer, via a demonstration of the NJ Transfer website [www.njtransfer.org](http://www.njtransfer.org).

**Moderator:** **Joan E. Haefle**, Director of Transfer and Student Employment

Camden County College

**Panelists:** **Nancy Hazelgrove**, Director  
New Jersey Statewide Transfer Initiative  
Burlington County College  
**Patricia B. Leahey**, Human Resource Coordinator  
Ocean County Workforce Investment Board

4:00 PM – 5:15 PM

December 14, 2004

Chelsea C

### **From Collocation to Integration – Lessons Learned**

This workshop will provide an opportunity for One-Stop partners to listen to a candid discussion about the lessons learned as the collocated partners recognized the challenge of ensuring that program operators did not resume business as usual when they moved into their new site. Three State agencies, Unemployment Insurance, Workforce New Jersey, and the Division of Vocational Rehabilitation and one city agency, the Mayor's Office of Employment and Training, is the Operator of the One-Stop with all of the partners serving on the management team.

**Moderator:** **Patricia Cooper**, President  
First Source Solutions, Inc.

**Panelists:** **Marshall Cooper**, Executive Director  
Newark Workforce Investment Board  
**Ralph Dilemme**, Manager Workforce New Jersey  
New Jersey Department of Labor and Workforce Development  
**Judy Goldman**, Manager Division of Vocational Rehabilitation  
New Jersey Department of Labor and Workforce Development  
**Maryann Moran-Smyth**, Manager Unemployment Insurance  
New Jersey Department of Labor and Workforce Development  
**Titilayo Odion**, Acting One-Stop Operator and  
Special Assistant to the Executive Director  
Newark Workforce Investment Board

4:00 PM – 5:15 PM

December 14, 2004

Highlander B

### **Community-Based Organizations: Partnerships That Really Work!**

Several highly successful models of CBO/One-Stop partnerships will be presented by the panelists. These models will demonstrate services that result in long-term employment success for customers with disabilities, as well as other disadvantages. School-to-Career, Early Employment Initiative (EEI), Skill Training and others will be presented from around New Jersey.

**Moderator:** **Nils Richardson**, President/CEO  
ACCSES New Jersey

**Panelists:** **Joseph F. Doney**, Vice President of Employment Services  
Goodwill Industries of Southern New Jersey/Quaker City  
**Hayley W. Gefell**, Assistant Vice President of Programs  
and Services  
Goodwill Industries of Greater New York and Northern  
New Jersey, Inc.

### [Community-Based Organizations PowerPoint Presentation](#)

4:00 PM – 5:15 PM

December 14, 2004

Imperial C

#### **Facing New Challenges – Wagner Peyser with a New Vision**

This workshop will provide a brief history of the employment service from 1933 to the present. It will cover changes made over the years, along with the acceptance of today's challenges. We will discuss evolution and involvement of the new partnerships developed within the One-Stop Centers. Our presentation will have contributions from managers from three different areas of the State, North, Central and South. We will discuss the concerns and challenges of the rural and urban areas. Our new challenges consist of various programs – Parole Business Services, Probation, Welfare to Work, Vocational Rehabilitation, Literacy, Self Help Activities and WIA Partnership.

**Moderator:** **Thomas P. Caldwell**, Assistant Director of Services  
Division of Programs and Services  
New Jersey Department of Labor and Workforce Development

**Panelists:** **John Brown**, Employment Services Manager  
Monmouth One-Stop  
New Jersey Department of Labor and Workforce Development  
**Michael Lazarchick**, Employment Services Manager  
Burlington One-Stop  
New Jersey Department of Labor and Workforce Development  
**Donna Westbrook-Payton**, Employment Services Manager  
Elizabeth One-Stop

New Jersey Department of Labor and Workforce Development

4:00 PM – 5:15 PM

December 14, 2004

Imperial D

**How to Develop Better CWEP/AWEP**

Panelists will provide information on different models for improving the quality and quantity of CWEP opportunities for WFNJ clients.

**Moderator:** **Deborah Rago**, Assistant Director, Division of One-Stop Programs and Services  
New Jersey Department of Labor and Workforce Development

**Panelists:** **Barbara DeGraaf**, Assistant Director  
Division of Family Development  
New Jersey Department of Human Services  
**Joseph Gazzara**, Program Supervisor, Special Populations  
New Jersey Department of Labor and Workforce Development  
**Lori Godoror**, Executive Director  
The Work Group  
**Christine Harrity**, Program Director  
Community Works Program

4:00 PM – 5:15 PM

December 14, 2004

Westminster A/B

**Great Leaders, Great Organizations**

The workshop on Leadership and Organizational Development goes to the core of leadership and organizations. Workshop discussion will include Enemies of Learning; Leadership and Development; and, 21<sup>st</sup> Century Tools and Techniques for Visioning, Team Building and Implementation from top-ranking leadership and organizational development professionals, who combined bring over 75 years of experience to the field.

