

**Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy**

| | |
|------------------------|------------------|
| Policy Number: | UCWDB-2026-07 |
| Effective Date: | January 28, 2026 |
| Supersedes: | WDB-2018-06 |
| Review Date: | Annually |

Section 1: Purpose and Authority

1.1 Purpose

This policy establishes a comprehensive framework for the certification and continuous evaluation of American Job Centers (AJCs) in Union County, New Jersey. The policy ensures that the local workforce delivery system meets quality standards established by the **Workforce Innovation and Opportunity Act (WIOA)**, the New Jersey State Employment and Training Commission (SETC), and the New Jersey Department of Labor (NJLDR). This policy promotes effective integration of services among required partners and maintains accountability for service delivery outcomes through annual review and certification consistent with Malcolm Baldrige National Quality Award principles for continuous improvement.

1.2 Applicability

This policy applies to the Union County Comprehensive One-Stop Center, all WIOA-required and state-required One-Stop partners, affiliated sites, specialized centers, and all sub-recipients receiving WIOA Title I funds through the UCWDB to deliver career and training services.

1.3 Regulatory Authority and Legal Basis

A. Federal Authority:

The Union County Workforce Development Board (UCWDB) is authorized under **WIOA Section 107(d)(10)(A)** to develop and implement the certification policy for the local American Job Center system. This policy is established pursuant to:

- **Workforce Innovation and Opportunity Act (WIOA) of 2014**, Sections 101(d)(6), 121(b), 121(e)(2), 121(g)(1), 121(g)(3), and 188
- **20 CFR 678.305-320, 678.400-440, 678.800, and 678.900**
- **34 CFR 361.305, 361.310, 361.400, 361.415, 361.420, 361.800**
- **29 CFR Part 38** (Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIOA)
- **2 CFR Part 200** (Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards)
- **TEGL 16-16**: One-Stop Operations Guidance for the American Job Center Network

B. State Authority:

Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy

- SETC Resolution No. 2016-14: New Jersey Local One-Stop Career Center Certification Process
- **NJWIN WD-PY24-7**: One Stop Career Center Partners (June 3, 2025)
- **NJWIN WD-PY22-6**: American Job Centers (March 24, 2023)
- **NJWIN WD-PY22-4.2**: New Jersey Memorandum of Understanding and Infrastructure Funding Agreement
- **NJWIN WD-PY21-6**: Local Governance Policy

1.4 Programs Impacted

This policy directly impacts the following WIOA Title I programs and associated service delivery:

- WIOA Title I Adult Program
- WIOA Title I Dislocated Worker Program
- WIOA Title I Youth Program
- Work First New Jersey (WFNJ) Employment and Training Services (TANF, SNAP, and General Assistance)

1.5 Core Principles

A. Integrated Service Delivery:

All AJCs must provide seamless access to career services, training services, and supportive services through effective coordination among required partners. Partners administer separately funded programs as a set of integrated streamlined services to customers. Services at the AJC are provided by six core partners and additional required and optional partners. The six core partners are: WIOA Title I Adult Program, WIOA Title I Dislocated Worker Program, WIOA Title I Youth Program, Adult Education and Family Literacy (Title II), Wagner-Peyser Employment Service (Title III), and Vocational Rehabilitation Services (Title IV), which in New Jersey includes both the Division of Vocational Rehabilitation Services (DVRS) and the Commission for the Blind and Visually Impaired (CBVI).

B. Universal Access:

Services must be available to all individuals seeking employment assistance, regardless of funding stream eligibility, with appropriate triage and referral mechanisms.

C. Customer-Centered Design:

Service delivery shall be organized around customer needs rather than programmatic silos, ensuring efficient navigation of available resources. There is no required sequence of services.

D. Continuous Improvement:

AJCs shall implement systematic processes for evaluating service effectiveness and implementing improvements based on Malcolm Baldrige National Quality Award principles, performance data, and customer feedback, consistent with **SETC Resolution No. 2016-14**.

E. Compliance with Uniform Guidance:

Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy

All expenditures related to AJC operations must comply with **2 CFR Part 200** requirements for allowability, allocability, and reasonableness. Infrastructure costs shall be charged to each partner in proportion to relative benefits using a reasonable cost allocation methodology.

F. Equal Opportunity:

AJCs must ensure equal opportunity for all individuals in compliance with **29 CFR Part 38** and **Section 188 of WIOA**.

G. Common Identifier:

Per **20 CFR 678.900**, all AJCs must include the "American Job Center" identifier or "a proud partner of the American Job Center network" on all products, programs, activities, services, electronic resources, facilities, and related property and materials.

Section 2: Covered Entities

2.1 Union County Comprehensive One-Stop Center

The Union County American Job Center, located at 10 Elizabethtown Plaza, Elizabeth, NJ 07202, serves as the Comprehensive One-Stop Center for Union County.

2.2 WIOA-Required One-Stop Partners

Pursuant to **20 CFR 678.400** and **NJDOL Directive WD-PY24-7**, the following partner programs required by WIOA must participate in the one-stop delivery system when present in Union County:

A. WIOA Title I Programs:

- Adult Program
- Dislocated Worker Program
- Youth Program
- Job Corps (if present in local area)
- YouthBuild (if present in local area)
- Migrant and Seasonal Farmworker Programs (if present in local area)
- Native American Programs (Note: Federally recognized tribes are not currently present in New Jersey; engagement with state-recognized Native groups is recommended)

B. Additional Required Partner Programs:

1. WIOA Title II Adult Education and Literacy Services
2. WIOA Title III Employment Services (Wagner-Peyser Act)
3. WIOA Title IV Vocational Rehabilitation Services (DVRS and CBVI)
4. Jobs for Veterans State Grants (JVSG) Programs
5. Unemployment Insurance
6. Temporary Assistance for Needy Families (TANF)/Work First New Jersey (WFNJ)
7. Senior Community Service Employment Program (SCSEP)

Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy

8. Career and Technical Education (CTE) Postsecondary Programs (Carl D. Perkins Act)
9. Trade Adjustment Assistance (TAA) Activities
10. Community Services Block Grant (CSBG) Employment and Training Activities
11. Housing and Urban Development (HUD) Employment and Training Activities
12. Second Chance Act Programs (Reentry Employment Opportunities)

2.3 NJDOL-Required State Workforce Program Partners

Pursuant to **WD-PY24-7**, the following state workforce programs are required One-Stop partners:

- State Business Outreach Team
- Work First New Jersey (WFNJ) – Supplemental Nutritional Assistance Program (SNAP)
- Work First New Jersey (WFNJ) – General Assistance (GA)
- Pathways to Recovery (Title I National Dislocated Worker Grant)
- Job Opportunities for Building Success (JOBS)
- New Jersey Youth Corps (NJYC)

2.4 Title IV Vocational Rehabilitation Core Partners

As core workforce partners under Title IV (Vocational Rehabilitation) of the Rehabilitation Act of 1973, as amended by WIOA, vocational rehabilitation services in New Jersey are provided by two designated state units:

A. Division of Vocational Rehabilitation Services (DVRS):

DVRS provides vocational rehabilitation services designed to improve and align core programs towards the goal of assisting individuals with disabilities to maximize employment, economic self-sufficiency, independence, and inclusion and integration into society.

B. Commission for the Blind and Visually Impaired (CBVI):

CBVI is a core partner in the workforce system providing vocational rehabilitation services to individuals who are blind, deaf-blind, and visually impaired. Both DVRS and CBVI must be included in the local Memorandum of Understanding and Infrastructure Funding Agreement as required Title IV partners.

2.5 Recommended Partners

LWDBs and One-Stop Career Centers are encouraged to develop relationships with the following partners: Ticket-to-Work, Small Business Administration (SBA) Programs, Client Assistance Program (CAP), Public Libraries, National Dislocated Worker Grants, Human Service Transportation Coordination, and Mental Health Agencies.

2.6 Partner Program Presence

Per **20 CFR 678.400** and **WD-PY24-7**, if any required program does not have a presence in Union County, they are not required. The requirements relating to a required One-Stop partner are not applicable for a program or activity that is not carried out in the local area.

Section 3: One-Stop Center Definitions and Designations

3.1 Comprehensive One-Stop Center Definition

Pursuant to **34 CFR 361.305(a)** and **NJWIN WD-PY22-6**, a Comprehensive One-Stop Center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners.

A. Mandatory Requirements for Comprehensive Designation:

1. At least one WIOA Title I staff person must be physically present during all operating hours
2. Career services (basic, individualized, and follow-up) as described in **20 CFR 678.430** must be available
3. Access to training services as described in **20 CFR 680.200** must be provided
4. Access to programs and activities carried out by one-stop partners listed in **20 CFR 678.400 through 678.410**, including the Wagner-Peyser Act Employment Services program
5. Workforce and labor market information must be readily available
6. Wagner-Peyser Act Employment Services must be co-located at the Comprehensive AJC

B. Definition of Access:

Per **34 CFR 361.305(d)** and **WD-PY24-7**, "access" to each required partner program means one of the following:

- **Physical Presence:** A program staff member is physically present at the one-stop center
- **Cross-Trained Onsite Staff:** A staff member from a different partner program is physically present and appropriately trained to provide information about partner programs, services, and activities
- **Direct Offsite/Virtual Connection:** A direct linkage through technology to program staff who can provide meaningful information or services within a reasonable time by phone or real-time web-based communication. A "direct linkage" cannot exclusively be providing a phone number, computer website, or providing information, pamphlets, or materials.

3.2 Affiliate One-Stop Center Definition

Pursuant to **34 CFR 361.310(a)** and **NJWIN WD-PY22-6**, an Affiliate One-Stop Center (affiliated site) is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities.

A. Affiliate Site Characteristics:

- An affiliate site is not required to provide access to every required one-stop partner program
- The frequency of program staff's physical presence is determined by the UCWDB based on local needs and outlined in the local MOU
- Affiliate sites serve as access points in addition to the comprehensive one-stop center
- Affiliate sites must be implemented in a manner that supplements and enhances customer access to services

Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy

B. Requirements for Affiliate Designation:

1. Wagner-Peyser Act Employment Services cannot stand alone in an affiliate center
2. An affiliate AJC must include at least one partner other than Wagner-Peyser, JVSG (LVER/DVOP), and Unemployment Compensation with a physical presence of combined staff more than 50 percent of the time the center is open
3. Must have defined operating hours and staffing schedules outlined in the local MOU
4. Must maintain referral mechanisms to the comprehensive one-stop center
5. Must meet applicable accessibility requirements under **29 CFR Part 38**
6. Must be included in the local one-stop delivery system infrastructure cost sharing agreement

3.3 Specialized Centers

Per **NJWIN WD-PY22-6**, the UCWDB, in conjunction with the partners and One-Stop Operator, may determine that a specialized center is more appropriate to serve a particular population. Specialized centers do not need to provide access to every required partner but must be knowledgeable about and prepared to make referrals to AJC partners in the comprehensive and affiliate centers. Partner services must be determined through partner negotiations and incorporated into the MOU, and specialized centers must be described in the Local Plan.

