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Overview

The State Employment and Training Commission (SETC) has received financial support from the United States Department of Labor (US DOL) through a *Build Your Community Network* grant to facilitate linkages between Faith-based and Community-based Organizations (FBCO) and New Jersey's workforce investment system. The SETC has asked Workforce Investment Boards (WIBs) to bring together leaders and staff from FBCOs and the workforce system to create new strategies for addressing the needs of struggling individuals and populations so they may become work-ready, started on a career path full of opportunity, and remain employed over time. This handbook serves as a guide to support this goal.

Work has always been essential to the human experience. Historically, the nature of work has been determined by the nature of the economy. The nature of work, the workplace, the workforce and the economy are all rapidly changing in unprecedented ways. This dramatic transformation, the full implication of which is not fully known, requires the nation's workforce investment system to adapt. The current environment that necessitates change is characterized by the following:

- Technology is reshaping work and workplace skills, demanding lifelong learning and widening the earnings gap between those with skills and those without.
- Business is reinventing how it functions, creating high performance organizations, flattening layers of management and sharing decision-making with front-line employees.
- Skills such as problem solving, teamwork and communication are increasingly essential for success in the workplace.
- Students, workers, and those seeking employment must be served by a system of lifelong learning that offers them the opportunity to continually enhance their skills to keep pace with the rapidity of changes in the skills sets demanded by the labor market.
- Linkages between economic development and the quality of the workforce are more critical in dealing with a work environment so heavily dependent on skills.

The job market, now and into the foreseeable future, is one in which the most important resources workers must have are their workplace skills and their ability to learn new skills. Most people will change jobs five to seven times during their careers and, given the pace of organizational and technological change, be asked to upgrade their job skills on a continuing basis. In such an environment, it is crucial that the workforce investment system adapt to this new reality.

Why Should the Faith-Based and the Community-Based Organizations Collaborate with the Workforce System?

New Jersey envisions a workforce investment system that is capable of serving the needs and demands of the workforce and the workplace. In other words, New Jersey's Workforce Investment System will address the need that New Jersey's businesses have for a highly qualified workforce and also the rights of its citizens to be employed to their maximum potential so that both may have their place in an ever-changing and global marketplace. Faith-based and Community-based Organizations (FBCOs) often share complementary goals in that they focus on community and economic development and helping residents develop skills to be employed and self-sufficient. Thus, building linkages between the workforce system and FBCOs can only strengthen the capacity of each to accomplish their goals.

The New Jersey Office of Faith Based Initiatives works to develop relationships and strengthen partnerships with federal and state agencies, corporations, foundations, institutions of higher learning, and capacity building training organizations in an effort to create greater access to funding and other resource opportunities for FBCOs. The Office aspires to create greater access for partnerships and to enhance the capacity of FBCOs to effectively address issues of accessibility, partnership, and training, research and policy.

With New Jersey's limited funding, partnerships would allow both the workforce system and FBCOs to better leverage resources and to share valuable information. All customers would benefit from a fuller array of services.

For more information: www.state.nj.us/state/faith/index.html

What are the Goals of Collaboration?

- Utilize faith-based and community-based organizations' and One-Stop Career Centers' resources in order to benefit both organizations and their customers' workforce needs and provide more comprehensive services for everyone's customers.
- Reach new populations that may be currently underserved and provide more services to them or direct them to partners who have the services they need.
- Develop relationships with FBCOs not currently collaborating with the One-Stop System.
- Provide information on how to collaborate and create a program to make effective referrals to the workforce system to utilize their resources for workforce development.

- Develop specific collaborative strategies with FBCOs to meet local business needs for job-ready employees.

What is the Workforce Investment System?

The workforce investment system in New Jersey consists of the New Jersey Department of Labor and Workforce Development, New Jersey State Employment and Training Commission, Workforce Investment Boards, and the One-Stop Career Centers. Collaboratively, the workforce investment system supports economic growth and provides job seekers with the information, advice, job search assistance, supportive services, and training for demand industries and occupations in order to get and keep self-sufficient jobs, as well as to provide employers with skilled workers. Their goal is to work with other federal and state agencies, local partners, and stakeholders in business and industry to provide leadership, oversight, policy guidance, and technical assistance in order to prepare a high performance and competitive workforce.