**Moderator:** **Dr. Brenda K. Johnson**, Director  
Workforce Investment Board of Passaic County

**Panelists:** **Andrea Ables**, Group Leader  
National Aeronautics and Space Administration (NASA)  
**David Harris**, President  
Harris Associates Consulting Group, Inc.

**Leah Kedar**, President  
The Kedar Group  
**Robin Lynn**, Chief Executive Officer  
Momentum Education  
**Jean Porto**, Leadership Director  
George Mason University

4:00 PM – 5:15 PM

December 14, 2004

Westminster C

### **Youth Connections to the World of Work: Summer Employment.....Plus**

Youth Employment Programs provide an early, affirming connection with the world of work; a solid foundation of skills and job experience that facilitate a successful transition into adulthood careers and further education and training; and, support for self-sufficiency as a long term remedy to government dependency. Featured in this workshop are Hudson County's summer youth program, *Breaking the Cycle*, which has served more than 400 youth over the past two years and Newark's School-to-Career collaborative with Newark Public Schools now in its first year and ready to share some important lessons learned.

**Moderator:** **Renata Jones Adjibodou**, Division Chief, Division of Workforce Investment, Education and Training Administration  
United States Department of Labor, Region 1

**Panelists:** **Benjamin Lopez, Sr.**, Department Director  
Hudson County Department of Family Services  
Hudson County One-Stop Operator  
**Titilayo Odion**, Special Assistant to the Executive Director and  
Acting One-Stop Operator  
Newark Workforce Investment Board

### **[Youth Connections to the World of Work Handout](#)**

5:30 PM – 7:00 PM

**RECEPTION**

Imperial A and B

**Wednesday, December 15, 2004**

<b>TIME</b>	<b>ACTIVITY</b>	<b>LOCATION</b>
8:00 AM – 9:00 AM	<b>REGISTRATION</b>	Atrium, 6 <sup>th</sup> Floor
	<b>CONTINENTAL BREAKFAST</b>	Atrium, 6 <sup>th</sup> Floor
8:00 AM – 2:00 PM	<b>EXHIBITS</b>	Atrium, 6 <sup>th</sup> Floor
9:00 AM – 10:15 AM	<b>PLENARY SESSION</b>	Imperial A and B

**Irwin Kirsch**, Senior Research Director and Director of the Center for Global Assessment, Research and Development Division, Educational Testing Service

***Why Skills Matter***

Does America have a skills gap compared to other countries and, if so, does it matter? Irwin Kirsch, an international expert in literacy, has been involved in designing and conducting large-scale surveys of adult skills. With colleagues, he has recently published a series of reports dealing with adult literacy skills as they relate to social, educational and labor market outcomes. His presentation will draw from these various reports as they relate to health, immigration and labor force issues.

**[Why Skills Matter Power Point Presentation](#)**

10:15 AM – 10:30 AM	<b>BREAK</b>	Atrium, 6 <sup>th</sup> Floor
10:30 AM – 11:45 AM	<b>CONCURRENT SESSIONS</b>	
10:30 AM – 11:45 AM	December 15, 2004	Chelsea A

**EFF and Workforce Development, Perfect Together**

The State of New Jersey has adopted EFF (Equipped for the Future) as the State adult literacy standards. So, how does EFF impact workforce development? How does it better connect what clients need with the skills employers want? This workshop will address those questions by exploring two key components of the EFF Framework: the EFF Role Maps and Standards.

**Moderator:** **Carmelita Acciola**, Director, Adult Basic Education Program  
Gloucester County College

**Panelist:** **Donna Curry**, National Facilitator  
EFF Center for Training and Technical Assistance  
University of Tennessee

10:30 AM – 11:45 AM

December 15, 2004

Chelsea B

### **Demand Driven One-Stop**

This workshop will present a vision for a new strategic service delivery model for the One-Stop. A comparison will be made to the old temporary staffing industry of the 1980's to today's staffing firms as a model for successfully transitioning service delivery and market position.

