

One-Stop/American Job Center Operations

Customer Flow
TRIAGE
 Operator Lead w/ES participation
 Designated Customer Service Staff

UI Claims/Problems

Division of Vocational Rehabilitation

Employment Services
 (Basic Career Services & Job matching)

American Job Center Orientation
 Operator Lead w/ES Participation
 RE/RESEA (Except WFNJ/GA28Day)
 ALL PARTICIPANTS COMPLETE ASSESSMENT
 *Have 10-15 minute registration review by orientation staff
 * given appointment for Training Orientation /workshop



Counseling (WIOA)

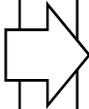
Training Workshop
 Operator lead w/ES participation
 (Except WFNJ/GA28 Day)

Intake/Eligibility
Literacy/Occupational Skills Assessment:
 Global Assessment Tools:
 TABE, Best Plus, Best Literacy, NJCan, Prove it
Universal IEP/EDP
 Path to Employment
Referrals To:
 Basic Adult Ed (Title II)
 Literacy Labs
 Work Based Training
 ITA
 Tuition Waiver
 ABT
 R4J
 Opportunity Partnership
 ES Programs:
 JJC, Re-entry (Resource orientation Referrals to WIOA, DVRS, JJC, PEPP)
 Labor Exchange/Job Development
DVRS
 Referrals In/Out
Other State Programs
 TRA, 55+, SRAP, TN, H2H, NJ Build, Reg, Apprenticeship, Bonding
Youth:
 Youth Education & Career Center at GCIT
Re-entry:
 PEPP

Priority of Service to Low Income & Basic Skills Deficient Adults

Literacy Labs High School Diploma Holders Literacy Labs
 Basic skills deficient or lack basic computer literacy

County Board of Social Services
WFNJ
 Eligibility Determination
 Mandatory To Work Participation



WFNJ Group
 ES or Locals
 AJC Orientation
 Job Search Workshop
 WFNJ
 Case Management (Locals)
 Referrals To:
 -Literacy Labs
 -Occupational Skills Training
 -Job Search Activities
 -CWEP
 -Work Based Training
 -Competitive Job Placement
 -OJTs (WFGM)

PRE GA 28 DAY (ES)
3 Visits w/in 28 days
 -AJC Orientation
 -Job Search Workshop
 -AJC visits to show robust job search
Referrals To:
 -Literacy Lab
 -Occupational Skills Training
 -Job Search Activities (ES Programs)
 -CWEP
 -Work Based Training
 -Competitive Placement
 -OJT (WFGM)