United States Department of Labor (USDOL)

The USDOL has developed strategies that enable the One-Stop Career Center system to partner with FBCOs to help struggling job seekers prepare for, enter, and advance in employment and give businesses access to new worker “pipelines.” In this effort, DOL launched the *Sharing How Access to Resources Empowers (SHARE) Network* to help states implement “Access Points” and/or Web-based Resource Directory projects to expand access to workforce development services. These access points were established in a number of states in local FBCOs. Each access point designates a volunteer or staff member to serve as a point of contact (POC) for the local One-Stop. These POCs help customers search for jobs using the web-based job matching system and talent bank and make appropriate referrals to the One-Stop.

A number of states have begun establishing Access Points in local faith-based and community-based organizations (FBCOs). This program may be one that New Jersey WIBs and FBCOs examine for the possibility of adopting or establishing similar initiatives.

For more information about US DOL:

www.dol.gov

For more information about Access Points:

www.dol.gov/cfbc/accesspoints.htm

Understanding New Jersey’s Workforce Investment System

New Jersey State Employment and Training Commission (SETC)

The State Employment and Training Commission (SETC) is the New Jersey State WIB and oversees the planning and programming of local WIBs to ensure the workforce needs of their communities are addressed. Members of the Commission are drawn from the public and private sectors with the intent that the Commission reflects the views of a broad range of workforce system stakeholders. Their mission is to improve the skills of New Jersey's workforce by creating a coherent, integrated system of employment and training programs and services which, in concert with the efforts of the private sector, will provide each citizen of the State with equal access to the learning opportunities needed to attain and maintain high levels of productivity and earning power. The SETC is the umbrella for all key state workforce agencies, with members including the Commission of Higher Education, the Department of Education, Economic Development Authority, the Department of Human Services and most significantly, the Department of Labor and Workforce Development.

For more information about the SETC:

www.njsetc.net

New Jersey Department of Labor and Workforce Development (LWD)

The New Jersey Department of Labor and Workforce Development (LWD) works closely with the United States Department of Labor on issues such as minimum wage, job search assistance, job training, youth and labor, workplace safety, and health to set regulations, laws, services, and support to improve New Jersey's workforce. The LWD receives federal aid grants from the US DOL in order to establish services and/or programs to audiences such as workers, employers, job seekers, youth, and veterans.

LWD established One-Stop Career Centers (OSCC) in order to meet the needs of job seekers. OSCC's, located throughout New Jersey, offer services without a fee to help their job seeker customers develop the skills needed to succeed in a 21st century work environment. A second customer of the OSCC is the employer community. OSCCs assist the employer in matching their job openings to appropriate job seekers.

The Department of Labor and Workforce Development educates job seekers, individuals with disabilities, and employers about services and programs available in New Jersey as well as provides them with the resources necessary to conduct labor exchange. Services provided include information on career development, employer services, labor market statistics, safety and health, social security disability programs, temporary disability, unemployment insurance, vocational rehabilitation, wage and hour compliance, and workers' compensation.

For more information about LWD:

www.lwd.dol.state.nj.us

Workforce Investment Boards (WIBs)

The Workforce Investment Boards (WIBs) are important policy boards for occupational skill training and educational programs in their respective workforce areas. WIBs were created in New Jersey in 1995 to guide the state's workforce investment system. Federal law mandated the formation of WIBs nationwide in the Workforce Investment Act of 1998 (WIA). New Jersey relies on WIBs to be active leaders in the implementation of sound workforce strategies in their area.

WIBs are local analogs to the SETC. They are comprised of appointed business leaders and representatives from organized labor, education, One-Stop partners, community-based organizations and youth service providers. WIBs are charged with integrating publicly funded services and training into a workforce system that is flexible and responsive to the needs of both job seekers and employers. WIBs are expected to build partnerships, educate the community on workforce issues, set standards for the quality of workforce services, and create the workforce investment agenda. WIBs must define a vision, mission, and goals based on local community needs, as well as passionately advocate for initiatives that address those workforce issues. These issues are memorialized in their strategic plans.