**Moderator:** **Frank H. Lehr**, Member  
State Employment and Training Commission  
CEO  
Frank H. Lehr Associates

**Panelist:** **Rick Maher**, President  
Maher and Maher

10:30 AM – 11:45 AM

December 15, 2004

Chelsea C

### **Ready for What: Ensuring Work-Ready Customers are Ready to Work**

This workshop will focus on serving work ready customers in the One-Stop system. Panelists will discuss what work-ready means and describe what types of customers get referred to the One-Stop as a result. In addition, panelists will discuss programs and services to support work ready customers and help them move to self-sufficiency.

**Moderator:** **Harvey Nutter**, Executive Director  
Greater Patterson Opportunities Industrialization Center (OIC)

**Panelists:** **Tom Billet**, Director  
Camden County Workforce Investment Board  
**Benjamin Lopez, Sr.**, Department Director  
Hudson County Department of Family Services  
Hudson County One-Stop Operator  
**Jeanette Page-Hawkins**, Director  
Division of Family Development  
New Jersey Department of Human Services  
**Tamara Thomas**, Deputy Assistant Commissioner  
One-Stop Programs and Services  
New Jersey Department of Labor and Workforce Development

[Ready for What: Ensuring Work-Ready Customers are Ready to Work  
PowerPoint Presentation](#)

10:30 AM – 11:45 AM

December 15, 2004

Highlander A

**What's New in Unemployment Insurance and How it Affects You**

The workshop will provide information on the Unemployment Insurance (UI) Modernization Program and the Program Management Office leading this effort. It will also outline the current Organizational Structure of Unemployment including the adjudication centers, the Reemployment Call-In Centers and the One-Stop offices. The workshop will explain the best places to obtain UI information for staff and employers. The workshop will also highlight current customer service initiatives such as New Hire Crossmatch, digital recording of interviews and hearings, direct deposit, web based inquiry, 4 digit checks, web based certifications, and initial claims taking in Spanish.

**Moderator:** **David Socolow**, Director of Unemployment Insurance  
New Jersey Department of Labor and Workforce Development

**Panelists:** **Toni Foskey**, Change Management and Communication Manager  
Unemployment Insurance Modernization  
New Jersey Department of Labor and Workforce Development  
**Sharon Riley**, Program Manager  
Unemployment Insurance Modernization  
New Jersey Department of Labor and Workforce Development

[What's New in Unemployment Insurance PowerPoint Presentation](#)

10:30 AM – 11:45 AM

December 15, 2004

Imperial C

### **Family Support Services**

Do you know what support services are available to your customers? Many people do not. In this workshop, we will show a video that briefly describes the many programs and services available to individuals, including TANF customers, who are both unemployed and employed. A discussion will be held afterwards with a question and answer period.

**Moderator:** **Helen Joyce**, Program Coordinator  
Division of Family Development  
New Jersey Department of Human Services

**Panelists:** **Joanne Dellosso**, Program Support Specialist  
Division of Medical Assistance  
New Jersey Department of Human Services  
**Terri Hirschhorn**, County Representative  
New Jersey Department of Human Services

10:30 AM – 11:45 AM

December 15, 2004

Imperial D

### **Critical Issues in the Management and Operations of Out-of-School Youth Programs**

Managing an effective out-of-school youth program requires skills in traditional program management but also relies heavily on understanding principles of youth development and gaining trust and input of participants to support their own learning gains. This workshop will present a model to boost outcomes for youth participants in these programs. Careful attention will be paid to designing the right model and sequences of activities for young people.

**Moderator:** **Carolyn Wallace**, Executive Director  
International Youth Organization

**Panelists:** **Howard Knoll**, Manager, Systems Development  
ARBOR E&T

[Critical Issues in the Management and Operations of Out-of-School Youth Programs PowerPoint Presentation](#)

10:30 AM – 11:45 AM

December 15, 2004

Westminster A/B

## **Meeting Employer Demand and Supporting Worker Advancement: Characteristics and Activities that Support Organizational Success**

What does it take for workforce development organizations to develop effective workforce development systems? To be trusted, “go to” organizations for employers, that understand their needs and quickly get the job done of arranging services to meet them? To deliver for workers – opportunities to improve skills, obtain needed support services, and move up to better jobs? This workshop will describe the characteristics and activities that make “workforce intermediaries” effective and help organizations assess steps they can take.