Section 4: Role of the Local Workforce Development Board

4.1 LWDB Responsibilities

Per **NJWIN WD-PY22-6** and **WD-PY21-6**, the UCWDB is the entity responsible for overseeing that the AJC meets all requirements and is operating effectively. The UCWDB is responsible for:

- Establishing and maintaining partnership agreements, including the Memorandum of Understanding and Infrastructure Funding Agreement for the One-Stop Operating System
- Procuring Title I services provided through the AJC, including the One-Stop Operator, Career Services, and Youth Services
- Monitoring and certifying the AJC
- Ensuring that local policies are in place to guide AJC operations and services

4.2 Separation of Functions

The strategy and governance activities of the UCWDB and the operational activities of the AJC Career Center must be performed by separate staff with clear delineation of roles and responsibilities.

4.3 One-Stop Committee

The UCWDB may use a One-Stop Committee to assist in AJC monitoring and oversight. This Committee must be comprised of Board members who do not represent providers of One-Stop

Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy

services (such as private sector and labor organization members). The One-Stop Committee should:

- Review reports related to all AJC Services, including performance reports and service delivery information
- Monitor the implementation of MOU and IFAs to ensure all partners contribute to operations and service delivery as expected
- Mediate disagreements among partners
- Support the procurement of One-Stop Operators and Career Services providers

Section 5: Local Certification Criteria

5.1 Certification Framework

Pursuant to **20 CFR 678.800(d)** and **SETC Resolution No. 2016-14**, the UCWDB shall assess the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers. The certification process utilizes the Malcolm Baldrige National Quality Award principles with focus on continuous improvement.

5.2 Pre-Requisites to Certification

Per **SETC Resolution No. 2016-14**, the following pre-requisites must be in place prior to certification consideration:

1. Current/Full Workforce Development Board Certification
2. Verification of meeting disability/accessibility standards
3. Verification of meeting grievance/complaint/EO standards
4. Current effective local Memorandum of Understanding between the UCWDB and its local One-Stop Partners
5. Completed New Jersey One-Stop Certification Checklist or comparable local document
6. Completed Quality Benchmarking Tool
7. Completed Minimum Standard of Service Delivery Checklist

5.3 Quality Benchmarking Criteria (Baldrige Categories)

Per **SETC Resolution No. 2016-14**, certification evaluation shall utilize the Quality Benchmarking Tool assessing the following seven categories:

A. Category 1 – Leadership:

Partners agree on a shared vision for a customer-driven service delivery system documented in the MOU; agreements indicate partners have agreed to short/long-term goals regarding broader economic/political goals of the community; systems exist demonstrating regional efforts including collaborative plans and resource sharing.

B. Category 2 – Strategic Planning:

**Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy**

All required programs/partners are involved in strategy development; process in place to document expectations with measurable goals; federal and NJ performance metrics are utilized; training opportunities are linked to career pathways and industry-based credentials; clear area commitment to Employment First.

C. Category 3 – Customer and Market Focus:

Public hearings/focus groups used to attain customer input; single points of contact established for business and client customers; customer satisfaction data used for continuous improvement; partnerships exist with community colleges, employer groups, and community organizations.

D. Category 4 – Information and Analysis:

Operator demonstrates use of information technologies to support customer service and staff effectiveness; local service audit utilized to identify opportunities for improvement; system-wide method for collection, analysis, and use of data exists.

E. Category 5 – Human Resource Focus:

Guidelines and plan for ongoing capacity building; process exists to identify and conduct necessary training; information systems and work processes promote collaboration and sharing across partner organizations.

F. Category 6 – Process Management:

Local certification process based upon quality/Baldrige criteria established; documented service flow exists with timelines and methods; processes for handling poor performance are documented; services/programs are organized functionally, not by funding source.

G. Category 7 – Business Results:

Service renewal and incentive programs are linked to performance standards; business results defined beyond placement rates; processes for ongoing private sector participation are in place; employer customer satisfaction data used for continuous improvement.

Section 6: Physical and Programmatic Accessibility Requirements

Pursuant to **34 CFR 361.800**, **29 CFR Part 38**, and **WD-PY24-7**, all one-stop centers must comply with applicable physical and programmatic accessibility requirements. The UCWDB is required to ensure, on an annual basis, that all One-Stop centers in the area are evaluated for physical and programmatic accessibility to individuals with disabilities.

6.1 Physical Accessibility Determination

Per **29 CFR 38.13(a)**, no qualified individual with a disability may be excluded from participation in, or be denied the benefits of, a recipient’s service, program, or activity because the facilities are inaccessible or unusable by individuals with disabilities.

| Assessment Area | Evaluation Criteria |
|------------------------|----------------------------|
|------------------------|----------------------------|

Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy

| | |
|------------------------|--|
| Building Entrance | Accessible entrance with appropriate signage, automatic doors or accessible door hardware, level threshold or compliant ramp, adequate maneuvering clearance |
| Parking | Designated accessible parking spaces with proper signage, accessible route from parking to entrance, van-accessible spaces where required |
| Interior Circulation | Accessible routes throughout facility, adequate corridor width (minimum 36 inches), accessible elevator or single-floor access, compliant door widths and hardware |
| Restrooms | Accessible restrooms with grab bars, adequate turning radius, accessible fixtures, appropriate signage |
| Service Areas | Accessible service counters at appropriate height, accessible seating in waiting areas, resource room workstations at accessible heights |
| Signage and Wayfinding | Tactile signage with Braille at permanent rooms, visual contrast in signage, clear wayfinding throughout facility |
| Emergency Systems | Visual and audible alarms, accessible emergency egress routes, evacuation procedures for individuals with disabilities |

6.2 Programmatic Accessibility Determination

Per **29 CFR 38.13(b)**, all WIOA Title I-financially assisted programs and activities must be programmatic accessibility accessible.

| Assessment Area | Evaluation Criteria |
|---------------------------|---|
| Reasonable Accommodations | Written procedures for requesting and providing accommodations, designated staff responsible for processing requests, timely response, documentation of accommodations provided |
| Assistive Technology | Screen readers and magnification software, text-to-speech and speech-to-text capabilities, adjustable workstations, hearing loop or FM systems |
| Effective Communication | Sign language interpreter services, materials in alternative formats (large print, Braille, electronic), video relay services, captioning for multimedia content |
| Language Access | Translation and interpretation services for limited English proficiency individuals, multilingual signage and materials, staff language capabilities |
| Policy Modifications | Flexible scheduling to accommodate disability-related needs, modified assessment processes as appropriate, reasonable modifications to program requirements |

**Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy**

| | |
|------------------------|---|
| Integrated Settings | Services provided in integrated settings with non-disabled peers, avoidance of separate or segregated service delivery |
| Website/Digital Access | Website compliance with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, accessible online forms and applications, screen reader compatibility |
| Staff Training | Regular training on disability awareness and etiquette, assistive technology operation, accommodation procedures |

6.3 Annual Accessibility Evaluation

Per **WD-PY24-7**, the UCWDB is required to ensure that all One-Stop centers in the area are evaluated annually for physical and programmatic accessibility to individuals with disabilities. The SETC will evaluate the hours of access to service as part of the evaluation of effectiveness in the certification process.

Section 7: Required Local Policies

Per **NJWIN WD-PY22-6**, Appendix II, the UCWDB must have the following policies in place to support local American Job Center operations and oversight:

| Required Policy | Description |
|-------------------------------------|--|
| Priority of Service | Identify local priority groups from among individuals with barriers to employment identified in WIOA (TEGL 10-09, TEN 15-10) |
| Supportive Services (Adults/Youth) | Determine the need for supportive services and document the provision of supportive services (TEGL 3-15) |
| Complaint Procedures | Written policies for handling complaints and grievances, and customer notification of processes |
| Personally Identifiable Information | Protect use, storage of, access to, and destruction of personally identifiable information (TEGL 39-11) |
| Selective Service | Ensure participants have registered for Selective Service as necessary (TEGL 11-11 Change 2) |
| Requires Additional Assistance | Determining or implementing youth that require additional assistance to enter or complete an educational program or to secure or hold employment |
| Work Experience and Incentives | Governing use of incentives and stipends for work experience for youth (TEGL 21-16, TEGL 8-15) |
| Follow-Up Services for Youth | Outlining frequency and intensity of follow-up for youth participants and when youth cannot be contacted (TEGL 21-16) |

**Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy**

| | |
|---------------------|---|
| Work-Based Learning | Use of funds for OJT, Customized Training, and Incumbent Worker Training, including employer eligibility (TEGL 3-15) |
|---------------------|---|

Section 8: Certification Process

8.1 Annual Review Cycle

The UCWDB shall conduct an annual certification review of the American Job Center system. This annual review ensures continuous improvement and compliance with federal and state requirements, including the annual accessibility evaluation required by **WD-PY24-7**.

8.2 Self-Assessment

The Union County American Job Center shall conduct a self-assessment using the UCWDB American Job Center Network Assessment Tool (Attachment A) covering:

- Standards for satisfying job seekers and employers
- Managing job seeker and employer services
- Delivering quality services
- Managing integrated service delivery
- Physical infrastructure and accessibility
- Continuous improvement and innovation
- Equity and inclusion

8.3 Quality Benchmarking Assessment

Per **SETC Resolution No. 2016-14**, the UCWDB Evaluation Committee shall complete the Quality Benchmarking Tool (Attachment B) assessing the seven Baldrige categories as outlined in Section 5.3.

8.4 On-Site Review

The UCWDB Evaluation Committee shall conduct an on-site review to assess physical and programmatic accessibility, service delivery, and partner integration.

8.5 Performance Review

The Evaluation Committee shall review the American Job Center's performance in meeting or exceeding the negotiated local levels of performance for all primary indicators of performance under WIOA.

8.6 Certification Determination

Based on the results of the self-assessment, Quality Benchmarking Tool, on-site review, performance review, and documentation review, the UCWDB shall make a determination regarding

Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy

certification. Certification determinations shall be made in accordance with **20 CFR 678.800, 34 CFR 361.800, and SETC Resolution No. 2016-14.**

8.7 Referral to SETC

Per **SETC Resolution No. 2016-14**, upon local board approval, the certification request shall be referred to the SETC through the SETC/NJDOL review panel process for state-level consideration.