WIBs are expected to act as boards of directors who identify the needs of the local job market, leverage resources, oversee One-Stop Career Centers, and otherwise direct workforce investment programs in their area. WIBs work in conjunction with economic development and related organizations to promote economic growth and ameliorate worker dislocations. They also work with community colleges, K-12 school systems, and other providers to improve services and curriculum for dislocated workers, incumbent workers and new entrants to the workforce.

For more information about WIBs:
www.njsetc.net/boards/names.htm
www.njsetc.net/handbook/toc.htm

One Stop Career Centers (OSCC)

New Jersey's One-Stop Career Centers (OSCC) are staffed with qualified professionals who can assist customers obtain employment or the training needed to meet the demands of today's workforce. OSCCs are in touch with employers throughout their local area. New job opportunities are frequently posted, and job seekers who register with their local office are automatically cross-matched to openings in their desired field or occupation.

If needed, employment counselors can help their customers explore a career path that can best utilize their skills in the current job market. If upgraded or new skills are needed, occupational training may be the answer. While most occupational training programs are provided through local vendors with grants from the OSCC, training in job search techniques, resume writing, interviewing skills, basic computer training, and literacy may be provided on-site. Also, information regarding on-the-job training with local employers is available.

The OSCCs are located conveniently throughout New Jersey in order to meet the local workforce needs. These services range from self-service opportunities to more hands-on staff-assisted services. As well, many customer services can be obtained online. The OSCC's objective is to provide the resources and guidance needed in order to attain achievable career goals. All of these services are available free of charge to help people build the skills they need to succeed in the 21st century work environment.

Resources Available at One-Stop Career Centers

Job Search Assistance

- Labor Market Information
- Online assistance with the Workforce New Jersey Public Information Network (WNJPIN) ~ **www.wnjp.net**
- Job Search Readiness Workshops
- Online Job Searches
- Employment Interviewer
- Post an Online Resume
- Professional Service Groups (PSG)
- Services for Veterans of the US Armed Forces
 - Workforce 55+ (WF 55+)
- Work First New Jersey

Career Counseling

Individual career counseling appointments are available in the One-Stop Career Centers. Qualified counselors can assist you with assessment testing and vocational planning. Our career counselors can assess your skills and help you:

- Develop your personal job search action plan;
- Guide you in defining your occupational goals;
- Offer you testing in skills and interest inventories;
- Suggest a plan of action to advance your career.

Training

There are many training opportunities available to customers of the One-Stop Career Center. While there may be specific eligibility criteria for each program, a career counselor can provide advice on appropriate programs. Programs include:

Workforce Investment Act (WIA) - Adult and Dislocated Workers Program

The Adult and Dislocated Worker Program which is federally funded under the Workforce Investment Act of 1998, is designed to provide quality employment and training services to assist eligible individuals in finding and qualifying for meaningful employment, and to help employers find the skilled workers they need to compete and succeed in business. The services are provided through One-Stop Career Centers.

Target Population:

- All adults, 18 years and older, are eligible for core services.
- Dislocated workers.
- Priority for training services must be given to recipients of public assistance and other low-income individuals where funds are limited.

In addition to unemployed adults, employed adults can also receive services to obtain or retain employment that allows for self-sufficiency. State and local areas are responsible for establishing procedures for applying the priority and self-sufficiency requirements.

Additional Services of WIA:

- “Supportive” services such as transportation, childcare, dependent care, housing and needs-related payments are provided under certain circumstances to allow an individual to participate in the program.
- “Rapid Response” services at the employment site for employers and workers who are expected to lose their jobs as a result of company closings and mass layoffs are also available.
- Individuals whose layoff was created or affected by international trade, may access information and services under the Trade Act programs.

Workforce Development Partnership Program

The Workforce Development Partnership Program (WDPP) was created by statute in July 1992 to provide an adequate statewide funding training resource for currently employed and recently displaced front line workers in conjunction with the state's business and labor communities. The Individual Training Grant program provides training grants of up to \$4,000 for each qualified displaced or disadvantaged worker who undergoes unemployment counseling and establishes a satisfactory employability development plan. An additional \$1,000 is available if remedial training is needed. The WDPP is administered through the One-Stop Career Centers.

