



EVALUATION AND CERTIFICATION OF THE AMERICAN JOB CENTER GUIDANCE

POLICY GUIDANCE: 2019-04-17:05

PURPOSE

In accordance with WIOA title 20 Chapter V, certification and evaluation of the American Job Center (AJC) of Gloucester County are conducted by the Local Workforce Development Board using criteria and procedures as developed by State Employment and Training Commission (SETC).

BACKGROUND

In order to evaluate the American Job Center (AJC) and the workforce system's progress, WIOA in Section 121(g) requires that local One-Stop Career Centers /AJC be certified and directs the state and local board to establish "objective criteria and procedures" for the evaluation of the workforce system. This guidance document provides the procedures for evaluating the AJC as established by the Gloucester County Workforce Development Board and the NJ State Employment Training Commission¹

Certification is critical to the transformation of the workforce development system. The evaluation process of certification is critical in achieving:

- Consistent, high-quality services to employers and job seekers;
- User-friendly, customer-focused services
- Strategic alignment with education, and economic development;
- Accountability for services and results; and
- Maximization of all workforce development resources

The purpose of the evaluation is to drive integration and improvement of services and to substantiate the use (and/or) need for infrastructure funding.

WIOA establishes two main elements that the local WDB must include in the evaluation criteria. The first is effectiveness, which includes customer satisfaction and physical and programmatic accessibility. The second is continuous improvement, which includes meeting performance standards as well as customer feedback.

POLICY

Under WIOA, the AJC/One-Stop must be evaluated and be certified on a regular basis. Through the evaluation and certification process, the Workforce Development Board (WDB) track the effectiveness of the workforce system. Continuous improvement requires regular modifications based on customer feedback to improve the quality of services that are being delivered. The process is designed to heighten the quality of services that are being delivered in the local area. The ultimate goal is the transformation of the workforce system – expanding employer services, improving job seeker readiness and connecting the two through sector strategies and talent pipeline management.

As established in WIOA, each local WDB area must have a least one Comprehensive Career Center with Title I staff present and access to each partner program that provides the required career services, training services, and business services. The American Job Center of Gloucester County, located at 215 Crown Point Road, Thorofare, New Jersey is considered a Comprehensive Career Center. The core partners at the AJC included Title I – Adult Dislocated and Youth, Title II- Adult Basic Education and Literacy, Title III – Employment Services and Title IV – Division of Vocational Rehabilitative Services - DVRS.

Process

The certification process gives the WDB the opportunity to make a formal assessment of the workforce system based on the established standards as outlined the SETC's One-Stop Certification Checklist:

- ☐ A completed cover document/letter of transmittal requesting State of NJ one-Stop certification
- ☐ Current/Full Workforce Development Board Certification
- ☐ Verification of Meeting disability/accessibility standards;
- ☐ Verification of meeting grievance/complain/EO standards;
- ☐ Local Memorandum of Understanding between the WDB and local partners;
- ☐ Completed Quality Benchmarking Tool
- ☐ Certification Review Form(s) Local Service Audit
- ☐ Completed Minimum Standard of Service Delivery Checklist

Review Team

The WDB Executive may appoint a Review Team responsible for conducting the certification review. The responsibility of the Review Team include:

- Selecting 1 to 3 measures from each section of the Certification Review Form and the Quality Benchmarking Tool (as established by SETC) for auditing during the on-site visit ;
- On-site visit, notifying the AJC of the Selected measures to be audited during the visit;
- Conducting the on-site review
- Submitting the letter of findings and recommendation to the WDB, One-Stop Operator, NJLWD and SETC

ⁱ SETC Resolution # 2016-14