8.8 Continuous Improvement

The UCWDB is committed to continuous improvement consistent with Malcolm Baldrige principles. The certification process shall include recommendations for improvement and technical assistance where needed. The American Job Center shall develop and implement action plans to address any areas identified for improvement.

Section 9: Documentation Requirements

9.1 Certification Package Documentation

Per **SETC Resolution No. 2016-14**, the following documentation must be submitted for certification:

A. Transmittal Requirements:

- A transmittal letter indicating that the area is requesting certification
- A discussion of how the area went through the certification process
- Where the related documentation is available for review
- Indication of who the local point of contact is for access to documentation and associated staff

B. Pre-Requisite Documentation:

- Copy of current/full Workforce Development Board Certification
- Documentation indicating that One-Stop meets accessibility/disability standards
- Documentation of satisfactory grievance, complaints, and EO standards
- Current effective local Memorandum of Understanding between the UCWDB and its One-Stop Partners
- Completed New Jersey One-Stop Certification Checklist (or comparable local document)
- Completed Quality Benchmarking Tool
- Completed Minimum Standard of Service Delivery Checklist

C. Additional Supporting Documentation:

- Customer satisfaction survey instruments and results
- Performance data and outcomes reports
- Staff training records including accessibility training

**Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy**

- Infrastructure Funding Agreement
- Continuous improvement action plans

Section 10: Approval Authority

10.1 Certification Approval Thresholds

| Action/Decision | Approval Authority |
|---|--|
| Initial certification determination | Full UCWDB Board |
| Annual certification review determination | Full UCWDB Board |
| Certification revocation | Full UCWDB Board with Chief Elected Official concurrence |
| Corrective action plan approval | UCWDB Executive Committee or One-Stop Committee |
| Designation of new affiliate site | Full UCWDB Board |
| Approval of Evaluation Committee findings | UCWDB Executive Committee or One-Stop Committee |
| Referral to SETC for state certification | Full UCWDB Board |

10.2 Evaluation Committee

Per **SETC Resolution No. 2016-14**, the UCWDB must establish a local process of review that includes a qualified group of non-conflicted local board members or a qualified third party. The Evaluation Committee shall include:

- UCWDB members who do not represent providers of One-Stop services
- UCWDB staff as appropriate
- Subject matter experts as needed (e.g., accessibility specialists)
- Partner representatives (recused from assessing their own programs)

Section 11: Reporting and Record Retention

11.1 Reporting Requirements

| Report Type | Frequency |
|-------------------------------|------------------|
| Customer satisfaction summary | Quarterly |
| Performance outcomes report | Quarterly |

**Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy**

| | |
|---|-----------------------------------|
| Physical and programmatic accessibility evaluation (required per WD-PY24-7) | Annually |
| Partner integration report | Annually |
| Full certification review/renewal | Annually |
| Criteria review and update | Every two years (with Local Plan) |

11.2 Record Retention

All records related to AJC certification shall be retained for a minimum of three (3) years following the end of the certification period or until resolution of any audit findings, whichever is longer.

Section 12: Internal Controls

12.1 Separation of Responsibilities

To ensure objectivity and accountability in the certification process:

- AJC operations staff shall not participate in certification evaluation decisions
- Partner representatives shall recuse themselves from assessing their own programs
- Fiscal review functions shall be performed by staff separate from program operations
- Final certification decisions rest with the UCWDB, not operational entities
- The strategy and governance activities of the UCWDB and the operational activities of the AJC must be performed by separate staff with clear delineation of roles

Section 13: Equity and Accessibility Commitment

13.1 Equity Principles

The UCWDB is committed to ensuring that all individuals have equitable access to AJC services. The certification process shall evaluate:

- Specific outreach strategies for underserved populations including individuals with disabilities, veterans, ex-offenders, and limited English proficiency individuals
- Regular analysis of services and outcomes across demographic groups to identify disparities
- Implementation of trauma-informed service delivery approaches
- Cultural competency training for staff

13.2 Language Access

AJCs must demonstrate:

- Availability of interpretation services for individuals with limited English proficiency

Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy

- Translation of vital documents into languages spoken by significant portions of the service population
- Bilingual staff or language line access for commonly spoken languages in Union County

Section 14: Policy Review and Update

This policy shall be reviewed annually as part of the certification review cycle. Per **20 CFR 678.800(d)**, certification criteria shall be reviewed and updated every two years as part of the Local Plan update process. Updates shall reflect changes in federal or state regulations, SETC guidance, NJDOL directives, local board policies, or operational needs of the American Job Center system. The assessment tools in the Attachments shall be reviewed concurrently with the policy to ensure alignment with current requirements and best practices.

Section 15: Definitions

| Term | Definition |
|--|--|
| Access | Per 34 CFR 361.305(d) and WD-PY24-7 , having a program staff member physically present, cross-trained staff available, or direct linkage through technology to program staff who can provide meaningful information or services within a reasonable time. |
| Affiliate One-Stop Center | Per 34 CFR 361.310 , a site that makes available one or more of the one-stop partners' programs, services, and activities but is not required to provide access to every required partner program. |
| American Job Center (AJC) | The branded name for one-stop centers established under WIOA where job seekers and employers can access workforce development services. |
| Commission for the Blind and Visually Impaired (CBVI) | A designated state unit under Title IV of the Rehabilitation Act providing vocational rehabilitation services to individuals who are blind, deaf-blind, and visually impaired. |
| Comprehensive One-Stop Center | Per 34 CFR 361.305 , a physical location where job seekers and employers can access all required one-stop partner programs with at least one Title I staff person physically present and Wagner-Peyser Employment Services co-located. |
| Direct Linkage | Per WD-PY24-7 , providing direct connection at the One-Stop center, within a reasonable time, by phone or through real-time web-based communication to a program staff member who can provide program information or services. Cannot exclusively be providing a phone number, website, or materials. |
| Division of Vocational Rehabilitation Services (DVRS) | A designated state unit under Title IV of the Rehabilitation Act providing vocational rehabilitation services to individuals with disabilities. |

Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy

| | |
|---|---|
| Infrastructure Funding Agreement (IFA) | The agreement among one-stop partners regarding shared infrastructure costs of the one-stop delivery system. |
| Memorandum of Understanding (MOU) | The agreement among the UCWDB and required partners describing the operation of the one-stop delivery system, including roles, responsibilities, service integration strategies, and referral processes. |
| One-Stop Committee | Per WD-PY22-6 , a committee of Board members who do not represent providers of One-Stop services, responsible for reviewing AJC reports, monitoring MOU/IFA implementation, mediating partner disagreements, and supporting procurement. |
| Quality Benchmarking Tool | Per SETC Resolution No. 2016-14 , the assessment instrument based on Malcolm Baldrige National Quality Award principles covering seven categories. |
| Required Partner | Per 20 CFR 678.400 and WD-PY24-7 , programs required by WIOA and NJDOL to participate in the one-stop delivery system when present in the local area. |
| Specialized Center | Per WD-PY22-6 , a center established to serve a particular population that does not need to provide access to every required partner but must be knowledgeable about and prepared to make referrals to AJC partners. |
| Title IV Core Partners | The two designated state units providing vocational rehabilitation services under Title IV of the Rehabilitation Act: DVRS and CBVI. Both are required partners in the one-stop delivery system. |
| Vocational Rehabilitation Services | Services designed to assist individuals with disabilities to maximize employment, economic self-sufficiency, independence, and inclusion and integration into society, as authorized under Title IV of the Rehabilitation Act. |

Section 16: References

16.1 Federal Statutes and Regulations

- **Workforce Innovation and Opportunity Act (WIOA) of 2014**, Public Law 113-128
- **Americans with Disabilities Act (ADA) of 1990**, as amended
- **Section 504 of the Rehabilitation Act of 1973**
- **20 CFR Part 678**: One-Stop Partners and the One-Stop Delivery System
- **34 CFR 361.305, 361.310, 361.800**: One-Stop Center Requirements
- **29 CFR Part 38**: Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIOA

Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy

- **2 CFR Part 200:** Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards

16.2 USDOL Training and Employment Guidance

- **TEGL 16-16:** One-Stop Operations Guidance for the American Job Center Network
- **TEGL 10-09:** Implementing Priority of Service for Veterans
- **TEN 15-10:** Increasing Enrollment of Veterans
- **TEGL 3-15:** Operating Guidance for WIOA
- **TEGL 39-11:** Personally Identifiable Information
- **TEGL 11-11 Change 2:** Selective Service Requirements
- **TEGL 21-16:** Youth Program Guidance
- **TEGL 8-15:** Youth Incentive Payments

16.3 State Guidance

- SETC Resolution No. 2016-14: New Jersey Local One-Stop Career Center Certification Process
- **NJWIN WD-PY24-7:** One Stop Career Center Partners (June 3, 2025)
- **NJWIN WD-PY22-6:** American Job Centers (March 24, 2023)
- **NJWIN WD-PY22-4.2:** New Jersey Memorandum of Understanding and Infrastructure Funding Agreement
- **NJWIN WD-PY21-6:** Local Governance Policy

Section 17: Attachments

The following attachments are incorporated into this policy and shall be used as part of the certification process:

| Attachment | Title | Purpose |
|------------|---|--|
| A | UCWDB American Job Center Network Assessment Tool | Self-assessment tool for the Union County American Job Center to evaluate compliance with certification standards. Covers eight assessment areas: Standards for Satisfying Job Seekers, Managing Job Seeker Services, Delivering Quality Services, Managing Integrated Service Delivery, Physical Infrastructure and Accessibility, Continuous Improvement and Innovation, Employer Engagement and Satisfaction. |
| B | Quality Benchmarking Tool (SETC) | On-site review tool utilized by the UCWDB Evaluation Committee, based on Malcolm Baldrige National Quality Award principles per SETC Resolution No. 2016-14 . Assesses seven categories: Leadership, Strategic Planning, Customer and Market Focus, Information and |

**Union County Workforce Development Board
WIOA Title I American Job Center (AJC) Certification Policy**

| | | |
|--|--|---|
| | | Analysis, Human Resource Focus, Process Management, and Business Results. |
|--|--|---|

These attachments are maintained as separate documents and may be updated administratively to reflect current operational practices, provided such updates remain consistent with the requirements of this policy, SETC Resolution No. 2016-14, and applicable federal and state regulations.