**Moderator:** **Judy Formalarie**, Senior Policy Analyst  
State Employment and Training Commission

**Panelist:** **Jack Mills**, Program Director  
Jobs for the Future

### **[Meeting Employer Demand and Supporting Worker Advancement PowerPoint Presentation](#)**

10:30 AM – 11:45 AM

December 15, 2004

Westminster C

### **Utilities Industry: Building a Pipeline (Responding to Employers’ Workforce Needs)**

This very exciting, pragmatic workshop will described how PSE&G is successfully working with a high school and two community colleges to create a skill-based curriculum that addresses its business needs and workforce challenges. Learn first-hand how these business and education partnerships have collaboratively worked to achieve results.

**Moderator:** **George Taber**, President  
NJ Biz

**Panelists:** **Mary Burks**, Coordinator, Workforce Relations  
Trenton Central High School  
**Nunzio Cernero**, Dean  
Mercer County Community College  
**Corey Fowler**, Apprentice Engineering Technician  
PSE&G  
**Lina Hollman**, Program Manager  
Energy Utility Technology Associate Degree Program

PSE&G  
**Mark Janoska**, District Manager, Gas Distribution  
PSE&G  
**Dr. Phil Linfante**, Dean of Educational Services  
Essex County College  
**Jarriett Robinson**, Apprentice Engineering Technician  
PSE&G

11:45 AM – 1:00 PM                      **CONCURRENT SESSIONS**

11:45 AM – 1:00 PM                      December 15, 2004                      Chelsea A

**A Closer Look at the “Basic Skills”**

In this workshop, participants will build on their understanding of the EFF Standards. Participants will examine the “Basic Skills” needed for the workplace, developing a common understanding and language of what “basic skills” are. Participants will look at present methods of assessing basic skills vs. what is needed for job success.

**Moderator:** **Carmelita Acciola**, Director, Adult Basic Education Program  
Gloucester County College

**Panelist:** **Donna Curry**, National Facilitator  
EFF Center for Training and Technical Assistance  
University of Tennessee

11:45 AM – 1:00 PM                      December 15, 2004                      Chelsea B

**One-Stop Vision: 20 Years Out**

Panelists will present their vision of the One-Stop of the future.

**Moderator:** **Gary Altman**, Director  
Division of One-Stop Coordination and Support  
New Jersey Department of Labor and Workforce Development

**Panelists:** **Marshall Cooper**, Director  
City of Newark Workforce Investment Board  
**Rick Maher**, President  
Maher and Maher  
**Robin Widing**, President  
The Widing Group

11:45 AM – 1:00 PM

December 15, 2004

Chelsea C

### **Opportunities and Challenges Facing New Jersey's Diverse Workforce**

Panelists will discuss the changing economy and inequality in the New Jersey workforce.

**Moderator:** **Henry Plotkin**, Executive Director  
State Employment and Training Commission

**Panelists:** **Dr. Eileen Appelbaum**, Professor and Director  
Center for Women and Work  
Rutgers, The State University of New Jersey  
**Dr. William Rodgers**, Professor of Economics  
Edward J. Bloustein School of Planning and Public Policy  
Rutgers, The State University of New Jersey  
Chief Economist  
John J. Heldrich Center for Workforce Development  
Rutgers, The State University of New Jersey

[Opportunities and Challenges Facing New Jersey's Diverse Workforce  
PowerPoint Presentation](#)

11:45 AM – 1:00 PM

December 15, 2004

Highlander A

### **Reentry: Transitioning from Corrections to Work**

This workshop will focus on improving employment opportunities for individuals transitioning from the correctional system, with specific attention to the youthful offender population. An overview, which includes a profile of the populations and a discussion of major issues related to transitioning to work, will be presented. In addition, specific programs and strategies to facilitate career development of youthful offenders will be highlighted and recommendations offered.

**Moderator:** **Joe Gazarra**  
New Jersey Department of Labor and Workforce Development

**Panelists:** **Howard Beyer**, Executive Director  
Juvenile Justice System  
**Ken Zimmerman**, Executive Director  
Institute for Social Justice

[Prisoner Reentry 411 - A Resource for the Incarcerated and Ex-incarcerated in New Jersey Handout](#)

[Getting a Job Brochure Handout](#)

[Prisoner Reentry Services PowerPoint Presentation from the NJ Department of Labor and Workforce Development](#) – this presentation was not given at the Conference, but is included as additional information in this booklet.

