

EXECUTIVE COMMITTEE



ACTION ITEM # 1.3

SUBMITTAL DATE: April 18, 2018

SUBJECT: America's Job Centers of California Certification

RECOMMENDED MOTION: That the Workforce Development Board (WDB) Executive Committee receive information regarding the America's Job Centers of California (AJCC) certification process of its comprehensive and affiliate locations. (*include what you want approved i.e; accepting funds, approval of a contract, informational items, etc.*).

BACKGROUND:

The WIOA establishes a framework under which Local Boards are responsible for maintaining a network of high-quality, effective AJCCs. To assist in these efforts, the California Workforce Development Board (State Board), in consultation with an AJCC Certification Workgroup comprised of state-level partners and Local Board representatives, developed objective criteria and procedures for Local Boards to use when certifying the AJCCs within their Local Workforce Development Areas. The WIOA Joint Final Rule outlines three key requirements for AJCC certification: effectiveness of the AJCC, physical and programmatic accessibility for individuals with disabilities, and continuous improvement. California's certification process is centered on these key requirements and sets a statewide standard of service delivery that ensures all customers consistently receive a high-quality level of service.

In accordance with WIOA Section 121(g), Local Boards must conduct an independent and objective evaluation of the AJCCs in their Local Areas once every three years using criteria and procedures established by the State Board. The Local Board can choose to add additional certification criteria tailored to the needs of their Local Area, but they may not remove or replace any of the federal or state criteria.

Certification Levels

There are two levels of AJCC certification: Baseline and Hallmarks of Excellence. The Baseline AJCC Certification is intended to ensure that every comprehensive AJCC is in compliance with key WIOA statutory and regulatory requirements. The Hallmarks of Excellence AJCC Certification is intended to encourage continuous improvement by identifying areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed.

Baseline AJCC Certification

In order to receive Baseline AJCC Certification, an AJCC must meet all of the following requirements:

- The Local Board has implemented a signed MOU with all the required AJCC partners. This includes both Phase I and Phase II of the MOU process.
- The AJCC has implemented the board-defined roles and responsibilities of the AJCC Operator and Title I Adult and Dislocated Worker Career Services Provider (i.e., an AJCC Operator and Career Services Provider is in place and functioning within the AJCC).
- The AJCC meets all regulatory requirements to be considered a comprehensive AJCC as identified in the WIOA Joint Final Rule Section 678.305.
- The AJCC ensures equal opportunity for individuals with disabilities in accordance with the ADA, WIOA Section 188, and all other applicable federal and state guidance.

The AJCC Baseline Matrix for Riverside and Indio were submitted to the State on December 13, 2017.

Hallmarks of Excellence AJCC Certification

In order to highlight areas where AJCCs can continuously improve their service delivery, the State Board has identified eight Hallmarks of Excellence, with each one ranked on a scale of 1- 5. In order to receive a Hallmarks of Excellence AJCC Certification, an AJCC must meet Baseline AJCC Certification and receive a ranking of a least 3 for each of the following:

1. The AJCC physical location enhances the customer experience.
2. The AJCC ensures universal access, with an emphasis on individuals with barriers to employment.
3. The AJCC actively supports the One-Stop system through effective partnerships.
4. The AJCC provides integrated, customer-centered services.
5. The AJCC is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted regional sectors and pathways.
6. The AJCC actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.
7. The AJCC has high-quality, well-informed, and cross-trained staff.
8. The AJCC achieves business results through data-driven continuous improvement

For the AJCC Comprehensive Certification, interviews were conducted with staff, partners and the AJCC Operator along with the review of customer surveys, to rate our two comprehensive centers and complete the matrix. Completed matrix for Riverside AJCC and Indio AJCC are attached.

<p>EXECUTIVE COMMITTEE</p> <p>Date: April 18, 2018 Approval: Yes/No</p>	<p>BOARD OF SUPERVISORS CONCURRENCE</p> <p><i>YES: INDICATES ACCEPTANCE OF FUNDS (FED, STATE, LOCAL) OR AGREEMENTS FOR SERVICES WHERE EDA IS RECEIVING FUNDS, OR ANY ACTION THAT REQUIRES BOS APPROVAL.</i></p> <p>Required: Yes/No</p>
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