Section 18: Inquiries and Technical Assistance

Questions regarding this policy should be directed to:

Union County Workforce Development Board

Meredith Barracato, MPA
Policy and Strategic Planning Advisor
Email: meredith.barracato@ucnj.org

For state-level technical assistance, contact:

New Jersey Department of Labor and Workforce Development

WIOA Policy and Operations Division
Email: WIOAPOD@dol.nj.gov

AJC Center Assessment Summary

A. Standards for Satisfying Job Seekers

Tech Assistance
Required

Standard #1: Every Workforce Area and One-Stop Career Center measures satisfaction with both processes and outcomes for existing job seeker customers.

Standard #2: Feedback from job seekers is used to improve services.

B. Standards for Managing Job Seeker Services

Standard #1: Every One-Stop Career Center will have a system in place to assess projected employer demand.

Standard #2: Every One-Stop Career Center will align job seeker resources with projected employer demand.

Standard #3: Job Seekers will have multiple access points to One-Stop Career Services.

Standard #4: Every One-Stop Career Center offers a consistent menu of job seeker services.

Standard #5: Job seekers are able to get the services they need as efficiently as possible while maintaining a customer service focus.

Standard #6: Every Workforce Area and One-Stop Career Center will have a well-trained staff. A preference was expressed for statewide consistency in training new staff.

C. Standards for Delivering Quality Services to Job Seekers

Standard #1: The One-Stop Career Center quickly determines the purpose of the customer's visit and directs to the appropriate place or person promptly.

Standard #2: Every One-Stop Career Center will have a well-equipped resource room with highly trained staff to provide a broad range of job seeker services.

Standard #3: All customers learn about the full range of services available through the One Stop Career Center in a customer-focused, program neutral way.

Standard #4: Every Workforce Area and One Stop Career Center offers effective assessment and career guidance services to all job seekers.

Standard #5: Every One Stop Career Center provides resources to assist customers with marketing themselves for employment.

Standard #6: Every One Stop Career Center will have information on as many jobs as possible available in the market.

Standard #7: One Stop Career Centers help job seekers advance their skill, education and occupational skill attainment.

AJC Center Assessment Summary

D. Managing Integrated Service Delivery

Tech Assistance
Required

- Standard #1: Partner integration is evident through non-duplication of services and efficient and effective service delivery. _____
- Standard #2: The management structure is clear, as are the roles and responsibilities of the partners at the One Stop Career Center as they relate to the management and governance on the center. _____
- Standard #3: One-Stop Career Centers have integrated staff development plans _____
- Standard #4: The One Stop Career Center is accountable for results. _____

E. Physical Infrastructure and Accessibility

- Standard #1: Every One-Stop Career Center is accessible so that all job seekers and business customers can fully participate in the services offered. _____
- Standard #2: Every One Stop Center maintains a professional appearance. _____
- Standard #3: Every One-Stop Career Center has access to sufficient space and capacity for key functions. _____
- Standard #4: Every One Stop Center is safe and secure. _____

System Standards for Job Seeker Services*

A. Standards for Satisfying Job Seekers

Standard #1: Every Workforce Area and One-Stop Career Center measures satisfaction with both processes and outcomes for existing job seeker customers.

| Measure |
|---|
| <p>a. A job seeker feedback system is defined; survey tools, methods, and protocol are outlined in writing. Job seeker satisfaction may be measured through surveys, focus groups or targeted interviews. Measurement should include a value (whether the service they received benefited them) as well as satisfaction with the experience. Job seeker satisfaction plans call for measurement of:</p> <ul style="list-style-type: none"> ▪ staff responsiveness ▪ timeliness of service ▪ greeting/intake process ▪ resource room ▪ counseling/case management services ▪ workshops ▪ job matching and job referral processes ▪ training/education referral |
| <p>b. Job seeker value calls for real-time measurement of outcomes such as:</p> <ul style="list-style-type: none"> ▪ Entered employment ▪ Entered employment with staff assistance ▪ Entered training or education ▪ Completed WIA- or Trade Act-funded training |
| <p>c. The job seeker customer feedback process has been implemented – the system has been put into place.</p> |
| <p>d. Job seeker customer satisfaction data are disaggregated by type of service used.</p> <ul style="list-style-type: none"> • Is there evidence that job seeker customer satisfaction data has been disaggregated by type of service used? |
| <p>f. Some Job seeker customer satisfaction can be disaggregated by customer group (age group, demographic group, UI claimant status).</p> <ul style="list-style-type: none"> • Is there evidence that job seeker customer satisfaction data has been disaggregated by customer group, such as by: <ul style="list-style-type: none"> • --age group? • --gender? • --race/ethnic group? • --UI claim status? |

- -- Other? (Please specify _____)?

Measure

- g. The One Stop Center will have a system for examining outcome trends over time.
- Is there evidence that the Center has a system for examining outcome trends over time?
 - If yes, does this system look at:
 - Entered employment?
 - Entered employment with staff assistance?
 - Entered training or education?
 - Completed WIA- or Trade Act-funded training?

Standard #2: Feedback from job seekers is used to improve services.

Measure

- a. The One Stop Career Center and workforce area have a system in place whereby decisions are made, and changes are implemented to improve services based on the feedback received from job seekers.
- Is there evidence that feedback from job seekers is used?
 - Have actions been taken to improve services based on job seeker feedback?
 - Are the following types of job seeker feedback used?
 - Feedback on staff responsiveness?
 - Feedback on the timeliness of service?
 - Feedback on job matching/referral process?

Feedback on training/education referral?

- b. Additional job seeker feedback is obtained in areas that require additional attention based on initial feedback.
- Does the workforce area or One-Stop Center have a method for soliciting feedback from job seekers in areas needing additional attention based on previous feedback?

B. Standards for Managing Job Seeker Services

Standard #1: Every One-Stop Career Center will have a system in place to assess projected employer demand.

| Measure |
|---|
| <p>a. One Stop management, including all major partners, participates in a formal data-driven analysis of employer needs at least annually.</p> <ul style="list-style-type: none">• Is there evidence that all partners participate in an analysis of employer needs at least annually?• If so, is the following data included?<ul style="list-style-type: none">▪ Hiring and lay-off patterns over the last year?▪ Jobs listed with SC JobLink over the last year?▪ Labor market projections?▪ Feedback received from employers as part of the employer customer feedback process?▪ Information from partners, including Technical Colleges and higher education, about training conducted with large employers or employers in an important regional sector? |
| <p>b. The process includes full participation of Labor Market Information and Employer Services personnel, and Economic Development representatives.</p> <ul style="list-style-type: none">• Is there evidence that the following are included in the formal data-driven analysis of employer needs?<ul style="list-style-type: none">▪ WIB staff?▪ Labor Market Information staff?▪ Representatives of the workforce area's Employer Services team?▪ Representatives of local and/or regional economic development entities? |

Standard #2: Every One-Stop Career Center will align job seeker resources with projected employer demand.

| Measure |
|---|
| <p>a. One Stop management can demonstrate that the allocation of staff and training resources is consistent with meeting employer needs.</p> <ul style="list-style-type: none">• Is there evidence that allocation of staff is related to the assessment of projected employer demand?<ul style="list-style-type: none">▪ Do certain staff specialize in particular occupations or industries?▪ Are group activities maximized to align with skills employers need?• Is there evidence that allocation of training resources is related to the assessment of projected employer demand? |
| <p>b. One Stop Centers will measure outcomes and include this information in resource allocation decisions.</p> |

Measure

- Are outcomes measured for training courses attended by individuals funded through WIA and Trade Act over the last year? If yes, are these results used to made resource allocation decisions?

Standard #3: Job Seekers will have multiple access points to One-Stop Career Services.

Measure

a. Every workforce area will have services offered:

In-person at One Stop Career Centers, and

Virtually

- Are services offered in-person?
- Are services offered virtually (on-line)?
- Is there evidence that Centers encourage job seekers to utilize virtual services?
- If yes, which virtual services are encouraged?
 - Web-based programs that they can access anywhere and anytime they have access to the Internet?
 - Assessment and career planning tools?
 - Job search and job readiness assistance?
 - Applying for unemployment insurance benefits?
 - Access to multiple job search engines and job boards?

b. Every workforce areas will have services offered at alternative locations, such as libraries, schools, faith-based and community organizations, and/or other sites to ensure reasonable access to services across the workforce area.

- Are services offered at alternative locations?
- If yes, which locations?
 - Libraries?
 - Schools?
 - Faith-based or community organizations?
 - Other (please specify)_____?

Standard #4: Every One-Stop Career Center offers a consistent menu of job seeker services.

Measure

a. All basic job seeker services on the “menu” are available, as appropriate, to each job seeker at every One-Stop Career Center.

Does the Center offer to all job seekers:

- Outreach and intake services, which may include worker profiling and rapid re-employment services?
- Initial assessment of job seekers?
- Eligibility and service information for all partner workforce development and support program

Measure

- If yes, please name partner programs for which information is available:

- Job search assistance?
- Career information?
- Career guidance?
- Resume development services?
- Job matching and referral?
- Local, regional and statewide labor market information?
- Information on financial assistance available, including unemployment insurance benefits?
- Assistance with filing an unemployment insurance claim?
- Assistance with troubleshooting unemployment insurance issues?
- Information on:
 - Certified education and training providers
 - Local performance outcomes of service providers
 - Job fairs

Supportive services

- Orientation to use of personal computers for utilizing virtual tools available through the One-Stop system?
- If yes, does this orientation include:
 - Resume software
 - Helping job seeker perform job search activities
 - How to secure an email address
 - How to use email
 - How to conduct research on employers
- Job search/ self-marketing skills training?
- Assistance with options for financing further education or training?
- Information on Entrepreneurship development skills?
- Access to free virtual tools for job search, self-assessment, and career development

Does the Center offer to those enrolled in WIA or other partner programs:

- Comprehensive assessment of knowledge, skills, abilities, and interests by use of various assessment tools?
- Development of individual employment plans
- Individual career planning
- Case management
- Occupational skills training
- On-the-job training
- Programs that combine workplace training with related instruction
- Adult education and literacy activities
- Customized training

Measure

- b. The accessibility, quality, and utilization of services offered as part of the basic menu is assessed on a regular basis, and processes that are not customers friendly or do not add value for the customer are addressed in a timely manner.
- Is there evidence that the center has a method for assessing the accessibility, quality, and utilization of services on the basic menu?
 - If yes, does this method include measuring processes with regard to:
 - How customer-friendly these services are?
 - Whether the services add value for the customer?
 - Have there been any outcomes from this assessment?
 - Is yes, have these outcomes indicated the need for change?
 - Has the Center addressed the issues identified?
 - If so, was this done in a timely manner?