Tuition-Free College for the Unemployed

The cost of tuition at New Jersey community and public colleges may be waived for those who have been in the labor market for at least two years and are now unemployed.

Trade Adjustment Assistance (TAA)

The TAA program provides reemployment services to workers who have lost jobs as a result of foreign competition.

The Division of Vocational Rehabilitation Services (DVRS)

DVRS helps individuals with disabilities achieve independence through employment that's consistent with their strengths, priorities, needs, abilities, and capabilities. To that end, they may provide occupational training, if deemed necessary.

Self-Employment Assistance (SEA)

The SEA program assists qualified unemployed individuals in becoming self-employed and starting a business in New Jersey.

Reading and Basic Skills

Through the Workforce Learning Links, located at most OSCCs, those in need of improving their reading and basic skills, preparing for the GED, financial literacy, or basic computer skills, can work at their own pace with an instructor on specific computer-based programs.

Smart Step Program (SSP)

Smart Steps Program provides income assistance to full-time post-secondary students eligible for welfare.

What are Faith-Based Organizations?

Faith-based organizations have a long tradition of helping Americans in need and together represent an integral part of our nation's social service network. Faith-based organizations are often the unsung heroes in helping Americans in need. Their compassionate care can turn lives around and provide hope where it has been missing. These groups do not provide care because they have to, but because they want to.

Faith-based organizations work to revitalize their communities through activities like creating affordable housing, promoting commercial and business development, providing job training, and other community services. Faith-based organizations often are separate 501(c)(3) nonprofit corporations. Most faith-based organizations conduct social service projects to meet the needs of their citizens in their community. As such, faith-based organizations are not religiously based; rather, they cater to all people from different religious and ethnic backgrounds. In some cases, multiple houses of worship that are in close proximity to one another will collaborate to create a Community Development Corporation (CDC) to serve their shared community.

Faith-based organizations are funded either federally, privately, locally, or receive state or private grants. In order to receive federal funding, a faith-based organization must follow certain requirements.

Examples of New Jersey's faith-based organizations include:

- **First Baptist Church of Lincoln Gardens (Somerset)** - This has been a church that is well-known to be active in the community and continues to serve the neighborhood in areas of housing, employment, health care, youth development and economic development.
For more information:
www.fbcSomerset.com
- **Life Assembly of God Church (Camden)** –This church provides an outreach program for women called The House of Esther which accommodates those in need providing healthcare exams, job preparation and training and clothing.
For more information:
www.lifeag.org

What are Community-Based Organizations?

Community-based organizations are dedicated to creating and facilitating projects that are designed to revitalize their community. These organizations are non-profits that usually operate within a single local community. Many community-based organizations provide programs to help eliminate or alleviate problems concerning health, environment, families, and employment. Like other nonprofits, they are run on a voluntary basis and are self-funding. Even within community-based organizations, there are many variations in terms of size and the way they are organized. Some are formally incorporated, with a written constitution and a board of directors (also known as a committee), while others are much smaller and are more informal.

Examples of New Jersey's community-based organizations include:

- **Latin American Economic Development Association, Inc (Camden)**- This non-profit organization is dedicated to the creation of jobs, employment, and small business opportunities for minorities. For more information:
www.laeda.com

- **Career Opportunity Development Inc. (Egg Harbor City)**- This CBO offers vocational training services such as evaluation, job readiness, situational assessment, work adjustment training, sheltered employment, supported employment, cognitive therapy, and placement and retention services to ex-offenders and individuals with disabilities.

For more information:

www.njcodi.org

- **New Communities Corporation (Newark)**- This is the nation's largest and most comprehensive community development corporation. NCC owns and manages more than 3,000 units of housing and employs 2,300 people. The array of community-based services and programs provided by New Community includes housing, early childhood education, transitional housing for the homeless, job training, education, health care, community arts, youth programs and a host of social services for children, families and senior citizens. For more information:
www.newcommunity.org

What Stakeholders Would Collaborate?