11:45 AM – 1:00 PM

December 15, 2004

Highlander B

**Make a Note of It**

This session will teach how to properly write case notes by reviewing samples, identifying problems, understanding matters of confidentiality and developing better communication between partners and uncover their different agency acronyms. AOSOS will also be used to show where to best put case notes online.

**Moderator:** **Tim Cole**, Supervisor of Programs  
New Jersey Department of Labor and Workforce Development

**Panelists:** **Leslie Drew**, Senior Employment Counselor  
Dover One-Stop  
New Jersey Department of Labor and Workforce Development  
**Brian Fitzgibbons**, Chief of Program Planning and Development  
Division of Vocational Rehabilitation Services  
New Jersey Department of Labor and Workforce Development  
**Shari Redan**, Senior Employment Counselor  
Morris/Sussex/Warren Employment and Training Services  
**Steven Reenstra**, Assistant Director, One-Stop Coordination and Support  
New Jersey Department of Labor and Workforce Development  
**Susan Ruckman**, Administrative Supervisor of Social Work  
Mercer County Board of Social Services

**[Make a Note of It – Effective Case Notes in OSOS Power Point Presentation](#)**

11:45 AM – 1:00 PM

December 15, 2004

Imperial C

**Successful Models for Youth Services: NJ Youth Corps and Camden Community Connections**

Panelists will share the “elements of success” in two home-bred (NJ) models for serving the needs of New Jersey Youth. *New Jersey Youth Corps* has been working with *out-of-school youth* for over 20 years. Program leaders will provide information on the nationally validated program and why the program model achieves positive academic, community service and post-program outcomes. The *Camden Community Connections Program* focuses on the development and delivery of innovative educational and employment services to enhance the present and future lifestyle and career opportunities of *Camden City youth at-risk for involvement in the juvenile justice system*. The program utilizes the resources of faith-based organizations, area employers, the juvenile justice system, the district’s education system, involvement of parents, engagement of youth and inter-agency networking of health and human services organizations. The Camden Community Connections program represents the focus of 21<sup>st</sup> Century youth services organizations – integrated service delivery and utilization through partnership, performance and evaluation.

**Moderator:** **Diane M. Zompa**, Deputy Executive Director  
State Employment and Training Commission

**Panelists:** **Martha Chavis**, Project Director  
Camden Community Connections Program  
**Lynn Logo-Keepers**, State Director, New Jersey Youth Corps  
New Jersey Department of Labor and Workforce Development  
**George W. Paffendorf**, Northern Regional Director  
New Jersey Youth Corps  
New Jersey Department of Labor and Workforce Development  
**Monique Payton**, Employment Coordinator  
Camden Community Connections Program  
**Norma Santiago**, Director of Employment/Career Development  
Camden Community Connections Program

[Successful Models for Youth Services: NJ Youth Corps and Camden Community Connection PowerPoint Presentation](#)

11:45 AM – 1:00 PM

December 15, 2004

Imperial D

### **The Best of Both Worlds: Identifying Appropriate, Countable Activities that Serve the Needs of TANF Recipients**

This session will examine the types of activities that serve TANF recipients while satisfying the requirement of being “countable.” Panelists will discuss critical

issues related to better serving TANF customers and helping them to become work ready.

**Moderator:** **Barbara DeGraaf**, Assistant Director  
Division of Family Development  
New Jersey Department of Human Services

**Panelists:** **Lyn Krisa**, Coordinator of Operations  
Morris/Sussex/Warren Employment and Training Services  
**Rudy Myers**, Assistant Director  
Office of Planning of Operations Review  
Division of Family Development  
New Jersey Department of Human Services

**[The Best of Both Worlds: Identifying Appropriate, Countable Activities that Serve the Needs of TANF Recipients PowerPoint Presentation](#)**

11:45 AM – 1:00 PM

December 15, 2004

Westminster A/B

**Beyond Career Counseling: Critical Support Services**

Mental health, substance abuse and domestic violence issues may seriously impact an individual's ability to successfully seek and maintain employment. Job seekers often require guidance and direction in identifying and locating the critical therapeutic services they need and support and encouragement in continuing to utilize those services. Towards that end, partners in the One-Stop system work to stay current with the community support services available and provide information and referral to those agencies and service providers who can best meet the complex needs of the job seeking individual.