Standard #5: Job seekers are able to get the services they need as efficiently as possible while maintaining a customer service focus.

Measure

- Is there evidence that there is a plan for handling large-scale events?
- Is there evidence that there is a plan for handling anticipated heavy customer traffic?

Are these plans effective?

c. The center tracks and analyzes customer flow trends and can manage (adjust to) peak loads.

- Is there evidence that the center tracks customer flow?
- Is there evidence that the center analyses customer flow trends?
- Is there evidence that the center manages, or adjusts to peak loads?

d. Upon entry to the One-Stop center or virtual system, the customer is promptly engaged with self-service activities, staff assistance, or acknowledgment, depending on customer flow.

- Is the customer promptly engaged in the entry to the One Stop Center?
- If so, is this engagement:
 - Self-service activities?
 - Staff assistance?
 - Acknowledgement by receptionist?
 - Other? (please specify) _____
- Is the customer promptly engaged on entry to the virtual system?
- If so, how is this engagement accomplished? (please specify)

Standard #6: Every Workforce Area and One-Stop Career Center will have a well-trained staff. A preference was expressed for statewide consistency in training new staff.

| Measure |
|---|
| a. Is there evidence that, within a year of hire: <ul style="list-style-type: none"> • Staff obtains certification in functional work areas? • Staff obtain certification in customer service? • Staff obtain certification in workforce development |
| b. Is there evidence that, within a year of hire, all greeters are trained to greet customers as they enter the Center or as they wait on line? |
| c. Is there evidence that, within a year of hire, WIA Case Managers obtain Career Development Facilitator certification? |
| d. Is there evidence, that within a year of hire, Resource room staff can demonstrate knowledge about the full range of resource room resources? |
| e. Is there evidence that, within a year of hire, Business Services staff are training is current techniques for talent marketing? |
| f. Is there evidence that Center has plans for continuous training of staff? |

C. Standards for Delivering Quality Services to Job Seekers

Standard #1: The One-Stop Career Center quickly determines the purpose of the customer’s visit and directs to the appropriate place or person promptly.

| Measure |
|---|
| <p>a. Every customer is pleasantly greeted.</p> <ul style="list-style-type: none"> Based on observation, is every customer pleasantly greeted? |
| <p>b. Centers have a triage protocol/standard set of questions for Initial Assessment that could lead to service prescription or options.</p> <ul style="list-style-type: none"> Is there evidence of a standard protocol or set of questions? If yes, does this logically point to a next step for service or appropriate service options? |
| <p>c. Centers will have multi-lingual capacity, consistent with the languages spoken by customers?</p> <ul style="list-style-type: none"> Does the Center have multi-lingual capacity? If yes, is this is keeping with the languages spoken by customers? <p>Please indicate languages other than spoken/written English</p> <p>_____</p> |

Standard #2: Every One-Stop Career Center will have a well-equipped resource room with highly trained staff to provide a broad range of job seeker services.

| Measure |
|--|
| <p>d. The resource room has a least one staff member present at all times to provide orientation and guidance on accessing and using resources.</p> <ul style="list-style-type: none"> Does the staff schedule call for at least one staff member to be present in the resource room at all times? Is there evidence that the staff members assigned to the resource room able to provide orientation and guidance on accessing and using resources? |
| <p>b. Staff will represent the offerings of all partners in the Center without prejudice and based solely on the needs of the customer.</p> <ul style="list-style-type: none"> Based on written instructions, observation or interview, do staff of all on-site partners represent the offerings of all partners without bias? If yes, are the offerings based solely on the needs of the customer? |
| <p>c. Group workshops are offered on a regular basis to guide customers on use of resources.</p> <ul style="list-style-type: none"> Based on the Center’s schedule/calendar, are such workshops held on a regular basis? If yes, based on materials used in the workshop, does the workshop guide customers on the use of resource room resources? |

Measure

d. The resource room has sufficient computers to accommodate the needs of customers.

- How many computers are in the resource room?
- How many customers typically want to use the resource room at one time?
- Is the number of computers sufficient to accommodate the needs of customers?

e. A protocol for use by resource room staff with customers is used to ascertain job seeker computer skills and service needs.

- Is such a protocol in evidence?
- If yes, does it ascertain job seeker computer skills?
- Does it ascertain job seeker computer skill needs?

f. The center has pamphlets, periodicals, etc, that are current and relevant to the needs of the customers.

- Is there evidence that the resource room has current written materials, newspapers and periodicals?
- Are these relevant to the needs of job seeker customers?

g. The resource room offers a broad range of information on job seeking websites, workshops, partner services, employment opportunities, and will provide access to all of these.

- Does the resource room have information on and access to:
 - Job seeking websites?
 - Workshops?
 - Partner services
 - Employment opportunities beyond those listed on SC JobLink?

Standard #3: All customers learn about the full range of services available through the One Stop Career Center in a customer-focused, program neutral way.

Measure

a. The workforce area website provides a virtual orientation to the workforce system.

- Does the workforce area have a website?
- If yes, does the website offer an orientation to the workforce system?

b. All One Stop system access points deliver a consistent orientation (via multiple methods) to system services.

- Is there evidence that the orientations at all access points within the workforce area consistent?

c. The One Stop center provides information at the first visit via multiple delivery mechanisms.

- Are there multiple delivery mechanisms for information?
- If yes, do they include (not all are required, for informational purposes only):
 - Welcome folders?
 - DVD's?
 - Pamphlets?

| Measure |
|--|
| <ul style="list-style-type: none"> ▪ Group orientation? ▪ Signage? ▪ Help desk? ▪ Other (Please specify: _____)? |
| <p>d. All professional staff can provide an orientation to One Stop services.</p> <ul style="list-style-type: none"> • Is there evidence that all professional staff can provide an orientation to One Stop services? • Is there organized training or other preparation for staff to provide such an orientation? |

Standard #4: Every Workforce Area and One Stop Career Center offers effective assessment and career guidance services to all job seekers.

| Measure |
|---|
| <p>a. Staff is aware of and trained in administering available career development assessments.</p> <ul style="list-style-type: none"> • Based on interviews, are career advisors/counselors aware of available career development assessments? • Is there evidence that career advisors/counselors have been trained in administering career development instruments? • If staff are not trained or do not administer career development assessments, is there a contracted service provider that provides career assessment? • If yes, what is the name of the service provider? _____ |
| <p>b. All Centers offer Basic Skills assessment, alone or through partners.</p> <ul style="list-style-type: none"> • Does the Center offer basic skills (literacy, math) assessment? • If yes, is this done through Center staff or partners? • If through a partner, what is the name of the partner? • _____ |
| <p>c. All Centers offer Computer Literacy assessment, alone or through partners.</p> <ul style="list-style-type: none"> • Does the Center offer computer literacy assessment? • Is yes, is this done through Center staff or partners? • If through a partner, what is the name of the partner? _____ |

| Measure |
|---|
| <p>d. Formal assessments are offered, free to program-eligible job seekers or for a reasonable fee.</p> <ul style="list-style-type: none"> • Does the Center or workforce area offer Formal assessments? • If yes, are these free to program-eligible job seekers? • Are Formal assessments offered for a reasonable fee to non-program eligible job seekers? • If yes, what is the fee charged? \$_____ |
| <p>e. Soft Skills Training/Job Readiness credentials will be offered, free to program-eligible job seekers or for a reasonable fee.</p> <ul style="list-style-type: none"> • Does the Center or workforce area offer soft skills or a job readiness credential? • If yes, is this free to program-eligible job seekers? • Is a soft skills or job readiness credential offered for a reasonable fee to non-program eligible job seekers? • If yes, what is the fee charged? \$_____ |

Standard #5: Every One Stop Career Center provides resources to assist customers with marketing themselves for employment.

| Measure | | | | | | | | | | | | | | | | | | | | | | | | |
|---|------------|------------|--------|--------|--------------------|--|--|--|---|--|--|--|---|--|--|--|--------------|--|--|--|-----------------------------------|--|--|--|
| <p>a. Individual, group and on-line assistance in: resume preparation, interviewing techniques, networking groups, Internet use, job search.</p> <ul style="list-style-type: none"> • Are the following services offered? <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;"></th> <th style="width: 15%;">Individual</th> <th style="width: 10%;">Group</th> <th style="width: 5%;">Online</th> </tr> </thead> <tbody> <tr> <td>Resume Preparation</td> <td></td> <td></td> <td></td> </tr> <tr> <td> <ul style="list-style-type: none"> • Interviewing Techniques </td> <td></td> <td></td> <td></td> </tr> <tr> <td> <ul style="list-style-type: none"> • Networking Groups </td> <td></td> <td></td> <td></td> </tr> <tr> <td>Internet use</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Overview of job search techniques</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | | Individual | Group | Online | Resume Preparation | | | | <ul style="list-style-type: none"> • Interviewing Techniques | | | | <ul style="list-style-type: none"> • Networking Groups | | | | Internet use | | | | Overview of job search techniques | | | |
| | Individual | Group | Online | | | | | | | | | | | | | | | | | | | | | |
| Resume Preparation | | | | | | | | | | | | | | | | | | | | | | | | |
| <ul style="list-style-type: none"> • Interviewing Techniques | | | | | | | | | | | | | | | | | | | | | | | | |
| <ul style="list-style-type: none"> • Networking Groups | | | | | | | | | | | | | | | | | | | | | | | | |
| Internet use | | | | | | | | | | | | | | | | | | | | | | | | |
| Overview of job search techniques | | | | | | | | | | | | | | | | | | | | | | | | |

Measure

b. Each One Stop Career Center will maintain and publicize a single, unified monthly schedule of events.

- Is there a single, monthly calendar of events for each Center?
- Is this calendar available at the reception desk?
- Is this calendar publicized on the workforce area's website?

c. Each Center will offer multiple avenues for resume posting.

- Is there evidence that job seekers are able to post their resumes on multiple job boards?

d. One Stop Centers will offer workshops in computer literacy to all job seekers, through direct provision, partners or contracts. Computer literacy training is designed to enable job seekers to utilize the virtual tools available through the One Stop system. It enables job seekers to perform job search activities, secure an email address and use email, and conduct research on employers.