All leaders, employees, and volunteers of faith-based and community-based organizations should collaborate with One-Stop Career Centers and the Workforce Investment Boards to generate a social and educational network.

How Can We Collaborate?

Collaboration is a process where two or more parties willingly agree to work with one another to fulfill a common goal. For faith-based and community-based organizations, collaboration with the workforce investment system can be a two-way channel where each party will participate in each other's events and services. In this way, both parties are benefiting from the other's help. For example:

- Workforce Investment Boards (WIBs) in New Jersey can establish a Faith-based and Community-based Organizations Collaborating Committees. This committee could target issues and concerns of the community as they relate to workforce development. Together, these institutions can help find solutions.
- WIBS can encourage the OSCC to offer open houses in order for all FBCOs to gain an understanding of the purpose of the One-Stops, as well as utilize their resources and programs.
- WIBs can email/mail a periodic newsletter to notify all FBCOs of new and important information about any future planning, grant opportunities, or available resources.
- Hosting seminars, conferences, and workshops that target all One-Stop partners, programs, and services will make all customers aware of everything that is available to them and those they serve.
- Support is available for your customers as they seek employment assistance.
- OSCC can make your services available at their location.
- Make your organization a "One-Stop Center Access Point".
- Influence your local workforce investment system by attending WIB meetings.
- Serve as a provider for those in need through the local workforce system.
- Access grant writing guidance provided from the WIB partners.
- FBCOs can refer their customers to One-Stop Career Centers for expertise in job search techniques and training grants.
- FBCOs can list all the programs they offer through their organization such as substance abuse, counseling, job search assistance, family counseling, clothing donations to help One-Stop customers meet their needs.
- OSCCs can refer their customers for service at the FBCOs programs.
- FBCOs can also provide a listing of information about all their meetings such as topic of discussion, times and locations so that One-Stop customers may attend at their convenience and interest.

Where Can We Look for Grassroots Partners?

- Neighborhood Associations/Community Centers
- Religious congregations located in communities in the local area, particularly disadvantaged communities
- Community Action Centers/ Community Development Associations
- Neighborhood Network Centers (www.neighborhoodnetworks.org)
- Locally-based associations and community centers that specifically serve minorities, immigrants, people with disabilities, young people, and the elderly
- Local organizations providing clothes, food, shelter, drug treatment and long-term assistance

Who Can Help Identify Faith-Based and Community-Based Organizations?

- Large national nonprofits or associations with local affiliates
- Local networks/ intermediary organizations (Compassion Capital fund grantees, Mutual Assistance Associations, organizations within specific ethnic groups)
- Local religious leaders' alliances/ clergy association or ministerial alliances
- Local interfaith councils or coalitions
- Local and national foundations
- Contacts with local media, in particular religious radio stations and newspaper sections
- Mayor's community-based or faith-based relations office
- Other city and county government social service agencies
- Local offices of State and Federal Government Representatives
- New Jersey Office of Faith-based Initiatives
- New Jersey Department of Community Affairs

Additional Resources

Self-Help

- New Jersey's Online One-Stop Career Center
The Online One-Stop Career Center offer high quality employment and training services including job search assistance, resume writing, interview techniques, job clubs, skill assessment, career exploration and counseling, and referral to training services.
www.webos.dol.state.nj.us
- Self-Help Resources
Self-help is available at local OSCCs at their free public access areas. Use phones, fax machines, photocopiers, and personal computers to conduct a job search. Job openings can be scanned and information can be found about occupations in demand, job fairs, training, specific companies, labor market data, transportation, housing, child care services, and much more. Assistance with the equipment is always available. A complete listing of OSCCs can be found at the LWD website.
www.lwd.dol.state.nj.us