**Moderator:** **Tamara Thomas**, Deputy Assistant Commissioner  
One-Stop Programs and Services  
New Jersey Department of Labor and Workforce Development

**Panelists:** **Maureen Craven**, Chief of Field Services  
Division of Vocational Rehabilitation Services  
New Jersey Department of Labor and Workforce Development  
**Faith McCalla**, Program Director  
Mental Health Association of New Jersey—The Career Connection  
**Howard Miller**, One-Stop Coordinator  
Camden County One-Stop Career Center  
**Barbara Price**, Executive Director  
NJ Coalition for Battered Women  
**Annette Riordan**, Transitional Services Coordinator

Substance Abuse Initiative and TANF Initiative for Parents  
Division of Family Development  
New Jersey Department of Human Services  
**Mary Beth Schadel**, Coordinator  
General Assistance and Food Stamps Unit  
Division of Family Development  
New Jersey Department of Human Services  
**Mary Ellen Tango**, President  
Municipal Welfare Directors Association  
**Lorraine Thomas-Danzy**, Assistant Director Office of Policy and  
Standards Development  
Division of Family Development  
New Jersey Department of Human Services

11:45 AM – 1:00 PM

December 15, 2004

Westminster C

### **Effective Business Partnerships**

This session will highlight the critical linkages between workforce development and economic development and demonstrate successful business collaborative initiatives in key New Jersey industries.

**Moderator:** **Carl Lillvik**, Chair  
Monmouth County Workforce Investment Board

**Panelists:** **Dr. Robert Bowman**, Executive Director, New Jersey Community College Consortium for Workforce and Economic Development  
New Jersey Council of County Colleges  
**Bill Healey**, Executive Vice President  
Health Care Institute of New Jersey  
**Dante Rieti**, Director  
Cumberland/Salem Workforce Investment Board  
**Janet Luton Perantoni**, Dean of Corporate and Continuing Education  
Raritan Valley Community College  
**Jeff Stoller**, Deputy Executive Director  
John J. Heldrich Center for Workforce Development  
Rutgers, The State University of New Jersey

[Effective Business Partnership PowerPoint Presentation](#)

1:00 PM – 2:00 PM

**LUNCH**

Imperial A and B

# **New Jersey State Employment and Training Commission**

## **2004 One-Stop Conference**

### ***Re-Imagining the Future: Beyond Workforce Consolidation***

December 14 – 15, 2004

ATRIUM, 6<sup>th</sup> Floor

## **EXHIBITS**

Tuesday 7:30 AM – 5:30 PM

Wednesday 8:00 AM – 2:00 PM

<b>Name of Agency</b>	<b>Exhibit Focus</b>
Cerebral Palsy of New Jersey	Comprehensive Services to People of all Disabilities
EmployOn	Identification of More Job Opportunities
Harcourt Achieve	Workforce Readiness and Adult Education Instructional Materials
Institute for Life Coping Skills, Inc.	Multi-Media, Group Life Skills/Career Counseling Program
JVS Learning Solutions	Preparation for Career Certification in Retail and Healthcare
Lincoln Educational Services	Career Education and Training
New Jersey Council on Gender Parity in Labor and Education	Research and Policy Recommendations for Gender Equity in the Workforce
New Jersey Statewide Transfer Initiative	Web-Based Career and College Planning Tool

New Jersey Youth Corps  
New Jersey Department of Labor and  
Workforce Development

Services to Out-Of-School Youth

NJN Public Television

Workforce Development and Education

Nontraditional Career Resource Center

Promotion of Nontraditional Careers  
Featuring a Web-Based Game and Video

NovaNET by Pearson Digital Learning

Online Education Workforce Development  
for Adults and Youth

Office of Labor Planning & Analysis  
New Jersey Department of Labor and  
Workforce Development

Labor Market Information

Starting Points For Children, Inc.

Training for Child Development Associate  
Credential

Tele-Measurements Inc.

Distance Learning

United States Department of Labor Center  
for Faith-Based and Community Initiatives

Encouragement of Community  
Collaborations

**New Jersey State Employment and Training Commission**  
**2004 One-Stop Conference**

*Re-Imagining the Future: Beyond Workforce Consolidation*

**ACKNOWLEDGEMENT**

The State Employment and Training Commission takes a great deal of pride and personal satisfaction in acknowledging our Guest Speakers, Moderators, Presenters and Panelists who have all been selected from some of the best and brightest colleagues in New Jersey and the Nation.

We also would like to acknowledge the Department of Labor and Workforce Development's Print Shop, Building Maintenance, and the Office of Marketing for all their assistance and support.

We further acknowledge and sincerely thank our Partner Agencies and the One-Stop Conference Planning Committee for convening such outstanding workshop sessions and exhibitors at this year's Conference.