- Based on the Center's calendar, does the Center offer workshops in computer literacy every month?
- What is the length of the computer literacy workshop? _____ hours
- Is the computer literacy workshop offered directly by the One Stop Center, or through partners or contracts?
- If through a partner, which partner? _____
- If through a contract, who is the service provider? _____
- Does the workshop content include:
 - Basic keyboarding (or referral to keyboarding practice)
 - How to secure an email address
 - How to use email
 - How to conduct research on employers
 - How to perform basic job search activities, i.e. search for jobs on an Internet-based job board?
- Is the workshop staff-facilitated workshops with job seekers that have little or no previous experience with computers?

e. Does the Center offer:

- Professional network groups/job clubs
- Computer based professional networking
- Local or Regional Job Fairs

Standard #6: Every One Stop Career Center will have information on as many jobs as possible available in the market.

| Measure |
|---|
| <p>a. Use of single State Database System with spidering technology</p> |
| <p>b. Newspapers are available on site.</p> <ul style="list-style-type: none"> • Based on observation of the resource room, are current newspapers available on-site? |
| <p>c. Jobs offered by staffing services, state and federal agencies, and other sources are posted on bulletin boards at the One Stop Career Center.</p> <ul style="list-style-type: none"> • Based on observation of bulletin boards at the Center, are the following posted: <ul style="list-style-type: none"> ▪ Jobs offered by staffing services? ▪ Federal jobs? ▪ State jobs? ▪ Other sources? (Please name: _____) |
| <p>d. There are close ties between Business Service Staff and Economic Development</p> <ul style="list-style-type: none"> • Is there evidence of regular contact between business services staff and local or regional economic development staff? • If yes, does this contact contribute information about jobs projected to grow or decline in the workforce area? |
| <p>e. The workforce area has operating partnerships with key business service entities, including staffing services.</p> <ul style="list-style-type: none"> • Is there evidence of contact between the One Stop Center and staffing services? • If so, could the relationships be characterized as operating partnerships? |
| <p>f. Workforce areas identify and target employers utilizing Formal for matching with job seekers who have taken Formal assessments.</p> <ul style="list-style-type: none"> • Is there evidence that employers that utilize Formal have been contacted for the purpose of matching available jobs with job seekers who have taken Formal assessments? |

Standard #7: One Stop Career Centers help job seekers advance their skill, education and occupational skill attainment.

| Measure |
|---|
| <p>a. Every One Stop Career Center has a diversified menu of career enhancement options including short term and longer term training.</p> <ul style="list-style-type: none"> • Does the Center have a diversified menu of career enhancement offerings? • Does this include short-term training? • Does this include long-term training? |
| <p>b. One Stop customers have access to staff assistance in developing a plan for financing education and training – this may include WIOA, Pell, Job Corps, part-time work, scholarships or other resources.</p> <ul style="list-style-type: none"> • Based on interviews with staff, are job seeker customers able to develop a plan for financing education and training? • If yes, might these plans include <ul style="list-style-type: none"> ▪ WIA funding? ▪ Trade Act funding? ▪ Pell grants? ▪ Job Corps? ▪ Scholarships? ▪ Part-time work? ▪ Other resources? (Please name: _____) |
| <p>c. Does the Center offer short-term training with certification</p> <ul style="list-style-type: none"> • If yes, in what area(s)? _____ |
| <p>d. Does the One Stop Center offer modular training?</p> <ul style="list-style-type: none"> • If yes, in what area(s)? _____ |
| <p>f. Does the One Stop Center offer access to on-line learning?</p> <ul style="list-style-type: none"> • If yes, is this training free or at minimal cost? • If at minimal cost, what is the cost? \$ _____ • What on-line learning providers are made available to job seekers? • What on-line learning courses are available to job seekers? |

One Stop Management Standards

D. Managing Integrated Service Delivery

Standard #1: Partner integration is evident through non-duplication of services and efficient and effective service delivery.

| Measure |
|---|
| <p>a. Job seeker customers have direct access, at every Center, to staff qualified to provide key services during all days and hours of operation. Key One Stop services include those related to the three top reasons job seekers visit One Stop Centers: job search, training and unemployment insurance.</p> <ul style="list-style-type: none"> • Staff available to provide job search during all hours of operation? • Staff available to provide information about and access to training during all hours of operation? • Staff available to provide information about and access to unemployment insurance during all hours of operation? |
| <p>b. On-site partners are knowledgeable about all services available at the One Stop Center</p> <ul style="list-style-type: none"> • On-site partners: (list) • Are all on-site partner staff knowledgeable about One Stop services? |
| <p>c. Additional partners are co-located in One Stop Career Centers. It is particularly important to co-locate the partner staff responsible for work activities/employment programs for Temporary Assistance for Needy Families (TANF).</p> <ul style="list-style-type: none"> • Additional partners co-located: (list) |
| <p>d. Referrals for services outside the Center are made with definite contact information, and, where possible, confirmed appointment dates and times.</p> <ul style="list-style-type: none"> • Written or emailed referrals with contact information? • Customer given copy of referral? • Does referral have date and time? |

Measure

- e. The Center has designed and implemented a process with external partners whereby there is a definite feedback loop expected, and consistently delivered, for all referrals from the One Stop Center to each external partner, and vice versa.
- Written or emailed feedback received from partners?
 - Written or emailed feedback given to partners?
- f. Customers register with the One Stop system, not with an individual agency or program. When customers need to speak to more than one staff person, subsequent staff people have customer's basic information.
- Single initial registration?
 - Subsequent staff people given basic customer information?
- g. All staff members wear nametags or other identifiers that indicate they are staff of the One Stop Career Center. Name tags may be co-branded with partner agency names.
- Staff all have nametags with One Stop Career Center designation?
 - Are nametags co-branded?
- h. All staff answers the telephone in the same manner, identifying the Center with the Statewide "brand" name.
- Do staff answer telephone in same manner?
- i. New strategic partnerships are developed, as needed, to provide additional resources and services needed by the Center's clientele. Center staff is flexible and identify emerging needs.
- Have additional partnerships have been developed to meet needs? (list)
- j. Continuous demonstrable effort is made to implement service strategies that reduce and/or eliminate duplication of service.
- Service strategies implemented that reduce/eliminate duplication? (list)

Standard #2: The management structure is clear, as are the roles and responsibilities of the partners at the One Stop Career Center as they relate to the management and governance on the center.

| Measure |
|---|
| <p>a. There is a single operating plan for each Center that includes a resource agreement describing shared expenses among partners.</p> <ul style="list-style-type: none"> • Single operating plan? • Resource agreement? • Does resource agreement detail shared expenses among partners? |
| <p>b. Partnering agencies agree to a management structure at the Center, with a single organization chart that shows all Career Center management and staff by position and function not agency.</p> <ul style="list-style-type: none"> • Single organization chart? • All management and staff shown by position and function? |
| <p>c. There is a single Career Center Manager responsible and accountable for:</p> <ul style="list-style-type: none"> ➤ Coordinating activities on a daily basis ➤ Providing functional supervision to all staff ➤ Serving as a point of contact for Career Center information/data, and ➤ Assuring accountability for overall goals and objectives of the one Stop Center <p>The Career Center manager recognizes the responsibilities of each partner and respects partner needs to accomplish assigned duties.</p> <ul style="list-style-type: none"> • Does job description of Career Center manager include all of the above? |
| <p>c. There are regularly scheduled meetings among partnering agencies.</p> <ul style="list-style-type: none"> • Is there a calendar of regularly scheduled partner meetings? • Are minutes of such meetings distributed to all partners? (paper copy or email) |
| <p>d. There are regularly scheduled meetings between center leadership and staff.</p> <ul style="list-style-type: none"> • Is there a calendar of regularly scheduled leadership/staff meetings? • Are minutes of such meetings distributed to staff? (paper copy or email) |
| <p>e. There is a staffing schedule for all aspects of the Center.</p> <ul style="list-style-type: none"> • Are there weekly or monthly staffing schedules that display all aspects of Center operation? |

Standard #3: One-Stop Career Centers have integrated staff development plans

| Measure |
|---|
| <p>a. Staff development includes training for all managers</p> <ul style="list-style-type: none"> • Included in annual staff development plan? • Evidence of training for all managers in last year? |
| <p>b. Staff development includes training for all administrative staff?</p> <ul style="list-style-type: none"> • Included in annual staff development plan? • Evidence of training for all administrative staff in last year? |
| <p>c. Staff development includes team building across organizations and staff levels that support collaboration and information sharing across partners.</p> <ul style="list-style-type: none"> • Team building included in annual staff development plan? • Evidence of training that supports collaboration and information sharing in last year? |
| <p>d. Center management has committed to implementing individual development plans for all staff members (and managers).</p> <ul style="list-style-type: none"> • Are there individual development plans for all staff? • Are there individual development plans for managers? |

Standard #4: The One Stop Career Center is accountable for results.

| Measure |
|---|
| <p>a. There is a tracking system to monitor utilization of services, providing for counts of participants using the site in any given period.</p> <ul style="list-style-type: none"> • Is such a system in evidence? |
| <p>b. The system is consistent statewide.</p> <ul style="list-style-type: none"> • Is the tracking system in use the same as in all other workforce areas across South Carolina? |
| <p>c. There are methods for assessing the Center-wide effectiveness and integrated service provision that includes outcome measurements as well as process measurement.</p> <ul style="list-style-type: none"> • Has the Center defined effectiveness to include both outcome and process measures? • Does the Center have methods for assessing integrated service provision that includes outcome and process measures? |
| <p>d. There are goals and measures for the center as a whole, not just for individual programs. These measures look at the effectiveness of the Center at meeting its goals for both employer services and job seeker services and provides metrics for measurement that utilizes data.</p> <ul style="list-style-type: none"> • Are there Center-wide goals and measures? |

Measure

- Do these Center-wide measures include both employer services and job seeker services?
- Are there defined data-based metrics data that are utilized in measuring effectiveness for both employer services?

e. On at least a quarterly basis, Centers track a sampling of customers through all activities and assess whether their career development and employment needs were optimally met and whether they achieved their desired outcomes. This assessment is for the purpose of identifying potential problem areas for continuous improvement and improved Center-wide effectiveness.

- Is the Center tracking a sampling of customers through all activities on at least a quarterly basis?
- Is the Center assessing whether, for the sample of customers, their career development and employment needs were met?
- Is the Center assessing whether the sample customers achieved their desired outcomes?

f. One Stop Career Center management examines its cost structure and looks for ways to operate as efficiently as possible.

- Within the last year, is there evidence that Center management has examined its cost structure?
- Within the last year, is there evidence that more efficient ways of operating have been suggested?

g. The One Stop Career Center utilizes a systematic, continuous quality improvement (CQI) approach, which emphasizes the organization and systems. It promotes the need for objective data to analyze and improve processes. It is focused on meeting and/or exceeding the expectations of customers.