Career Development

- Career Related Information
 - For a listing of New Jersey's Universities, Colleges, Technical and Vocational Schools:
www.wnjp.net ~ Click on *Career Development*
 - Teens, Counselors and Parents- Use this special site created to provide information on career exploration, demand skills, industries in New Jersey, schools, and assessment quizzes.
www.njnextstop.org
 - Careers- Find information on more than 925 occupations containing nearly 550 career videos providing a valuable look at workers in an actual workplace.
www.wnjp.net ~ View *Career Development, Choose a Career*
 - Labor Market Information- Know what the fastest growing occupations are in the U.S., New Jersey, as well as the County and WIB area levels.
www.wnjp.net ~Click on *Labor Market Information*
 - Labor Market Information- Research occupations by industry data tools for New Jersey Labor Areas.
www.lwd.dol.state.nj.us ~ See *Occupations by Industry Data Tools*

- Employment Statistics- View current employment statistics for New Jersey Labor Areas.
www.lwd.dol.state.nj.us ~ Select *Current Employment Statistics*
- Employers File- Search over 150,000 New Jersey employers by industry and county to develop possible job leads.
www.wnjp.net ~ Click on *Labor Market Information*
- Work Readiness Credential- Earn the credential that demonstrates the possession of the skills, knowledge and abilities needed to be a successful entry-level worker.
www.workreadiness.com
- Workforce Learning Links- These classes can help prepare customers for the job market by upgrading literacy, math, financial literacy, and computer basic skills all taught with the aid of instructors and self-paced online computer programs.
www.wnjp.net ~ Under *Related Links*, Select *Workforce Learning Links*
- Child Care Centers- Search over 4,300 centers located statewide to find the suitable child care.
www.wnjp.net ~ Click on *Support Services*
- Financial Aid- Locate non-institutional grants, loans, scholarships, and fellowships from private organizations to assist college, graduate school, and technical school students.
www.hesaa.org
www.wnjp.net ~ Click on *Career Development*
- Undergraduate Colleges- Search programs and costs at over 4,200 accredited colleges and universities throughout the U.S., Canada, and the territories of the U.S.
www.petersons.com
- Training Providers- Complete information on training programs available at nearly 900 training providers serving New Jersey residents.
www.wnjp.net ~ Select *Career Development, Choose a Career*
- Licensed Occupations- Details on qualifications to obtain licensing for over 190 occupations in New Jersey.
www.wnjp.net ~ Select *Career Development, Choose a Career*
- Military Careers- Contains complete information on 142 military occupations.
www.wnjp.net ~ Select *Career Development, Choose a Career*

Support Services

Assistance for many any support services may be found at the One-Stop Career Center. Online information is also available at the *Support Services* section of www.wnjp.in.net. These include:

- **Disability Related**
Help is available for those facing challenges with disabilities.
- **Health and Nutrition**
For those in need of healthcare or health- and nutrition-related assistance, this section can help. Among other needs, check eligibility for the federal Food Stamp program, find affordable health coverage, as well as referrals to mental health and addiction programs.
- **Special Services, Resources, and Emergency Needs**
From senior citizen and ex-offender services, to help for low-income persons in need of clothing, household items or legal help.
- **Housing and Rental Assistance**
For information related to housing issues and rental assistance.
- **Child Care**
For assistance in locating suitable child care.
- **Transportation**
For help in finding reliable or cost-effective transportation to work, take a look at some of the solutions listed at this site.
- **Income Assistance**
For information about unemployment insurance, social security, and public assistance.

New Jersey Helps

Information can be found for over thirty social service programs in New Jersey including housing, medical care, and food stamps as well as a complete listing of toll-free helplines at www.njhelps.org.

Acronyms

CDC – Community Development Corporation

DOL/US DOL – United States Department of Labor

DVRS – Division of Vocational Rehabilitation Services

ESL – English as a Second Language

FBCO – Faith-based and Community Organizations

GED – General Educational Development

ITA- Individual Training Accounts

NJ LWD – New Jersey Department of Labor and Workforce Development

OSCC - One-Stop Career Center

PSG – Professional Service Group

POC- Point of Contact

SEA – Self- Employment Assistance

SETC – State Employment and Training Commission

TAA – Trade Adjustment Assistance

WF 55+ - Workforce 55+

WFNJ – Work First New Jersey

WIA – Workforce Investment Act

WIB – Workforce Investment Board

WNJPIN - Workforce New Jersey Public Information Network, www.wnjpin.net

WDPP/WDP – Workforce Development Partnership Program