



BURLINGTON COUNTY WORKFORCE DEVELOPMENT BOARD

AJC CERTIFICATION/ACCESSIBILITY ASSESSMENT POLICY

DATE: August 9, 2022

PURPOSE

The Burlington County Workforce Development Board, as the Governor's chosen administrative entity for the Workforce Innovation and Opportunity Act (WIOA) in Burlington County, provides this issuance as guidance regarding the American Job Center (AJC) Certification Policy including annual accessibility assessment.

BACKGROUND

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

WIOA requires that the State Workforce Development Board, in consultation with chief elected officials and local WDBs, must establish objective criteria and procedures for Local WDBs to use when certifying AJCs/One Stop Career Centers. The State WDB, in consultation with chief elected officials and local WDBs, must review and update the criteria every 2 years as part of the review and modification of State Plans pursuant to subsection 361.135.

The Malcom Baldrige National Quality Award principles establish an approach to performance excellence with a focus on continuous improvement. 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.

REFERENCES

- NJSETC Policy 2016-14
- NJWIN 17-16
- 34 CFR 361.80
- 29 CFR Part 38
- WIOA Section 188

REQUIREMENTS

Under this policy, the Burlington County WDB has established a process of review that includes qualified, non-conflicted, local board members to perform the review process. The Burlington County WDB will provide AJC/One Stop Certification documentation and related items to the New Jersey SETC as directed by the New Jersey SETC and in a timely manner to meet all deadlines.

Evaluations of effectiveness must include how well the AJC/One Stop Center integrates available services for participants and businesses, meets the workforce development needs of participants and the employment needs of local employers, operates in a cost-effective manner, coordinates services among the one stop partner programs, and provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need. These evaluations must consider feedback from one stop customers. They must also include evaluations of how well the one stop center ensures equal opportunity for individuals with disabilities to participate in or benefit from one stop services.

CERTIFICATION PROCESS CHECKLIST

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.

RECOMMENDATIONS:

The programmatic assessment is an opportunity for the Burlington County WDB to identify gaps in accessibility within the AJC/One Stop Career Center and take action to address these gaps. It is recommended that the Burlington County WDB use this assessment as an opportunity to initiate a cycle of continuous improvement in providing access to quality services in the Burlington County One Stop system.