- Is there a CQI approach in evidence?
- Does this CQI approach look at organization and systems?
- Does this CQI approach promote the need for objective data that can be used to analyze and improve processes?
- Is the CQI approach focused on the expectations of both employer and job seeker customers?

E. Physical Infrastructure and Accessibility

Standard #1: Every One-Stop Career Center is accessible so that all job seekers and business customers can fully participate in the services offered.

| Measure |
|--|
| <p>a. The Center is compliant with the Americans for Disabilities Act (ADA). Every workforce area will work with Vocational Rehabilitation partners and ESC internal compliance officers to assure ADA compliance.</p> <ul style="list-style-type: none"> • Has Center worked with Vocational Rehabilitation? • Has Center worked with ESC ADA compliance officers? • Is there evidence that Center complies with ADA? |
| <p>b. The Center provides assistive technology for customers to use when accessing computers and other services. This includes customers with visual impairments, physical disabilities and hearing impairments</p> <ul style="list-style-type: none"> • Assistive technology for visual impairment? • Assistive technology for hearing impairment? • Assistive technology for physical disabilities, e.g., adjustable workstations? • Other assistive technology (list)? • |
| <p>c. Staff should be identified to assist people with disabilities in case of emergency.</p> <ul style="list-style-type: none"> • Is there such an identified staff person? |
| <p>d. There are linkages to services for people with special needs, including veterans and others, related to disability.</p> <ul style="list-style-type: none"> • Are linkages to the following services available? <ul style="list-style-type: none"> • Disabled veterans • Learning disabilities • SSI and SSDI • Vocational Rehabilitation • Other _____ • Other _____ |
| <p>e. The Center is accessible to the most prominent limited-English proficiency groups in the workforce area.</p> <ul style="list-style-type: none"> • Limited English proficiency groups identified in the area? • Center accessible to those groups? |

| Measure |
|---|
| <p>f. The Center provides free parking adequate for the average customer flow.</p> <ul style="list-style-type: none"> • Is free parking available? • Is parking sufficient for average customer flow? |
| <p>g. Each Center has a single, integrated, telephone system so that customers can efficiently reach a live person when they need to do so.</p> <ul style="list-style-type: none"> • Is there a single integrated telephone system? • Can customer reach a live person when they need to? |
| <p>h. The Center location is situated with accessibility to public transportation, where available.</p> <ul style="list-style-type: none"> • Is Center accessible to public transportation? • Is public transportation available in the local area? |
| <p>i. Centers have flexible scheduling and work hours, as appropriate, to better accommodate job seekers, especially employed job seekers and employers</p> <ul style="list-style-type: none"> • Does Center have flexible scheduling? • Does Center have flexible work hours? |

Standard #2: Every One Stop Center maintains a professional appearance.

| Measure |
|---|
| <p>a. The Center has professional, clear and sufficient signage. Signs are prominent and unambiguous.</p> <ul style="list-style-type: none"> • Professional signage? • Clear signage (easy to understand)? • Sufficient signage? • Prominent signage? |
| <p>b. Space is well lit, clean and visually appealing.</p> <ul style="list-style-type: none"> • Sufficient lighting? • Space clean, e.g., walls, floors, carpets? • Appealing to the customer? |
| <p>c. The Center is clean, in good condition and well maintained</p> <ul style="list-style-type: none"> • Center clean? • Equipment and furniture in good condition, e.g., telephones, faxes, computers, desks, chairs, tables? |
| <p>d. Restrooms are clean and well equipped</p> <ul style="list-style-type: none"> • Restrooms clean? • Documentation for restroom inspection and cleaning? |

| Measure |
|--|
| <ul style="list-style-type: none"> • Adequate supplies in restrooms? |
| <p>e. The exterior is clean and well groomed.</p> <ul style="list-style-type: none"> • Exterior (including parking lot) clean and free of trash? • Documentation for inspection and cleaning of the exterior? • Exterior and grounds well maintained? |

Standard #3: Every One-Stop Career Center has access to sufficient space and capacity for key functions.

| |
|---|
| <p>a. Group services. The Center has access to convenient areas for group meetings and services. Areas are equipped with moveable furniture and can accommodate group meetings that are appropriate to the volume of job seekers at the Center.</p> <ul style="list-style-type: none"> • Access to convenient areas for group meetings? • Areas equipped with moveable furniture? • Can areas accommodate meetings of a size appropriate to the volume of job seekers at the Center? |
| <p>b. Classroom spaces. The Center has convenient access to classroom spaces so that workshops can be held. The classroom space has four walls and a door so that the group activity does not interfere with other activities going on in the adjacent areas.</p> <ul style="list-style-type: none"> • Access to convenient classroom space for workshops? • Does classroom space have four walls and a door? • Suitable for workshops? |
| <p>c. Private discussion areas. There is at least one office space, with four floor-to-ceiling walls and a door that can be used for private conversation by staff or with job seekers.</p> <ul style="list-style-type: none"> • At least one office space? • Four floor-to-ceiling walls and a door? • Suitable for a private conversation? |
| <p>d. Private discussion areas have glass panels to ensure safety.</p> <ul style="list-style-type: none"> • Private discussion areas have glass panels? |
| <p>e. The Resource Room/Area has access to telephones, high-speed Internet access, printers, fax machines, copiers.</p> <ul style="list-style-type: none"> • Does Resource Room/Area have telephones for customer use? • High-speed Internet access for customer use? • Printers for customer use? • Fax machines for customer use? • Copiers for customer use? |

Standard #4: Every One Stop Center is safe and secure.

| Measure |
|---|
| a. Confidential information is stored securely, appropriate to the nature of the information. <ul style="list-style-type: none">Center has a working definition of “confidential information.”Center has a method for securely storing confidential information. |
| b. Building security is appropriate for the Center. <ul style="list-style-type: none">Evidence that Center management has discussed building security issues.Evidence that Center management has agreed on what is needed for building security.Evidence that Center management’s decisions are being followed relative to appropriate Center security. |
| c. Are there are written policies that staff is trained in that address: <ul style="list-style-type: none">Storage of confidential informationFire safetyBomb threatsMedical emergenciesEvacuationViolence in the workplaceGeneral emergency response Is there evidence that staff has been trained in each of the above? |
| d. All staff that works in the One Stop Center receive safety training upon hire or assignment and at least annually. <ul style="list-style-type: none">Is there evidence that staff receives safety training upon hire?Upon assignment to the Center?Annually? |



New Jersey State Employment and Training Commission

Dennis M. Bone, *Chairman*

Chris Christie, *Governor*

POLICY RESOLUTION: SETC #2016-14

SUBJECT: New Jersey Local One-Stop Career Center Certification Process

Purpose

Local One-Stop Career Centers are critical to the provision of programs and services in the local area. The Workforce Innovation and Opportunity Act (WIOA) of 2014 reinforces the importance of each Local One-Stop by requiring the Governor in partnership with the State Workforce Development Board and local workforce boards, to establish criteria based on items outlined in WIOA Section 121 to certify One-Stop Career Centers.

Background

WIOA Section 121, requires that local One-Stop Career Centers shall be certified. The law links such certification to the ability to receive potential infrastructure funding for the One-Stop. Such certification shall be based on established criteria and the extent to which the One-Stop provides programs and services in the local area that have enabled that area to satisfy or exceed performance and quality service criterion.

The Malcolm Baldrige National Quality Award principles establish an approach to performance excellence with a focus on continuous improvement. WIOA requires that the State establish a level of expectation for One-Stop certification that local boards must utilize (or may exceed) as a basis to certify a One-Stop under its auspices. The Baldrige approach to gauging efforts regarding leadership, strategic planning, customer and market focus, information and analysis, human resource focus, process management and business results has been adopted in many states as a format in establishing such a certification process.

The New Jersey State Combined Plan requires that local workforce areas competitively procure a One-Stop Operator every 2 years. While the WIOA law speaks to a 4-year requirement, New Jersey would need to be consistent with its existing plan.

New Jersey's One-Stop Career Center certification process will be put into effect as of July 1, 2017; consistent with the requirement for a competitively procured One-Stop Operator to be in place in each local workforce development area. Local procurement efforts typically require a multi-month process to complete. Having this information available should assist in establishing a baseline for One-Stop efforts.



New Jersey State Employment and Training Commission

Dennis M. Bone, Chairman

Chris Christie, Governor

The first part of the policy establishes a yes/no set of requirements to determine whether One-Stops satisfy a number of requirements. The policy further establishes a work group including state and local representatives who would be charged with establishing future quantitative objective standards.

Under this policy local workforce boards must establish a local process of review that may include a qualified group of non-conflicted local board members or a qualified third party. All local areas will have the responsibility to ensure that the group established locally is qualified and able to perform such work.

Pre-requisites to certification are necessary. This recognizes essential elements of programming/service that must be in place prior to certification. This includes matters like accessibility standards, establishment of a grievance/complaint system for customers, a certified local Workforce Development Board and a local MOU that includes the workforce board and its partners.

A local workforce area will submit a request for local One-Stop Certification. The area will show to document that they have satisfied requirements by documenting that all pre-requisite matters and the Certification Checklist, or a similar document that satisfies the specific requirements of the Checklist and more, are completed. Those responses will be shared with the SETC/LWD which will review the request, assess its credibility and determine whether the request should be brought to the full SETC for consideration.

Timeframe

All items identified in the One-Stop Certification process are due to the SETC through the period July 1, 2017 to June 30, 2019.

| Date | Activity/Outcome |
|--------------------------------------|--|
| October 2016 | One-Stop Certification Process Rollout |
| November 2016 – June 2017 | Technical Assistance and Capacity Inventory made available |
| April 1, 2017 | SETC/LWD establish One-Stop Certification Request Review Panel(s) |
| July 1, 2017 to June 30, 2019 | Local workforce board may refer locally approved certification request to the SETC |
| July 1, 2017 to June 30, 2019 | SETC/LWD review panel approval process ongoing |



New Jersey State Employment and Training Commission

Dennis M. Bone, *Chairman*

Chris Christie, *Governor*

| | |
|------------------------------------|---|
| September 2017 to June 2019 | Full SETC consideration for recommended certifications |
| October 2017 | Convene State/Local body to develop future certification criterion |
| July 2018 | SETC consideration of State/Local body for future certification criterion |
| July 1, 2019 | New certification criterion to be implemented |

| Process Guide | Required Materials and Information |
|----------------------|---|
| 1 | <p>Local workforce development boards will submit a One-Stop Certification package for SETC consideration during the two-year period. That request should include:</p> <ul style="list-style-type: none"> • A transmittal letter indicating that the area is requesting certification; • A discussion of how the area went through the process ; • Where the related documentation used in determining suitability of the request is available for review; and, • Indication of who the local point of contact is for access to the documentation and associated staff. |
| 2 | <p>Documentation of the pre-requisite requirements prior to certification consideration:</p> <ul style="list-style-type: none"> • Copy of Workforce Development Board Certification; • Documentation indicating that One-Stop meets accessibility/disability standards; • Documentation of satisfactory grievance, complaints and EO standards; • Current effective local Memorandum of Understanding between local Workforce Development Board and its local One-Stop Partners; and, • Either: <ul style="list-style-type: none"> ○ A completed New Jersey One-Stop Certification Checklist; or, ○ A comparable local document that, at a minimum, includes all elements of the New Jersey One-Stop Certification Checklist. |



New Jersey State Employment and Training Commission

Dennis M. Bone, *Chairman*

Chris Christie, *Governor*

| | |
|---|--|
| 3 | <p>Subsequent certifications:</p> <ul style="list-style-type: none">• The New Jersey State Employment and Training Commission will reach out to local workforce development board chairs/directors and the New Jersey Department of Labor and Workforce Development to form a One-Stop Certification Workgroup. Its purpose will be to establish ongoing objective certification criterion consistent with Baldrige principles that target continuous improvement. Recruitment for this group should begin in the spring of 2017 with its first meeting targeted for October 2017. |
|---|--|

Attachments: NJ One-Stop Certification Checklist

Commission Approved: September 20, 2016

New Jersey

One-Stop Certification Checklist

September 20, 2016

New Jersey One-Stop Certification Process

Certification Process Checklist

Background – The following documents are required to be submitted by each local Workforce Investment Area seeking One-Stop Certification. These may be considered gateways to certification consideration:

- A completed cover document / letter of transmittal requesting State of New Jersey One-Stop certification;
- Current/Full Workforce Development Board Certification
- Verification of meeting disability/accessibility standards;
- Verification of meeting grievance/complaint/EO standards;
- Local Memorandum of Understanding between the Workforce Board and its local one-stop partners;
- A completed Quality Benchmarking Tool;
- Completed Minimum Standard of Service Delivery Checklist.

ONE-STOP CERTIFICATION

QUALITY BENCHMARKING TOOL

Category No. 1: Leadership

Partners agree on a shared vision for a customer-driven service delivery system.

Yes No

Evidence Indicator: A shared vision among all required partners is documented in MOU.

Agreements (e.g. MOUs) indicate that partners/suppliers have agreed to short/long-term goals regarding broader economic/political goals of the community.

Yes No

Evidence Indicator: Agreements recognize goals established by Workforce Development Board, State of New Jersey and United States Department of Labor.

Systems exist that demonstrate the existence and utilization of regional efforts including a collaborative plan and resource sharing that indicate efforts are not constrained by governmental or political boundaries.

Yes No

Evidence Indicator: Regional plans and service agreements indicate joint utilization of services with a breakdown of shared costs.

A local governance process that is charged with overseeing the planning and provision of one-stop services.

Yes No

Evidence Indicator: Workforce Board (or committee) includes this as among its charges and is corroborated by minutes/documentation.

Community partners have been educated in such a manner that a wide range of partners have participated in discussions regarding the model/management of the One-Stop.

Yes No

Evidence Indicator: Attendance/public hearing lists for presentations/meetings where the discussions are held are maintained/available.

Category No. 2: Strategic Planning

All required programs/partners are involved in strategy development and are appropriately represented in full service One-Stop Career Centers.

Yes No

Evidence Indicator: Records indicate participation and organizations are providing services in One-Stop on a regularly scheduled basis.

Process in place to document expectations of board, partners, staff and service clients. Provided in manner in which activity may be measured against goals.

Yes No

Evidence Indicator: Records maintained documenting efforts/results of associated groups.

Local certification plans exist for centers/affiliates as appropriate.

Yes No

Evidence Indicator: Copies of plans/associated guidelines.

Federal and NJ performance metrics are utilized for measuring performance against plan and as decision-making tool.

Yes No

Evidence Indicator: Documentation for decision-making maintained/reviewable. Confirms decisions.

Eligible Training Provider List, Consumer Report Card, performance data and evidence-based results are utilized in decision-making.

Yes No

Evidence Indicator: Documentation for decision-making Maintained/reviewable. Confirms decisions.

Training opportunities are linked, where appropriate, to career pathways and industry-based credentials. System ensures that service clients may build upon their skills throughout their career.

Yes No

Evidence Indicator: Client folder discusses career paths, future opportunities and manners of accomplishment.

Clear area commitment to Employment First for applicable service clients.

Yes No

Evidence Indicator: File indicates placement/wages for service clients. Wage should satisfy requirements of Employment First.

Category No. 3: Customer and Market Focus

Public hearings/focus groups used to attain customer input as part of service planning.

Yes No

Evidence Indicator: Records/minutes of proceedings are kept and included in plans as appropriate.

Single points of contact have been established in the area for business and client customers.

Yes No

Evidence Indicator: Records indicate single point of contact for each appropriate client.

Client customer satisfaction data (e.g. surveys, etc.) is used as justification for service/products and as documentation of continuous improvement.

Yes No

Evidence Indicator: Records are maintained that indicate satisfaction and used as a basis for service/product provision.

Partnerships exist that cut across the market to ensure access to groups/individuals that may help ensure success.

Yes No

Evidence Indicator: Agreements/MOUs are maintained/signed that document relationships, and the basis of the relationship that include, but are not limited to organizations such as community colleges, employer groups, trade associations, talent networks/targeted industries, labor organizations and community/faith-based organizations.

Foundation for workforce development investments have been established with industry-focused Talent Networks, Targeted Industry Partnerships and Talent Development Centers.

Yes No

Evidence Indicators: Records indicate service focus on supporting targeted fields.

Review local services/approach to examine how Career Center system determines customer/market requirements; expectations and preferences; successes/failures; and, adjusts to findings as step towards continuous improvement.

Yes No

Evidence Indicator: Records document that local determination took place, information reviewed, acted upon and that service/program structure reflects the results.

Category No. 4: Information and Analysis
Operator demonstrates how use of information and information technologies support/enhance customer service and staff effectiveness.

Yes No

Evidence Indicator: Documentation exists that demonstrates use of information/technology in supporting/enhancing customer service and staff effectiveness.

Local service audit utilized to identify areas/opportunities for new/improved products/services.

Yes No

Evidence Indicators: Audit result leading to changes reviewed.

Stakeholder training teaching stakeholders how to analyze the relationship between quality improvement, customer satisfaction and financial performance.

Yes No

Evidence Indicator: Documentation of training/attendance exists and is reviewable.

System-wide method for collection, analysis and use for data exists and is used by Operator.

Yes No

Evidence Indicator: Documentation is reviewed that details methods of collection and use. Analysis is made available and is indicative of activities/actions taken in area.

Category No. 5: Human Resource Focus

Guidelines and a plan for ongoing capacity building have been developed to ensure that staff at all levels of process are trained and expert in providing customer oriented services at a high level.

Yes No

Evidence Indicator: Training schedules, content and attendance list are maintained and reviewable.

Process exists to identify and conduct necessary training sessions for all levels of system staff and program/service suppliers.

Yes No

Evidence Indicator: Process is documented; results are in reviewable form and attendance lists maintained.

Information systems and work processes are designed to promote collaboration and sharing of findings across multiple partner organizations and work units. Data is used as a basis for performance review.

Yes No

Evidence Indicator: Processes and systems for sharing are documented and use of data for performance is available for review.

Category No. 6: Process Management

Local certification process based upon quality/Baldrige criteria for performance measures and quality assurance has been established for product/service suppliers.

Yes No

Evidence Indicator: Process is documented and available for supplier review and adaptation.

A documented service flow for each One-Stop exists. The process indicates timelines and methods for referral and how Eligible Training Provider list and Consumer Report Card is managed and how ITAs are made available within process.

Yes No

Evidence Indicator: Service flow is available for review. It documents time lines and methodologies for potential actions/activities.

Processes for the handling of poor performance by Operator, partner and service/product provider are documented.

Yes No

Evidence Indicator: Documents are available; processes are realistic/implementable.

System has been established to document strengths/weaknesses of processes to develop more effective, customer-oriented processes.

Yes No

Evidence Indicator: Document is available; process improvement is realistic/implementable

Services/Programs are organized functionally; not be funding source, program or staff.

Yes No

Evidence Indicator: Documentation and physical structure demonstrate functional alignment.

Category No. 7: Business Results

Service renewal and incentive programs are linked to meeting/exceeding specific performance standards.

Yes No

Evidence Indicator: A documented policy is available for review and any renewals are consistent with process stated.

Business results are defined within context of improved service quality for customers by center and by system. Success measures go beyond measures such as placement rates.

Yes No

Evidence Indicator: Performance is documented by measures beyond placement and consider referral location, one-stop (where applicable) and other factors (e.g. referral staff, skill levels, etc.)

Service supports are measured to determine impact on service results.

Yes No

Evidence Indicator: Measures/analysis is performed for various forms of support (e.g. transportation, counseling, child care etc.) has taken place and is documented/available for review.

Guidelines and a plan for ongoing capacity building have been developed to ensure that business volunteers at all levels of process are trained and prepared to understand the needs of the workforce system at a high level.

Yes No

Evidence Indicator: Training schedules, content and attendance list are maintained and reviewable.

Process exists to identify and conduct necessary training sessions for all levels of business volunteers.

Yes No

Evidence Indicator: Process is documented; results are in reviewable form and attendance lists maintained.

Business partners have been educated in such a manner that a wide range of partners have participated in discussions regarding the model/management of the One-Stop.

Yes No

Evidence Indicator: Attendance/public hearing lists for presentations/meetings where the discussions are held are maintained/available.

Processes for ongoing private sector membership, participation and outreach are in place along with systems that ensure linkages between ongoing workforce services with the needs of the business community and employers.

Yes No

Evidence Indicator: Levels of business board membership, business association memberships and links between program services and business/employer demand.

Employer customer satisfaction data (e.g. surveys, etc.) is used as justification for service/products and as documentation of continuous improvement.

Yes No

Evidence Indicator: Records are maintained that indicate satisfaction and used as a basis for service/product provision.